

CREER SERVICES AND SUPPORTS, INC.
EMPLOYEE HANDBOOK
Rev. 9.10.21

14733 Iris Street
Adelanto, CA 92301
www.creerservicesandsupports.com

Creer Services and Supports, Inc. Employee Handbook

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WELCOME

Welcome! We hope that your employment with Creer Services and Supports, Inc. (hereinafter “the Company”) will be and continues to be rewarding and challenging. We take pride in our employees as well as the care services we provide.

Please take the time now to read this employee handbook carefully. Sign the acknowledgment at the end to show that you have read, understood, and agree to the contents of this handbook, which sets out the basic rules and guidelines concerning your employment. This handbook supersedes any previously issued handbooks or policy statements dealing with the subjects discussed herein. Creer Services and Supports, Inc. reserves the right to interpret, modify, or supplement the provisions of this handbook, at any time.

Please understand that no employee handbook can address every situation in the workplace. If you ever have questions about your employment, you are encouraged to ask them. If you have any difficulty reading or understanding any of the provisions of this handbook, please contact the Owners, Kedra Creer and Leonard Creer III. Likewise, if you have any suggestions related to the Company policies or procedures, please let us know.

We wish you success in your employment here at Creer Services and Supports, Inc.!

Sincerely,

Kedra Creer and Leonard Creer III
Co-Owners

GENERAL EMPLOYMENT POLICY

This is your employee handbook. It was prepared for you to help you better understand what you can generally expect from The Company. This handbook replaces any and all earlier personnel or employee handbooks, policies and procedures, benefit statements, and memoranda, whether written, oral, or established by The Company.

The information in this handbook is important to all of our employees. Read the handbook now and keep it in a convenient place. You will want to refer to your handbook when you have questions about The Company's policies and benefits.

Naturally, you won't find answers to all your questions in the handbook. It is neither a law book nor a catalog of personnel policies. In preparing this handbook, we have not tried to give you the minute details of each policy. Instead, we have attempted to present a summary of some of the more important policies. No written statement, no matter how complete, can be a substitute for direct daily contact with Leonard Creer III and/or Kedra Creer.

Throughout your handbook, you will be urged to check with the Owners, Leonard Creer III and/or Kedra Creer for complete information on employee policies and benefits. This advice is continually repeated because its importance can't be overemphasized. If Leonard Creer III and Kedra Creer do not have an immediate response to your question, they will get the information you seek and pass it along to you promptly.

Circumstances will obviously require that the policies, practices, and benefits described in the handbook, other than the employment at-will policy, will change from time to time. Creer Services and Supports, Inc. reserves the right to amend, modify, rescind, delete, supplement, or add to the provisions of this handbook, other than with regard to the employment at-will policy, as it deems appropriate from time to time in its sole and absolute discretion. The Company will attempt to provide you with notification of any other changes as they occur.

Your employment is at-will and can be terminated at any time without notice or cause by either yourself or The Company. No manager, supervisor, or other employee of the Company can enter into an agreement for continued or indefinite employment, or employment for a specific term, position, or rate of pay, and that any such agreement must be in writing, signed by the Owners, Leonard Creer III and/or Kedra Creer.

PURPOSE AND APPROACH

Our purpose is to create an environment filled with love, care and support for individuals with developmental disabilities. Through programming formulated for each individual we apply the principles of normalization as measured by consumer participation in a variety of integrated, age-appropriate activities, which take place in natural environments, at home, at work, in the community and during leisure time. Personal choices are promoted and enable consumers to lead more independent, productive and normal lives like those of non-disabled persons of the same age.

Through Person Centered Planning, individualized enhanced supports and services are formed. It is a process for continual listening and learning, focusing on what is important to someone now and in the future, and acting on this in alliance with their CSC, family, DSP staff, Administrator or managers, BCBA and their friends.

Our approach is to support rather than control individuals; entering into partnerships that promote self-determination and interdependence. Enhanced supports and opportunities are provided to consumers in languages they can understand to make choices in their own lives, including where and with whom they live, their relationships, the way they spend their time and money their pursuit of their personal future and program planning and implementation. Adult consumers have choice of lifestyle options and are supported in reaching their own future.

Using positive support strategies, which include finding out, through observation, review and assessment what each consumer's preferred future is, and what is important to them. A Person-Centered Positive Support Plan is the plan to help them get there. A Person-Centered Positive Support Plan included proactive strategies and is a systematic long-term skill building plan. Our goal is to teach new skills and competencies over time.

Contact Information

Key contact information for Creer Services and Supports, Inc.
18960 Ventura Blvd. Suite 220 Tarzana, CA 91356 is as follows:

Co-Owners:

Kedra Creer (323) 395-8594 kedra@creerservicesandsupports.com
Leonard Creer III (323)770-1727 leo@creerservicesandsupports.com

Residences:

14733 Iris Street Adelanto CA 92301
13339 Medicine Bow Court Victorville CA 92394

DISCRIMINATION, HARASSMENT, VIOLATION OF THE LAW

A. Non-Harassment Policy

The Company is committed to maintaining a work environment that is free of prohibited harassment and retaliation based on race, color, religious creed, sex (which includes pregnancy, childbirth, breastfeeding, or related medical conditions), gender (which includes gender identity and expression), transgender or transitioning status, age, sexual orientation, national origin (includes employees who hold or present a driver's license issued under section 12801.9 of the Vehicle Code), ethnicity, citizenship, ancestry, religion (which includes all aspects of religious belief, observance, and practice including religious dress and grooming practices), marital status, military service/veteran status, physical or mental disability, genetic information, medical condition (which includes genetic characteristics, cancer or a record or history of cancer), employees requesting accommodation of a disability or religious belief, or any other legally protected class (collectively referred to as "protected classifications" or "protected class"). The Company also prohibits harassment based on the perception that someone is a member of a protected class or is associated with a member of a protected class. Consistent with state and federal law, reasonable accommodation will be provided to qualified applicants and employees with disabilities, for pregnant employees, and/or to accommodate religious practices of employees, unless doing so would result in an undue hardship.

Harassment includes unwelcome verbal, written, physical, visual, or other conduct that creates an intimidating, offensive, or hostile working environment, or that interferes with an employee's work performance. In the case of sexual harassment, such conduct constitutes harassment when (1) submission to the conduct is made either an explicit or implicit condition of employment; (2) submission or rejection of the conduct is used as the basis for an employment decision; or (3) the harassment interferes with an employee's work performance or creates an intimidating, hostile, or offensive work environment.

Harassing conduct can take many forms and may include, but is not limited to, the following when based upon an employee's protected status: slurs, jokes, statements, gestures, assault, impeding or blocking another's movement or otherwise physically interfering with normal work, pictures, drawings, or cartoons, violating someone's "personal space," foul or obscene language, leering, stalking, staring, unwanted or offensive letters, poems, offensive email or voicemail messages.

Sexual Harassment includes unwanted sexual advances, requests for sexual favors, graphic, verbal, or physical conduct of a sexual nature. Sexual harassment may occur between members of the same or opposite sex. Further, harassment based on a person's sex is not limited to instances involving sexual behavior. That is, harassment on the basis of sex may occur without sexual advances or sexual overtones when conduct is directed at individuals because of their sex. This is often referred to as sex or gender harassment, and such conduct violates this Policy.

The following is a partial list of prohibited types of offensive behavior which could constitute sexual harassment:

1. Unwanted sexual advances;
2. Offering employment benefits in exchange for sexual favors;
3. Making or threatening reprisals after a negative response to sexual advances;
4. Visual conduct, including leering, making sexual gestures, displaying of sexually suggestive objects or pictures, cartoons, or posters;

5. Verbal conduct, including making or using derogatory comments, epithets, slurs, and jokes;
6. Verbal sexual advances or propositions;
7. Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, suggestive or obscene letters, notes, or invitations; and
8. Physical conduct, including touching, assault, impeding or blocking movements.
9. Managers and supervisors are prohibited from providing favorable treatment to employees with whom they are involved with in a consensual sexual relationship.
10. All employees are prohibited from using nicknames or terms of endearment with a racial or sexual orientation or based on any characteristic protected by law.

Regardless of whether the action occurred on or off the Company premises, if you believe that you have been harassed by a co-worker, supervisor, agent, vendor, or consumer, or if you believe that another employee has been harassed, you have a duty to promptly report the facts of the incident or incidents and names of the individuals involved to your administrator or managers, HR trainer, and/or Leonard Creer III and/or Kedra Creer.

Any supervisory or managerial employee who receives such a complaint must promptly report it to Leonard Creer III and/or Kedra Creer. Employees may make complaints either verbally or in writing. Please note that no special form is required.

The matter will be immediately and thoroughly investigated, and confidentiality will be maintained to the extent possible. During the investigation the employee will be immediately placed on an unpaid leave of absence. During this unpaid leave of absence, the employee is prohibited from entering Creer Services and Supports, Inc. property or contacting any employees of the company other than Leonard Creer III and/or Kedra Creer.

It is the obligation of all employees to cooperate fully in the investigation process. Based upon the Company's conclusions from the investigation, which conclusions will be communicated to the primary parties involved as determined by the Company, Creer Services and Supports, Inc. will take appropriate corrective and disciplinary action. Corrective action may include, for example, training or referral to counseling.

Disciplinary action may range from a verbal or written warning to termination of employment, depending on the circumstances.

Retaliation against any employee, or that employee's family members, for reporting or opposing harassment, or who in good faith uses the internal complaint procedure or any external complaint procedure described in this policy, for assisting in the investigation of such a complaint, or for otherwise assisting in such a complaint, is strictly prohibited.

If any employee believes that the above procedure has not resolved his or her situation, that employee may contact the California Department of Fair Employment and Housing (DFEH) at (916) 445-9918 to determine the location of the branch of the DFEH that is nearest to the employee to file a claim within one year of the date that the harassment occurred. The DFEH serves as a neutral factfinder and will attempt to assist the parties to voluntarily resolve their dispute. No action will be taken against any employee in any manner for opposing harassment or for filing a complaint with, or otherwise participating in an investigation, proceeding or hearing conducted by the DFEH or the Fair Employment and Housing Council (FEHC) with respect to harassment.

All managerial employees, including administrator or managers, directors, managers and

supervisors, and persons with lead responsibilities, will also be held accountable for failing to take appropriate action to address harassment or retaliation.

As part of the Company's commitment to provide a harassment free workplace, Creer Services and Supports, Inc. provides and requires training on sexual and all other forms of prohibited harassment, as well as "abusive conduct" at least once every two years. Supervisors and managers will receive two hours of training, and other staff will receive one hour of training every two years. While it is nearly impossible to prevent all employee conflict in any business, we believe that training our management and staff how to recognize and prevent harassment goes a long way to eliminating it in our workplace altogether.

B. Equal Employment Policy

Creer Services and Supports, Inc. is an equal opportunity employer and makes employment decisions on the basis of merit and other legitimate business reasons. We want to have the best available people in every job. Therefore, the Company does not discriminate, and does not permit its employees to discriminate, against other employees or applicants because of race (including physical and cultural characteristics), color, religious creed, sex (which includes pregnancy, childbirth, breastfeeding, or related medical conditions), gender (which includes gender identity and expression), transgender or transitioning status, age, sexual orientation, national origin (includes employees who hold or present a driver's license issued under section 12801.9 of the Vehicle Code), ethnicity, citizenship, ancestry, religion (which includes all aspects of religious belief, observance, and practice including religious dress and grooming practices), marital status, military service/veteran status, physical or mental disability, genetic information, medical condition (which includes genetic characteristics, cancer or a record or history of cancer), employees requesting accommodation of a disability or religious belief, or any other legally protected class (collectively referred to as "protected classifications" or "protected class").

Equal employment opportunity will be extended to all persons in all aspects of the employer-employee relationship, including recruitment, hiring, upgrading, training, promotion, transfer, compensation, benefits, discipline, layoff, recall, and termination. Employment discrimination may occur when an employer treats applicants or employees less favorably than others because of their protected classification. Examples of employment discrimination include making decisions regarding hiring, firing, advancement, wages, discipline, or promotion, based on a protected class. Employment discrimination can also occur when an employer adopts a neutral job policy which disproportionately affects members of a protected class and is not job-related or a business necessity.

Regardless of whether the action occurred on or off's premises, if you believe that you or another employee has been subjected to any form of discrimination, you have a duty to promptly report the facts of the incident or incidents, names of the individuals involved, and the names of any witnesses to your supervisor. Any supervisory or managerial employee who receives such a complaint must promptly report it to Leonard Creer III and/or Kedra Creer. Employees may make complaints either verbally or in writing. Please note that no special form is required.

The matter will be immediately and thoroughly investigated, and confidentiality will be maintained to the extent possible. It is the obligation of all employees to cooperate fully in the investigation process. Based upon the Company's conclusions from the investigation, which conclusions will be communicated to the primary parties involved as determined by the Company will take appropriate corrective and disciplinary action. Corrective action may include, for example, training

or referral to counseling. Disciplinary action may range from a verbal or written warning to termination of employment, depending on the circumstances.

It is the policy of Creer Services and Supports, Inc. that discrimination or harassment in any of its forms is inconsistent with the policies of Creer Services and Supports, Inc. and is prohibited. Such activity is considered to be improper conduct, and subjects any employee found to be participating in discrimination or harassment to disciplinary action up to and including immediate dismissal.

Retaliation against any employee, or that employee's family members, for reporting or opposing discrimination, or who in good faith uses the internal complaint procedure or any external complaint procedure described in this policy, for assisting in the investigation of such a complaint, or for otherwise assisting in such a complaint, is strictly prohibited.

If any employee believes that the above procedure has not resolved his or her situation, that employee may contact the California Department of Fair Employment and Housing (DFEH) at (916) 445-9918 to determine the location of the branch of the DFEH that is nearest to the employee to file a claim within one year of the date that the discrimination occurred. The DFEH serves as a neutral factfinder and will attempt to assist the parties to voluntarily resolve their dispute. Employees may also contact the federal Equal Employment Opportunity Commission (EEOC). No action will be taken against any employee in any manner for opposing discrimination or for filing a complaint with, or otherwise participating in an investigation, proceeding or hearing conducted by the DFEH or EEOC with respect to discrimination, retaliation, or harassment.

All managerial employees, including administrator or managers, directors, managers, and supervisors, and persons with lead responsibilities, will also be held accountable for failing to take appropriate action to address discrimination or retaliation.

C. Violations of The Law

Regardless of whether the action occurred on or off Creer Services and Supports, Inc.'s premises, if you believe that Creer Services and Supports, Inc. or another employee has violated any applicable law in the conduct of the Company's business, you have a duty to promptly report the facts of the incident or incidents, and names of the individuals involved, to your supervisor. Any supervisory or managerial employee who receives such a complaint must promptly report it to the Owners, Leonard Creer III and /or Kedra Creer.

The matter will be immediately and thoroughly investigated, and confidentiality will be maintained to the extent possible. It is the obligation of all employees to cooperate fully in the investigation process. Based upon Creer Services and Supports, Inc.'s conclusions from the investigation, which conclusions will be communicated to the primary parties involved as determined by the Company, Creer Services and Supports, Inc. will take appropriate corrective and disciplinary action. Corrective action may include, for example, training or referral to counseling. Disciplinary action may range from a verbal or written warning to termination of employment, depending on the circumstances.

Retaliation against any employee, or that employee's family members, for reporting or opposing an alleged violation, or who in good faith uses the internal complaint for assisting in the investigation of such a complaint, or for otherwise assisting in such a complaint, is strictly prohibited.

Creer Services and Supports, Inc. will not tolerate violations of the law, illegal infringement on the rights of others, lying, cheating, stealing, gross negligence, misconduct, unethical behavior or any action which, in the judgment of management, is contrary to the best interests, security, safety and well-being of Creer Services and Supports, Inc., its employees, consumers, or others with whom it does business.

LABOR ORGANIZATIONS

A. Philosophy

Creer Services and Supports, Inc. believes our actions over the years demonstrate the company's earnest desire to be fair. Our employees have benefited more as a result of our company's policies than union members have as a result of collective bargaining and third-party representation. Our employees share a common mutual interest in the success of the business. There is no advantage to the common interest of our employees from third party representation. Because we feel that unions have nothing to offer to the well-being of our employees, the company is committed to maintaining non-unions status. We will oppose any attempt at unionization. We are pro-employee, not anti-union.

B. Compliance

We respect and will comply with Federal Law regarding the rights of our associates. Federal law, through the National Labor Relations Act strictly protects the rights of unions, associates, and employers. Accordingly, if any union organizing activity should occur, it will be handled by knowledgeable individuals to protect the rights of all parties involved. If successful, the company will recognize and bargain in good faith with the union.

REASONABLE ACCOMMODATION

A. Disability Accommodation

Creer Services and Supports, Inc. will make reasonable accommodations for the known physical or mental disabilities of an otherwise qualified applicant for employment or employee, unless undue hardship would result or as otherwise excepted by law. Any applicant or employee who requires accommodation in order to perform the essential functions of a job should contact the Owners, Leonard Creer III and/or Kedra Creer. The applicant or employee should advise Creer Services and Supports, Inc. what accommodations they believe are needed in order to perform the job. Together with the applicant or employee, the Company will engage in an interactive process to determine effective, reasonable accommodations, if any. Medical substantiation of the requested accommodation may be required. If such an accommodation is reasonable and will not impose undue hardship upon Creer Services and Supports, Inc., and will not constitute a direct threat to the health or safety of the employee or of others, or is not otherwise excepted by law, the Company will make the accommodation. Among other exceptions, Creer Services and Supports, Inc. is not required to accommodate an employee if the requested accommodation requires the use of medical marijuana.

Creer Services and Supports, Inc. also reserves its right to require an employee to undergo a fitness for duty medical examination, at the Company's expense, if the Company believes or suspects that the employee may not be able to perform the essential duties of the job. In such an instance, the Company will so advise the employee, in writing, of the need for the examination. Depending on

the situation, Creer Services and Supports, Inc. reserves the right to suspend employment pending the results of the examination.

B. Pregnancy Accommodation

A pregnant employee may request a reasonable accommodation of her condition. The employee must timely provide a medical certification from her health care provider of the medical need for reasonable accommodation or transfer. Creer Services and Supports, Inc. has an obligation to transfer a pregnant employee to a less strenuous or hazardous position (where one is available) or duties if medically needed because of her pregnancy. The Company also has an obligation to reasonably accommodate the employee's medical needs related to pregnancy, childbirth or related conditions (such as, for example, temporarily modifying work duties, providing a stool or chair, or allowing more frequent breaks). If such a transfer can be reasonably accommodated, a pregnant employee will be transferred for the duration of her pregnancy. However, the Company will not undertake to create additional employment that Creer Services and Supports, Inc. would not otherwise have created to meet its own business needs. Creer Services and Supports, Inc. will not be required to discharge any employee, transfer any employee with more seniority than the pregnant employee, or to promote any employee who is not qualified to perform the job. Upon transfer, an employee will receive the salary and benefits which are regularly provided to employees in the position to which the employee has transferred. To receive reasonable accommodation or to obtain a transfer, the employee must give the Company sufficient notice for Creer Services and Supports, Inc. to make appropriate plans – 30 days' advance notice if the need for the reasonable accommodation or transfer is foreseeable, otherwise as soon as practical if the need is an emergency or unforeseeable. Please note that if the employee fails to give reasonable advance notice or written medical certification of her medical need, the Company may be justified in delaying the reasonable accommodation or transfer.

C. Lactation Accommodation

For employees who wish to express breast milk at work, the Company will provide a reasonable amount of break time and use of a room or other location in close proximity to the employee's work area (that is not a restroom) to express breast milk in privacy. The break time should, if possible, be taken concurrently with other break periods already provided. Employees should notify their immediate supervisor to request time to express breast milk under this policy. Creer Services and Supports, Inc. will provide a flat surface, access to an electrical outlet and refrigeration for storage of breast milk. Creer Services and Supports, Inc. may deny an employee's request for additional lactation break(s) apart from their regular break time, if the additional break time will seriously disrupt operations.

D. Accommodation of Religious Dress and Grooming

Creer Services and Supports, Inc. will reasonably accommodate the sincere religious beliefs, including dress and grooming practices of employees, similar to accommodation of other religious practices, unless it would create an undue hardship. If you need accommodation of a sincere religious belief, please provide the request in writing. Forms for accommodation are provided by the Owners.

COMMUNICATION AND PROBLEM SOLVING

A. Open Door Policy

Creer Services and Supports, Inc. recognizes that in any employee group, problems, difficulties, and misunderstandings may arise. It is the desire of the Company to see that every problem is handled promptly. To this end, the Company will endeavor:

To invite employees to talk frankly with the Owners, Leonard Creer III and/or Kedra Creer, or to anyone else in authority, if they have a problem of any kind, with the assurance that it will not be held against them by their supervisor or anyone else with authority.

To provide an open door at all times for employees to discuss with upper management any decision they feel to be unfair.

Creer Services and Supports, Inc. is most sincere in encouraging any employee who feels he or she has not been treated properly, or who has a problem of any kind, to make it known to management through the "open door policy." We welcome your opinions and suggestions as an employee. You are entitled to express your point of view on work-related matters in a constructive manner, as well as to make any productive suggestions in any of the communication avenues available within the Company at appropriate times and places.

B. Bulletin Boards

The bulletin board has notices required by law, company announcements, memoranda and similar material. This bulletin board is provided to keep you informed of events important to all of us. You should examine it frequently. If a notice appearing on the bulletin board is not clear, or if you wish further information about it, ask your supervisor or Leonard Creer III and/or Kedra Creer. The bulletin board is reserved for Company business, and no one other than management is authorized to post or remove any material from it.

C. Solicitation

Employees should be able to work in an environment that is free from unnecessary annoyances and interference with their work. In order to protect our employees and visitors, solicitation by employees is strictly prohibited while either the employee being solicited or the employee doing the soliciting is on "working time." "Working time" is defined as time during which an employee is not at a meal, on break, or on the premises immediately before or after his or her shift.

Employees are also prohibited from distributing written materials, handbills, or any other type of literature on working time and, at all times, in "working areas," which includes all office areas. "Working areas" do not include break rooms, parking lots, or common areas shared by employees during nonworking time.

Nonemployees may not trespass or solicit or distribute materials anywhere on company property at any time.

SAFETY AND SECURITY

A. General Safety

Safety is everybody's business. Safety is to be given primary importance in every aspect of planning and performing all residential care activities. We want to protect you against industrial injury and illness, as well as minimize the potential loss of production. Safety violations will be taken seriously, and employees who violate safety rules will be disciplined accordingly, up to and including termination of employment. Report any safety hazards or dangerous conditions to your administrator or manager immediately. All hazardous conditions will be investigated and appropriately corrected. Leonard Creer III and/or Kedra Creer may post other safety procedures in your department or work area. Below are some examples of safety rules that you are expected to follow:

- Ask for assistance when lifting heavy objects or moving heavy furniture. You are not expected to do such things alone.
- Avoid overloading electrical outlets with too many appliances or machines.
- Keep cabinet doors and file and desk drawers closed when not in use.
- Keep the facility clean and orderly.
- Report to your administrator or manager if you or a co-worker becomes ill or is injured.
- Sit firmly and squarely in chairs that roll or tilt.
- Smoke only in designated smoking areas and only during your breaks; there is no smoking on the property. Smoking includes traditional cigarettes or cigars as well as electronic cigarettes and vaping.
- Stack materials only to safe heights.
- Start work on any equipment only after safety procedures and requirements have been explained and you understand them.
- Use flammable items, such as cleaning fluids, with caution.
- Use the right tool for the job and use it correctly.
- Use stairs one at a time.
- Walk - don't run.
- Watch out for the safety of fellow employees.
- Wear appropriate personal protective equipment, e.g., shoes, shoe covers, hats, masks, gloves, goggles, etc., in designated areas or as required.
- Do not enter Creer Services and Supports, Inc. property after normal working hours for any reason without the express approval of Leonard Creer III and/or Kedra Creer.

Failure to adhere to these rules will be considered serious infractions of safety rules and may result in disciplinary action, up to and including immediate dismissal.

B. Injury and Illness Prevention Program

Creer Services and Supports, Inc. has developed and maintains an Injury and Illness Prevention Program (IIPP), which includes safety protocols addressing the 2019 novel coronavirus disease (COVID-19). You are required to comply with all Creer Services and Supports, Inc. rules and guidelines as well as any applicable federal, state, and local laws regarding workplace safety.

C. Hepatitis and Influenza Vaccinations

You may come in contact with many people during the course of work at Creer Services and Supports, Inc. Employees are encouraged to receive an annual hepatitis and influenza vaccination at Creer Services and Supports, Inc.'s expense to ensure they remain healthy if potentially exposed to hepatitis or influenza.

D. COVID-19

The novel coronavirus, COVID-19, has been declared a worldwide pandemic by the World Health Organization. COVID-19 is extremely contagious and is believed to spread mainly from person-to-person contact. As a result, federal, state, and local governments and health agencies recommend social distancing and have, in many locations, prohibited or limited the congregation of groups of people.

Although we have put in place preventative measures to reduce the spread of COVID-19, we cannot guarantee that you will not become exposed or infected with COVID-19 in the workplace. Based upon guidance from The Centers for Disease Control and Prevention (the "CDC") and the California Department of Public Health, we have put in place the following protocols.

All employees reporting to work will be screened for respiratory symptoms and have their body temperature taken as a precautionary measure to reduce the spread of COVID-19.

Every employee will be screened, including having his/her/their temperature taken, when reporting to work. Employees should report to administrator or managers upon arrival at work and prior to entering any other areas of Creer Services and Supports, Inc. property.

Each employee will be screened privately by administrator or managers using a touchless forehead/ temporal artery thermometer. The employee's temperature and answers to respiratory symptom questions will be documented, and the record will be maintained as a private medical record.

Time spent waiting for the health screening should be recorded as time worked for nonexempt employees.

Administrator or managers will follow the minimum criteria for employees to return to work following exposure, symptoms, or diagnosis of COVID-19, according to guidance from The Centers for Disease Control and Prevention (the "CDC") and the California Department of Public Health.

Until further notice, employees will be required to take a COVID-19 diagnostic (molecular or antigen) test every seven days and present their results to their Administrator or manager within 72 hours of taking the test. Failure to timely provide test results may result in being taken off schedule, and/or discipline, up to and including termination.

This policy is subject to change as the regulations concerning congregate living setting are updated by local, state and federal authorities.

E. Heat Illness and Prevention Policy

Creer Services and Supports, Inc. is committed to complying with all applicable laws and ensuring that employees avoid heat illness while working. Heat illness may begin with mild symptoms and progress quickly to signs of serious and life-threatening illness. All employees who will work outdoors and are reasonably anticipated to be exposed to the risk of heat illness will be provided detailed training before starting work.

The purpose of this policy is to ensure that employees working outdoors understand they are allowed and encouraged to take a preventative cool-down rest in the provided shaded areas when they feel the need to protect themselves from overheating. This access to shade is permitted at all times.

An individual employee who takes a preventative cool-down rest:

- Will be monitored and asked if he or she is experiencing symptoms of heat illness.
- Is encouraged to remain in the shade.
- Will not be ordered back to work until any signs or symptoms of heat illness have abated, but in no event sooner than five (5) minutes after accessing shade, excluding the time needed to access the shade.

Creer Services and Supports, Inc. provides clean drinking water at no charge to employees. When the work environment is hot, employees are encouraged to frequently drink small cups of water, with up to four (4) cups per hour recommended, to stay hydrated.

Creer Services and Supports, Inc. has in place effective emergency response procedures if an employee shows signs or reports symptoms of heat illness while taking a preventative cool-down rest or during a preventative cool-down rest period.

Employees must immediately report to their supervisor if they experience any symptoms or signs of heat illness in themselves or their co-workers, so that Creer Services and Supports, Inc. can respond with medical attention, as appropriate.

Creer Services and Supports, Inc. prohibits any form of discipline, reprisal, intimidation, discrimination, or retaliation for employees exercising their rights under this policy or any other provision offering occupational safety and health protection to employees, reporting a health and safety concern or a violation of this policy, or for cooperating in related investigations.

F. Bloodborne Pathogens

As part of its continuing commitment to employee safety and health, the Company has adopted a comprehensive policy for dealing with possible employee exposure to bloodborne pathogens. While possible employee exposure to bloodborne pathogens may have serious consequences, these measures are primarily intended to be precautionary.

An employee who renders first aid assistance in any situation involving the presence of blood or other potentially infectious materials will immediately be offered Hepatitis B vaccination. Creer Services and Supports, Inc. will pay for this vaccination.

If rendering first aid results in an eye, mouth, or non-intact skin contact with blood or other

potentially infectious materials, the Company will take the following actions. It will document the circumstances of the exposure. Creer Services and Supports, Inc. will identify the person from whom the potentially infectious material came. It will inform the first aid provider about the symptoms that might develop from exposure, collect and test the first aid provider's blood (with the employee's consent and Creer Services and Supports, Inc.'s cost) for Hepatitis B and HIV serum status, provide post exposure treatment (if necessary), and provide employee counseling.

G. Alcohol and Drug Policy

Creer Services and Supports, Inc. strives to provide its employees with a safe workplace. The use of illegal drugs or abuse of prescription drugs or alcohol may put you or others at risk of harm or injury. You are expected to be in suitable mental and physical condition while at work, allowing you to perform your job effectively and safely. The Company has established the guidelines below with regard to use, possession, or sale of alcohol or illegal drugs.

Employees may be disciplined, up to and including immediate dismissal for any of the following:

1. Reporting to work and/or working with the presence of intoxicants in their bodies;
2. Bringing intoxicants into the workplace;
3. Possessing or ingesting intoxicants in the workplace during working hours, including meal and rest breaks;
4. Involvement in the manufacture, sale, purchase, transfer, distribution, or dispensation of intoxicants in the workplace and/or during working hours, including lunch and rest breaks;
5. Providing false or misleading information or failing to provide information about any of the foregoing with regard to themselves or others.

As used above, "workplace" includes any premises where an employee may be working on behalf of the Company. "Intoxicants" as used in this policy means any drug listed in 21 U.S.C. § 821 and other federal regulations, including, but not limited to, heroin, marijuana, cocaine, PCP and crack, narcotics, barbiturates, amphetamines, and any other controlled substance other than those taken under the direction and prescription of a licensed physician. Intoxicants also include legal drugs not taken under the direction and prescription of a licensed physician to the extent that their ingestion may affect the safety of co-workers or members of the public, the employee's job performance, or the safe or efficient operation of Creer Services and Supports, Inc. facility. Further, as mentioned above, marijuana remains included as an intoxicant under this policy even if the use of it is prescribed for medicinal purposes or is otherwise authorized or permitted under California law.

Drug/Alcohol Testing- To the extent allowed by applicable state law, Creer Services and Supports, Inc. may maintain screening practices designed to prevent hiring individuals who use illegal drugs. The Company may require a blood test, urinalysis, or other drug/alcohol screening of those employees reasonably suspected of using or being under the influence of a drug or alcohol. "Reasonable suspicion" may be established by accident; physical and/or verbal altercation; a layperson's opinion based upon specific personal observations concerning an employee's appearance or behavior (including job performance); body odors; unusual employee behavior; possession of drugs or alcohol; or other factors. An employee's consent to submit to such a test is required as a condition of employment and the employee's refusal to consent shall result in termination, even for a first refusal.

Prescription Drugs- The legal use of controlled substances, such as prescription drugs prescribed by a licensed physician, or over-the-counter medications, is allowed. However, if an employee cannot do their job satisfactorily or safely because of such substances, the Company may require them to see a doctor, at Creer Services and Supports, Inc.'s expense. An employee may be terminated or obligated to take an unpaid leave of absence if the doctor concludes that they cannot do their job safely and efficiently because of the use of prescription or over-the-counter drugs.

H. Workplace Violence

Creer Services and Supports, Inc. is committed to providing a workplace that is free from acts of violence or threats of violence. In keeping with this commitment, The Company has established a policy that provides “zero tolerance” for actual or threatened violence against co-workers, consumers, visitors, or any other persons who are either on our premises or have contact with employees in the course of their duties. Security and safety in the workplace are every employee’s responsibility. It is therefore essential that every employee understands the importance of workplace safety and security.

Prohibited conduct includes, but is not limited to:

- Injuring another person physically;
- Engaging in behavior that creates a reasonable fear of injury in another person;
- Engaging in behavior that may subject another individual to extreme emotional distress;
- Possessing any dangerous substances, including firearms, explosives and other weapons while on company premises or engaged in company business;
- Employees possessing protective sprays must comply with legal requirements governing their possession and use;
- Damaging property intentionally; or
- Threatening to injure an individual or damage property. Threats can be direct statements as well as intimidating remarks or gestures, “stalking”, or other menacing behavior

The Company encourages employees to promptly report incidents of potential violence or threats of violence and to suggest ways to reduce or eliminate risks. The Company requires records of incidents to assess risk and to measure progress.

Creer Services and Supports, Inc. is committed to the policy that no reprisal is taken against any employee who reports or experiences workplace violence.

Employees who commit violent acts, make threats, or who otherwise violate this policy are subject to discipline and may be terminated. Creer Services and Supports, Inc. may also seek the prosecution of those who engage in violence on its premises.

I. Electronic Workplace Policy

Creer Services and Supports, Inc. employees may be provided access to a variety of electronic devices designed to improve efficiency and productivity. Such devices include, but are not limited to, the Company’s communication system, voice mail, electronic mail, personal computer/tablet, and/or Internet/Intranet access systems (collectively, “Electronic Media”).

All Electronic Media, including all files and messages sent, received, composed, and/or stored on any computer system are the property of Creer Services and Supports, Inc. and will be treated as such. When not in use, tablets must be kept locked in the medication cabinet. Any employee who sends a personal message on these systems should be aware that such message will be viewed as a business message and not a personal, confidential message. Accordingly, all employees waive any right to privacy in communications via Electronic Media and acknowledge that Creer Services and Supports, Inc. has the right to enter these systems and review, copy, or delete any messages with or without notice.

All employees who have access to the Company's Electronic Media and computerized capabilities are required to provide their administrator or managers with all pass codes/passwords and to immediately notify the Owners whenever a pass code/password is changed, or new pass codes/passwords are created. Private pass codes/passwords do not guarantee confidentiality. The use of passwords to gain access to these systems is for the protection of Creer Services and Supports, Inc. , not employees.

Creer Services and Supports, Inc.'s confidential information should not be transmitted via Electronic Media outside the Company or even to employees within Creer Services and Supports, Inc. unless such recipients are authorized to receive such information. To protect the Company's proprietary information, employees should not leave Electronic Media on their screens when they step away. Employees must not copy and send via Electronic Media any information or software that is protected by copyright or other intellectual property laws.

The use of Electronic Media to download, send, or forward to others any discriminatory or threatening messages, ethnic or racial slurs, indignities, obscenities, sexual or offensive comments, off-color jokes, lewd graphics or pictures, or anything that may be construed as harassment or disrespect for others is strictly prohibited. Furthermore, no employee may use Electronic Media to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matter. Employees violating this policy or otherwise misusing Electronic Media will be subject to disciplinary action, up to and including immediate dismissal.

J. Social Media Policy

These guidelines apply to all employees who participate in any form of personal social networking including, but not limited to, Instagram, Facebook, Twitter, MySpace, Yelp, Wikipedia, LinkedIn, or any other social networking sites. Except when expressly authorized in writing for use for business purposes, social media activities are not permitted at work or while on Creer Services and Supports, Inc. time. When authorized, employees must consult with Leonard Creer III and /or Kedra Creer, and receive approval for any posting, prior to any posting, and must abide by all the Company's policies and applicable laws in such postings.

Employees are free to participate in such activities on personal time, subject to the information below, and subject to the understanding that this policy is not intended to cover internet activities that do not associate or identify the employee with Creer Services and Supports, Inc. do not use Creer Services and Supports, Inc. e-mail addresses or equipment, do not discuss Creer Services and Supports, Inc., and are purely about personal matters.

Creer Services and Supports, Inc. understands that employees may maintain or contribute to personal blogs, message boards, conversation pages, and other forms of social media (e.g., Instagram, Facebook and Twitter) outside of their job function and may periodically post

information about their job or the Company's activities on these outlets. If an employee identifies him or herself as an employee of Creer Services and Supports, Inc. and/or uses his or her Creer Services and Supports, Inc. email address (which should not be done if you are on such social platforms personally), then the employee must make it clear that the employee is not speaking for the Company, and what the employee says is representative of his or her individual personal views and opinions and not necessarily the views and opinions of the Company. Never represent yourself as a spokesperson for Creer Services and Supports, Inc.

Such employees should also take the following into consideration:

Employees are obligated to be aware of and comply with any applicable provisions set forth in the Company's employee handbook and all policies and procedures. Employees may not disclose trade secret or proprietary Company information, protected legal or litigation information, or similar information of third parties who have shared such information with Creer Services and Supports, Inc. This includes, but is not limited to, trade secret, intellectual property and confidential employee and consumer policies. Do not post internal reports, policies, procedures or other internal the Company-related confidential communications. Further, Creer Services and Supports, Inc.'s intellectual property, logos, trademarks, and copyrights may not be used in any manner. Even vague or disguised references to such information could violate the Company's policies and applicable laws.

Make sure you are always accurate and honest when posting information about Creer Services and Supports, Inc., and if you make a mistake, then correct it quickly. Never post any information or rumors that you know to be false about the Company, its employees, or consumers.

Employees should not speak to the media on the Company's behalf without first contacting Leonard Creer III and/or Kedra Creer. All media or press inquiries should be directed to Leonard Creer III and/or Kedra Creer.

If a media inquiry is generated, it must be immediately directed to Leonard Creer III and/or Kedra Creer without any comment either on or off the record.

Follow general civil behavior guidelines and always attempt to be fair and courteous to fellow employees and consumers. Integrity, accountability, and respect are core values. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers or utilizing the Company's complaint procedures than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video, or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that maliciously disparages Creer Services and Supports, Inc. or other employees, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of sex, race, disability, religion, or any other characteristic protected by law or Company policy.

You are reminded that when you participate in public, blogs or discussion activities, all posted content (even if deleted) is immediately, and at any time, subject to monitoring and review by The Company and your co-workers. Employees bear full responsibility for the material they post on personal blogs or other social media.

For purposes of this policy, a "personal blog" or "social media" includes personal websites and all forms of on-line community activities such as on-line social networks, message boards,

conversation pages, and chat rooms.

In general, please remember that what you publish is widely accessible, including by Creer Services and Supports, Inc., and will be around for a long time, so consider the content carefully and follow the guidelines in this policy.

Employees should realize that nothing in this Handbook or in this policy is intended to prevent them from freely discussing their own wages, hours, or working conditions with other employees, including in the context of social media.

If you have any questions regarding this policy and its application, please contact Leonard Creer III and/or Kedra Creer.

K. Voice Mail, E-Mail, And Computer Files

Creer Services and Supports, Inc. provided voicemail, e-mail, computers, or other electronic or digital systems (“Systems”) are to be used for business purposes only and may not be used for personal business. These Systems are the Company’s property and maintained by Creer Services and Supports, Inc. in order to facilitate Creer Services and Supports, Inc.’s business. Therefore, all messages or data sent, received, composed, and/or stored on these Systems even with offsite providers are the sole property of the Company.

Creer Services and Supports, Inc. systems should not be used to access on-line data bases or Internet services unless such access is for work-related purposes. Creer Services and Supports, Inc. understands that on occasion, employees may need to conduct personal business using computing resources for personal reasons. Such use must be limited to break time and employees must not excessively use computing and network resources. Excessive use of computer and/or network resources includes but is not limited to listening to audio broadcasts (live or prerecorded) on the internet, viewing video broadcasts (live or prerecorded), and down-loading large data-files for personal use. Access to computing and network resources from the internet is strictly prohibited unless expressly authorized by Leonard Creer III and/or Kedra Creer.

Creer Services and Supports, Inc. understands that on occasion family members or others may need to leave personal messages on the voice mail system for an employee and is willing to accommodate this to a limited degree. However, personal use of the voice mail system that interferes with an employee’s work performance will not be permitted.

Messages or communications on the Company’s voicemail, e-mail, computer, and any Systems are subject to the same policies regarding harassment, discrimination, and retaliation as are any other workplace communications. Creer Services and Supports, Inc. will not tolerate offensive, harassing, discriminatory, or retaliatory content. Content that is considered offensive includes, but is not limited to, any message which contains sexual implications, racial slurs, gender-specific comments, or any other statement that offensively addresses someone’s age, sex, sexual orientation, pregnancy status, marital status, religious or political beliefs, ancestry, national origin, citizenship, disability, or any other basis protected by local, state or federal law.

Employees should have no anticipation of privacy with respect to Creer Services and Supports, Inc. provided voicemail, e-mail, text-messages, instant messages, or any other computer or electronically based electronic communications regardless of whether such information is stored on Creer Services and Supports, Inc.’s Systems or by an outside provider including, but not limited to, a phone company or off-site provider (“Electronic Communication”). Creer Services and

Supports, Inc. reserves the right to monitor, access, and inspect computers, e-mails, voice mails, and other electronically stored documents, systems and data, Systems, or Electronic Communication that are used by employees whether on the premises or elsewhere, including but not limited to laptops, iPads, employee computers used to telecommunicate, PDA's, smart- phones (including, Black-Berries and iPhones), portable "jump" or USB drives, external hard drives, host computers, clouds, file servers, workstations, stand-alone computers, software, voice mail, fax transmissions, telephones of any type, and internal or external communication networks and all other Electronic Communications and Systems. This may be done without notice to an employee and in the employee's absence. Even when a message is erased, it may still be possible to retrieve it from a backup system. Therefore, employees should not rely on erasure of messages to guarantee that a message remains private. Nothing contained in this or any other materials generated by Creer Services and Supports, Inc. or its employees, or any statement made by any employee of Creer Services and Supports, Inc., shall create an expectation of privacy to an employee's Electronic Communication or Systems. Only Leonard Creer III and/or Kedra Creer can modify this lack of expectation of privacy, and only then with a signed letter.

Notwithstanding Creer Services and Supports, Inc.'s right to retrieve and review such material, such material should be treated as confidential by other employees and accessed only by the intended recipient. Employees are not authorized to retrieve any voicemail or e-mail messages or any other type of Electronic Communication that are not addressed to them.

Employees are prohibited from using passwords without prior authorization and registration. The existence of a password on company voicemail, e-mail or computer systems, or other Systems or Electronic Communication is not intended to indicate the messages or other communications will remain private.

Employees are prohibited from loading any software onto a Creer Services and Supports, Inc. provided computer where such action would violate the software license. Employees are prohibited from loading any software onto a Company provided computer without the express approval of Leonard Creer III and/or Kedra Creer.

All Electronic Communication or Systems should not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary information, or similar matter without prior written authorization from Leonard Creer III and/or Kedra Creer. Further no confidential, proprietary, copyrighted, or trade secret information may be sent to third parties or any person outside of Creer Services and Supports, Inc. , without prior written authorization from Leonard Creer III and/or Kedra Creer, nor may such materials be used at any time for an employee's personal benefit or misused in any way.

L. Bring Your Own Device to Work Policy

Creer Services and Supports, Inc. permits Administrator or managers to use their own personal electronic devices, including but not limited to smartphones, tablets, and laptops, wearable technology, computers, mobile phones, and cellphones ("**devices**"), to perform work for the Company or on the Company's behalf. Administrator or managers must sign the stand alone Bring Your Own Device to Work Policy in order to use their own device. In addition, each user is responsible for using their device in a sensible, productive, ethical, and lawful manner.

This policy applies to work performed on a device on Creer Services and Supports, Inc.'s behalf during working and nonworking hours, on and off of the Company's premises.

No Expectation of Privacy

All material, data, communications, and information, including but not limited to email (both outgoing and incoming), telephone conversations and voicemail, instant messages, and internet and social media postings and activities created on, received, or transmitted by, printed from, or stored or recorded on the device for the Company's business or on behalf of the Company ("**CSHI content**") is the property of the Company, regardless of who owns the device(s) used.

You are expressly advised that in order to prevent misuse, the Company reserves the right to monitor, intercept, review, and remotely wipe, without further notice, all Company content, in the Company's sole discretion. This might include, without limitation, the monitoring, interception, accessing, recording, disclosing, inspecting, reviewing, retrieving, and printing of transactions, messages, communications, postings, logins, recordings, and other uses of the device as well as keystroke capturing and other network monitoring technologies, whether the device is in your possession or the Company's possession. Therefore, you should have **no expectation of privacy whatsoever** in any Company content. While the Company will provide advance notice where possible and will take reasonable precautions to avoid the loss of your personal content if the device must be wiped, it is your responsibility to regularly back up your personal content so that you do not lose personal information if the device is wiped.

The Company may also make and preserve copies of all Company content, in the Company's sole discretion, for a period of time after those copies are created and may delete those copies from time to time without notice. In addition, the Company may obtain and disclose copies of any Company content for litigation, investigations, and as otherwise required by law.

M. Housekeeping and Maintenance

Creer Services and Supports, Inc. would like to maintain a facility that is clean, safe, sanitary, and in good repair at all times. The following guidelines are important maintenance services and procedures for the safety and well-being of residents, employees, and visitors:

- Floor surfaces in bath, laundry and kitchen areas shall be maintained in a clean, sanitary, and odorless condition.
- A comfortable temperature for residents shall be maintained at all times
 - The facility shall cool rooms to a comfortable range, between 68 degrees F (26 degrees C and 85 degrees F (30 degrees C), or in areas of extreme heat to 30 degrees F less than the outside temperature.
 - Nothing shall prohibit residents from adjusting individual thermostatic controls.
- Always ensure that there is sufficient light to ensure the comfort and safety of all persons in the facility.
- Food brought into the facility must be dated and discarded within 3 days.
- Trash must be emptied each shift.
- Disinfectants, cleaning solutions, poisons, and other items which could pose a danger if readily available to consumers shall be stored and locked in the utility closet or designated area inaccessible to consumers.

- Medicines shall be stored and locked in designated area(s) inaccessible to consumers.

Please notify the resident Administrator or manager if there are any maintenance issues in the facility. Maintenance issues include:

- Plumbing or water quality issues.
- Window screens are dirty or need maintenance.
- Lamps or any lighting is not properly working, etc.

N. Fire and Earthquake Safety

Creer Services and Supports, Inc. cares about your safety and the safety of all consumers in the event of a fire or earthquake or any other emergency. Make sure that you are familiar with emergency procedures. If you are not sure about what the emergency procedures are, please contact the Administrator or managers. Keep all hallways and doorways clear at all times.

O. Video Surveillance; Audio Recording and Double Custody

To promote the safety of employees, consumers and guests, as well as the security of its facilities, Creer Services and Supports, Inc. has installed security cameras in work areas for specific business reasons, such as security, consumer protection, theft protection or protection of proprietary information.

Employees should not have any expectation of privacy in work-related areas. Video cameras with audio capabilities will be positioned in appropriate places within and around company buildings. The only exceptions to this policy include private areas of consumer/employee restrooms, showers and dressing rooms.

Employee privacy in non-work areas will be respected to the extent possible. The Company's reasonable suspicion of onsite drug use, physical abuse, theft or similar circumstances would be possible exceptions. Legal advice will be sought in advance in such rare cases where nonwork-area privacy must be compromised.

Employees should contact their Administrator or manager if they have questions about this policy.

Double Custody

You must stay in the view of the surveillance cameras for the consumer's safety and yours. Always use double custody when required to enter areas out of surveillance view. Do not enter any bathrooms, bedrooms and/or any other private areas alone with consumers without consent. Request consumers to exit rooms and/or private areas before entering into the space. If you are alone due to a staff shortage, call the administrator or manager immediately if you need to be alone with a consumer out of surveillance view.

P. Job Responsibilities

All employees will be required to adhere and acknowledge all policies and procedures created by Creer Services and Supports, Inc. Job responsibilities and duties may change at any time, verbally or in writing.

Employees are going to be working at level 4 and specialized adult residential facilities where individuals with intellectual and developmental disabilities reside. We expect staff to provide behavior modification to assist consumers with developing positive coping techniques instead of altered/maladaptive behavior such as AWOL, making false statements, physical aggression, property destruction, etc. All re-direction techniques are to be provided with the consumers' dignity and respect in mind.

PAID LEAVES OF ABSENCE

A. Time Off to Vote

Because the Company has a continuing interest in encouraging responsible citizenship, you are urged to vote for the candidates of your choice at local, state, and national elections either before or after your regular shift. In extreme cases, if you do not have sufficient time outside of working hours within which to vote, you will be allowed to take up to two hours off with pay for this purpose.

To receive time off for voting, you must advise Leonard Creer III and/or Kedra Creer that you will need time off at least three days before Election Day.

No action will be taken against any employee in any manner for requesting or taking any time off as provided for in this policy.

UNPAID LEAVES OF ABSENCE

The Company provides a variety of unpaid leaves of absence as set forth below. All paid and unpaid leaves will run concurrently to the maximum extent permitted by law.

A. California Family Rights Act and Pregnancy Disability Leave Act Combined Policy

Creer Services and Supports, Inc. provides leave under the California Family Rights Act (CFRA), which provides unpaid, job-protected leave to covered employees in certain circumstances.

Eligibility

To qualify for CFRA leave, employees must have worked for Creer Services and Supports, Inc. for at least 12 months (does not have to be consecutive in the last seven years) and have worked at least 1,250 hours in the 12-month period before the date leave begins. If you have any questions about your eligibility for CFRA leave, please contact the Owners, Leonard Creer III and Kedra Creer for more information.

Leave Entitlement

This leave may be up to 12 workweeks in a 12-month period, which is measured forward from the date an employee's first CFRA leave begins for any of the following reasons:

- The birth, adoption, or foster care placement of your child.
- To care for your own serious health condition.
- To care for the serious health condition of your child, spouse, [registered] domestic partner, parent, grandparent, grandchild, or sibling.

Starting January 1, 2021:

- the definition of child under CFRA expands to include a child of any age and the child of a registered domestic partner; and
- grandparent, grandchild, and sibling are additional family members covered under CFRA.

Starting January 1, 2021, a qualifying exigency related to the covered active duty or call to covered active duty of an employee's spouse, registered domestic partner, child, or parent in the US Armed Forces, as specified in Section 3302.2 of the California Unemployment Insurance Code. More information is available through the Human Resources Department about this new CFRA-qualifying reason.

If both parents are employed by the Company and are eligible for CFRA leave due to the birth, adoption or foster care placement of their child, each parent is entitled to take up to 12 workweeks in the one-year period after the child's birth, adoption, or foster care placement.

Substitution of Paid Leave

While the law provides only unpaid leave, employees are required to substitute accrued and unused leave while taking CFRA leave under certain circumstances.

Pregnancy Disability Leave

Even if you are not eligible for CFRA leave, if you are disabled by pregnancy, childbirth, or a related medical condition, you are entitled to take pregnancy disability leave (**PDL**) of up to four months (the working days you normally would work in one-third of a year or 17-1/3 weeks) depending on your period(s) of actual disability. Please refer to your employer's separate California Pregnancy Disability Leave Policy for more details.

Right to Reinstatement

If you are CFRA-eligible, you have certain rights to take **both** PDL and CFRA leave for reason of the birth of your child. Both leaves contain a guarantee of reinstatement – for pregnancy disability it is to the same position, and for CFRA it is to the same or a comparable position – at the end of the leave, subject to any defense allowed under the law.

Notice of Leave

You must provide at least 30 days' advance notice for foreseeable events (such as the expected birth of a child or a planned medical treatment for yourself or of a family member). For events that are unforeseeable, you must notify your employer, at least verbally, as soon as you learn of the need for the leave. When possible, your notice must include the estimated time and duration of the reasonable accommodation, transfer, or leave required.

Failure to comply with these notice requirements is grounds for, and may result in, deferral of the requested leave until you comply with this notice policy.

Certification of Need for Leave

Medical certification from your health care provider is required if you are requesting leave for either:

- * Your serious health condition.
- * Reasonable accommodation, transfer, or leave for your pregnancy disability.

If you are requesting leave to care for the serious health condition of your covered family member, medical certification from their health care provider is required.

You may obtain a medical certification form to give to the appropriate health care provider from Human Resources to complete.

Intermittent Leave and Reduced Work Schedule

When medically necessary, leave may be taken intermittently or on a reduced work schedule. If you are taking a leave for the birth, adoption, or foster care placement of a child, the basic minimum duration of the leave is two weeks, and you must conclude the leave within one year of the birth or placement for adoption or foster care.

Medical and Other Benefits

During approved CFRA or PDL leave, your health insurance benefits are maintained as if you continued to be actively employed. Employees approved for CFRA or PDL leave will be informed in writing of the terms and conditions under which health insurance and other benefits will be continued during their leave. Taking CFRA or PDL leave may impact certain of your benefits and your seniority date.

Return-to-Work Release

Employees on leave for their own serious health condition or returning from "PDL" will be required to obtain a release to return to work from their healthcare provider that the employee is able to resume work. This is a requirement of all employees returning from other types of medical leave. Otherwise, the employee will not be permitted to resume work until it is provided.

Contact Information

For more information regarding this policy, including your eligibility for a leave and/or the impact of leave on your benefits and seniority, please contact Creer Services and Supports, Inc.'s Human Resources Department and/or the Owners. If you have been subjected to discrimination, harassment, or retaliation at work, or have been improperly denied PDL or CFRA leave, please contact the Human Resources Department or the Owners, Kedra Creer and Leonard Creer III.

You may also contact the Department of Fair Employment and Housing (DFEH) to file a complaint. If you have a disability that requires a reasonable accommodation, the DFEH can assist you by scribing your intake by phone or, for individuals who are Deaf or Hard of Hearing or have speech disabilities, through the California Relay Service (711). Information is available from the DFEH at www.dfeh.ca.gov, toll-free at (800) 884-1684, TTY (800) 700-2320.

B. Personal (Non-Industrial) Medical Leave of Absence

If employees are ineligible for any other Company leave of absence, Creer Services and Supports, Inc., under certain circumstances, may grant a personal leave of absence without pay. A written request for a personal leave should be presented to management at least two (2) weeks before the anticipated start of the leave. If the leave is requested for medical reasons and employees are not eligible for FMLA and CFRA, medical certification also must be submitted. The request will be considered on the basis of staffing requirements and the reasons for the requested leave, as well as performance and attendance records. Normally, a leave of absence will be granted for a period of up to eight (8) weeks. However, a personal leave may be extended if, prior to the end of leave, employees submit a written request for an extension to management and the request is granted. Leave may be denied if it causes an undue hardship to Creer Services and Supports, Inc. During the leave, employees will not earn vacation, personal days or sick days.

When the employee anticipates returning to work, he or she should notify management of the

expected return date. This notification should be made at least one week before the end of the leave.

Upon completion of the personal leave of absence, Creer Services and Supports, Inc. will attempt to return employees to their original job or a similar position, subject to prevailing business considerations. Reinstatement, however, is not guaranteed.

Failure to advise management of availability to return to work, failure to return to work when notified or a continued absence from work beyond the time approved by Creer Services and Supports, Inc. will be considered a voluntary resignation of employment.

Personal leave runs concurrently with any Company-provided Short-Term Disability Leave of Absence.

Physical Examinations Following A Medical Leave of Absence

An employee who returns to work following a leave of absence resulting from an injury or illness may be required to take a physical examination to: (1) release them to duty; (2) if released with restrictions, (a) determine if the employee is an “individual with a disability” for purposes of the Americans With Disabilities Act, the Fair Employment and Housing Act, and any other applicable federal or state law, (b) determine if the employee can perform the essential functions of the job to which he or she is returning with or without reasonable accommodation and without posing a direct threat to the health or safety of his or herself or others, and (c) to identify an effective accommodation that would enable the employee to perform the essential functions of the job.

C. Pregnancy Disability Leave

Creer Services and Supports, Inc., as a California employer with five or more employees, provides Pregnancy Disability Leave pursuant to Cal. Code Regs. tit. 2, § 11035(h). Employees are allowed up to four (4) months of disability leave for pregnancy when the employee-mother is actually disabled and unable to work. For part-time employees, the amount of leave available is prorated. This includes time off needed for prenatal care, severe morning sickness, doctor-ordered bed rest, childbirth, recovery from childbirth, and related medical conditions.

Four months of leave means time off for the number of days or hours the employee would normally work within four calendar months, which is viewed as one-third of a year or 17 1/3 weeks (Cal. Code Regs. tit. 2, §§ 11035(l) and 11042(a)(1)). For full-time employees who work 40 hours per week, this means they are entitled to 693 hours of leave, which is based on 40 hours per week multiplied by 17 1/3 weeks (Cal. Code Regs. tit. 2, § 11042(a)(1)). Otherwise, the number of working days that constitute “four months” is calculated on a pro rata or proportional basis for employees who work either:

- Less than 40 hours per week.
- More than 40 hours per week.
- Variable work schedules. (Cal. Code Regs. tit. 2, § 11042(a)(2).)

For example, for an employee who works:

- 20 hours per week, four months means 346.5 hours of leave.
- 48 hours per week, four months means 832 hours of leave. (Cal. Code Regs. tit. 2, §

11042(a)(2)(A.)

If you wish to take this leave, you must provide the Company with reasonable notice of the date the leave shall commence and the estimated duration of the leave.

Please provide the following medical certification to the Owners:

- The date the employee became disabled by her pregnancy.
- The probable duration of the disability.
- A statement that because of the disability the employee is unable to work at all or to perform one or more of the essential functions of her position without undue risk to herself, the successful completion of her pregnancy or to other persons. (Cal. Code Regs. tit. 2, § 11050(b).)

The Company may also require a release from the employee's health care provider that she is fit to return to work (Cal. Code Regs. tit. 2, § 11050(d)).

Accrual of seniority and group health insurance benefits will continue during pregnancy disability leave. Upon return from pregnancy disability leave of up to four (4) months, an employee will be restored to the same position held prior to the leave, if available, or otherwise to an available equivalent position. If the employee fails to return to work at the end of leave, the Company shall have no obligation to restore the employee to an equivalent position.

If requested by a pregnant employee and recommended by the employee's doctor, in lieu of pregnancy disability leave, or to accommodate intermittent leave, a pregnant employee may request a transfer to a less strenuous or hazardous position. If such a transfer can be reasonably accommodated, a pregnant employee will be transferred for the duration of her pregnancy, provided that she submits a written request for such a transfer, and, in addition, furnishes a doctor's written certification attesting that the transfer request is upon doctor's advice. However, we will not undertake to create additional employment that we would not otherwise have created to meet our business needs, nor will we discharge any other employee, transfer any other employee with more seniority than the pregnant employee, or promote an employee who is not qualified to perform the job. Upon transfer, an employee will receive the salary and benefits, which are regularly provided to employees in the position to which the employee has been transferred.

The Company will continue to provide you with the same level of group health insurance benefits as were provided to you immediately before your leave. If you choose not to return to work after your maternity leave, the Company may seek back payment for the premiums paid on your health insurance plan while on leave.

D. Jury Duty Time Off

The Company realizes that it is the obligation of all U.S. citizens to serve on a jury when summoned to do so. All employees will be allowed time off to perform such civic service as required by law. Employees are expected, however, to provide proper notice of a request to perform jury duty and verification of their service.

Employees also are expected to keep management informed of the expected length of jury duty service and to report to work for the major portion of the day if excused by the court. If the required absence presents a serious conflict for management, employees may be asked to try to postpone jury duty.

Employees on jury duty leave will be paid for their jury duty service in accordance with state law; however, exempt employees will be paid their full salary for any week in which time is missed due to jury duty if work is performed for the Company during such week.

E. Court Appearance

An employee, including a victim of a crime, may take time off to appear in court as a witness in order to comply with a subpoena or other order, or for certain specific crimes (including, but not limited to, solicitation for murder, vehicular manslaughter while intoxicated, and other serious felonies), in which any right of the victim is at issue. If you need time off to appear as a witness, you should bring the subpoena or court order to Leonard Creer III and/or Kedra Creer immediately after it is received so that arrangements to accommodate your absence may be made. Time off taken by an employee to appear as a witness is unpaid. However, you may use any available vacation time. No action will be taken against any employee in any manner for requesting or taking any time off as provided for in this policy.

F. Crime or Abuse Victims' Leave and Accommodation

If you are the victim of crime or abuse, you are eligible for unpaid leave. While the leave is generally unpaid, employees can use their paid sick time under California's Healthy Workplaces, Healthy Families Act for the purposes described below.

You are considered a victim of crime or abuse who is eligible for unpaid leave if you are:

- A victim of stalking, domestic violence, or sexual assault;
- A victim of a crime that caused physical injury or that caused mental injury and a threat of physical injury;
- A person whose immediate family member is deceased as a result of a crime. "Immediate family member" includes:
 - Regardless of age, your biological, adoptive, or foster child, stepchild, or legal ward, a child of a registered domestic partner, a child to whom you stand in loco parentis, or a person to whom you stood in loco parentis when the person was a minor;
 - Your biological, adoptive, or foster parent, stepparent, or legal guardian or that of your spouse or registered domestic partner, or a person who stood in loco parentis when you or your spouse or registered domestic partner was a minor child;
 - Your legal spouse or registered domestic partner;
 - Your biological, foster, or adoptive sibling, a stepsibling, or half-sibling; or
 - Any other individual whose close association with you is the equivalent of a family relationship described in any of the bullets above.

You may request leave if you are involved in a legal action, such as obtaining restraining orders, or appearing in court to obtain relief to ensure your or your child's health, safety, or welfare. Please provide reasonable advance notice of the need for leave unless advance notice is not feasible. Contact your Administrator or manager if you need time off for this purpose.

If you need a reasonable accommodation for your safety at work, contact the Human Resources Department. If you are requesting a reasonable accommodation, you will need to submit a written statement signed by you, or by an individual acting on your behalf, certifying that the accommodation is for the purpose of your safety at work.

For reasonable accommodation requests, the Company will also require certification demonstrating that you are the victim of crime or abuse. The Company may request recertification every six months. Please notify the Company if an approved accommodation is no longer needed. The Company will engage in an interactive process with you to identify possible accommodations, if any, that are effective and will make reasonable accommodations unless an undue hardship will result.

Creer Services and Supports, Inc. will, to the extent allowed by law, maintain the confidentiality of an employee requesting leave or accommodation under these provisions.

Creer Services and Supports, Inc. will also engage in the interactive process and reasonably accommodate employees who disclose to Leonard Creer III and/or Kedra they are victims of domestic violence, sexual assault, or stalking, subject to law exceptions Creer that. Reasonable accommodations may include, but are not limited to, implementation of safety measures. If circumstances change and an employee needs a new accommodation, the employee must request it. If an employee no longer needs an accommodation, he/she must also notify Leonard Creer III and/or Kedra Creer. Certification may be required to document the need for a reasonable accommodation.

G. Donor Leave

Creer Services and Supports, Inc. will annually provide up to thirty (30) days of paid leave and up to 30 additional unpaid days of leave for organ donation purposes. The Company will provide up to five (5) days of paid leave for bone marrow donation purposes. We require that you take up to fourteen (14) days of available sick or vacation leave for organ donation, and up to five (5) days of available sick or vacation leave for bone marrow donation, before taking donor leave. You will be paid health benefits during donor leave, will accrue sick leave, vacation pay, and seniority during your leave, and, upon your return, you will be restored to the same or an equivalent position to the one you held before donor leave. You must provide written verification that you are an organ or bone marrow donor and that there is a medical necessity for the donation of the organ or bone marrow.

H. Other Leaves of Absence

Creer Services and Supports, Inc. offers a wide variety of other unpaid leaves of absences as required by law, for (1) civil air patrol leave, and (2) other leaves that may be required by state and/or federal law. Eligibility and conditions of these leaves vary considerably, and if you are interested in any leave for any of these purposes, or for any other purpose, please contact Leonard Creer III and/or Kedra Creer.

HOURS OF WORK/WORKING CONDITIONS

A. Hours of Work

The hours of work and workweek for caregivers are generally as outlined in this policy and the overtime policy in this Handbook. However, management may alter or change the workday and workweek, for greater efficiency, to meet changing consumer needs and services or for any other business-related reason.

Creer Services and Supports, Inc. operates twenty-four hours day, seven days a week. Special requests for work hours different from your assigned work schedule must be approved by the Administrator or managers.

B. Work Week

For the purposes of determining overtime for hourly non-exempt employees, the workweek consists of seven consecutive 24-hour periods, beginning at midnight on Sunday and ending the following Saturday at midnight. Hours worked during one workweek cannot be carried over into another workweek.

C. Employee Classifications

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

Full-Time Employees - Employees who regularly work at least 30 hours per week who were not hired on a short-term basis.

Part-Time Employees - Employees who regularly work 30 hours, or fewer, per pay period, who were not hired on a short-term basis. Part-Time Employees generally are not eligible for Company benefits but are eligible to receive statutory benefits.

Short-Term Employees - Employees who were hired for a specific short-term project, or on a short-term freelance, per diem or temporary basis. Short-Term Employees generally are not eligible for Company benefits but are eligible to receive statutory benefits.

In addition to the above classifications, employees are categorized as either "**exempt**" or "**non-exempt**" for purposes of federal and state wage and hour laws. Employees classified as exempt do not receive overtime pay; they generally receive the same weekly salary regardless of hours worked (subject to the Safe Harbor Policy below) and are expected to work more than 40 hours a week when the work so requires. The employee will be informed of these classifications upon hire and informed of any subsequent changes to the classifications.

D. Excessive Tardiness/Absenteeism

Absence from work or tardiness affects your income, causes an undue hardship on those employees

who are present, and affects consumer care. The ability of Creer Services and Supports, Inc. to operate efficiently and meet its schedules depends upon your regular attendance. Creer Services and Supports, Inc. recognizes that emergencies, illnesses, or pressing personal business that cannot be scheduled outside your scheduled work hours may arise. Employees are required to call off at least eight hours before their shift, unless a true unforeseen emergency arises. You are expected to be in your assigned facility and ready to work at the beginning of, but not before, your assigned shift and expected to work your entire scheduled shift. Habitual or excessive absenteeism and tardiness will not be tolerated. Habitual or excessive absenteeism and tardiness is defined as six incidents within a rolling twelve-month period or a pattern of abuse. You must inform your Administrator or manager prior to the start of your shift if you expect to be delayed.

Unreported absences of three (3) consecutive workdays generally will be considered job abandonment and a voluntary resignation of employment.

E. Pay Day/Paycheck Accuracy

The employee will be paid semi-monthly for all the time worked during the past pay period. If one of these pay dates falls on a weekend, the payroll is paid out on the preceding Friday. If one of these pay dates falls on a holiday recognized by the State of California, payroll is paid out on the preceding workday. Pay days are the 7th and 22nd day of each month.

If there is an error in an employee's pay, the employee should bring the matter to the attention of Leonard Creer III and/or Kedra Creer immediately so Creer Services and Supports, Inc. can resolve the matter quickly and amicably.

Paychecks will be given only to the employee, unless he or she requests that they be mailed, or authorize in writing another person to accept the check.

Paychecks will not, under any circumstances, be given to any person other than the employee without prior written authorization. Paychecks may also be mailed to the employee's address or deposited directly into an employee's bank account upon written request.

It is Creer Services and Supports, Inc.'s goal to ensure that all employees are properly paid for all of their work. Therefore, it is every employee's responsibility to examine his or her paycheck and paycheck stub to ensure that he/she is being properly paid for all work time and that the paycheck and pay stub are accurate. If an employee believes that he/she is not being properly paid for all his or her work, the employee must immediately inform Leonard Creer III and/or Kedra Creer.

F. Deductions from Your Paycheck

Creer Services and Supports, Inc. is required by law to make certain deductions from your paycheck. Among these are your federal, state, and any local income taxes and your contribution to Social Security and Medicare. These deductions will be itemized on your check stub.

The amount of these deductions will typically depend on your earnings and on the information, you furnish on your W-4 Form regarding the number of dependents or exemptions you claim. Any change in name, address, marital status, or number of exemptions must be reported to Leonard Creer III and/or Kedra Creer immediately to assure proper credit for tax purposes. The W-2 Form you receive for each year indicates the dollar amounts that were deducted for these purposes.

If you claim more than 10 exemptions, Creer Services and Supports, Inc. is required by law to

report your name and the number of exemptions you have claimed to the Internal Revenue Service.

Any other mandatory deductions to be made from your paycheck, such as court-ordered garnishments, will be explained whenever Creer Services and Supports, Inc. is ordered to make such deductions.

Additionally, it is possible for you to authorize the Company to make additional deductions from your paycheck. The amount of these deductions will also be reflected on your pay stub.

G. Error in Pay

Every employee is expected to review the information on their paystub. If you believe an error has been made in your paycheck, tell Leonard Creer III and/or Kedra Creer immediately. They will research the problem and have any error corrected as soon as possible. Please review the Time Records policy below for additional guidance.

H. Direct Deposit

Creer Services and Supports, Inc. offers direct deposit. An employee's paycheck can be directly deposited into an account of your designation. For enrollment information, please contact Leonard Creer III and/or Kedra Creer.

I. Time Records

Employees are required to accurately record their own actual times in and out for the workday and the meal period(s) on the Company provided tablets. No one, regardless of circumstances, is permitted to record time for anyone else or to allow such an occurrence. Employees are to begin and end work on time as scheduled by Leonard Creer III and/or Kedra Creer. Employees are not expected to, nor should they, work outside their regularly scheduled times and are not to work overtime without prior approval by Leonard Creer III and/or Kedra Creer. Employees generally thus should clock in and out at their regularly scheduled start and end times but must in all cases ensure they are accurately recording all work time. Employees must record their time in and out whenever they leave the premises for any reason, other than for Company business and during bona fide rest periods.

Employees should carefully review their time records for accuracy and completeness. If there is a mistake on a time record, an employee should inform Leonard Creer III and/or Kedra Creer and then make and initial the necessary correction. Leonard Creer III and/or Kedra Creer should also initial any correction. Leonard Creer III and/or Kedra Cree rare only authorized to change an employee's time record to accurately reflect the employee's actual work hours based on information provided by the employee.

Please remember that no employees are permitted to work "off the clock" at any time. For the purposes of this policy, "off the clock" work is where an employee performs work for Creer Services and Supports, Inc. but does not accurately record all such work time in Creer Services and Supports, Inc.'s approved time record. Additionally, no office manager can permit, encourage, or require an employee to work "off the clock."

Leonard Creer III and/or Kedra Cree rare not permitted to require employees to sign any agreement or other statement of hours that falsely represents an employee's time.

It will be presumed that Creer Services and Supports, Inc. is accurately compensating an employee for all hours worked, unless the employee brings a timely complaint pursuant to this policy.

J. Remote Off-The-Clock Work Time

Hourly non-exempt employees cannot perform any work outside the workplace without approval by Leonard Creer III and/or Kedra Creer. This includes as examples, for work purposes, sending or receiving e-mails, logging into the Company computers, checking voice mails, or texting others. The employee must inform Creer Services and Supports, Inc. in writing the following business day the time(s) that such work was performed and must accurately record all such times worked on the employee's time record, whether approved or not. Creer Services and Supports, Inc. wants to make sure that all the time that an employee performs work is paid. Employees are not required to give their phone, text, or other contact information to consumers, vendors or other staff members, with the exception of Leonard Creer III and/or Kedra Creer, for business use only.

K. Overtime Authorization and Requirement

All overtime worked must be accurately recorded on time records and will be paid, but failure to have overtime authorized in advance of working the overtime is a violation of Company policy.

L. Overtime Pay

For non-exempt employees, all hours worked in excess of 40 hours in any workweek or 8 hours in any one workday, shall be paid at 1 ½ times each employee's regular rate of pay. If a non-exempt employee performs work on all seven days of Creer Services and Supports, Inc.'s workweek, 1½ times the employee's regular rate of pay will be paid for the first 8 hours worked on the 7th day worked.

Double time of the non-exempt employee's regular rate of pay will be paid for all hours worked in excess of 12 hours in any one workday. If a non-exempt employee performs work all seven days of Creer Services and Supports, Inc.'s workweek, double-time will be paid for any hours worked on the 7th day in excess of 8 hours worked.

The workweek, for the purpose of calculating overtime, starts on Sunday, and ends on Saturday. The workday, for purpose of daily overtime calculations, starts at **12:00** a.m. continues for 24 hours, to the following day at **12:00** a.m.

M. Reporting Time Pay

An employee who is required to report to work and is not put to work or works less than 4 hours due to Creer Services and Supports, Inc.'s actions, will be paid a minimum of 4 hours pay, except in the event of failure of utilities, fire, flood, explosion, bombing, storm, act of God, or other conditions beyond the reasonable control of the Company, or as otherwise excepted by law.

If an employee is scheduled to work, and reports to work, a second time in a scheduled workday or on his or her scheduled day off, he or she will receive a minimum of 2 hours of pay, unless excepted by law.

N. Safe Harbor Policy for Exempt Employees

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

If the employee believes a mistake has occurred or if the employee has any questions, the employee should use the reporting procedure outlined below.

Exempt salaried employees receive a salary which is intended to compensate for all hours worked for the Company. This salary will be established at the time of hire or when the employee becomes classified as an exempt employee. While it may be subject to review and modification from time-to-time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work performed.

Under state law, salary is subject to certain deductions. For example, the employee's salary can be reduced for the following reasons:

- full-day absences for personal reasons;
- full-day absences for sickness or disability, if the available paid sick leave has been exhausted;
- intermittent absences, including partial-day absences, covered by the federal Family and Medical Leave Act, and state California Family Rights Act, if other available paid leave has been exhausted;
- to offset amounts received as payment for jury and witness fees or military pay;
- during the first or last week of employment in the event the employee works less than a full week; and
- any work week in which the employee performs no work for the Company.

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

In any workweek in which the employee performed any work, the employee's salary will not be reduced for any of the following reasons:

- partial-day absences for personal reasons, sickness or disability;
- absence on a holiday when the facility is closed or because the workplace is otherwise closed on a scheduled workday;
- absences for jury duty, attendance as a witness or military leave in any week in which the employee has performed any work; and
- any other deductions prohibited by state or federal law.

If employees believe they have been subject to any improper deductions, they should immediately report the matter to their supervisor. If the supervisor is unavailable or if employees believe it

would be inappropriate to contact that person (or if they have not received a prompt and fully acceptable reply), they should immediately contact Kedra Creer. If employees are unsure of whom to contact if they have not received a satisfactory response within five (5) business days after reporting the incident, they should immediately contact Leonard Creer III.

Every report will be fully investigated, and corrective action will be taken where appropriate, up to and including termination for any employee who violates this policy. In addition, the Company will not allow any form of retaliation against individuals who report alleged violations of this policy or who cooperate in the investigation of such reports. Retaliation is unacceptable, and any form of retaliation in violation of this policy will result in disciplinary action, up to and including termination.

O. Meal Periods

Timing: All nonexempt employees who work five (5) or more hours in a workday will be provided a meal period of at least 30 minutes. The meal period will be provided no later than the end of the fifth hour of work. An employee who works less than six (6) hours may waive their 30-minute meal period with a signed waiver, obtained by administrator or managers. All nonexempt employees who work ten (10) or more hours per day will be provided with a second meal period of at least 30 minutes, except that if the total hours worked are no more than 12 hours, the second meal period may be waived by mutual consent of the employer and the employee only if the first meal period was not waived.

On-duty meal periods: The meal period shall be on-duty (and paid) when necessary to meet regulatory or approved program standards and when either (a) the employees eat with residents during residents' meals and the employer provides the same meal at no charge to the employee or (b) the employee is in sole charge of the resident(s) and, on the day shift, the employer provides a meal at no charge to the employee. An employee, except for the night shift, may exercise the right to have an off-duty meal period upon 30 days' notice in writing to the owners for each instance where an off-duty meal is desired, provided that, there shall be no more than one off-duty meal period every two weeks.

Off-duty meal periods: All meal periods that do not meet the requirements of an on-duty meal period shall be off-duty (and unpaid). For off-duty meal periods, employees will be permitted a reasonable opportunity to take the meal period, and employees will be relieved of all duty. During the meal period, employees are free to come and go as they please and are free to leave the premises. They are expected to return to work promptly at the end of any meal period.

Recording: Employees must accurately record their meal period, including the beginning time and end time of the meal period. Employees must also record whether the meal period is on-duty (i.e. paid because they meet the requirements above; or off-duty (unpaid, but given at least 30 minutes uninterrupted by the employer).

P. Break Periods

Because our regulatory or approved program standards require that our consumers be attended to at all times, employees are required to remain on the premises and maintain general supervision of consumers during rest periods if the employee is in sole charge of the consumers. Another rest period shall be authorized and permitted by the employer when an employee is affirmatively required to interrupt his/her break to respond to the needs of consumers.

When not in the sole charge of consumers, employees are authorized and permitted to take a paid

break period of net, 10 consecutive minutes for each four hours worked or major fraction thereof which as far as practicable shall be taken in the middle of each 4-hour period. For example, full-time employees should take one rest period in the first half of their day and one in the second half. These 10-minute break periods should be taken by the employee on an informal basis. The employee will be relieved of all duties during the break period. If the employee is not in sole charge of the residents, they are free to leave the premises at the time of their break, provided they are back in time and ready to work after the 10-minute break concludes.

Employees are required to take their break periods. Creer Services and Supports, Inc. does not discourage or impede employees from taking their meal period(s) or rest breaks.

Q. Outside Employment

Employees are permitted to work a second job as long as it does not interfere with their job performance. Employees with 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, refusal to travel, or refusal to work overtime or different hours.

If outside work activity causes or contributes to job-related problems, it must be discontinued, or the employee may be subject to disciplinary action, up to and including termination.

BENEFITS

A. Sick Leave Pay/Kin Care

Purpose/Objective

Creer Services and Supports, Inc. provides 24 hours or 3 days, whichever is more beneficial to the employee, of paid sick leave to employees who have worked 30 or more days in California within a year of their employment with Creer Services and Supports, Inc.

Eligibility

An employee becomes eligible for paid sick leave by working in California on or after Jan. 1, 2015, for at least 30 days within a year. Before an employee can take any sick leave, he or she must satisfy a 90-day employment period, which is not limited to work only in California.

Procedures

A lump-sum grant will be provided on the employee's hire date anniversary in each subsequent year if the employee remains eligible.

Paid sick leave may be used after an employee has worked for Creer Services and Supports, Inc. for at least 90 days. Unused sick leave granted under this policy does not carry over from one year to the following year.

Creer Services and Supports, Inc. requires employees to use paid sick leave under this policy in minimum increments of two hours.

Leave under this policy may be used in connection with the diagnosis, care or treatment of an existing health condition for, or the preventive care of, an employee or an employee's immediate family member. "Family member" for purposes of this policy includes spouses, registered

domestic partners, children (regardless of age), parents (including stepparents and parents-in-law), grandparents and siblings. Leave under this policy may also be used for employees who are the victims of domestic violence, sexual assault or stalking.

Employees requesting time off under this policy should provide as much advance notice to Leonard Creer III and/or Kedra Creer as possible.

Unused time under this policy is not paid out at the time of separation from employment. However, employees who are re-employed with Creer Services and Supports, Inc. within a year of separation will have their sick leave that was granted under this policy for that year made available to them for the remainder of the year.

*Additional paid sick leave may be available dependent on qualifying COVID-19 reasons, as specified by California and local laws. If you have questions about whether you are entitled to additional paid sick leave, please ask the owners.

B. Vacation Pay

We know how hard employees work and recognize the importance of providing time for rest and relaxation. We fully encourage employees to get this rest by taking vacation time.

After completion of the first year of employment*, full-time employees will be granted, as a reward, 40 hours of paid vacation in their “vacation bank”; and then continue to accrue vacation based on their regularly scheduled workweek and continuous years of service and according to the following schedule:

*Employees are not eligible to receive the 40 hours of banked vacation hours on their one-year anniversary date if they have not completed 12 months of continuous service. Periods in which employees are on a leave of absence are not counted towards their 12-month service requirement. Employees will receive the 40-hour vacation grant on the day they achieve 12 months of service, excluding any period of leave.

Years of Service	Bi-Weekly Accrual	Annual Accrual	Maximum Accrual
0-1	None	40 hours awarded on 1 year anniversary date	
1+	3.33/pay period	80 hours	140 hours

Once an employee has reached his or her maximum vacation accrual, the employee will not become eligible to accrue any additional paid vacation until the employee’s paid vacation balance falls below the maximum accrual. In other words, employees with more than 1 year of service may not accrue more than 140 hours of paid vacation. In addition, employees taking an unpaid leave of absence or who are on leave receiving disability payments do not accrue paid vacation while they are on leave.

Part-time employees, who work more than 15 hours per week and have completed 2 full years of service with Creer Services and Supports, Inc., are eligible to accrue up to 39 hours of paid vacation time annually. These hours will begin accruing at the rate of 1 hour for every 30 hours

worked, beginning on the anniversary date of the third year. Unused, accrued hours can carry over from year to year, with a max annual accrual of 58.5 hours. Once an employee has reached his or her maximum vacation accrual, the employee will not become eligible to accrue any additional paid vacation until the employee's paid vacation balance falls below the maximum accrual.

Every effort will be made to grant the employee's vacation preference, consistent with our operating schedule. However, if too many people request the same period of time off, Creer Services and Supports, Inc. reserves the right to choose who may take vacation during that period. Employees with the longest length of service generally will be given preference. Vacation requests must be submitted in writing, using the form provided, to Creer Services and Supports, Inc. at least two (2) weeks in advance of their requested vacation dates.

Vacation may be used only in full-day increments.

Employees who are entitled to paid vacation are encouraged to use all earned vacation each year.

Paid vacation time is not counted as hours worked for the purpose of computing weekly overtime.

Vacation pay earned and unused up to the date of termination from employment will be paid to the employee upon termination at their current hourly rate of pay. This includes hours of vacation earned but unused from previous anniversary years as well as hours of vacation earned, but unused, on a per diem basis to the date of termination.

C. Bereavement Time Off

If a death occurs in your family to your mother or father, grandparent, wife or husband, registered domestic partner, child, brother or sister, mother-in-law, or father-in-law you may need some time off to attend the funeral and/or pre-burial activities. You may miss up to 2 regular shifts of work, which occur between the death and the funeral without loss of pay. Creer Services and Supports, Inc. may grant additional time off.

D. Holiday Pay

Creer Services and Supports, Inc. does not currently provide paid holidays.

E. Healthy Living Benefit

We reimburse up to \$25 for gym memberships with proof of membership each month.

INSURANCE PROGRAMS REQUIRED BY LAW

A. Worker's Compensation

Worker's compensation coverage is designed to provide you with benefits for injuries that you may suffer in connection with your employment. Workers' compensation insurance is intended to provide medical care and pay for lost time resulting from injuries on the job and those illnesses caused by an employee's work.

To ensure you of quality care in case of work-related injury or illness, the Company will direct you to an appropriate health care provider for the treatment of any such injury or illness. If you wish to be treated by your own health care provider instead, you must notify Creer Services and Supports, Inc. in writing before any injury or illness occurs.

Coverage begins when you become an employee and continues during your employment with the Company. All injuries, no matter how slight, must be reported immediately to administrator or managers to assure timely reporting of your injury. You must tell your administrator or manager or Leonard Creer III and/or Kedra Creer what, where, when, and how the injury happened - enough information so that medical treatment can be arranged for you. In an emergency, go directly to one of the medical facilities nearby. You will be required to furnish Creer Services and Supports, Inc. with written statements regarding any work-related accident so we may accurately document the incident and ensure benefits are provided.

Employees returning to work after being absent due to an injury must report to Leonard Creer III and/or Kedra Creer prior to beginning work and must bring a release to return to work completed and signed by their health care provider prior to returning to duty.

Workers' Compensation Fraud - Any employee who makes or causes to be made any knowingly false or fraudulent material statement or material representation for the purpose of obtaining or denying workers' compensation benefits or payments is guilty of a felony. Workers' compensation fraud is punishable by up to five years in state prison and a fine of up to \$150,000.

B. State Disability Insurance

Non-occupational disability insurance is provided by state law for every California employee who is covered by the Unemployment Insurance Act and who meets the eligibility requirements. This insurance will compensate you in part for loss of wages you may suffer if you are unable to work because of sickness or injury not connected with your work. The law requires your contribution to this insurance. Creer Services and Supports, Inc. will give you a brochure entitled "State Disability Insurance Provisions" published by the State of California Employment Development Department. No action will be taken against any employee in any manner for requesting or taking any time off as provided for in this Creer Services and Supports, Inc. employee handbook or for testifying in a disability proceeding.

C. Paid Family Leave Insurance

All employees are covered under the state Paid Family Leave insurance plan (PFL). This program provides for wage reimbursement of up to eight (8) weeks of partial pay in any 12-month period to an employee to take time off to care for a seriously ill parent, spouse, registered domestic partner or child, grandparent, grandchild, sibling, or parent-in-law or to take time off to bond with a newborn child or a newly placed adopted or foster child. PFL benefits are paid to an employee by the state. PFL is funded by an employee payroll deduction, according to law. PFL does not create any rights or entitlement to time off of work.

D. State Unemployment Insurance

You may be protected against total or partial loss of wages if you become unemployed or partially unemployed under certain conditions as outlined by the California Unemployment Insurance Act. Eligibility requirements under this act will be explained to you at any office of the State Employment Development Department. This insurance is completely paid for by Creer Services and Supports, Inc. in the form of unemployment insurance taxes. The State Employment Development Department will only allow unemployment insurance payments on those claims covered by the Act. No action will be taken against any employee in any manner for testifying in an unemployment hearing.

Creer Services and Supports, Inc., upon an employee's separation from employment, will provide a booklet entitled "EDD for Your Benefit, California's Programs for the Unemployed" published by the State Employment Development Department.

E. Federal Social Security (F.I.C.A.)

The Federal Insurance Compensation Act is a Federal law, which requires employers and employees to pay a part of all salaries and wages to the government in return for certain old age and survivors' benefits. Neither you nor Creer Services and Supports, Inc. has any choice in this. At the age of 62 and older, upon application, you may become eligible to receive stipulated, reduced, or full monthly payments based on your average income while you were working, or if you should die, your survivors will receive such payments. More detailed information is obtainable from any branch office of the Social Security Administration. The cost is borne equally by employer and employee contributions.

WORK RULES AND STANDARDS OF CONDUCT

A. Work Rules

When each employee is aware that he or she can fully depend upon fellow workers to follow expected standards of conduct, then the organization becomes a better place to work for everyone. If you have a question regarding any work or safety standard, please see Leonard Creer III and/or Kedra Creer for an explanation.

The occurrence of any of the following activities, as well as violations of any of Creer Services and Supports, Inc.'s rules or policies listed in this Handbook or elsewhere, may subject you to disciplinary action, up to and including immediate dismissal. These lists are not all-inclusive. They merely provide illustrative examples.

- Any act of dishonesty, including, but not limited to, falsification or misrepresentation on your application for employment or other work records, lying about sick or personal leave, giving false reasons for a leave of absence, alteration or falsification of company records or medical records or other company documents, including prescription documents.
- Any act of illegal harassment, whether sexual, racial, or other.
- Any discriminatory action against co-workers or consumers.
- Any discourtesy to co-workers or consumers.
- Violation of Consumer rights for confidential medical records and communications to the extent provided by law.
- Failure to keep proper time records or alteration of your own or other's time records, or attendance documents.
- Altering another employee's time records or attendance documents.
- Insubordination or refusing to obey instructions issued by Administrator or managers, Managers, and/or the Owners pertaining to your work.
- Willful or negligent action at work that endangers the life or safety of another person or willful violation of any company rules or deliberate action that is extreme in nature and is obviously detrimental to Creer Services and Supports, Inc.'s efforts to operate continuously and profitably.
- Willful violation of security or safety rules or failure to observe the safety rules or safety practices identified in this handbook.
- Excessive absences or lateness.
- Leaving work before the end of a workday or not being ready to work at the start of a workday without approval of Administrator or managers or Managers.
- Failure to immediately report damage to, or an accident involving, company equipment.
- Failure to maintain a neat and clean appearance or any departure from accepted conventional modes of dress or personal grooming as explained in this handbook.
- Use of obscene or abusive language.
- Unauthorized soliciting for another business during working hours and/or in working areas.
- Online posting of any information regarding our consumers or their families.

- Sleeping during any shift of work.
- Leaving consumers unattended including but not limited to leaving the home during any shift.
- Any violation of Company policy or provision of this Handbook.

All employees of Creer Services and Supports, Inc. are considered at-will and can be terminated at any time, without notice or cause, by the Company.

B. Communication and Work Applications

Due to the nature and schedule of operations, all employees of Creer Services and Supports, Inc. are required to have a cell phone capable of running GroupMe and Homebase applications on their first day of employment. The cell phone needs to be operational at all times during the employee's scheduled shift so they can be contacted as necessary. In support of this requirement, Creer Services and Supports, Inc. reimburses \$15.00 per month through the employees' regular paychecks.

C. Company Cell Phone Policy

Creer Services and Supports, Inc. issues or reimburses for individual cellular phones to company representatives who are required to be in close contact with the company at all times. While cell phones are a necessary convenience of the business world, we require that our employees follow the guidelines listed below for their own and others safety.

All employees are required to be professional and conscientious at all times when using company phones.

It is Creer Services and Supports, Inc.'s policy that representatives of our organization who are issued a cellular phone understand the phones are issued for business use. Employees are expected to make every effort to not exceed the current contracted allowed minutes.

Cellular phone bills are reviewed when they arrive, any employee who exceeds their contracted allowed minutes is subject to additional usage review.

Creer Services and Supports, Inc. has a zero-tolerance policy regarding using a cell phone while driving. For the safety of our employees and others it is imperative that you pull over and stop at a safe location to dial, receive or converse on the cell phone in any way.

Creer Services and Supports, Inc. reserves the right to amend or alter the terms of this policy.

D. Dress Code and Personal Appearance

You create the image many people will have about Creer Services and Supports, Inc. We would like our employees to adhere to a professional look that upholds the values of the Company and supports our commitment to quality care for our consumers and the public. If you are in doubt about an outfit, do not wear it. The Administrator or managers and Leonard Creer III and/or Kedra Creer are responsible for dress code compliance in every facility. The following is suggested dress/personal appearance:

While our goal is to provide a workplace environment that is comfortable and inclusive, our work environment serves consumers and potential consumers; accordingly, professional business

casual attire is a standard that strikes the Company balance. Business casual attire includes pants, jackets, shirts, and dresses, that, while not formal, are appropriate for a business environment. Jeans are acceptable so long as they are not ripped or distressed. T-shirts or accessories with profane or questionable phrases or images that may make employees, visitors, or consumers uncomfortable are not to be worn. Shorts and sundresses and ill-fitted clothing (i.e., too loose, too tight, too short or long) and footwear, such as flip-flops or worn-out sneakers are not appropriate business casual attire. Closed toe shoes are to be worn at all times.

The CDC states that fingernails should be kept short and smooth. The edges should be filed smooth to allow thorough cleaning and prevent glove tears.

- All employees having direct consumer contact have a responsibility for maintaining hand hygiene by adhering to specific infection control practices. The use of artificial fingernail enhancements contributes to nail changes that can increase the risk of colonization and transmission of pathogens to patients (consumers).

The following policies apply:

- Fingernails are to be neatly manicured and of a length not to exceed ½ inch beyond the fingertip.

Each employee must report to work properly groomed and wearing appropriate clothing or they may be sent home to change, and subject to discipline for repeated offenses. A physician's note is required for exceptions to the dress code. Bottom line, feel free to express your individual fashion ideals so long as they exhibit professionalism.

This dress code policy will not be enforced in a manner that discriminates against anyone based on a protected class, such as race, sex, gender identity or gender expression, religion, national origin or any other class protected by federal, state or local law. For more information, see the *Harassment, Discrimination and Retaliation Prevention* policy. Employees who need a reasonable accommodation because of religious beliefs, observances or practices should contact the Owners and discuss the need for accommodation.

E. Gifts

Employees may not accept or solicit, for his or her personal benefit, a gift of any kind from a supplier, vendor representative, or consumers or their families. If you receive any gift valued over \$0 from a vendor, supplier, or consumers or their families, notify Leonard Creer III and/or Kedra Creer.

F. Personal Phone Calls

Friends and relatives should be discouraged from calling during working hours unless there is an emergency. You may not make personal calls during working hours unless it is an emergency, or it is to contact administrator or managers and Leonard Creer III or Kedra Creer or approved contact that is related to the consumer's wellbeing.

You are not required to give out your personal phone number to consumers, vendors, or staff members with the exception of Leonard Creer III and/or Kedra Creer, for business use only.

G. Theft

Any unauthorized use of company services or facilities or the taking of any company property for

personal is considered property theft. The following list of examples is not all-inclusive, but provides illustrations of several activities which are unacceptable:

- a. Use of company copy machines and fax machines for personal use. If you wish to use a company copier or fax machine, contact Leonard Creer III and/or Kedra Creer for permission.
- b. Use of computers/tablets/iPads: Creer Services and Supports, Inc.'s computers/tablets/iPads (the computers and iPads made available for work) are to be used exclusively for business purposes.
- c. Use of International Long-Distance Telephone Service: You are not permitted to make unauthorized personal international telephone calls.
- d. Taking of company property: No item purchased or supplied by or for Creer Services and Supports, Inc. should ever be removed from company premises without express authorization from Dr. Orringer. This applies to all company property including, but not limited to, medical equipment and supplies, manufacturer's product samples, computers.
- e. Taking of property of fellow employees: No items belonging to another company employee may be taken without his/her permission under any circumstances.
- f. Time-card theft by clocking in or out from somewhere outside of the facility.

H. Personal Property

Creer Services and Supports, Inc. is not liable for the security, care, safety, loss, or damage of any employee's personal property, vehicle, or their contents at any time.

I. Company Vehicle/Use of Personal Vehicle for Company Business

Creer Services and Supports, Inc. provides vehicles for company business* to certain authorized employees and to reimburse employees for the use of their personal vehicles for company business according to the guidelines below. The company retains the right to amend or terminate this policy at any time. (The term "vehicle," as used in these guidelines, includes, but is not limited to, cars, trucks, vans). **Company business is defined as driving at the direction, or for the benefit, of the employer. It does not include normal commuting to and from work.*

1. Employees may not drive any business vehicles without prior approval of their facility administrator or manager. Prior to approving a driver and periodically thereafter, facility administrator or managers must check the employee's driving record. Employees approved to drive on company business are required to inform their facility administrator or manager of any changes that may affect either their legal or physical ability to drive or their continued insurability.
2. Employees must have a valid and current Driver's license to operate a company vehicle, or a personal vehicle with current auto insurance while on company business.
3. Employees are expected to drive in a safe and responsible manner and to maintain a good driving record. The Owners will determine if an employee's driving record indicates a pattern of unsafe or irresponsible driving, and to make a recommendation for suspension or revocation of driving privileges.

Criteria that may indicate an unacceptable record includes, but is not limited to:

- Three or more moving violations* in a year

- Three or more chargeable accidents within a year. Chargeable means that the driver is determined to be the primary cause of the accident through speeding, inattention, etc. Contributing factors, such as weather or mechanical problems, will be taken into consideration.
- Any combination of accidents and/or moving violations.

*Violations include any ticket, charge, or other law enforcement proceeding relating to these, as well as independent evidence of violations deemed relevant.

4. Any employee who has a driver's license revoked or suspended shall immediately notify their facility administrator or manager by the start of their next shift and **immediately discontinue operation of the company vehicle**. Failure to do so may result in disciplinary action, including termination of employment.
5. Employees holding jobs requiring regular driving for business as an essential job function must, as a condition of employment, be able to meet the driver approval standards of this policy at all times.
6. Employees who drive a vehicle on company business must, in addition to meeting the approval requirements above, exercise due diligence to drive safely and to maintain the security of the vehicle and its contents. Use of handheld cell phones (including texting) while behind the wheel of a moving vehicle being used on company business is strictly prohibited. Employees are responsible for any driving infractions or fines as a result of their driving. Employees are responsible for complying with all local parking notices. Failure to abide by parking notices that result in a ticket/fine, will be borne solely by the employee.
7. All employees are not permitted to use company vehicles for personal use. Employees are not permitted to take company vehicles home or to keep at any other location besides the facility between shifts.
8. Nonemployees and nonbusiness passengers (i.e., family and friends) are prohibited from riding in company vehicles.
9. Employees must park and lock company vehicles at their designated facility locations.
10. Employees who use their personal vehicles for approved business purposes will receive a mileage allowance equal to the current Internal Revenue Service optional mileage allowance for such usage. This allowance is to compensate for the cost of gasoline, oil, depreciation and insurance. Employees who operate personal vehicles for company business should obtain auto liability coverage for bodily injury and property damage with a special endorsement for business use, when necessary as determined by their personal insurance agent.
11. All accidents in company vehicles, regardless of severity, must be reported to the police and to the Owners. Accidents are to be reported immediately (from the scene, during the same day, or as soon as practicable if immediate or same day reporting is not possible). Accidents in personal vehicles while on company business* **must** follow these same accident procedures. Accidents involving the employee's personal injury must be reported to the Owners for Worker's Compensation purposes. Failing to stop after an accident and/or failure to report an accident may result in disciplinary action, up to and including termination of employment.
12. Employees are not permitted, under any circumstances, to operate a company vehicle or a personal vehicle for company business when any physical or mental impairment causes the employee to be unable to drive safely. Additionally, employees shall not operate any company vehicle at any time or operate any personal vehicle while on company business while using or consuming alcohol, illegal drugs or prescription medications that may affect their ability to

drive. These prohibitions include circumstances in which the employee is temporarily unable to operate a vehicle safely or legally because of impairment, illness, medication or intoxication.

13.

J. Visitors

Employees are not allowed to bring visitors into any of the Creer Services and Supports, Inc. facilities. Consumers are allowed to have visitors of their choosing at any time.

K. Confidentiality and Non-Disclosure

Creer Services and Supports, Inc. may provide and make available to you certain information regarding our business and our consumers' business, including without limitation:

1. Actual and potential consumer names, addresses, telephone numbers, and specific characteristics;
2. Mailing labels;
3. Pending projects or proposals;
4. Business plans and projections, including new facility or expansion plans;
5. Pricing information (such as price lists, quotation guides, previous or outstanding quotations, or billing information);
6. Estimating programs and methodology;
7. The techniques used in, approach, or result of any market research;
8. Advertising sources;
9. Financial information of Creer Services and Supports, Inc. or of our consumers;
10. Consumer information reports;
11. All known salary information or employment contract language or terms, except for the employee's own salary information or employment contract language or terms.

Whether written or verbal, or contained on computer hardware or software, disk, tape, microfiche or other media, or in any electronic or digital form ("Information"), this Information is of substantial value, highly confidential and is not known to the general public. It is the subject of reasonable efforts to maintain its secrecy, constitutes the professional and trade secrets of Creer Services and Supports, Inc. or our consumers, and is being provided and disclosed to you solely for use in connection with your employment by Creer Services and Supports, Inc.

In consideration of your employment and receipt of the Information, you agree that you:

1. Will regard and preserve the Information as highly confidential of Creer Services and Supports, Inc. or our consumers;
2. Will not disclose, nor permit to be disclosed, any of the Information to any person or entity, absent written consent and approval from the Company;
3. Will not photocopy or duplicate, and will not permit any person to photocopy or duplicate, any of the Information without Creer Services and Supports, Inc.'s written consent and approval;
4. Will not upload any such Information to a personal cloud storage such as, for example, Dropbox or Google Docs without Creer Services and Supports, Inc.'s written consent and approval;

5. Will not make any use of Information for your own benefit or the benefit of any person or entity other than Creer Services and Supports, Inc. ;
6. Will return all Information to Creer Services and Supports, Inc. immediately upon request and, in any case, upon separation from employment for any reason, and not retain copies of same in any form whatsoever, including but not limited, to written, electronic, or digital; and
7. Will immediately contact Creer Services and Supports, Inc. if any consumer of Creer Services and Supports, Inc. contacts you after termination or resignation of your employment with Creer Services and Supports, Inc.

L. Health Insurance Portability and Accountability Act (HIPAA)

The Health Insurance Portability and Accountability Act of 1996, as supplemented by the HITECH Act of 2009 (collectively, HIPAA) are federal laws that apply to health plans, health care providers and health care clearinghouses. The HIPAA legislation is complex and has many components.

Creer Services and Supports, Inc. provides all new employees with a HIPAA overview during new employee orientation. Some employees, depending on their job duties, will require additional training. Please check with Leonard Creer III and/or Kedra Creer to determine if you require additional training. Violations of HIPAA are extremely serious and may result in disciplinary action up to and including termination.

It is the policy of Creer Services and Supports, Inc. to remain current in our compliance program with HIPAA regulations. You will receive training related to your job responsibilities regarding the policies and procedures of the HIPAA Privacy and Security Rule. These are an important aspect of the position you hold; therefore, you must adhere to the policies and procedures required by HIPAA and this office.

M. Hiring Relatives/ Employee Relationships

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

In other cases, such as personal relationships where a conflict or the potential for conflict arises, even if there is no supervisory relationship involved, the parties may be separated by reassignment or discharged from employment, at the discretion of Creer Services and Supports, Inc. Accordingly, all parties to any type of intimate personal relationship must inform the Leonard Creer III and/or Kedra Creer.

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

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

N. Staff Meetings

You will be notified one week in advance about Mandatory staff meetings. At these meetings, employees will be informed on what is taking place in the workplace, employee recognition and other business matters. You will be paid for the time spent in meetings.

O. Smoke Free Workplace

Creer Services and Supports, Inc. prohibits and will not tolerate smoking in the workplace, including all indoor facilities, offices, lunchrooms, breakrooms, bathrooms and company vehicles with more than one person. Smoking is also prohibited on Creer Services and Supports, Inc.'s outdoor property with the exception of designated areas. This policy applies to all employees, vendors and visitors.

For purposes of this policy, smoking includes lighting, smoking or carrying a lighted cigarette, cigar or pipe and the use of any electronic smoking device. This list is illustrative only and not exhaustive.

"No Smoking" signs will be posted at all entrances, on bulletin boards and in bathrooms.

Complaint Procedure

If you witness conduct you believe violates this policy, you should speak, write or otherwise contact your Administrator or manager or, if the conduct involves your Administrator or manager, please contact Kedra Creer and/or Leonard Creer III as soon as possible. Your complaint should be as detailed as possible, including the names of all individuals involved and any witnesses.

Creer Services and Supports, Inc. will investigate all complaints of violations of this policy and will take prompt corrective action, including discipline, if appropriate.

No Retaliation

Creer Services and Supports, Inc. prohibits any form of discipline, reprisal, intimidation or retaliation for reporting a violation of this policy or cooperating in related investigations.

Creer Services and Supports, Inc. is committed to enforcing this policy. However, the effectiveness of our efforts depends largely on employees telling us about any violations of the policy. Employees who witness smoking in the workplace should report it immediately. If employees do not report smoking in the workplace, Creer Services and Supports, Inc. may not become aware of a possible violation of this policy and may not be able to take appropriate corrective action.

PERSONNEL FILE AND OTHER EMPLOYMENT RECORDS

A. Keeping Your Personnel File Up to Date

It's important to you that your name, address and telephone number be kept correct on records. It is sometimes necessary for your supervisor or someone else in Creer Services and Supports, Inc. to contact you at home. Also, you may not receive important mail from the Company if your address is not on file. Therefore, it is your responsibility to report changes in your name, address, telephone number, and any other matters, which affect your tax withholding, to your supervisor or the office. Moreover, to ensure that the employer can notify you when necessary, you must provide Creer Services and Supports, Inc. with an address where it can reach you (not a Post Office or P.O. Box), your personal email address, and your cell phone number.

Keeping your personnel file up to date is also important to you with regard to pay, deductions, benefits, and other matters. If you have a change in any of the following items, please be sure to notify the Administrator or managers as soon as possible:

- Driving record or status of driver's license, if you operate any company vehicle
- Emergency contact and telephone number
- Exemptions on your W-4 tax form
- Home address
- Home telephone number/ Cellphone number
- Legal name
- Marital status
- Number of dependents

B. Access to Your Personnel File

The Company keeps personnel files on each employee. This file contains employment-related information about the employee. Federal and State Laws maintain that all employee medical information be kept in a separate, confidential file. The contents of an employee's personnel file and medical records files, except for letters of reference and certain other limited kinds of information, are open for inspection by current or former employees, upon request, at reasonable times, but no later than 30 calendar days after a written request to do so, subject to certain legal exceptions. Inspections of Personnel files are on premises and under the supervision Leonard Creer III and/or Kedra Creer.

A current or former employee may request and receive from Creer Services and Supports, Inc. a copy of his or her personnel file, at reasonable times, but no later than 30 calendar days after a written request to do so provided the employee pays the actual copying costs (and costs of mailing if requested), and subject to certain legal exceptions. Contact Leonard Creer III and/or Kedra Creer if you wish to review your personnel file or have copies made of documents or designate an authorized representative to do so.

Creer Services and Supports, Inc. will keep your personnel records confidential. However, there are certain times when information may be given to persons outside of the Company. These include:

1. Responses to subpoenas, court orders, or orders of administrative agencies;
2. In a lawsuit in which you and/or Creer Services and Supports, Inc. are parties;
3. To administer employee benefit plans;
4. To a health care provider;
5. As otherwise required by law or legitimate business reasons.

C. Performance Management Process

Creer Services and Supports, Inc. believes it is important to give its employees feedback on their performance periodically. In addition, performance management provides a forum for employees to reiterate their successes, strengths and areas for improvement. This exchange of information is vital to the development of each employee and Creer Services and Supports, Inc.

You may receive an introductory performance evaluation after the first 90 days of employment. This introductory period is a time to determine if you are right for your position, and if your position is the right fit for you. This initial evaluation is an opportunity to focus on the early stages of your transition to your new role with the Company. Employment will remain at-will before, during, and after the introductory period.

Periodic performance management discussions may be made to determine your individual progress, training needs, and potential pay increases. Pay increases are not automatic and depend on factors such as the employee's demonstrated job proficiency, Creer Services and Supports, Inc.'s ability to pay, and other business-related factors as determined solely by the Company. Further, the Company will comply with equal pay provisions and laws and will not pay any of its employees at wage rates less than the rates paid to employees of the opposite sex, or of a different race or ethnicity, for substantially similar work, when viewed as a composite of skill, effort and responsibility, and performed under similar working conditions, except when based upon law-permitted exceptions. To the extent required by law, Creer Services and Supports, Inc. will not base a wage differential on an applicant's/employee's prior salary.

The Performance Management Process provides you with an opportunity to talk about the job expectations and your personal goals and gives Creer Services and Supports, Inc. an opportunity to give you pinpointed feedback on your work. Performance reviews do not necessarily result in salary increases.

Performance Evaluations may also be conducted in the event of promotion, change in duties and responsibilities, or at Creer Services and Supports, Inc.'s discretion.

D. Corrective Action and Termination

Usually, an honest, open discussion between Administrator or managers and Leonard Creer III and/or Kedra Creer and an employee that is intended to clarify expectations will be enough to help you correct a performance, attendance, punctuality or behavior problem. However, there will be times when more formal corrective action is needed.

In some cases, the Company may, but is not required to, follow a progressive discipline approach.

Progressive discipline is an approach in which deficiencies in performance, attendance, or behavior lead to increasingly severe corrective action including termination, if required. Progressive discipline may include oral warnings, written warnings, a final written warning, suspension, and termination.

It is important to note that many circumstances may not warrant the use of progressive discipline. Likewise, any or all steps listed above may be omitted within the sole discretion of the Company. Creer Services and Supports, Inc. retains the decision to utilize or modify progressive discipline. The use of progressive discipline does not alter the at-will nature of employment at Creer Services and Supports, Inc.

E. Resignation

While we hope that you will continue to enjoy and benefit from your employment with Creer Services and Supports, Inc., we realize that it may become necessary for you to leave your job. If you anticipate having to resign your position, we ask that you notify Leonard Creer III and/or Kedra Creer at least two weeks in advance of the date you must leave. At its discretion, the Company may decide to make your last day of employment effective as of your notification or as of another date prior to the end of your advance period.

F. Final Paycheck

If separation is due to termination, the employee will be provided their final paycheck, paystub and immediately upon termination.

If separation is due to resignation, the employee will be provided their final paycheck and paystub will be provided on their last day of employment if notice of at least 72 hours is provided. If no notice is provided or the notice is less than 72 hours, the final paycheck and paystub will be provided within 72 hours.

G. Return of Company Property

In instances where you leave our employment, Creer Services and Supports, Inc., each employee agrees not to take, alter, remove or infringe upon any Company property, including but not limited to computers, customer lists, supplier lists, trade or technology secrets, and all intellectual property. Also, upon separation from the Company, property that an employee has removed from the Company's premises, and which is then in his or her possession, shall immediately be returned. Failure to do so can lead to legal action being taken by the Company. Also, each employee agrees not to compete with the Company by utilizing any trade or technology secret, intellectual property, customer or vendor list, or anything developed while at the Company for his or her own financial gain or for the primary gain of any other person or entity.

H. Exit Interview

In instances where you leave our employment, Creer Services and Supports, Inc. may wish to discuss your reasons for leaving and/or any other impressions that you may have about Creer Services and Supports, Inc. During the exit interview, you should express thoughts freely. Creer Services and Supports, Inc. hopes that this exit interview will help facilitate an amicable separation, as well as provide insights into possible improvements we can make.

I. References

In response to solicitation for employment references, Creer Services and Supports, Inc. shall only disclose your dates of employment and last position held.

EMPLOYEE HANDBOOK REVISIONS

It is intended that this document shall reflect adequate understanding of your work situation. The dynamic nature of the medical industry and of the times will undoubtedly require changes in this work situation. Creer Services and Supports, Inc. reserves the right to amend, modify, rescind, delete, supplement or add to the provisions of this handbook, as it deems appropriate from time to time in its sole and absolute discretion, other than the employment at-will policy. I further understand that my employment is at-will and no manager, supervisor, or other employee of Creer Services and Supports, Inc., other than Leonard Creer III and/or Kedra Creer, can enter into an agreement for continued or indefinite employment, or employment for a specific term, position, or rate of pay, and that any such agreement must be in writing.

RECEIPT AND ACKNOWLEDGEMENT OF EMPLOYEE HANDBOOK

This is to acknowledge that I have received a copy of Creer Services and Supports, Inc. employee handbook. I understand that it contains important information on Creer Services and Supports, Inc.'s general personnel policies and on my privileges and obligations as an employee. I acknowledge that I am expected to read, understand, and adhere to the Company's policies and I agree to read and familiarize myself with the contents of the Handbook. I also understand that these are the current intentions of Creer Services and Supports, Inc., but that Creer Services and Supports, Inc. may change, rescind, or add to any policies, benefits or practices described in the Handbook, in its sole discretion, other than the employment at-will contract. Accordingly, I understand that the Handbook, other than the employment at-will policy, is not a binding contract. Since a new Handbook will not be prepared with every change, I agree to consult Leonard Creer III and/or Kedra Creer if I have a question.

I further understand that my employment is at-will and either the employee or Creer Services and Supports, Inc. may terminate the employment relationship at any time, with or without cause, and with or without notice. Consistent with the at-will policy, I also understand that an employee may also be transferred, reassigned, suspended, demoted, or have the employee's pay reduced, with or without cause or notice. I also understand that no manager, supervisor, or other employee of Creer Services and Supports, Inc., other than Leonard Creer III and/or Kedra Creer, can enter into an agreement, either verbal or written, for continued or indefinite employment, or employment for a specific term, position, or rate of pay. The at-will agreement can only be changed, if at-all, in writing signed by Leonard Creer III and/or Kedra Creer. This at-will agreement is the entire agreement between the employee and the employer with regard to the employment term. It supersedes all prior agreements, understandings, and representations concerning my employment with Creer Services and Supports, Inc.

Date: _____

Signature: _____
(Employee)

Printed Name: _____
(Employee)

Signature: _____
Owner