



2026
Team Member
Policies & Procedures
Handbook

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Adjoin

**A Not-for-Profit 501(c)(3) Organization
(A California Public Benefit Corporation)**

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Mission Statement

To create limitless pathways for people to belong where they...
Live | Work | Learn | Play

Vision Statement

To be the most resourceful and impactful social service organization in building a world of inclusion

Core Values

PEOPLE



People are our greatest asset; we celebrate, value, and respect people from all backgrounds and walks of life.

INTEGRITY



We build relationships based on trust and make decisions in the most responsible way possible.

INNOVATION



As people our needs are constantly evolving, and so, too, should our systems of care.

COMPASSION



We care deeply about every person in our community and always act in their best interests.

FUN



We wholeheartedly approach our work with joy and gratitude.



Wendy Forkas
Chief Executive Officer

Welcome!

Adjoin Team Member:

Our people are the heart of Adjoin, so whether you are a new team member or one of our existing team members, the Adjoin Team Member Policy & Procedure Handbook is an essential tool and guide for your journey with Adjoin.

To ensure you start off on the right path, take a few minutes to read through the handbook noting any questions you may have so you can discuss these with your supervisor. It is important to us you have a good understanding all of that is covered here so your Adjoin Team Member journey is a successful one.

Since 1983 Adjoin has positively impacted thousands of people's lives, creating limitless pathways for our clients to find a meaningful place in their communities. We know, together we ignite possibility, and we are excited to have you on our team!

Enjoy your journey,

A handwritten signature in blue ink, appearing to read 'Wendy Forkas', with a long, sweeping underline.

Wendy Forkas
Chief Executive Officer

Introduction

You are Adjoin’s representative in the community. To be successful, you must be familiar with our history, philosophy, and organization. Often you are faced with decisions that must be made without an opportunity to talk with your supervisor. If you understand the basic principles on which we are founded, you will respond appropriately and responsibly.

This handbook will introduce our overall philosophy, mission, and policies & procedures. Whether you work as a supervisor, direct care provider or office worker, take time to get to know and understand each client and his/her needs.

Please keep this document handy and use it as a reference. It is organized in a manner to give you an overview of our organization and its services as well as the policies and procedures that govern our organization.

The fundamental relationship between a client and Adjoin is based on equality and trust. Much like an attorney or business agent, you provide a professional service on a one-to-one basis. You should always act in the best interests of your client and respect that he/she has the final right and responsibility for decisions.

Honesty and forthrightness are expected in all of your dealings with and on the behalf of those you serve. You also must protect the client’s right to privacy. You should not take action or share information without the informed consent of your client.

The roles you play include those of teacher, trainer, counselor, advocate, liaison, salesperson and public relations representative. You always need to keep in mind that our business is service.



Code of Ethics

Adjoin has evolved over the years from a small grass roots organization to a company that employs approximately 300 team members and serves approximately 1200 individuals. Adjoin's vision is to:

“To be the most resourceful and impactful social service organization in building a world of inclusion”

It is for this reason that it is important for all team members of Adjoin to follow a Code of Ethics that will define expectations and guide actions.

Each team member will:

- Have knowledge of Adjoin's vision, programs and policies and procedures.
- Recognize that the chief function of Adjoin at all times is to serve the best interest of our constituency.
- Practice the values of compassion, empathy, respect, trust and resourcefulness in the interaction with those we serve and in the performance of all job duties.
- Accord appropriate respect to the fundamental rights, dignity, and worth of all people. Being aware of cultural, individual and role differences, including those due to age, gender, race, ethnicity, national origin, religion, sexual orientation, disability, language, and socioeconomic status. Team members shall not knowingly participate in or condone unfair discriminatory practices.
- Seek to contribute to the welfare of those we serve while promoting the concepts of personal growth, individuality of person and behavior and the dignity of risk-taking.
- Understand that team members have a primary obligation and must take reasonable precautions to respect the confidentiality rights of those with whom they work and/or serve. Recognizing that sharing of confidential information is done only for appropriate professional purposes and only with persons clearly concerned with such matters and/or as mandated by law.
- Assure a safe environment for self, other team members, and those we serve by reporting any injury, accident, and/or unsafe practice/condition immediately.
- Prepare, update, and submit any and all reports, timesheets, case notes, files, and other appropriate data/information in an accurate, timely, objective, meaningful and concise manner.
- Prepare, update and/or review individual's Individual Service Plan/Housing Stability Plan at least annually to assess and review the individual's goals and

objectives. Progress towards programs goals and objectives are evaluated and are rewritten or renewed as needed during the year the ISP/HSP is in force.

- To work cooperatively with co-workers, other agencies and organizations, employers, and other individuals in the community demonstrating integrity, honesty, and equality.

All complaints and/or allegations of a breach in any aspect of the Code of Ethics must be submitted in writing to the Corporate Compliance Officer at Adjoin's corporate Office (9444 Farnham Street, Suite 210, San Diego, California 92123) or by email to human.resources@adjoin.org. The Corporate Compliance Officer will acknowledge receipt of the complaint and/or allegation within five (5) working days.

The Corporate Compliance Officer shall review the complaint and/or allegation and initiate an investigation if one is warranted. A report of the findings and recommendations shall be sent to the Chief Executive Officer for a final decision on any action to be taken.



Section 1 – Our Organization

What is Adjoin?

Adjoin is a not for profit, charitable organization funded by various private, federal, state and local agencies. In our Catalysts division we provide counseling, crisis intervention, job support, community-living skills training, residential support, in-home respite, online skills training, and other services to individuals with Intellectual and Developmental Disabilities. In our Adjoin Veterans division, we provide support and coordination services to Veteran families that are homeless or at risk of becoming homeless to secure housing, obtain employment, access benefits and other case management services.

We believe that working and living in the community are the rights of every individual. We also pride ourselves in providing individualized service. Most of our programs are "community-based" and our services are "one-to-one."

We serve over 1400 individuals throughout California. Our goal is to help our clients achieve their maximum potential in a community setting.

We provide prescriptive services based on a functional assessment of needs, interests, abilities, and experiences. In our case-management model, each client works with an experienced professional who helps to design a program and continues working as an agent to provide the training and support needed for success. We stress individual responsibility for actions and rewards for achievement. We treat all of our clients as individuals who are able to make informed judgments that affect their personal lives. We ask our clients to act responsibly and strive to succeed.

The North County Career Development Program, Inc. (later to become Client Development Programs: CDP; Community Catalysts of California in 2001; and then Adjoin in 2021) was founded in Escondido, California by a group of concerned parents and individuals representing the schools. Its original purpose was to help individuals exiting from high school programs find meaningful work. N.C.C.D.P., Inc. was incorporated as a private, nonprofit company in July of 1983.

Since then, we have grown to serve communities throughout California. Our primary sources of funding have been from the Regional Centers for Developmental Disabilities to provide independent, supported living and crisis programs and the State Department of Rehabilitation to provide vocational programs. The Department of Veteran Affairs funds our services for Veterans. Since Adjoin is a charitable organization, additional revenue is raised through fund raising efforts.

In the fall of 1989, Career Development became the first exclusively community-based program in California to be nationally accredited by the Commission on Accreditation of Rehabilitation Facilities (C.A.R.F.). We remain committed to independence and respect for all individuals in our society.

Future Directions

Adjoin has accepted the challenge to develop services in new geographic areas that will allow individuals to live and work in integrated community settings.

We look forward to serving more clients and to increasing the quality of service we provide. Growth means new team members and an opportunity for advancement of existing team members.

One of your responsibilities as a team member is to help your fellow team members share your commitment to our clients. Orientation and training may begin with in-service meetings and handbooks, but they continue with the examples set by each of us as we do our day-to-day jobs.

Community Engagement and Development

Adjoin has many goals that align with our mission including sharing the amazing work and adventures happening daily.

Help us spread our vision to the world by submitting photos and videos capturing:

- Special Events, Trips, New Adventures
- Client and Team Member Milestones

Include details about the event and the location of the photo or video. Share the media with your office team, text the media directly to 858-225-1398, or by email to Social@Adjoin.org.



Service Areas

Adjoin is a statewide organization. Services are provided from operational offices throughout California. Our corporate office is located at:

Corporate

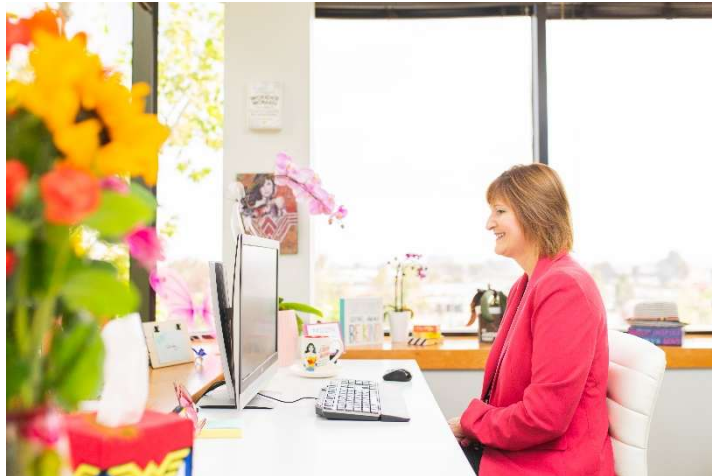
9444 Farnham Street
Suite 210
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Phone: 858-292-2020
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Here is a list of our operational offices:

<p style="text-align: center;"><u>Fresno</u></p> <p>1320 East Shaw Ave. Suite 147 Fresno, CA 93710 Phone: 559-347-6848 Toll Free: 800-932-2333 E-Fax: 5593476848@rcfax.com Email: FresnoOffice@Adjoin.org</p>	<p style="text-align: center;"><u>Imperial Valley</u></p> <p style="text-align: center;"><u>CATALYSTS & VETERANS</u></p> <p>633 W State Street El Centro, CA 92243 Main: (760) 335-4933 Toll Free: 800-717-4307 E-Fax: 7603354933@rcfax.com Email: ImperialValleyOffice@Adjoin.org VeteransIV@Adjoin.org</p>	<p style="text-align: center;"><u>Merced</u></p> <p>2101 'O Street Merced, CA 95340 Main: (209) 725-4700 Toll Free: 800-203-2032 E-Fax: 2097254700@rcfax.com Email: MercedOffice@Adjoin.org</p>
<p style="text-align: center;"><u>San Diego</u></p> <p style="text-align: center;"><u>CATALYSTS</u></p> <p>2635 Camino del Rio South, Ste. 300 San Diego, CA 92108 Main: 760-471-3700 Toll Free: 800-717-9305 E-Fax: 4604713700@rcfax.com Email: SanMarcosOffice@Adjoin.org</p>	<p style="text-align: center;"><u>Stockton</u></p> <p>2291 West March Lane Ste. C100 Stockton, CA 95207 Phone: 209-851-2758 E-Fax: 2098512758@rcfax.com Email: StocktonOffice@Adjoin.org</p>	<p style="text-align: center;"><u>Visalia</u></p> <p>2530220 South Mooney Blvd. Suite C Visalia, CA 93291 Phone: 559-738-5555 Toll Free: 800-399-9946 E-Fax: 5597385555@rcfax.com Email: VisaliaOffice@Adjoin.org</p>
<p style="text-align: center;"><u>Orange County</u></p> <p>100W Chapman Ave #200, Orange, CA 92866 Phone: 760-471-3703 Email: Carlos.Olivares@Adjoin.org</p>	<p style="text-align: center;"><u>San Diego</u></p> <p style="text-align: center;"><u>VETERANS</u></p> <p>3465 Camino Del Rio S. Suite 420 San Diego, CA 92108 Phone: 858-300-9974 Toll Free: 1-800-974-9909 Email: Veterans@Adjoin.org</p>	<p style="text-align: center;"><u>In-Flight & Path-Now</u></p> <p>9444 Farnham Street Suite 210 San Diego, CA 92123 Phone: 858-292-2020 Emails: InFlight@Adjoin.org Info@Path-Now.com</p>

Counties Served

Amador	Calaveras
Fresno	Imperial
Kings	Mariposa
Madera	Merced
Monterey	Orange
Stanislaus	San Diego
Tulare	San Joaquín
Tuolumne	Online Too!



Section 2 – Our Services

Approach to Service

At Adjoin, you work as the agent of your client helping to achieve his/her goals in life. You should expect each client to do as much as he/she can. You will help identify and organize family and community support available to him/her. Adjoin will then provide the additional support services necessary to allow the client to achieve maximum independence and the most normal life possible.

You are often called upon to advise, counsel, teach or otherwise assist. You must always remember that our clients are fully enfranchised citizens each responsible for his/her own choices and actions and are to be treated age-appropriately.

Our service programs are individually tailored to each client's needs. We provide only those support services that are needed by an individual. We often have to combine services offered by more than one agency to achieve an individual client's objectives and thus, sometimes you will need to coordinate your services with those given by another agency. You should show flexibility and ingenuity in adapting your services to the specific needs of your client. Ideally these services are done in the least intrusive, least restrictive and most economical manner.

Adjoin is proud of its record of achievement and leadership. We continue to develop needed new services and to adapt existing technology for our clients. We strive to improve team member training and to make program services better and most cost effective.

Operating Philosophy- Catalysts Services

Adjoin applies a consistent philosophical approach in programs for individuals with disabilities. Listed below are some of the beliefs that direct the development of client programs.

We believe that:

- Success in living and working in the community require stable living conditions.
- An individual performs best when he/she is challenged to perform at his/her maximum.
- An independent living situation allows an individual to take advantage of new employment and social opportunities.
- Maximum independence for an adult citizen in the community requires a balance between work, living conditions and involvement in the social life of the community. This balance requires a coordinated effort between the clients, families and service agencies.

- Support and training activities should be age-appropriate. Though many of our clients suffer from delays in development, they do not remain children forever.
- Support and training activities should take place in integrated settings. Segregation limits human development and creates misunderstandings between all people.
- Our role is to act as "facilitators" and agents to assist our clients to achieve their goals.
- Not all adults with a disability need 24-hour custodial supervision.
- Service should be individualized and prescribed to address the individual's specific needs.
- The ultimate choice and responsibility for maintaining independence lies with the client.
- The amount of service or intervention required should be at the minimum level necessary to help the client achieve the stated and accepted goals.
- When financial or other resources are expended, the first responsibility rests with the client, the second with the family, the third with the home community, and the last with the disability service system.
- Skills learned in one setting seldom transfer to another. On-site training and support, whether at work or at home, have proven to be the most successful methods of support.
- Self-advocacy is an important aspect of our programs, as individuals with special needs need to take part in all decisions concerning their life.

Program Descriptions

Adjoin has two divisions. Our Catalysts division for individuals with Intellectual/Developmental Disabilities and the Adjoin Veterans Division.

Our Individuals with special needs face a life with many challenges and limited opportunities. In the past, there was little support for the individual who wanted to live a normal and independent life. The best someone could hope for were segregated facilities, workshops and group homes where individuals became increasingly dependent and social behavior tended to regress.

With the support of Adjoin and other similar organizations, there are many new options. Many years of research show that individuals with learning and emotional disabilities have difficulty transferring skills learned in one situation to another. Thus, those enrolled in segregated situations.

At Adjoin, individuals have the benefit of training in real-life environments. The ultimate success of any program is dependent upon clear, achievable goals and objectives. At each step, Adjoin representatives assess whether the goals and objectives set are reasonable and achievable by the client. Our operating philosophy and programs facilitate this process.



VOCATIONAL SERVICES

The pride of doing meaningful work in the community, as many of our clients have learned to do, is the reward for success in our programs.

Competitive Employment - Supported Employment

Adjoin offers Habilitation, a post-employment support program with on and off-site job coaching and follow-along.

LIVING SKILLS

Independent Living Services

Adjoin offers assistance and counseling to help clients with the skills necessary to have one's own home or apartment and being as fully self-sufficient as possible. The process begins by increasing self-reliance by means of providing a balance of support, counseling and training in the home.

Supported Living Services

In supported living arrangements, a client may be paired with a roommate, neighbor, or other support person. This roommate may share the living space, the household responsibilities and expenses, or just be close by when needed to provide added security and companionship. Independent living skills coaches and in-home support service workers may provide additional services as needed.

Supported living is an alternative to halfway houses or pre-apartment group homes. Individuals who would not have been expected to function independently find themselves able to cope with daily living problems with the added support.

COMMUNITY-BASED DAY ACTIVITY PROGRAMS

Community-Based Day Activity Programs are provided for individuals staying at home or exiting institutions and other segregated programs. Groups of three are introduced to their communities where they may be provided limited paid employment, volunteer work, and educational and/or social activities. Services are always provided in community-integrated settings.

TAILOR DAY PROGRAM

A specialized service option within our Day Program Services is the Tailor Day Program component. This community-based service provides limited one-on-one support, structured dependent upon the client's individualized choices and needs. The options for support include:

- Assistance with Post-Secondary Education-for individuals who are attending or want to attend college.
- Social/Recreational Opportunities-for individuals who require assistance accessing and participating in recreational activities.
- Employment Opportunities-for individuals seeking vocational training, volunteer, or job opportunities.

CREATIVE ARTS PROGRAM

The creative arts program, Arte-Adjoin is an inclusive art workspace meant for the development and promotion of arts by emerging artists with intellectual and developmental disabilities.

Arte's mission is to build an environment of creative expression that helps our clients communicate their experiences through the artistic medium of their choosing, build confidence by developing a new skill, create real and inclusive relationships around the appreciation of art and develop a conduit for our clients to market and sell their artwork and profit from its sale.

Arte offers art instruction and coordinated, community-based and arts-driven activity and provides for the facilitation of art interest and art development by a small group of specialized, direct support professionals.

INFLIGHT SKILLS ACADEMY

An innovative and fun online skills training program, Inflight Skills Academy, teaches independent living, vocational, and social skills to individuals with intellectual and developmental disabilities and autism. Courses are live online, self-paced, and accessible.

SELF DETERMINATION SERVICES

Self Determination Services allows clients to have more control in developing their service plans and selecting providers to better meet their needs. The client designs and directs their own person-centered services through the development of a plan. The client has a direct role in determining how to use their Regional Center budget for supports. The client obtains support from a Person-Centered Planner, Independent Facilitator, a Financial Management Service, providers, and others as needed.

RAPID EMERGENCY SERVICES

The Rapid Emergency Service Team (R.E.S.T.) program is designed to provide short-term crisis services to help assist in integrating and stabilizing clients in the least restrictive environment possible in the community. This response is provided on a 24-hour on-call basis and the services provided vary upon the circumstances of the situation. If clients or team members needs help, they contact the person on duty and extra help is on the way. This service has been extended to clients working in other agencies that lack the personnel resources or trained professionals. In all cases, the on-duty professional has necessary information for quick access regarding a client enrolled in the service.

TRANSPORTATION SERVICES

The Transportation Response to Individualized Program Services (T.R.I.P.S.) provides transportation to individuals with developmental, physical and emotional disabilities when no other means of transportation is available.





Adjoin Veterans provides one-on-one case management services to Veterans and their families. This service is currently available in the Southern California region only. Adjoin Veterans, Supportive Services for Veteran Families (SSVF) is a homelessness prevention and rapid re-housing program.

We assist at-risk and homeless Veteran families achieve housing stability through a wraparound Case Management model by assisting with obtaining safe and affordable permanent housing, accessing VA and public benefits, obtaining employment or career advancement, and addressing other barriers to maintaining permanent housing.

Quality Assurance Program

Adjoin believes in good quality services and has developed a comprehensive Quality Assurance Program designed to assure that we as an organization are providing a good quality service and are meeting the expectations of our clients, the funding agencies, other stakeholders as well as our own agency Code of Ethics. The information gathered by the Quality Assurance Program provides data-based measurement of how well we as an agency are meeting these expectations and goals. This information is used to show that we are meeting our funding contract goals as well as is used to assist us in our development, marketing and fundraising efforts.

There are five components within the Quality Assurance Program. They are:

1. Outcome Measurements
2. Field Evaluation Surveys
3. Quarterly Site Checks
4. Accessibility Surveys
5. Special Incident Reporting
 - Special Incident Reports (SIR)
 - Special Incident Follow-Up

Each one of these components gathers information in a unique way from different perspectives and people. All team members have access to the Quality Assurance Handbook, which can be found in each office location and in the team members section of our company website.

The Quality Assurance Program is a very important and critical part of all of Adjoin's programs and services, and all team members are expected to follow and participate in the program as appropriate and as outlined in the Quality Assurance Handbook.

Section 3 - Conditions of Employment

Professional Conduct

Adjoin considers each team member a member of a professional team that provides service to individuals. We hold ourselves to a high standard of public trust. Professional demeanor, conduct and dress at all times are a requirement of employment. Individuals who engage in conduct contrary to the best interests of the client, funding agencies, or Adjoin may be subject to disciplinary actions up to and including termination.

Engaging in fraudulent, criminal or abusive activities while acting as an agent for Adjoin will result in prosecution. All team members of Adjoin are required to report any knowledge of such activities to their immediate supervisor and that supervisor is required to make a report to the Chief Executive Officer. Adjoin reserves the right to take civil action against team members engaging in fraudulent or illegal activities to seek compensation for damages and recover costs incurred on its part. Management will report all instances of fraudulent or illegal activities to the proper legal, criminal or administrative authorities.

Engaging in fraudulent, criminal or abusive activities while in the employ of Adjoin may result in disciplinary action up to and including termination. A team member arrested for misdemeanor or felony acts may be placed on suspension without pay, pending an investigation by the Chief Executive Officer or his/her designee. If such investigation concludes that the team member's continued employment is contrary to the best interests of the clients and/or operation of Adjoin, the team member may be discharged.

Team Member Code of Conduct

Team members are to understand that their active participation in Adjoin's program is important to the success of their involvement and the organization's efforts. Therefore, team members must abide by the following rules of employment:

- Understand that their consistent participation is important, and they will honor their time and service commitment.

- Respect the rights, dignity and worth of all people involved within the program. To be a positive role model for the clients with which they have contact.
- Understand that the relationship between the clients and them is important and to not include other people in their activities, including members of the client's or their family.
- Understand that their role as a team member (or volunteer) is a matter of trust and to not pursue any activities with the client(s) outside the confines of the organization's program.
- Understand that they may learn personal information about others and will keep confidential.
- Not to engage in activities that pose a serious risk of injury to themselves and others, including but not limited to, use of alcohol or drugs (illegal or that impair their ability to perform their duties), or smoking in the presence of clients.
- Refrain from any form of personal abuse towards others, including verbal, physical and emotional abuse. Adjoin has no tolerance for client/participant abuse or neglect. We consider the health and safety of all our clients/participants to be the most important part of our services. In an effort to ensure the health, safety and security of our clients/participants, we are committed to a Zero Tolerance standard for client abuse and neglect.
- Not to engage in any inappropriate contact or relationship with a client or other participant of the organization's programs.
- Be alert to any form of abuse from other sources directed toward clients.
- Not to arrange nor participate in any overnight activities (or other prohibited activities) without express prior permission from the organization.
- Inform the client's family of any activity plans and obtain their approval as needed.
- Neither to buy gifts nor give money to any client. Whenever in doubt of the appropriateness of a modest gift to check with the organization.
- Maintain regular contact with their supervisor by responding promptly to any calls, letters, or other means of communication. Also understand that the organization may request a meeting to discuss their participation and they need to respond promptly.

- Understand that if a problem arises between the client and/or the client's family or caregiver, to contact the organization immediately.
- Understand the importance of ending their involvement with the organization properly therefore to participate in the organization's exit or termination procedures.
- Follow all established rules and guidelines of the organization.
- Team member not to involve family or friends in work activities or at work site without prior approval by the Chief Executive Officer or his/her designee.
- For situations not detailed above, team members are expected to use “common sense” or their good judgment.
- Team members are to abide by the Adjoin's Team member Code of Conduct. If they violate this Code of Conduct, they will be subject to a range of consequences, up to and including termination.

Equal Opportunity

Adjoin is an equal opportunity employer and makes employment decisions on the basis of merit, qualifications, potential and competency. We want to have the best available person in every job. Adjoin policy prohibits unlawful discrimination based on race, religion, color, national origin, ancestry, gender, gender identity, gender expression, marital status, military or veteran status, genetic information, age, religious dress or grooming, physical or mental disability, or medical condition, except where physical fitness is a valid occupational qualification or any other consideration made unlawful by federal, state or local laws. All such discrimination is unlawful.

Adjoin is committed to complying with all applicable laws providing equal employment opportunities to individuals regardless of race, religion, color, national origin, ancestry, gender, gender identity, gender expression, marital status, military status, veteran status, genetic information, age, physical or mental disability, or medical condition, except where physical fitness is a valid occupational qualification. This commitment applies to all persons involved in the operations of Adjoin and prohibits unlawful discrimination by any team member of the Company, including supervisors and co-workers.

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, Adjoin will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an team member unless undue hardship would result.

Any applicant or team member who requires an accommodation in order to perform the essential functions of the job should inform the interviewer, immediate supervisor or Regional Manager/Regional Director of Adjoin and request such an accommodation. The individual with the disability should specify what accommodation he or she needs to perform the job. Adjoin will then engage in a good faith interactive process with the team member or applicant to determine what, if any, effective accommodations can be made for the team member or applicant. Adjoin will conduct an investigation to identify the barriers that make it difficult for the applicant or team member to have an equal opportunity to perform his or her job. Adjoin will identify possible accommodations, if any, that will help eliminate the limitation. If the accommodation is reasonable and will not impose an undue hardship, Adjoin will make the accommodation.

If you believe you have been subjected to any form of unlawful discrimination, provide a written complaint to the Corporate Compliance Officer as soon as possible. Your complaint should be specific and should include the names of the individuals involved and the names of any witnesses. Adjoin will immediately undertake an effective, thorough and objective investigation and attempt to resolve the situation.

If Adjoin determines that unlawful discrimination has occurred, effective remedial action will be taken, commensurate with the severity of the offense. Appropriate action will also be taken to deter any future discrimination. Whatever action is taken will be made known to you and Adjoin will take appropriate action to remedy any loss to you as a result of the discrimination. Adjoin will not retaliate against you for filing a complaint and will not willingly permit retaliation by management team members or your co-workers.

Workplace Violence Prohibited

Adjoin provides team members a safe environment in which to work. Adjoin will not tolerate violence or threats of violence. All weapons, as defined by California Penal Code, are banned from all Adjoin work sites. The only exemption to this is for bona fide peace officers acting in accordance with their duties. Team members who violate our violence prevention policy will be subject to immediate expulsion from Adjoin property and disciplinary action up to and including termination. Team members who intentionally bring false charges will also be subject to disciplinary action up to and including termination. Adjoin reserves the right to take civil action against team members engaging in fraudulent or illegal activities to seek compensation for damages and recover costs incurred on its part. Management will report all instances of fraudulent or illegal activities to the proper legal, criminal or administrative authorities.

Workplace violence includes, but is not limited to, the following:

- * The threat or use of physical force against an employee that results in, or has a high likelihood of resulting in, injury, psychological trauma, or stress, regardless of whether the employee sustains an injury.
- * An incident involving a threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether the employee sustains an injury.

If you have been the victim of workplace violence, you must immediately report the incident to your supervisor and file a written incident report. The Organization will follow its procedures as detailed in its “Grievance Procedures.” No individual will suffer reprisals for reporting any incidents of violence.

Prohibition of Unlawful Harassment

Adjoin provides team members a workplace free from unlawful harassment and intimidation. Adjoin will not tolerate actions that promote or create a hostile workplace. Adjoin prohibits harassment because of sex (which includes sexual harassment, gender harassment and harassment due to pregnancy, childbirth or related medical conditions) and harassment because of race, religious creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation, gender identity or any other basis protected by federal, state or local law, ordinance or regulation. Team members who engage in unlawful harassment or intimidation of team members, clients or others will be subject to immediate expulsion from Adjoin property and disciplinary action up to and including termination. Team members who intentionally bring false charges will also be subject to disciplinary action up to and including termination. Adjoin’s anti-harassment policy applies to all persons involved in the operation of the agency and prohibits unlawful harassment by any team member of the agency, including supervisors and co-workers. This policy also applies to independent contractors of Adjoin.

Any team member who feels they have been subject to harassment in violation of this policy should immediately report the violation. Prohibited unlawful harassment because of sex (sexual harassment, gender harassment and harassment due to pregnancy, childbirth or related medical conditions), race, religious creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation, military status, veteran status, or any other protected status includes but is not limited to, the following behavior:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments.
- Visual conduct such as derogatory and/or sexually oriented posters, photography, cartoons, drawings or gestures.
- Physical conduct such as assault, unwanted touching, blocking normal movement or interfering with work because of sex, race or any other protected basis;
- Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors; and
- Retaliation for having reported or threatened to report harassment.

- Conduct requiring submission to or rejection by a team member that is used as a basis for any employment decision affecting an team member; or
- Conduct that has the purpose or effect of interfering with a team member's work performance or creating an intimidating, hostile or offensive working environment.
- Behavior that by its very nature could be interpreted by a reasonable person as an unwanted sexual advance to another individual.
- Possession, display or distribution of literature, pictures, recordings or other communicative materials creates an intimidating, hostile or offensive working environment.

The workplace includes all Adjoin facilities, the internet, and off-work locations where team members or clients are engaged in Adjoin business.

Adjoin prohibits use of workplace computers, e-mail system, voice mail system and any other electronic media in ways which are offensive to others, or are otherwise discriminatory, harassing or obscene, or for any other purpose which is illegal, against Adjoin policy. For example, the display or transmission of sexually or racially explicit images, jokes, messages, and cartoons is prohibited. Other such misuse of electronic media includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment, discrimination or showing disrespect for others. Any such use of the computers, e-mail system, voice mail system or other electronic media will be considered a violation of the Adjoin Policy against harassment.

If you have been the victim of unlawful harassment by another Adjoin team member, client or non-team member while performing your job functions:

1. Let the offending person know immediately and firmly you are rejecting the advance or invitation and that his/her behavior is unwelcome, offensive and inappropriate.
2. Immediately report the incident to your supervisor and/or to the Chief Executive Officer at 9444 Farnham Street, Suite 210, San Diego, CA, 92123. File your report in writing to the CEO and note personal and confidential on the envelope. Details about filing a report are located in Adjoin's administrative policies and procedures. If your supervisor or the Chief Executive Officer is involved in the conduct, or if for some reason you feel uncomfortable about making a report to those persons, you should immediately make your report to the Board of Directors at the address listed above.

No individual will suffer reprisals for reporting any incidents of harassment or making complaints.

Adjoin will fully and effectively investigate any such report and will take whatever corrective action is deemed necessary, including disciplining or discharging any individual who is believed to have violated this prohibition against harassment. The

complaining team member will be informed of the action taken. Adjoin will also take action to protect the complaining team member and to prevent further harassment or retaliation. Finally, the complainant will be made whole, to the extent possible, for his or her losses.

Adjoin does not tolerate harassment on the basis of any of the categories discussed in this policy and will take appropriate disciplinary action whenever such harassment is demonstrated. Any individuals including co-workers and supervisors engaging in such conduct contrary to Adjoin policy may be personally liable in any legal action brought against them.

Adjoin does not consider conduct in violation of this policy to be within the course and scope of employment or the direct consequence of the discharge of one's duties. Accordingly, to the extent permitted by law, Adjoin reserves the right not to provide a defense or pay damages assessed against a team member for conduct in violation of this policy.

Adjoin encourages all team members to report any incidents of harassment forbidden by this policy so that complaints can be quickly and fairly resolved. You should also be aware that the Federal Equal Employment Opportunity Commission and the California Department of Fair Employment and Housing investigate and prosecute complaints of prohibited harassment in employment. If you think you have been harassed or that you have been retaliated against for resisting or complaining, you may file a complaint with the appropriate agency. The nearest office is listed on the internet.

Drug-Free Policy

Adjoin maintains a drug-free workplace. The manufacture, possession or use of illegal substances, drug paraphernalia or intoxicants is prohibited. You are required to report to your supervisor any observance of the manufacture, sale, possession or use of illegal substances, drug paraphernalia or intoxicants.

If during your tenure with Adjoin, you are convicted of any criminal drug related activity, you must notify us within twenty-four hours of any such conviction.

If reasonable cause exists to suspect a team member of illegal drug use or other activities that may be harmful to our clients, the Organization reserves the right to require drug screening and/or a background check. Refusal to complete a drug screening and/or background check is grounds for termination.

Team members who need help with a substance abuse problem should contact Adjoin's EAP (Employee Assistance Program). You can reach out to Human Resources to obtain EAP information or access it through our team website.

Conflicts of Interest

A conflict of interest is a situation where your private interests or outside economic interests, in the opinion of management, may interfere with the duties and responsibilities to Adjoin.

You should report your intent to secure any secondary outside employment that creates a conflict of interest or impacts your ability to provide your full efforts to Adjoin.

No relative (spouse, mother, father, children, sister, brother, cousin, aunt, uncle and in-law relationships) or co-habitant of a current team member, a current team member of a funding agency or client is to be hired without the prior written approval of the Chief Executive Officer (i.e. A Conflict-of-interest form).

Posting/Solicitation

No posting or solicitations for donations, sponsorships, gifts, birthdays, cosmetics or other purposes may be conducted at an office, work site or to clients without the prior written approval of the Chief Executive Officer or their designee.

Gambling, including all "pools," is prohibited at all offices, work sites and with or in the presence of a client.

Distribution or posting non-work-related literature by team members during working time is also prohibited, as is distribution of literature in working areas. "Working time," as used in this policy, excludes meals and break periods.

Confidentiality

Team members are prohibited from using or disclosing any personal, medical, financial, criminal, or personnel information regarding Adjoin team members/clients. All such matters, materials and information are considered confidential and shall not be released without written authorization of the team member(s)/client(s) involved, except in such cases that information is legally required or needed to conduct normal business.

A team member should be aware that a breach of this policy might result in disciplinary action up to and including termination.

Attendance and Punctuality

Team members are required to report for work punctually and to work all scheduled hours and any required overtime. Excessive tardiness and poor attendance disrupt workflow and client service and will not be tolerated.

Team members are expected to be engaged in carrying out their duties during all scheduled work time. Supervisors are to record all absences and, for non-exempt (hourly) team members, any tardiness or early departure exceeding ten minutes.

Team members are responsible for notifying their supervisor for any of the following reasons: for being late, absent, to leave premises or other work site during work hours, or to leave early.

All team members are expected to report for work during inclement weather conditions and/or natural disasters such as fires, earthquakes, and floods if Adjoin does not declare an emergency closing.

Team members who are absent from work for three consecutive days without giving proper notice to Adjoin will be considered as having voluntarily quit.

A team member should be aware poor attendance and/or punctuality may result in disciplinary action up to and including termination.

Company Property

During the course of employment, a team member may receive company property to assist him/her in carrying out his/her job duties. Such items may include, but are not limited to, keys, telephones and computers. Upon receiving company property each team member must sign a form acknowledging receipt of said item(s). All such items remain the property of Adjoin and the team member is responsible for returning these and all other items that are property of Adjoin at such time as is requested or upon termination of employment or release from program.

Also, by accepting company property the team member accepts responsibility for the loss or damage to such property and responsibility to return the property in the state in which it was issued, except for normal wear and tear. In case of loss or damage, the team member is responsible for reimbursing Adjoin for the full or partial cost of replacement or repair at the discretion of the Chief Executive Officer or his/her designee.

Lactation Policy

Adjoin provides a reasonable accommodation to a team member who needs to express breast milk for the team member's infant child. The company will make a reasonable effort to provide the team member with the use of a room or other location in close

proximity to the team member's work area for the team member to express milk in private, shielded from view and free from intrusion while team member is lactating. Such space will meet the requirements of the California Labor Code including a surface to place a breast pump and personal items, a place to sit, access to electricity, a sink with running water, and a refrigerator for storing breast milk.

Procedures

A team member may request an accommodation for lactation breaks by submitting a lactation accommodation request form to her department supervisor.

The department supervisor must submit request to Human Resources to discuss options for accommodating the team member. The team member will be included in the discussion as needed and informed of the decision.

The requested break time should, if possible, be taken concurrently with other scheduled break periods. Any such breaks will be unpaid.

The company reserves the right to deny, in writing, a team member's request for a lactation break if the additional break time will seriously disrupt operations.

Team members have the right to file a complaint with the labor commissioner for any violation of rights provided under Chapter 3.8 of the California Labor Code regarding lactation accommodations.

Non-Disclosure Policy

This is an additional explanation of client confidentiality obligations and a statement regarding proprietary information.

During the course of employment, a team member may become aware of certain confidential information regarding clients and also methods, practices and procedures with which the Organization conducts its business, all of which are proprietary and confidential information.

A team member shall not at any time, either during his/her employment or thereafter divulge, furnish, or make available, either directly or indirectly, to any person, firm, corporation or other entity any such proprietary and confidential information. All such matters, materials, programs and information shall be kept strictly and absolutely confidential.

Upon the cessation of his/her employment, irrespective of the time, manner or reason of termination, a team member will immediately surrender and deliver all materials, lists, books, records, memoranda, computer programs and data of every kind relating to all proprietary and confidential information and all property belonging to the Organization. This includes any computer programs, databases, forms, etc. that an team member has created on behalf of the organization and/or while utilizing company equipment and/or time to complete or create.

A team member should be aware that a breach of any part of this policy may result in continuing and irreparable damages to the Organization and its clients, and that the Organization, in addition to disciplinary action up to and including termination, shall be entitled to the issuance of an injunction restraining an team member from committing or continuing any breach of this policy.

Social Networking Policy

Authority

This social networking policy applies to all team members, contractors, business partners, or other parties with a material interest in Adjoin (collectively referred to as the *associates*).

State of social media

Social media, professional networking sites, rapid-fire communications, blog sites, and personal Web sites are all useful technologies; Adjoin realizes this fact. Every associate has an opportunity to express and communicate online in many ways and Adjoin encourages an online presence. Above all else, everyone needs to use good judgment on what material makes its way online.

This policy will set forth guidelines that team members should follow for all online communications in reference to Adjoin. Please see Administrative Policies and Procedures Manuel for more detailed information.

Media Submissions

Adjoin recognizes the importance and power of media in connecting with and engaging others in our mission. Team members are encouraged to send media submissions to our social media specialist.

Team members should follow all privacy, confidentiality, and social media guidelines.

What to Submit to Adjoin

- Full Names of Client(s), Team Member(s), & Partner(s)
- Date of Event
- Details About Event
- Location of Photo or Video
- (Office Business Name & Address Only)
- Social Handles for Tagging Partners on Social
- A Few Sentences About the Media Submitted
- (Details that can be Shared Publicly Only)
- Confirmation that Social Media Releases, and all forms required, are current and updated on all necessary platforms.

Media Quality

- Focus the shot, this helps avoid blurry photos.
- Ensure good lighting whenever possible.
- Natural light is best.
- Brighten the shot if it gets too dark, a flash helps.
- Capture people in the moment.
- Ensure everyone is looking at the camera for group shots.
- Submit only high-resolution media.

What Kind of Content?

- Resource and Vendor Fairs, Recruiting Opportunities
- Campaign Related, Special Events
- Trips and New Adventures
- Client and Team Member Milestones
- Details About Event
- Location of Photo or Video

Submission of Media

Each office has a SharePoint site for media submissions. Email or text all media to the office manager or person designated at your office, and they will upload the content to SharePoint.

You can text media to **858-225-1398** or email **social@adjoin.org**.

Virtual Meeting Etiquette

Adjoin recognizes the value and convenience of being able to conduct meetings virtually as well as in person. Virtual meetings can help foster good collaboration and communication, but only if they are executed thoughtfully and not as a replacement for in-person communication.

Adjoin schedules meetings such as safety meetings and staff meetings as a means to communicating important information to staff, as well as building rapport and collaboration amongst the team. Although convenient, virtual meetings in which participants attend with their webcams off and do not participate, do not serve the original intent of the meetings and are not in alignment with Adjoin's mission and values.

Adjoin supports the use of virtual meetings using the following guidelines:

- Participants should keep their webcams on, unless participants have received permission from their supervisor to attend the meeting with their webcam off
- All virtual meetings should strive to have an element of participation to keep the meeting engaging for remote participants.

- Participants will be required to participate in the meeting as appropriate for the circumstances.

Violations of the above will be addressed by team member's supervisor, and repeated violations or unwillingness to adhere to the above may result in corrective action and/or a revocation of the privilege to attend meetings remotely.



Section 4 – Organizational Policies

Work Rules

The failure of a team member to observe and comply with the rules, policies and directions of the Organization and management of Adjoin will result in disciplinary action up to and including immediate dismissal. Adjoin is an at-will employer and may terminate a team member at any time with or without notice or cause. Listed below are some of the basic rules of our organization:

1. A team member shall not discriminate based upon physical or mental disability, medical condition (cancer and genetic characteristics), age, race, religious creed, marital status, sex, sexual orientation, gender identity, genetic information, religion, religious dress or groom, national origin or any other type of protected class.
2. All team members of Adjoin will honor the privacy and confidentiality of our clients and of other team members, unless the individual consents in writing to the disclosure of the information. No personal mobile and/or home telephone numbers are to be given to anyone who is not an Adjoin team member.
3. Team members of Adjoin will not engage in exploitation of or accept personal benefit from a client's efforts. Favors, gratuities or payment on the client's behalf or from team members is strictly forbidden.
4. Team members will treat clients with dignity and respect at all times.
5. Team members will not violate local, state, and/or federal laws in the course of their employment. Team members must report all arrests and convictions within 24 hours of the incident to their supervisor.
6. Clients will not be placed in jobs that are offered as a means to break strikes or gain unfair advantage in labor disputes.
7. Unlawful harassment, violence or creating an atmosphere of the threat of violence, abuse, discrimination and exploitation of a racial, sexual or other such nature is strictly forbidden. Team members must immediately report such behavior as set forth in the Unlawful Harassment policy.
8. Fraudulent reporting or the submission of falsified documents of activities, services, expenses or travel is prohibited.
9. Adjoin maintains a drug-free workplace. The possession or use of illegal substances, drug paraphernalia or intoxicants is prohibited. You are required to report to your supervisor any observance of the sale, possession or use of illegal substances, drug paraphernalia or intoxicants.

10. The purchase, use, and/or being under the influence of alcohol at the workplace or when in the presence of client(s) is strictly forbidden.
11. Being under the influence of prescription drugs or non-controlled substances at the workplace which may affect performance or endanger one's self or others is prohibited.
12. Team members are to use hands free devices if using a cell phone while driving on behalf of the company. If a team member does not have a hands-free device, necessary phone calls should be made before or after driving. If necessary, the team member should pull over to the side of the road to make or answer a call.
13. Failure to maintain a Valid California Motor Vehicle Operating Permit, valid California motor vehicle insurance or reliable means of transportation may result in suspension and/or termination of employment, if driving is a requirement of the position. The responsibility for notifying the Organization of any change in status rests with the team member. Written verification of any change or renewal must be submitted immediately. Exception by the Chief Executive Officer may be made in such cases where the American with Disabilities Act (ADA) or any other applicable law covers the individual and such reasonable accommodations are applicable.
14. Smoking is prohibited in all offices and facilities of Adjoin.
15. Excessive tardiness and absenteeism and/or absence from work for three consecutive days/shifts without notification or permission may be cause for immediate dismissal.
16. Carrying or possession of weapons of any kind while at any office, facility or service site or while in the presence of any client is prohibited.
17. Team members are not to commingle or handle client funds without an individual written service plan approved by the Chief Executive Officer or his/her designee.
18. Team members are not to borrow client funds, lend their personal funds to clients or gift their personal funds to clients.
19. Team members are not to make arrangements, make purchases, execute agreements or execute contracts for a client without prior consent and full understanding of the client.
20. Team members are not to prescribe or recommend treatments, remedies or any medications. The administration of any medication, prescription or non-prescription, is to be made only under the direction of a licensed physician or practitioner.
21. Team members are not to make or execute agreements or contracts obligating Adjoin without express prior authorization from the Chief Executive Officer.

22. All legal request for information regarding clients, team members or company documents such as subpoenas, search warrants, investigations, or any other legal action are to be immediately referred to the CEO or his/her designee before disclosing any information.
23. The CEO is responsible for responding to all media inquiries and/or for issuing media statements on behalf of the organization. All requests for media are to be immediately referred to the CEO or his/her designee. Team members must seek authorization to participate in any media opportunities.
24. All team members are expected to be neat, clean and well groomed; maintaining professional conduct, decorum, demeanor, and dress and meeting all safety standards appropriate to the assigned service site.
25. Team members are not to utilize company property, such as office space, computers, e-mail and Internet services, telephones, pagers, copiers, etc. or company time to engage in excessive or inappropriate personal business and/or any illegal business.
26. Any dereliction of duty that puts the client(s), team member(s), or Adjoin at risk or any act of omission or commission that results in management's loss of confidence in the likelihood of a team member's continued satisfactory performance or judgment may result in disciplinary action including immediate termination.

Relationship to Client

The basic relationship between Adjoin and the client is that of service provider and client. This relationship is similar to that which exists between any professional, such as a lawyer, certified public accountant, or talent agent and his/her client.

We work for the client. We respect them as individuals. We expect them to be capable of making their own life decisions and to take responsibility for their actions. We may advise and assist them in their endeavors, but ultimately, they must make their own decisions.

This means that:

1. Clients are treated as respected equals and with dignity and respect.
2. All assessments and planning are individualized and client-driven--with resulting decisions ultimately made by the client. We respect the needs and desires of the client. We engage in person-centered planning.
3. When providing vocational services, we help each client find meaningful work activities in his/her own community. We help employers and co-workers to

understand and respect our clients. We advocate, represent and negotiate with employers in partnership with our clients.

4. When providing Living Services, we help each client find suitable safe and secure community housing. We help landlords and neighbors understand and respect our clients. We advocate, represent and negotiate with landlords in partnership with our clients.
5. We direct our services and training programs to help our clients to be self-advocates and maximize their ability to live independently within the community of their choice.
6. We do not encourage, promote or establish programs where clients are segregated or suffer discrimination.
7. We will respect the rights of our clients to confidentiality and the right to privacy. No arrangements will be made for them without their full knowledge and appropriate legal consent.
8. Law prohibits disclosing any personal information without written consent of the client or his/her legally appointed guardian or conservator. You should have a written release on file for each non-Adjoin individual or agency that would receive notification in such instances. This includes funding caseworkers, other care providers, family or friends.
9. Clients, their relatives, friends, or legal representatives, may ask for the Client's signature to be witnessed on several different documents. Adjoin Team Members have no legal responsibility to witness the signing of any of the documents. The role of a Team Member is to deliver professional support and care to the Client and participating in a Client's legal affairs undermines that role. The witnessing of any legal documents is prohibited. Documents may include:
 - Powers of attorney
 - Guardianship
 - Advance Directives
 - Last will and Testament

It is important that the clients and Adjoin team members have professional working relationships. This means that it is not appropriate for clients and team members to engage in relationships that could be viewed as dating or extreme parental type interactions.

Adjoin prohibits any sexual advances, sexual contacts or sexual relationships, between Adjoin team members and its clients.

Client Centered Programming

The services Adjoin provides are client-driven. This means that we recognize clients as adults capable of making decisions for themselves. Our usual role is that of an agent for the client. We actively promote and train clients to be self-advocates.

In practical terms, this means that client input is valued and actively sought at every level of the Organization.

Our policies and practices reflect this respect and consideration. We make sure that the client makes informed decisions. The following reflect some of our basic rules:

1. Agreements, obligations or contracts are made on behalf of our clients with their prior informed consent.
2. Assessments and Individual Service Plans are written with the active participation of the client.
3. The privacy of a client is honored. Written consent is required before information or photographs are released.
4. Clients have the opportunity to comment on the services received and to suggest changes.
5. Adjoin's Board of Directors may, at any time, receive grievance appeals or complaints from clients.
6. Adjoin's Board of Directors actively seeks input from individuals with disabilities and other client advocates who represent the interests of our clients.

Accessibility for Individuals with Disabilities

Adjoin promotes the adherence to the principles and requirements set forth in the Americans with Disabilities Act (ADA) or any other applicable law for our clients, team members and the general public. This requires that we do the following:

1. Continually evaluate our actions, programs, and policies, those of employers and landlords of our clients and those of the referring agencies to see that architectural, attitudinal, employment and other barriers are removed.
2. Continue to provide the necessary accommodations and support to promote equal opportunity for individuals with disabilities and encourage participation as members of our team members and Board.
3. When requested, support worthy community events to promote social and economic opportunities for individuals with disabilities.
4. See that all programs and services are available to qualified individuals with disabilities.

5. Ensure that all offices or other facilities leased and maintained by Adjoin are free of architectural barriers. Supervisors are to continually evaluate their offices to assure that furniture or arrangements in the offices do not create barriers.

Gifts and Gratuities

Team members of Adjoin will not engage in exploitation of or accept personal benefit from a client's efforts. Gifts, favors, gratuities or payment from a client, from their family members, other involved persons, or from employers is strictly forbidden. Also, team members are not to hire or pay clients to perform services for the team member.

Team members of Adjoin will not borrow funds from clients. Team members will not lend or gift clients their personal funds.

Butterfly Club

The Butterfly Club is Adjoin's optional team member and company friend donation program, that was founded in July of 2002 and continues to be a resource to the people we serve. Most of our clients are reliant on state income and often are barely able to cover basic living expenses. The Butterfly Club empowers people to gain the skills and confidence to continue to live and work independently in our communities.

Contact butterflyclub@adjoin.org to become a donating member or to apply to request funds on behalf of your client today!

Fleet Vehicles

Fleet Vehicles driven on Adjoin business shall be operated in a safe manner, in compliance with applicable rules and regulations. Only properly qualified and authorized persons may drive Fleet Vehicles on company business. Company vehicles may only be used for official, authorized purposes; personal use is prohibited. Drivers who fail to adhere to Fleet vehicle policies and procedures may have their Fleet Vehicle driving privileges suspended and are subject to disciplinary action up to and including termination. Please see the Fleet Handbook for more detailed information.



Policy on Workplace Meetings Concerning Political or Religious Matters

Adjoin is committed to fostering a workplace environment that respects the diverse beliefs, values, and opinions of all employees. In compliance with applicable laws, Adjoin ensures that participation in meetings discussing political or religious matters is entirely voluntary.

Policy Statement

- Adjoin prohibits mandatory attendance at workplace meetings or communication sessions where the primary purpose is to discuss political or religious matters.
- "Political matters" include discussions about support for or opposition to political parties, candidates, legislation, or any other matter relating to elections or governmental policies.
- "Religious matters" include discussions or activities promoting or opposing any religious belief, practice, or affiliation.

Employee Rights

- Employees have the right to refrain from attending or participating in meetings or communications concerning political or religious matters without fear of retaliation, discrimination, or adverse employment consequences.
- Employees who voluntarily choose to engage in such discussions are encouraged to do so respectfully and without disrupting workplace operations.

Exclusions

This policy does not apply to:

- Discussions necessary for the normal operations of the organization, including training or communications on compliance with applicable laws or policies.
- Meetings addressing issues directly related to the terms and conditions of employment or employee benefits.

Reporting Concerns

Employees who believe they have been required to participate in a meeting or communication in violation of this policy should report their concerns to Human Resources immediately. Complaints will be promptly and thoroughly investigated, and appropriate corrective action will be taken if necessary.

Non-Retaliation

Adjoin strictly prohibits retaliation against any employee who exercises their rights under this policy or reports a violation.

Questions

Employees with questions about this policy or its application should contact Human Resources for clarification.

Section 5 – Team Member Corrective Actions

Immediate Corrective Action

The following are examples, and not a complete list, of violations of policies and procedures, which could lead to immediate disciplinary action up to and including discharge:

- Any act of disloyalty resulting in damage to the services and business of Adjoin, its clients, Directors and team members or funding sources.
- Dereliction of duty, unprofessional conduct or negligence.
- Destruction, unauthorized possession, misappropriation, mishandling or misuse of Adjoin or client funds or property.
- Disclosure of confidential client, personnel, or Adjoin information without prior written permission.
- Disorderly conduct.
- Disregard for safety of self-and/or others.
- Unlawful harassment of or discrimination against any team member, co-professional or client.
- Incompetence and inefficiency.
- Insubordination, including verbal assault of any team member or client.
- Making false or misleading statements about Adjoin’s Directors, team members or clients.
- Violations of local, state, and/or federal laws.

The type of corrective action that may be taken in response to unacceptable team member conduct or poor job performance depends on all the circumstances of the individual case. Corrective action may take a number of forms based on the opinion of management. There is no requirement that one action precedes or be followed by another. In a specific instance, one or more actions may be appropriate. The options available to a supervisor include, but are not limited to the following:

- Informal verbal correction/documentated performance notes
- Written “Team member Warnings/Corrective actions.”
- Suspension/Administrative Leave with or without pay not to exceed 30 days.
- Demotion.
- Discharge.

Grievances, Appeals and Complaints

Team members have the right to question and appeal any decision or action. Before initiating a formal grievance, the team member should attempt to resolve the issue with one’s immediate supervisor. Team members have the right to be free from retaliation and barriers to employment due to filing a complaint or grievance.

FORMAL GRIEVANCE PROCEDURE

Step 1: Immediate Supervisor: In order to minimize the possibility of misunderstanding, an employee should discuss their disagreement or misunderstanding with their immediate supervisor within ten (10) calendar days of the occurrence. Upon notification by the aggrieved party, the supervisor will investigate the matter and provide a response within five (5) working days. If additional time or actions by other levels of management are required, the supervisor will notify the complainant.

Step 2: Regional Director/Regional Manager/Program Manager: If an employee is seeking the review of a direct action of their Immediate Supervisor; or, if he/she does not receive a satisfactory answer or resolution of a disagreement or misunderstanding as provided in **Step 1** by their immediate supervisor, they may seek a Written Request for Review by the RD/Regional Manager. All Written Requests for Review must be made in writing and filed within five (5) working days of receiving their supervisor’s response. Upon receipt of the Written Request for Review, the Regional Director/Regional Manager/Program Manager will schedule an opportunity for the employee to discuss the issue. Within five (5) working days after that meeting, or such longer period as is required under the circumstances to investigate the matter, the Regional Manager/Program Manager will provide the employee with a written response to their request for review.

Step 3: Director of Human Resources: If an employee wishes to file a Grievance of the direct action of a Regional Director/Regional Manager/Program Manager or the decision of the Regional Manager/Program Manager as provided in **Step 2**, they must file a Written Grievance to the Director of Human Resources, postmarked within ten

(10) working days of the action/decision of the RD/Regional Manager. All Written Grievances must be addressed to the DHR at the Home Office (9444 Farnham Street, Suite 210, San Diego, CA 92123). Except in instances where the direct action of a Regional Director/Regional Manager is involved, the Written Grievance must include the employee's **Step 2, Written Request for Review** and the RD/Regional Managers' response.

All complaints, allegations of unfair or unethical treatment, and/or allegations of discrimination initiated by any team members member must be submitted in writing to the Director of Human Resources at Adjoin's Home Office. The Director of Human Resources will acknowledge receipt of the grievance within five (5) working days.

In instances where the seriousness of the allegation or potential endangerment to a client's health or welfare is in question, the Director of Human Resources will elevate the concern to the COO, who may suspend services, suspend or reassign Adjoin personnel. Where allegedly illegal actions have occurred, the Director of Human Resources or his/her designee will notify all appropriate agencies immediately.

The Director of Human Resources may choose to act as a mediator and/or initiate a formal investigation. In the case of an investigation, interviews and meetings will be held with all parties involved in the dispute or grievance. The investigation will be completed, and a decision announced within 30 working days of receipt of the grievance. If additional time is necessary to complete the investigation, all parties involved will receive notification of the updated timeline for completion. All parties involved are responsible for cooperating to provide a timely completion. A team member also has the right to appeal an action or finding of the Director of Human Resources to the CEO or Board of Directors of Adjoin. This appeal must be filed, in writing, within 90 calendar days of the action or finding.

TEAM MEMBER ARBITRATION

Adjoin has an open-door policy and strongly encourages its team members to communicate any issues or concerns regarding their employment directly to management. While Adjoin is committed to working with team members to resolve all disputes, if any dispute is not resolved, you may request that your complaint be heard in an outside process called arbitration.

The arbitration process is **not** a substitute for our established team member grievance procedure. The arbitration process is an **additional** avenue for team members to address conflict that cannot be resolved through the grievance procedure or due to the nature of the conflict is inappropriate for the grievance process.

Please see the Administrative Policies and Procedures Manual for further details about Arbitration.

Section 6 – Employment Procedures

At-Will Employer

Adjoin is an at-will employer. The team member understands and is aware that their employment with Adjoin is for an unspecified term and is at the mutual consent of the team member and Adjoin, and that either Adjoin or the team member may terminate their employment at any time, for any reason, with or without cause and with or without advance notice.

The team member recognizes that Adjoin retains the right to establish compensation, benefits and working conditions for all its team members. Accordingly, the team member understands and agrees that Adjoin retains the sole discretion to modify the team member's compensation and benefits, position, duties and other terms and conditions of employment, including the right to impose performance correction of whatever type and for whatever reasons Adjoin, at its sole discretion, determines to be appropriate.

Human Resources and Supervisory Training

In order to initiate or supervise the hiring process, give disciplinary action or evaluate team member performance, team members must be fully trained and competent in these areas. Supervisors must complete required leadership training, to enhance and broaden supervisors' knowledge of these topics.

Adjoin is an equal opportunity employer. Adjoin prohibits discrimination on the basis of race, color, sex, age, religion, religious dress or groom, national origin, sexual orientation, gender identity, marital status, military or veteran status, genetic information, and physical and mental disability and any other basis protected by state or federal law.



Conditional Offer of Employment

All individuals seeking employment must pass the company requirements for a conditional offer of employment *and* obtain clearance for employment after completion of the pre-employment screening process. Only the CEO, COO, and Director of Human Resources or his/her designee have authorization to provide the clearance for employment.

A manager may make a **conditional offer of employment** to an individual if certain conditions are met. These conditions include:

1. Candidates' successful completion of employment application and review by designated hiring manager.
2. Candidates' submission of resume, if applicable and review by designated hiring manager.
3. Candidates' satisfactory participation in interview(s), as documented and reviewed by hiring manager(s).

Pre-Employment Screening

After the conditional offer of employment and before the beginning of the applicant's duties, the applicant must successfully pass the pre-employment screening process *and* receive clearance for employment. The **pre-employment screening process** includes:

- Live Scan Finger Printing – Criminal History Check from the Department of Justice and/or search of databases for past abusive and/or criminal activities. See Department of Justice Background Screen below for more information.
1. All convictions other than minor traffic violations, including misdemeanors, felonies, and previous convictions will be reviewed by the Director of Human Resources or their designee for an individualized assessment. The individualized assessment will consider the nature and gravity of the offense, the time that has passed since the offense, job relatedness, mitigating circumstances or rehabilitation evidence. *If* screening results in an adverse decision to not hire, all applicable laws, notifications, and processes will be completed by Human Resources to ensure a fair and legally compliant decision has been reached.
 - Satisfactory references for employment including a minimum of professional and personal references
 - A urine screening for indications of illicit drug use or substance abuse that result in a negative test. See further Drug Screening Information below.
 2. Possession of a valid California Driver's License or exemption authorized by CEO or their designee if required in the course of employment.
 3. If driving is a requirement of the position, a satisfactory driving record as shown by a California Department of Motor Vehicle Information Report free

from DUI convictions or major violations for the previous 3 years or exemption authorized by CEO or their designee.

- If driving is a requirement of the position, proof of valid California motor vehicle insurance, meeting minimum state requirements for liability, for those team members required using a vehicle for company business.
- Proof of graduation or transcript certification of educational requirements. Education and credentials are verified directly by the primary source.
- CPR/First Aid Certification and/or other training certifications as determined by the position and circumstances.

Conditions of employment for an individual may be waived by written exception by the Chief Executive Officer in such cases where the American with Disabilities Act (ADA) or any other applicable law covers the individual applicant, and such reasonable accommodations are applicable.

DRUG SCREENING

To ensure the well-being of our clients and the maintenance of a drug-free workplace, all applicants may be asked to submit to a drug-screening test. This drug-screening test must be taken within 24 hours of the conditional offer of employment, unless otherwise authorized by the Chief Executive Office for reasonable circumstances, and the results received prior to the start of employment.

The use of illegal substances is strictly prohibited. Individuals found to have detectable amounts of illegal substances in samples taken will be ineligible for employment.

Also, prescription medications that may interfere with your safety, judgment or performance must be disclosed to allow Adjoin to determine if the continued use will endanger the client. Failure to disclose pertinent medications may result in disciplinary action, up to and including termination.

If reasonable cause exists to suspect a team member of illegal drug use or other activities that may be harmful to our clients, the Organization reserves the right to require drug screening and/or a background check at any point during the person's employment. A person's refusal to submit to a proper test will be viewed as insubordination and will subject the person to disciplinary action, up to and including termination. Adjoin will pay the costs of all drug and/or alcohol tests it requires of team members and applicants.

DEPARTMENT OF JUSTICE BACKGROUND CHECK

Since individuals working for Adjoin may be engaged in providing services dealing with all aspects of an individual's life (i.e., financial, personal, sexual, emotional, social, physical, etc.) we must maintain a team member of trustworthy, responsible individuals.

To minimize risk to our clients, we require that each applicant, as a condition of employment, submit to a thorough investigation of previous activities. This investigation shall be made with the full knowledge and prior written consent of any job applicant.

ORIENTATION PERIOD

Each individual upon employment shall be considered to be an "orientation team member."

At or before the end of the 60-day orientation period, their supervisor shall evaluate each team member, and such evaluation shall be submitted to their supervisor for approval. Upon such approval, the "orientation team member" will become a "regular team member."

However, completion of the "orientation period" does not guarantee continued employment since employment at all times is at the will of the team member and the Organization.

To be eligible for benefits, full time team members who transition from "orientation" to "regular" employment must meet benefit eligibility requirements as outlined in Section 7 of this handbook.

TEAM MEMBER ORIENTATION AND TRAINING

Adjoin views orientation and training as an important activity that relates directly to the quality of service that we can provide to our clients. Training is provided in a variety of formats: paper documents, in-person and online via Adjoin's learning management system. Development of orientation and training programs is ongoing.

EVALUATION OF TEAM MEMBERS PERFORMANCE

The quality of our service is directly related to the performance of our team members. Since almost all services are provided in the field, where continuous supervision is not possible, the evaluation of team member performance and its effect on overall quality of service to clients is critical.

Standard Adjoin electronic evaluations on UKG are used for all performance evaluations to ensure that performance measurement is consistent and timely for all team members. Both the team member and supervisor are responsible for reviewing and correctly applying the evaluation rating scale, and ongoing training is provided to do this.

A performance evaluation will be conducted at the conclusion of a team member's orientation period (after 60 days) and annually thereafter. Performance reviews are completed annually in the team member's anniversary month. In addition, any time a team member changes positions, he/she will be evaluated within the first 60 days.

The Performance Evaluation Criteria and Components:

All Evaluations consist of the following components:

- A supervisor and team member evaluation allowing each to rate on the same criteria
- The setting and rating of the completion of SMART goal(s)

The opportunity for honest, productive, face to face dialogue between supervisors and their direct reports.

Each evaluation, regardless of the type, will reflect the following performance criteria:

- Culture and Values
- Safety
- Collaboration and Teamwork
- Integrity
- Effective Communication

Depending on the position of the individual being evaluated, these criteria are further defined and expanded, and additional criteria added as applicable (for example, a supervisor would be evaluated on leadership skills).

Rating Scales:

Annual Rating Scale:

Scale	Label	Description
1.00	Unsuccessful/Unacceptable	Performance fails to meet minimum expectations for this role, and immediate and sustained improvement is mandatory.
2.00	Partially Successful/Needs Improvement	Performance does not consistently meet standards and occasionally falls below what is required of the position; improvement in specific areas is required.
3.00	N/A or Fully Successful/Effective Performance	Performance consistently meets the critical requirements of the position. The team member continually performs at a steady and expected level.
4.00	Superior/Highly Effective Performance	Performance is continually and consistently superior and regularly goes beyond what is expected. Performance consistently exceeds expectations.

Change in Compensation – Adjoin does not directly tie the performance evaluation process to a change in compensation at the time of the evaluation, however, the annual salary review process (see Compensation, annual salary review) consists of reviewing performance as a factor in adjusting compensation.

Although Adjoin has formal timelines for evaluation, a supervisor may conduct a performance review at any time. The review may be as a result of a significant change in duties and responsibilities or a need to correct and realign performance expectations.

Team Member Classifications

TEMPORARY TEAM MEMBER

The individual is hired on a temporary basis, with a fixed term of employment. The term of employment must be specified in writing and pre-approved by the Chief Executive Officer. A temporary team member is only eligible for company sponsored medical insurance benefits if they are employed on a full-time basis after 30 continuous days. Temporary team members are eligible for paid sick leave if they work at Adjoin for 30 or more days within a year from their date of hire. Eligible team members *may use accrued sick days beginning on their 60th day of employment.* Temporary team members are not eligible for any other type of benefit; furthermore, as a temporary team member time in service cannot be used to calculate longevity or benefits.

ORIENTATION TEAM MEMBER

An orientation team member is one who has been employed for less than 60 calendar days. The period of orientation may be extended by a written notification to the team member by his/her supervisor.

An Orientation Team member does not accrue paid time off leave (PTO), nor are they eligible for participation in health care or other company benefit programs until they have met the benefits eligibility requirement, as applicable.

REGULAR FULL-TIME TEAM MEMBER

A regular full-time team member is one who is regularly scheduled to and who does work an average of 30 hours or above per workweek as designated by the Regional Manager/ Regional Director or Program Manager and is:

- a) A salaried, full-time, exempt team member; or,
- b) An hourly, full-time, non-exempt team member; and
- c) Has completed the orientation period; and
- d) Is benefits eligible after 30 days of continuous fulltime status. See Administrative Policies for details.

REGULAR PART-TIME TEAM MEMBER

A regular part-time team member is one who is regularly scheduled to and who does work an average of less than 29 hours per workweek as designated by their supervisor and is:

- a) An hourly, part-time, non-exempt team member; and
- b) Not eligible for benefits and has completed the orientation period.

TRAINEE

Through designated programs, Adjoin may have individuals in the workplace who are trainees. A trainee is designated by participation in an authorized training program, for a specified time period. During the training period, the trainee is provided experience and learning opportunities. The individual may be offered regular employment at the end of the training period, but this is not guaranteed.

Trainees do not accrue PTO days and are not eligible for health care and other benefits as defined by Adjoin and the law, as applicable.

Section 7 - Team Member Benefits

This section of the handbook provides brief summaries of the current team member benefit programs sponsored by Adjoin. More detailed information regarding many of these benefits is contained in plan booklets, group insurance policies, and Adjoin's official plan documents. While the provisions of this section provide a general overview of the company's benefits, the terms, conditions, and limitations of the official plan documents will control actual benefits received. Team members are encouraged to review the official plan documents for further information.

Benefits Eligibility

Full-time team members, or team members who average at least 30 hours a week, hired on or after July 1, 2014 who have met benefit eligibility requirements. All full-time, regular, team members of Adjoin, working a minimum of 30 hours per week regularly are eligible for the organization's group medical, dental, and vision plans. This is reviewed quarterly and will continue as long as there is financial viability to do so. A team member may elect to have contributions deducted before payroll taxes (pre-tax).

If eligible, benefits will begin on the 1st of the month following 30 days of full-time employment. Eligible employees may also choose to enroll family members, including your spouse and your eligible dependents.

Team members whose work status changes from Part-Time to Full-Time are eligible for benefits after 30 days of continuous Full-Time employment. A team member's waiting period for coverage cannot exceed 60 days for Full-Time team members. Benefits are effective on the first day of the month following a 30-day waiting period.

Adjoin utilizes a “look-back measurement method” to ensure that the natural fluctuation of hours needed to meet the needs of our clients does not affect team members’ benefits eligibility. Once a team member meets the Full-Time average over the Measurement Period, they are eligible throughout the following Stability Period – even if the team member’s hours reduce.

Loss of Eligibility:

Loss of eligibility will occur if a team member does not meet the requirements for Full-Time team member status for the Measurement Period, or upon termination.

Please note, a team member with an employment status change Full-Time to Part-Time has the option to drop coverage based on the qualifying life event otherwise the coverage will remain in effect for the remainder of the Stability Period.

Workers' Compensation Insurance

Worker’s Compensation Insurance in the event of a job-related injury or illness covers all team members, regardless of status. Team members are expected and required to report injuries sustained on the job immediately to management or Human Resources.

Paid Time Off (PTO)

Adjoin maintains a Paid Time-Off (PTO) program, which provides team members with a pool of bankable hours that can be used for any purpose. The PTO program is designed in response to team members’ needs for time off and allows eligible team members to receive their wages while off work.

Full-time, exempt and non-exempt team members begin to accrue PTO once they complete their full-time status period.

Loss of eligibility does not mean loss of accrued PTO. Any unused PTO remains "in the bank" and the team member may opt to retain or use those days as leave.

PTO is credited to each benefit eligible team member’s PTO account at the end of each payroll period. Hours earned for each team member’s PTO account are based on hours for which the team member is paid for that pay period. Thus, hourly team members will receive hours reflective of average hours worked in a day. Both time worked and hours paid from a team member’s PTO bank will be included in the PTO calculation. PTO will not be earned for unpaid leaves of absence.

The following schedule depicts the maximum amount of PTO that a full-time team member can accrue each year:

Years of Service	PTO Accrual Days / Year
up to 1 year	10
1 to 5 years	12
5 to 7 years	14
7 to 10 years	16
10 to 15 years	18
15 to 20 years	20
over 20 years	25

A team member is allowed to accrue a maximum of 1.5 times their annual PTO accrual for his/her years of service. A team member may not have a balance or accrue more than this maximum. Once a team member accrues PTO up to the maximum amount allowed no additional PTO time will accrue until PTO time has been used and the PTO bank balance falls below the maximum allowed. The team member may then continue to accrue PTO up to the maximum allowed accrual amount.

A current statement of each team member’s accrued PTO is noted on the team member’s most recent pay stub. Team members should monitor the amount of their accrued PTO. A team member cannot use PTO until it is earned and accrued in the team member’s PTO bank.

Use of the accrued PTO days for vacation purposes is subject to the prior approval of the primary supervisor. PTO will be approved based on program needs, and having accrued PTO is not a guarantee that a time off request will be approved for the specific day requested.

PTO hours must be reported on the team member’s time sheet as “PTO Hours”. Hours reported will be charged to the team member’s PTO bank and the team member will then be paid for those hours.

Upon termination, the team member shall be paid any accrued and unpaid PTO in the team member’s bank.

Float Day Off

All Regular Full-Time and Part-Time team members are granted two (2) personal floating days-off per calendar year (Jan 1 - Dec 31). The total number of FDO hours you will accrue is equal to 8 hours for Part-Time team members and 16 hours for Full-Time team members (Equivalent to two four-hour float days for PT and two 8-hour float days for FT).

The float day-off hours will be awarded to team members automatically after 60 days of employment and then annually on January 1st of each year.

Personal floating day accruals that are unused at the end of the calendar year (December 31) will roll over to the next calendar year, subject to a maximum cap of two times the annual accrual amount. If a team member has two times the annual

floating day accrual at the beginning of the calendar year when the annual grant is given, the team member will not receive an additional floating day accrual for the calendar year and will have to wait until the beginning of the next calendar year when the next annual grant is given.

The floating day-off is granted in consideration of our team members' work-life balance. The floating day-off may be used for **any** reason such as a birthday, family reunion, anniversary, parent-teacher conference, personal wellness day, etc.

Personal floating day-off time must be scheduled in advance and approved by the designated Program Manager or Regional Manager in your area and in accordance with department/unit rules. Scheduling personal floating day-off on short notice for emergency purposes is at the discretion of the supervisor, who may request documentation of the reason for the emergency. If the team member terminates, the team member shall be paid any unused FDO in the team member's bank. See Administrative Policy and Procedure Manual for full details.

Volunteer Time Off (One Flutter)

The purpose of Adjoin's "One Flutter" program is to:

- Support volunteer activities that enhance and serve the communities in which we live and work.
- Empower our team members to take active social responsibility in their community.
- Address issues that impact quality of life.

The intention of this program is to create community engagement opportunities for Adjoin team members that are meaningful, purposeful and helps those in need. At the same time, Adjoin recognizes that participating in these activities will also enrich and inspire the lives of our team members. 'Community' is not defined as just local community but may encompass a global perspective.

The "One Flutter" program consists of two components:

- An opportunity to receive compensation from Adjoin for volunteering
- An opportunity to receive reimbursement for donating to an organization or cause

Team members who have been employed with Adjoin for 60 days will be eligible to enroll in the "One Flutter" program. Both part-time and full-time team members are eligible to enroll.

Upon enrollment in the program, team members will be awarded their first Day of Change (DOC) allotment to be used during the current calendar year. DOC pay must be utilized within the calendar year it is granted.

Team members are ineligible to enroll in the "One Flutter" Program if:

- The team member is on a Performance Improvement Plan (PIP).

- The team member's employment with Adjoin terminates for any reason.

Adjoin reserves the right to modify, amend, suspend, or discontinue this program at any time without prior notice. Adjoin also reserves the right to revoke approval if it is determined that the team member is misusing the program

Eligible team members may sign up for the program by completing the enrollment form and agreement and submitting to the "One Flutter" administrator. Once enrolled, team members will not be required to re-enroll on an annual basis and their DOC allotment will automatically be awarded annually based on their FT/FT status, as long as the team member is eligible.

Team members may be required to sign an updated agreement as needed if terms and conditions of the program change.

Day of Change Pay:

All **Regular** Full-Time and Part-Time team members are granted up to 8 hours of "Day of Change" pay per calendar year (Jan 1-Dec 31). The pay is available at the beginning of each calendar year (January 1st) for eligible team members. The total number hours paid out for DOC are equal to 4 hours for Part-Time team members and 8 hours for Full-Time team members.

DOC pay for salaried team members is handled as follows:

- A salaried team member, with the approval of their supervisor, may substitute a DOC activity for a regularly scheduled day of work.
- A salaried team member may complete a DOC activity, up to 8 hours, on a non-scheduled workday and receive compensation for hours engaged in DOC activity, above their regular salary.

DOC Pay Approval Process

- Team members who are enrolled in the "One Flutter" Program must submit a request for DOC as a time off request via UKG and submit the request to their supervisor at least one week before the requested time off. Team members will be required to submit documentation to support their DOC request. The supervisor should consult with Human Resources with any questions or concerns before approving or denying the request. Approval is at the discretion of the team member's supervisor and HR.
- DOC hours must be reported on the team member's time sheet as "DOC Pay". Hours reported will be charged to the team member's DOC Pay and the team member will then be paid for those hours. The total number hours you will be paid for on your DOC pay are equal to 4 hours for Part-Time team members and 8 hours for Full-Time team members.

The following conditions apply to DOC Pay:

- **Partial Day Absence Permitted:** DOC pay may be used to cover partial day absences in full hour increments only.
- **Not cashable:** No payment is made to a team member in lieu of volunteer time off.
- **Coinciding holiday:** When a company holiday falls during a team members member's approved volunteer time off, the day is paid as holiday time rather than as volunteer time off
- **No carry-over:** Day of Change hours that are unused at the end of the calendar year (December 31) are forfeited.
- **Changes in FT/PT status:** Team members will be granted DOC pay dependent upon employment status on January 1st of every year: 4 hours for Part-Time team members and 8 hours for Full-Time team members. Team members may only take the amount granted on January 1st during that calendar year regardless of additional changes in PT/FT status throughout the calendar year.

One Flutter Donation Process

- Team members enrolled in the "One Flutter" program may also receive reimbursement for up to a \$25 annual donation to a charitable organization of their choice. The organization must be a 501(c)(3).
- Team members will submit a request for reimbursement for their donation via expense management in the UKG system. A receipt or proof of payment must be submitted to receive reimbursement for the donation and must be from an organization with 501(c)(3) status.

Eligible organizations:

- Adjoin Team members may volunteer or contribute to any organization that is meaningful to them under the following guidelines:
- "One Flutter" funds must be used to contribute to organizations that match with Adjoin's values. We ask that team members ask themselves if the organization they are considering volunteering for meets these criteria prior to their participation under the "One Flutter" program.
- "One Flutter" funds may not be used for organizations that discriminate based on race, color, age, gender, religious creed, veteran status, marital status, sexual orientation, pregnancy, childbirth, national origin or ancestry, physical or mental disability, medical condition or genetic information, or political affiliation.
- While DOC pay can be used for any organization that meets the above criteria, the "One Flutter" donation reimbursement will only be given to

organizations that meet 501(c)(3) status and are able to issue a receipt based on this criterion.

Paid Sick Leave

Eligible team members are entitled to use up to a maximum of 40 hours of paid sick leave per calendar year. Team members may use this leave to obtain preventative care or diagnosis, care or treatment of an existing health condition, illness or injury of the team member or an “**eligible family member**” or “**designated person**”. Team members may also use this leave for *Safe Time*. Safe Time means time away from work that is necessary due to domestic violence, sexual assault or stalking for the team member or the team member’s eligible family member. Safe Time may be used to obtain medical attention, services from victim service organizations, counseling, relocation, or legal services all related to or resulting from domestic violence, sexual assault or stalking.

Eligible Family Members include:

- a child (biological, adopted, stepchild, foster, legal ward, child of registered domestic partner are applicable)
- a parent (biological, stepparent, foster, legal guardian, adoptive, parent of spouse are applicable)
- spouse (legally married under the laws of California or registered domestic partner are applicable)
- registered domestic partner
- grandparent
- grandchild
- sibling (brother or sister, whether related through half blood, whole blood, or adoption, or one who is a step-sibling are applicable)

Designated person is a person identified by the team member at the time the team member requests paid sick days.

Eligibility Requirements

To be eligible for paid sick leave, any Part-Time, Full-Time and/or Temporary team member must work at Adjoin. Eligible team members *may use sick hours earned beginning on their 60th day of employment.*

Sick Time Earned

Eligible team members will earn 40 hours of sick time ***upfront*** in their sick bank upon hire of employment **or** every January 1. **Team members are only entitled to use a maximum of 40 hours of paid sick leave per calendar year.**

Definitions

Use: The use of paid sick leave is limited to 40 hours per calendar year.

Upfront: Paid Sick leave is earned upon hire and every January 1 thereafter.

If during the course of a calendar year you need more than 3 consecutive days off from work, notify your supervisor, as far in advance as possible to determine **if** you are eligible for time off per any other state and/or federal leave law. Team member paid sick leave will run concurrently with any approved applicable leave of absence.

When employment is terminated, team members will *not* receive Sick pay for any unused Paid Sick time earned at the time of termination.

Adjoin team members who are rehired within 12 months are not subject to the 60- day waiting period to use Paid Sick Days and any unused paid sick time will be reinstated if rehired within the same calendar year.

Notification to Supervisor

Team members should notify their supervisor, as far in advance as possible whenever they are unable to report for work or must leave early due to the reasons outlined and entitled under this policy. The notice should include a reason for the absence and an indication of when the team member can be expected to report for work. If the supervisor is unavailable, notification should be made to the appropriate on-call team members or other supervisory team members in the office.

For an absence of more than three consecutive workdays, Adjoin requires documentation signed by a licensed health care provider indicating the need for the amount of paid sick leave taken. The documentation does not require specification of the nature of the injury, illness, or medical condition.

Electronic Timesheet Logging

All Non-Exempt (Hourly) team members are required to log all their time – work, paid time off (PTO), paid sick, etc. – into their electronic timesheet on a daily basis.

Exempt (Salaried) team members are required to log all paid non-work time (PTO, SICK, etc.) into their electronic timesheet for PTO and SICK bank balance tracking purposes only.

The appropriate use of sick time will not result in corrective action; however, team members are expected to follow appropriate call out procedures.

Team Member Leaves of Absence

Adjoin may grant a leave of absence without pay to regular full-time and regular part-time team members for a reasonable period. A leave of absence begins once a team

member has been off work for three consecutive workdays and requires additional time off work. All leave of absence requests will be granted on a fair and equitable basis to all eligible team members.

All requests for leave of absence shall be granted in accordance with the guidelines, requirements, and restrictions of State and Federal leave acts. Employee paid sick leave will run concurrently with any approved applicable leave of absence as applicable and in coordination with other mandated leave benefits such as SDI or PFL.

In addition to mandated leaves as set forth by law, Adjoin may also grant a team member a 'Personal Leave.' Personal leave may be granted at the discretion of the CEO or their designee.

Notification to Supervisor

Employees should contact their supervisor as soon as they become aware of the need for leave. For an absence of more than three consecutive workdays, Adjoin requires documentation signed by a licensed health care provider indicating the need for the amount of leave requested. Additionally, the team member or the team member's supervisor (if the team member is unable to complete due to illness) shall submit a leave of absence request form.

Benefits

For those team members receiving group health benefits, Adjoin will maintain group health insurance coverage for an team member on certain kinds of leave, as required by law, up to a maximum of 12 workweeks if such insurance was provided before the leave was taken and on the same terms as if the team member had continued to work. Employees are responsible for their share of premium contributions, as applicable.

Employees on an approved leave extension who exceed 12 workweeks will be offered a 30-day grace period. After that 30-day grace period Adjoin will no longer continue benefits on group health plans. Employees may continue their group health insurance coverage through Adjoin in conjunction with federal COBRA guidelines by making monthly payments to the COBRA administrator for the relevant premium. Employees should contact Human Resources for further information (this provision only applies to team members receiving group health benefits). Adjoin may recover premiums it paid to maintain health coverage for a team member who fails to return to work following a leave.

Upon return to work after leaves of absence in which it is legally applicable, the team member will be offered the same position held at the time of leaving; unless the job no longer exists or the job has been filled in order to avoid undermining Adjoin's ability to operate safely and efficiently, or the team member is not capable of performing the job responsibilities upon return. If the team member's former position is not available, a substantially similar position will be offered unless there is no substantially similar position available or filling the available position would substantially undermine Adjoin's ability to operate safely and efficiently, or the team

member is not capable of performing the job responsibilities. If a team member returning from leave is unable to perform the essential functions of the job because of a physical or mental condition, Adjoin's obligations to that team member may be governed by the Americans with Disabilities Act (ADA).

The types of leaves include ***but are not limited*** to the following:

PERSONAL LEAVE

A personal leave of absence may be granted to a team member by the CEO or their designee. All accrued applicable paid leave must be used prior to the beginning of any unpaid portion of the leave. Continuation of group health benefits may not be protected under a personal leave of absence and will be determined based on applicable regulations and plan documents.

Adjoin is not obligated to grant such a leave of absence and may consider such requests on a case-by-case basis. Any request for a personal leave of absence must be in writing from the team member stating the reason(s), circumstances, and length of the requested leave. The team member's request must be submitted at least ten (10) working days prior to the beginning of the requested leave, if foreseeable. Employees will be required to utilize any paid time available to them during their personal leave as applicable.

If the team member is unable to return at the end of an approved personal leave, they must submit their extension request at least ten (10) working days prior to the end of their approved leave, if foreseeable. Adjoin will review additional leave requests in conjunction with any obligations Adjoin may have with a team member that may be governed by the American with Disabilities Act (ADA).

Upon expiration of an approved personal leave of absence, the team member may be reinstated to the position held at the time the leave was granted, if such a position is still available. Failure on the part of the team member to report for work, or to notify their supervisor of any extenuating circumstances promptly at the expiration of the leave of absence, shall be deemed a voluntary resignation from employment if the team member does not return at the expiration of the approved leave.

FAMILY AND MEDICAL LEAVE ACT (FMLA) AND CALIFORNIA FAMILY RIGHTS ACT (CFRA)

The federal Family and Medical Leave Act (FMLA) and the California Family Rights Act (CFRA) provide eligible team members the opportunity to take unpaid, job-protected leave for certain medical and nonmedical needs for themselves, family members, or 'designated person'. Each of these leaves is explained below. The maximum amount of leave available under this policy is twelve (12) weeks of CFRA

leave in a 12-month period and twelve (12) weeks of FMLA leave (26 weeks where military caregiver leave applies) in a 12-month period, some or all of which may run concurrently.

Eligibility

To be eligible for leave under this policy, team members must meet all of the following requirements:

1. Have worked at least twelve (12) months for Adjoin
2. Have worked at least 1,250 hours for Adjoin over the twelve (12) months preceding the date the leave would commence.
3. FMLA only: Currently work at a location where there are at least fifty (50) team members within seventy-five (75) miles.

All periods of absence from work due to or necessitated by service in the uniformed services are counted as hours worked in determining eligibility.

Conditions Triggering Leave

The FMLA and CFRA have differing definitions of "family member." Only FMLA allows team members to take up to twenty-six (26) weeks of leave to provide care for an injured military family member. Only CFRA has "designated person" in addition to their definition of "family member" as the classes of people for whom a team member may take leave to care for. Because of this, FMLA and CFRA leaves may not always run concurrently. In general, CFRA/FMLA leave may be taken for any of the following reasons:



Reasons for Leave (See related definitions at the end of the policy.)		CFRA	FMLA	Both
To care for or bond with:	An team member's newborn child or newly place foster or adopted child.			X
	A domestic partner's newborn child or newly placed foster or adopted child.	X		
To care for a family member or "Designated Person" with a serious health condition who is the team member's:	Spouse, parent or child under age 18, or age 18 or older who is incapable of self-care.			X
	"Designated Person" – any individual related by blood or whose association with the team member is the equivalent of a family relationship	X		
	A domestic partner, child or registered domestic partner's child of any age, parents-in law sibling, grandparent, or grandchild.	X		
The team member's own serious health condition that makes the team member unable to perform his or her job, excluding leave for the medical disability related to pregnancy and birth.				X
The team member's own medical disability related to pregnancy and birth.			X	
A qualifying military exigency related to the covered active duty or call to covered active duty of an team member's spouse, parent or child in the United States armed forces.				X
Military caregiver leave for a service member with a serious health condition (defined under "Definitions") who is the team member's spouse, domestic partner, child, parent or next of kin.*			X	

*The situations outlined above may be modified based on the specific circumstances, relationships of the parties, and the law as it stands or may be modified.

*CFRA leave will run concurrently when the family member, regardless of military status, and with the exception of next of kin, meets the standard criteria for a serious health condition.

Designated Person

"Designated Person" under CFRA is defined as any individual by blood or whose association with the team member is the equivalent of a family relationship. The designated person would need to be identified at the time the team member request leave. Employees are limited to one "designated person" per 12-month period for family care and medical leave.

The 12-Month Measurement Period

Adjoin measures the period of twelve (12) months in which leave is taken by a rolling calendar year. For a military caregiver leave, an eligible team member may take up to twenty-six (26) workweeks of leave in a single 12-month period. The single 12-month

period begins on the first day leave is taken to care for a covered service member and ends twelve (12) months thereafter, regardless of the method used to determine leave availability for other CFRA/FMLA-qualifying reasons.

Intermittent and Reduced-Schedule Leave

Eligible team members may take leave in a single block of time, intermittently (in separate blocks of time) or by reducing the normal work schedule. Intermittent leave to bond with a new child must be taken in two-week increments, with a shorter duration allowed on two occasions.

Employees who require intermittent or reduced-schedule leave must try to schedule their leave so that it will not unduly disrupt Adjoin's operations. Intermittent leave is permitted in the same increments as provided in Adjoin's sick or paid-time-off leave policy.

Interaction with Paid Leave

Depending on the purpose of the leave request, Adjoin may require team members to use accrued paid sick leave as applicable concurrently with some or all of the leave taken under this policy. To use paid leave for FMLA/CFRA leave, eligible team members must comply with Adjoin's normal procedures (e.g., call-in procedures, advance notice) for the applicable paid-leave policy.

Employees will be required to utilize any paid time available to them during their leave as applicable.

Employee paid-leave accruals will not continue during unpaid periods of FMLA/CFRA absence or when only disability payments are being received.

Procedures

When seeking leave under this policy, team members must provide the following to Human Resources:

1. Thirty (30) days' notice of the need to take FMLA/CFRA leave if the need for leave is foreseeable. In the case of unforeseeable leave, notice must be provided as soon as practicable and in compliance with Adjoin's normal call-in procedures, absent unusual circumstances.
2. Medical documentation supporting the need for leave due to a serious health condition affecting the requesting team member or a covered family member or service member within fifteen (15) calendar days of Adjoin's request for the certification (additional time may be permitted in some circumstances). Second or third medical opinions may also be required when allowed.

3. For qualifying exigency leave: Within fifteen (15) days of the request, an team member requesting qualifying exigency leave may be required to provide appropriate supporting documentation in the form of a copy of the covered military member's active duty orders or other military documentation indicating the appropriate military status and the dates of active duty status, along with a statement setting forth the nature and details of the specific exigency, the amount of leave needed and the team member's relationship to the military member.
4. A team member must provide periodic reports as deemed appropriate during the leave regarding the team member's status and intent to return to work.
5. A return-to-work release may be required before returning to work if the leave was due to the team member's serious health condition.

Failure to comply with these requirements may result in delay or denial of leave or disciplinary action, up to and including termination. Leave under this policy will be governed by and handled in accordance with CFRA- and FMLA-applicable regulations, and nothing within this policy should be construed to be inconsistent with those regulations.

Employer Responsibilities

To the extent required by law, Adjoin will inform team members whether they are eligible for leave under the FMLA/CFRA. Should team members be eligible for FMLA/CFRA leave, Adjoin will provide eligible team members with a notice that specifies any additional information required, as well as their rights and responsibilities. Adjoin will also inform team members if leave will be designated as FMLA/CFRA-protected and, to the extent possible, note the amount of leave counted against team members' leave entitlement. If team members are not eligible for FMLA/CFRA leave, Adjoin will provide a reason for the ineligibility.

Job Restoration

Upon returning from FMLA/CFRA leave, team members will typically be restored to their original position or to an equivalent position with equivalent pay, benefits and other employment terms and conditions.

Failure to Return After Leave

If a team member fails to return to work as scheduled after FMLA/CFRA leave or if a team member exceeds the authorized FMLA/CFRA entitlement, the team member will be subject to Adjoin's other applicable leave of absence, accommodation, and

attendance policies. This may result in termination if the team member has no other Adjoin-provided leave available to her/him/them that applies to the continued absence. Likewise, following the conclusion of the FMLA/CFRA leave, Adjoin's obligation to maintain the team member's group health plan benefits ends (subject to any applicable COBRA rights).

PREGNANCY DISABILITY LEAVE (PDL)

Adjoin will grant **unpaid** Pregnancy Disability Leave (PDL) to team members disabled on account of their pregnancy, childbirth, or related medical conditions. A team member who qualifies for PDL is eligible for **up to 4 months of unpaid leave**. Team members must exhaust paid sick leave up to 40 hours per calendar year concurrently with approved applicable leave of absence. However, team members may utilize accrued PTO during their leave.

Team members should contact their supervisor as soon as they become aware of the need for a pregnancy disability leave. If necessary, Adjoin may transfer the team member to a less strenuous or hazardous position if the team member so requests, with the advice of her physician and if the transfer can be reasonably accommodated.

Team members requesting to take PDL must provide Adjoin with reasonable advance notice. In addition, team members must provide ADJOIN with a certification from a healthcare provider.

California PDL runs concurrently with time off dictated by the federal Family Medical Leave Act (FMLA). A team member can use PDL in addition to the 12 weeks of leave provided by the California Family Rights Act (CFRA) to give the team member time to bond with her new child.

REPRODUCTIVE LOSS LEAVE

Following a reproductive loss event, in accordance with California Law, Adjoin will allow up to 5 days (40 Hours) of unpaid leave.

A reproductive loss event is defined as the day – or for a multiple day event, the final day – of a:

- Failed Adoption
- Failed Surrogacy
- Miscarriage
- Stillbirth
- Unsuccessful Assisted Reproduction

Employees may utilize accrued paid time, sick, or float to cover time away from work during the leave and/ or be taken unpaid.

Eligibility

To be eligible for this leave the team member must be employed with Adjoin for at least 30 days prior to taking this leave. This leave is limited to no more than 20 days within a 12-month period, even if a team member experiences more than one loss within that time.

This leave may be taken on nonconsecutive days but must be taken within three months of the team member's loss. Employees that take any other leave – prior or immediately following a loss – must complete their reproductive leave within three months of other leave ending.

Process for Requesting and Applying for Reproductive Loss Leave:

Employees should submit their written request via a Leave of Absence Request Form to their supervisor to indicate that they are requesting Reproductive Loss Leave and the dates requested. Employees may enter their time off on their timecards.

WORKERS' COMPENSATION DISABILITY LEAVE

Adjoin will grant a workers' compensation disability leave to team members with occupational illnesses or injuries in accordance with state law. Whenever possible, Adjoin will try to reasonably accommodate such team members with modified work.

Workers' compensation disability leave runs concurrently with FMLA under both federal and state law. Team members should contact their supervisor as soon as they become aware of the need for a workers' compensation disability leave.

Team members must report all accidents, injuries, and illnesses no matter how small to their immediate supervisor. In addition, team members must provide Adjoin with a certification from a healthcare provider. Any fraudulent reporting will result in disciplinary action up to and including termination and will be prosecuted to the full extent of the law.

Workers' compensation disability leaves are without pay. However, team members may utilize accrued paid time off during the leave. All such payments will be coordinated with any state disability workers' compensation or other wage reimbursement benefits for which you may be eligible. At no time shall a team member receive a greater total payment than the team member's regular salary.

JURY DUTY

Team members will be allowed time off to attend jury duty. Adjoin may request team members to ask to be excused from service, or request postponement, if their absence from work would create a serious hardship to the organization. Team members must submit a copy of the original summons to their manager as soon as it is received. For

periods of service longer than two days, Adjoin may require proof that the team member attended jury service.

Adjoin will not continue to pay wages for a team member called for jury duty.

A one (1) day, paid leave of absence for full-time regular team members will be granted.

A four (4) hour paid leave of absence for part-time regular team members will be granted. Team members may use vacation, personal leave, paid sick leave, or other time off available to you.

VICTIMS OF DOMESTIC VIOLENCE

Adjoin is committed to supporting team members who are who have been the victim of domestic violence, sexual assault, stalking or other qualifying acts of violence. Employees are entitled to take leave or request accommodations to address their safety, well-being, and legal needs.

Eligible Reasons for Leave

Team members who have been the victim, or whose immediate family members have been the victim, of domestic violence, sexual assault, stalking or other qualifying acts of violence may take leave to:

- Seek any relief to help ensure the health, safety, or welfare of the team member or the team member's child.
- Seek medical attention for injuries caused by domestic violence, sexual assault, or stalking.
- Pursue legal actions such as obtaining restraining orders or participating in court proceedings
- Obtain services from a domestic violence shelter, program, or rape crisis center.
- Obtain psychological counseling for domestic violence, sexual assault, or stalking.
- Pursue legal actions such as obtaining restraining orders or participating in court proceedings

Take safety measures, such as relocation, to protect against future domestic violence, sexual assault, or stalking.

As a condition of taking time off for a purpose set forth in subdivision, the team member shall give Adjoin reasonable advance notice of the team member's intention to take time off, unless the advance notice is not feasible.

When an unscheduled absence occurs, Adjoin shall not take any action against the team member if the team member, within a reasonable time after the absence,

provides a certification to the employer. Certification shall be sufficient in the form of any of the following:

- A police report showing that you were a victim of a covered crime.
- A court order protecting you from the perpetrator or other evidence from the court or prosecuting attorney that you appeared in court.
- Documentation from a medical professional, domestic violence or sexual assault victim advocate, health care provider, or counselor showing that your absence was due to treatment for injuries from domestic violence, sexual assault, or stalking.

Use of Paid Sick Leave

Employees may use accrued paid sick leave for time off related to domestic violence, sexual assault, stalking or other qualifying crimes.

Workplace Accommodations

Team members who are victims of domestic violence, sexual assault, or stalking may request an accommodation for safety at work, including a transfer, reassignment, modified schedule, changed work telephone, changed work station, installed lock, assistance in documenting domestic violence, sexual assault, or stalking that occurs in the workplace, an implemented safety procedure, or another adjustment to a job structure, workplace facility, or work requirement, or referral to a victim assistance organization.

BEREAVEMENT TIME

In the event of a death in the family of a team member, he/she will be allowed five (5) normally scheduled working days off following the death of a family member. Three (3) of these days will be paid and the remainder of the time would be unpaid however the team member may elect to use Paid Time Off, Sick and/or Float. Bereavement leave must be taken within three (3) months of the family member's date of death. The five days of bereavement leave do not need to be taken consecutively; they can be intermittent.

“Eligible family member” is defined as:

- Spouse or domestic partner
- Child
- Parent
- Sibling
- Grandparent
- Grandchild
- Parent-in-law.

The team member will be paid his/her regular daily rate for three (3) of the workdays missed. Additional two (2) days may be used from accrued paid time off and/or be taken unpaid.

Process for requesting and applying bereavement time:

Team member should submit their written request to their supervisor to indicate that they are requesting bereavement leave, the dates requested, as well as the relationship of who has passed away. Supervisor will manually enter bereavement time on the team member's timecard.

TIME OFF TO VOTE

If you are scheduled to be at work during that time and you do not have enough time outside of working hours to vote at a statewide election, California law allows you to take up to two hours off to vote, without losing any pay. You may take as much time as you need to vote, but only two hours of that time will be paid. Your time off for voting can be only at the beginning or end of your regular work shift, whichever allows the freest time for voting and the least time off from your regular working shift, unless you make another arrangement with your employer. If three working days before the election you think you will need time off to vote, you must notify your employer at least two working days prior to the election.

POLLS ARE OPEN FROM 7:00 A.M. TO 8:00 P.M. EACH ELECTION DAY

ADDITIONAL LEAVE OPTIONS

You may find information on additional types of leave in the Admin P&P (please see Admin P&P for full details)

- Bone Marrow & Organ Donation Leave
- Firefighters, Reserve P.O., ER Rescue Personnel Leave
- Military Leave (USERRA)
- California Civil Air Patrol Leave
- Family Military Leave Act
- Witness and Victim of Crime Leave Policy
- Paid Family Leave/Family Temporary Disability Benefits (PFL)

Paid Family Leave/Family Temporary Disability Benefits (PFL)

Please note, the following benefits are administered through the State of California, EDD, and not through Adjoin. Any questions regarding these benefits should be directed to EDD.

If you are out of work due to a non-industrial injury, illness, or pregnancy related condition, Disability Insurance (DI) provides partial wage replacement to **eligible workers** who are unable to work because of a disability.

Disability is defined as any mental or physical illness or injury which prevents you from performing your regular or customary work according to California Unemployment Insurance Code, Section 2626.

The Disability Insurance Branch of the California Employment Development Department (EDD) administers the State disability insurance plan:

- **State Plan.** The majority of team members in California are covered by this plan. All team members contribute to California’s Paid Family Leave (PFL) insurance fund pursuant to a state mandated requirement. The PFL fund is administered by the California Employment Development Department (EDD), not Adjoin.

The EDD decides whether a team member is eligible for PFL benefits, not Adjoin. Team members must apply for PFL benefits through the EDD. Requests to take time off from work will be evaluated in accordance with company policies and applicable law. The EDD may require the team member to submit medical information or other documentation to support the request for benefits. The EDD may be contacted at 1-800-480-3287 or www.edd.ca.gov

Medical, Dental, Vision

All full-time, regular, team members of Adjoin, working a minimum of 30 hours per week regularly are eligible for the organization’s group medical, dental, and vision plans. Adjoin pays a percentage of the medical, dental, and vision premium for team member and dependent coverage. This is reviewed quarterly and will continue as long as there is financial viability to do so. A team member may elect to have contributions deducted before payroll taxes (pre-tax).

If eligible, benefits will begin on the 1st of the month following 30 days of full-time employment. Eligible employees may also choose to enroll family members, including your spouse and your eligible dependents.

All team members who elect group plans must enroll no later than 30 days before they become eligible or wait until the annual corporate window. Team members declining insurance coverage must decline through the online platform. This declination statement may allow a team member, under certain circumstances, to enter at a future time without being subject to an insurance carrier’s right to refuse coverage.

Life Insurance

All fulltime benefits eligible team members are covered by a \$25,000 life insurance policy for themselves, effective March 1, 2018; coverage for a team members spouse and children will vary depending on the insurance contract of that given year. This coverage comes at no charge to the team member upon completion of a life insurance application.

Team members will lose coverage upon termination of employment or by not meeting benefit eligibility requirements.

403(b) Retirement Plan

All Team members, full time or part time, who are at least 18 years of age, are eligible to participate in Adjoin's 403(b) Retirement Plan. Team members are automatically enrolled at time hire. Once enrolled, you may elect to have a portion of your paycheck withheld and invested in your 403(b)-account subject to federal law and plan guidelines.

Team members will be auto enrolled in the 403b plan within the first 30 days of hire at a contribution of 3%. Team members who do not wish to be auto enrolled will be responsible for opting out.

Team members who have been employed for 60 Days are eligible for the employer match contribution. For each dollar a team member has deducted from his/her paycheck, Adjoin matches with **\$0.50** not to exceed **8%** of the team member's pay. The team member becomes fully vested in Adjoin's matching amount after five (5) years of service.

Once enrolled, team members may make changes to their account at any time.

Other Voluntary Benefits

Adjoin also offers a variety of other voluntary benefits to its benefit eligible team members. These services include Voluntary Long-term Disability Insurance, Voluntary Term Life, Accident Medical Expense and Critical Illness Coverage, as well as Section 125 Flexible Benefits Plans for dependent care and medical expenses; these are available to the team member at cost and are included in the benefit packet provided to fulltime benefits eligible team members.

Pick Your Perk: AAA, Costco and Amazon Prime

Adjoin will reimburse up to \$100 per year for any combination of the following benefits. Both part time and full-time team members are eligible for this benefit.

AAA

Costco

Amazon

Team members should submit their receipts for reimbursement through the expense management system.

Team Member Loans and Pay Advances

Adjoin does not provide pay advances or team member loans and partners with outside resources to provide team members with the financial tools to manage everyday challenges such as early access to earned wages and funds for unplanned expenses.

Team members will be provided information on partnering resources upon hire and may have to meet minimum requirements of partnering resources to be eligible to participate.



Section 8 – Compensation & Reimbursement

All wages and compensation for team members of Adjoin shall be based upon performance of job duties, benefit to Adjoin, exhibited skills and available funding. Wages may be adjusted to reflect differences in contract funds, State funds, prevailing wage rates in the community and specific job requirements.

No hiring, firing, increase or decrease in wage, or other change in status or description is effective until approved, in UKG, by the Chief Executive Officer or his/her designee.

Pay Periods

All wages for active team members are payable twice each month. The semi-monthly payment for work during the 1st to 15th days of each month is on the 25th day of that month. Payment for work from the 16th through the end of the month is on the 10th day of the following month.

As stated by law, paydays on a twice-monthly schedule must be as follows:

<i>Work performed between:</i>	<i>Payment must be made by:</i>
<i>1st and 15th of the month</i>	25th day of the same month
<i>16th and last day of the month</i>	10th day of the next month

Payment may be made by mail or electronic deposit--if the team member so requests by completing the required form. In such cases, the date of mailing or electronic deposit is considered the date of payment.

Electronic Payroll Deposit

Adjoin has the ability to offer team members electronic payroll deposits either to bank accounts or to pay access cards. If you desire to have your pay electronically deposited, you can complete an electronic Direct Deposit Authorization in Team member Self Service. Paychecks will be issued until the electronic deposit is activated.

Electronic deposits are deposited to your account on the 10th and the 25th of each month. Check your bank policy for processing electronic deposits. They may not actually post to your account until the following day (i.e., if your bank processes only at midnight). If the 10th or the 25th falls on a weekend, your deposit will not be recorded until the following Monday. If the 10th or the 25th fall on a Holiday, your deposit will not be recorded until the following business day. These are not Adjoin's rules, but the rules of your individual banks.

Promotions and Transfers

Adjoin believes that the most qualified candidate for each position be selected, whether they be an internal or external candidate. The development of internal candidates to ensure that they are the most qualified candidates should be a collaborative effort by both managers and team members, and we expect team members who are interested in growing professionally within Adjoin to actively seek experience, training, education, and feedback that will assist them in doing that.

Tenure and satisfactory performance in a team member's current role do not guarantee priority in selection of promotion or lateral position opportunities.

- Position vacancy will be posted to both internal and external candidates on Adjoin's Applicant Tracking platform.
- In some circumstances, local offices may send a position announcement to candidates announcing a vacancy, but this is not an organizational requirement. Employees seeking promotion and advancement opportunities are responsible for reviewing posted open positions and applying.
- During this time, interviews will be scheduled for all qualified applicants to be considered for the position.
- Internal candidates who will not be considered for the position should be notified that they will not be scheduled for an interview.
- Internal candidates who are interviewed and not selected will be officially notified of their status prior to announcement that the position has been filled.

In all circumstances, management will communicate regarding the process and internal candidates who have followed the appropriate application process and meet the minimum qualifications for the position will be notified of their status.

Compensation Reviews

Compensation may be reviewed annually. Any increase in compensation is dependent upon the availability of funds and subject to the discretion of management. Factors that will be taken into consideration for raises are the renewal of the specific program contract or the approval and passage of the State Budget.

An increase in compensation is most often appropriate when a change in job description is made or when warranted by superior performance. All increases in compensation require the approval of the Chief Executive Officer or his/her designee.

Discretionary Distribution

Adjoin may award a discretionary distribution to its team members based on the organization's overall outcomes.

The purpose of discretionary distribution is to provide recognition to its team members. Discretionary distribution is subject to the recommendation of the Chief Executive Officer (CEO) and approval of the Board of Directors.

The Discretionary Distribution is awarded at the organization's discretion, is subject to change, and should not be considered part of regular or guaranteed compensation.

Supplemental Payment

Adjoin may award supplemental payment to its team members.

The purpose of supplemental payments is to provide payment for additional responsibilities and tasks. Supplemental payment is determined by circumstances that are subject to change, and should not be considered part of regular or guaranteed compensation.

Termination of Employment

If a team member is discharged, all wages owed are due on the last day of work. If a team member quits, all wages owed are due within 72 hours of the last day of work or on the last day of work if at least 72-hour notice was given.

If a team member gives a notice to leave employment, the Organization may terminate such a team member prior to the notice given. The team member shall be due only those wages and benefits due upon the date of discharge by the Organization.

Wage Orders and Classifications of Team members

Adjoin is somewhat unique in that we have several classifications of team members and operate under several wage orders. You may be familiar with the two broad classifications of team members: Exempt (often called salaried) and non-exempt (hourly).

When differences between these classifications occur, we will state how individuals in each group are affected.

Adjoin reserves the right to modify or change its compensation for overtime; on-call, holiday, meals, rest periods and travel pay at any time, with or without notice to team members, as long as the method does not violate applicable state and federal laws.

Work Hours and Overtime

Team members may be required to work beyond their regular workday, on weekends or on holidays when it is deemed necessary or appropriate by the organization.

Non-exempt (hourly) team members may only work overtime with the prior approval of their supervisor. Adjoin cannot authorize In-Home Supportive Services overtime. Compensation for authorized overtime will be paid to non-exempt team members in accordance with applicable state and federal laws. In calculating eligibility for overtime compensation, only hours actually worked will be included. Exempt (salaried) team members are not eligible for hourly overtime pay.

When a supervisor requires a team member to work a "split-shift," the team member will be paid an additional one (1) hour's pay at the minimum wage for each day a "split-shift" is worked. A split shift is a Adjoin - established schedule in which a team member works (4) four hours each in two distinct periods in the workday. It is not a work schedule interrupted by a bona fide nonworking period such as a rest or meal break or time off for personal business. No split shift premium will be paid unless a supervisor has approved the split shift in advance.

Nondiscretionary Flat Sum Earnings and how these affect the regular rate of pay and overtime calculation

Nondiscretionary flat sum earnings, like on call, is included in determining the regular rate of pay for computing overtime. To compute overtime on a flat sum earning, the earning must be divided by the total hours worked in the work week. This calculation will produce the regular rate of pay on the flat sum bonus earnings. Overtime on a flat sum bonus must then be paid at 1.5 times or 2 times this regular rate calculation for any overtime or double time hour worked in the earning period.

Adjoin currently recognizes the following as Non-discretionary flat sum earnings and are therefore included in Regular Pay calculation:

- On Call
- Placement / Retention Fee
- Referral Fee
- Split Shift
- Other Earnings

Definitions
WORK DAY - From 00:01 (midnight + 1) to 24:00.
WORK WEEK - From 00:01 Sunday to 24:00 Saturday following.
WORK YEAR - From 00:01 January 1st to 24:00 December 31st.
WORK MONTH - From 00:01 the 1st day of the month to 24:00 the last day of the month.

ANNIVERSARY YEAR - Based upon the date of hire of the team member.

Remote Work

In some circumstances, team members may be permitted to work remotely. All 'work from home' arrangements must be approved by the Regional Director/Program Manager and must include an agreement of specific requirements, conditions and expectations. In remote work situations, Adjoin will reimburse for all reasonable expenses as outlined in the Expense Reimbursements and Expenditure Approval Process.

All remote team members are expected to follow safe work practices, as well as comply with all FLSA standards such as observing meal and rest breaks and overtime. Any violation of this protocol will result in corrective action and possible revocation of the remote work agreement. Please see Admin P&P for additional details.

On-Call Duties and Reimbursements

Because of the nature of the services we provide, it is necessary that we provide 24-hour response to client emergencies. Having one (1) or more team members "on-call" or on "standby" gives the clients and other agencies a means of contacting Adjoin and coordinating response. In some instances, a "response team" of team members trained in specific intervention techniques may be established.

In each case the individual(s) "on-call" or on "standby" will be responsible for responding to emergency calls. The Supervisor will establish specific practices and procedures as well as scheduling personnel.

Personnel who act as "on-call" or on "standby" will receive a pay differential. This pay differential will be added as miscellaneous compensation in the payroll following completion of the "on-call/standby" duty week. Additionally, non-exempt hourly team members will be paid their hourly rate for any time worked providing services.

Meals and Rest Periods

Non-exempt team members who work for periods lasting more than six (6) hours may not work more than five (5) hours without a 30-minute, non-compensated meal period. The Chief Executive Officer or his/her designee permits an on-duty meal period only when the nature of the work precludes relief, and a prior written agreement between the team member and Adjoin that is approved. The written agreement shall state that the team member may, in writing, revoke the agreement at any time. For a team member not relieved of his/her work, the meal period shall count as time worked. Adjoin shall compensate the team member in accordance with the applicable provisions of State and Federal labor codes for on-the-job paid meal periods. Non-exempt team members must record on a timecard or time sheet; the time the meal period begins and ends.

Paid rest periods or breaks of 15-minutes for each four hours worked will be granted to non-exempt team members. If a team member works less than 3 1/2 hours, no paid rest period will be granted. Eligible team members are expected to take all rest periods each day.

Work Furlough

Due to the nature of our business team members may be asked to take work furloughs as necessary and needed due to financial situations or other business needs. Team members would not be allowed to use Personal Time Off (PTO) hours during a work furlough. The executive management team members will make all decisions regarding which team members will be placed on work furloughs and the length of such furloughs.

Holiday Pay

Adjoin considers the following to be official holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day.

Any part-time team member required to work on a holiday will be compensated at double time for the hours worked.

Regular Full-time team members required to work on a holiday will be compensated for the holiday (hours computed the same as PTO) at their regular rate of pay in addition to being compensated at double their rate of pay for hours worked that day. This applies to both hourly and salaried team members. An exempt team member, who works more than eight (8) hours on a holiday, will be compensated for the holiday and double their daily rate rather than for the hours worked. Please refer to the Administrative Policies and Procedures for Holiday pay for Orientation Team members, as it differs from that of a Regular Full-time team member.

Prior written approval from the Chief Executive Officer or his/her designee is required for work on these holidays.

Travel, Automobile Allowance and Reimbursements

Adjoin provides an automobile allowance to team members to help cover on duty travel expenses. The automobile allowance is usually based on the average number of miles a team member may drive in the performance of their job duties and is not a compensation that is over and above normal pay.

Adjoin will not reimburse travel expenses for normal commuting or unapproved travel. Commuting is generally the time to and from a person's place of work. Each individual is responsible for getting themselves to and from work by their own means.

For many individuals, this means that work time only commences when that individual reaches their office or job site and ceases when they leave the office or job site. For

individuals who have more than one job site or who may travel from their office or job site to other sites, travel starts when they leave the primary or first job site to travel to another job site. Travel time home from the office or last job site is not compensated.

For individuals who normally are assigned to an office or job site, then travel to several other sites and return to the primary office or job site, the travel allowance would include and cover business related travel expenses after leaving the primary office or job site until their return.

In some cases, it is more cost efficient for Adjoin to have company owned and/or leased vehicles available for team members that continually travel long distances in the performance of their job duties. The automobile allowance is adjusted for those individuals to reflect the usage of company owned/leased vehicles. The automobile allowance and mileage requirements will be reviewed at least semi-annually to assure that allowances are distributed in a fair and equitable manner.

Travel in the normal course of business within one's assigned area will be reimbursed depending on the mode of transportation:

- Bus, trolley and other public transportation will be reimbursed at the cost of such travel. If in an excess of \$5.00, the dated receipt for all such travel must accompany any request for reimbursement.
- Nominal (less than \$5.00) fees for parking, tolls and tokens incurred during the course of business may be reimbursed without receipts, if such receipts are not normally obtainable. Otherwise, a receipt to be deemed reimbursable must accompany all such costs.

Any other travel other than what is defined above would require prior written permission by the Chief Executive Officer or his/her designee.

Cell Phone Reimbursement

Adjoin recognizes that certain designated team members may be required to make business telephone calls, send and receive business e-mail and text messages and access business related web-based systems. Designated team members who are required to perform these functions as part of their job duties will either be issued a Company-owned cell phone or will receive reasonable allowance for the value of the use of their personal cell phones in direct consequence of the discharge of their job duties.

Adjoin will pay a flat amount of \$25 per month to fulltime status team members and \$15 per month for part-time status team members to reimburse team members who are regularly required to use their personal cell phones to perform their job duties. The flat amount will adjust accordingly every time your official team member status changes between fulltime and part-time. The flat amount will be directly added to your paycheck as authorized by Adjoin. If the reasonable value of a team member's

required use of his or her cell phone exceeds the flat stipend of \$30/\$20, the team member should obtain approval from his/her supervisor or manager to submit excess charges on an expense report. A copy of the team member's cell phone bill must be uploaded with the expense in your expense management system.

Company-owned cell phones will be offered to designated team members at management's discretion.

Team members are prohibited from using cell phones for personal calls, text messages or games during work time (except during meal and rest periods). Adjoin policies concerning harassment, discrimination, retaliation, trade secrets, confidential information and ethics apply to team member use of personal cell phones. Team members are expected to protect personal devices used for work-related purposes from loss, damage or theft.

Team members are expected to follow applicable local, state and federal laws and regulations at all times, including the use of hands-free devices while driving. Team members who are charged with traffic violations resulting from the use of their personal cell phones while driving will be solely responsible for all liabilities that result from such actions.

Team members who work in hazardous areas must refrain from using personal devices while at work in those areas, as such use can potentially be a major safety hazard.

Meals

Meals are not considered reimbursable travel expenses unless the Chief Executive Officer or his/her designee approves the travel.

Meals and the purchase of foods, beverages and related meal items (utensils, etc.) for entertainment, "business/working lunches" or other non-travel related meal expenses require the prior written approval of the Chief Executive Officer or his/her designee.

Purchases

Team members are prohibited from making purchases on behalf of Adjoin unless they have received prior authorization. Team members making unauthorized purchases and/or purchase commitments are subject to disciplinary action up to and including termination.

All purchases, reimbursement for out-of-pocket expenditures, travel reimbursements, and purchase commitments that exceed \$500 must have prior authorization from the Chief Executive Officer or his/her designee and are not valid, nor will they be honored until they are signed by the Chief Executive Officer or his/her designee. The reimbursement request with the original itemized bill or receipts must be submitted within 30 days of the purchase date.

Section 9 – Safety

Team member Safety

Every team member is responsible for safety. To achieve our goal of providing a safe workplace, everyone must be safety conscious. Please immediately report any unsafe or hazardous condition directly to your supervisor. Every effort will be made to remedy problems as quickly as possible. Each office has a Safety Officer and a copy of Adjoin's Injury and Illness Prevention Program. You are required to be familiar with and understand Adjoin's Injury and Illness Prevention Program. Should you have any questions regarding Adjoin's Injury and Illness Prevention Program, contact your local Safety Officer or Human Resources.

In case of any accident involving a personal injury, you are required to immediately notify your supervisor, Director/Director of Program, Human Resources, or the Chief Operations Officer. Failure to report accidents is a violation of Adjoin policies and procedures. It can also lead to difficulties and delays in processing insurance and benefit claims.

If a team member is injured on the job, he/she may be entitled to benefits under the state worker's compensation law. Adjoin is required to carry worker's compensation insurance. We will assist team members to obtain all benefits to which they are legally entitled.

COVID-19 Pandemic Response

In response to the COVID-19 Pandemic, Adjoin has prepared and adopted a comprehensive plan in addition to the IIPP. The *ADJOIN COVID-19 Prevention Plan* outlines Adjoin's plan to keep team members and clients safe throughout and the COVID-19 pandemic. This document can be located at each office location, electronically via Adjoin's HRIS system, and posted on the team members section of the Adjoin website. Team members are responsible for reviewing and following protocol within this important document.

In addition, each local office and program had adopted safety protocol specific to their location and needs. Team members are required to always learn and observe all applicable safety protocol. Violations of COVID-19 safety protocol are considered a serious offense and will not be tolerated.

Incident Reports

All incidents, as defined below, involving Adjoin team members and clients must be reported as specified. Failure to do so in a complete and prompt manner may result in disciplinary action, up to and including termination. In certain circumstances, failure to properly report incidents may result in criminal or other legal action being taken.

An incident is a description of the circumstances in which one of our clients or team members is injured, abused, or otherwise suffers harm or potential harm. Or, in which the client or team member acts as the aggressor, cause or instigator of injury, abuse or other harmful or potentially harmful actions.

All incidents must be documented in a written Adjoin Special Incident Report. A verbal and/or written report must be made to the Manager within twenty-four hours of any instance.

Examples of situations appropriate for an incident report include, but are not limited to:

- On/off the job injury or accident
- Aggressive behavior, fighting, or assault
- Epidemic outbreaks
- Communicable disease
- Infection control
- Biohazardous accidents
- Abuse, Neglect, Suicide
- Sexual Assault
- Elopement/Wandering
- Poisonings
- Medication errors
- Unauthorized use and possession of legal or illegal substances
- Overdose
- Catastrophes/fires or explosions
- Threatening gestures or statements
- Use and unauthorized possession of weapons
- Car accidents
- Verbal abuse or harassment
- Unexcused tardiness or absenteeism
- Unauthorized possession of property
- Use of seclusion.
- Use of restraint.
- Arrest, incarceration, or questioning by law enforcement
- Death
- Other sentinel or unexpected safety event

In all cases where phone notification of an incident is made, a written incident report must also be sent within 48 hours to the corporate office designee:

Quality.Assurance@adjoin.org

Incidents involving serious injury, abuse, threatening actions, illegal activities or other incidents of a serious nature may require you to contact law enforcement or other emergency services.

Whenever contact is made with community emergency services, you must report such contact to your manager and file an incident report with the corporate office designee.

Withholding information, failure to report information or making false reports regarding abuse or illegal activities is a serious violation of Adjoin's policies and procedures. Such actions may also be a criminal offense as client abuse reporting is mandated under the law.

Injury and Illness Prevention Program

Employee and client safety is of utmost importance and concern to Adjoin. Occupational and personal safety is the responsibility of every team member. Injuries can be prevented. Trained and motivated team members are the key to a safe and injury free work environment. In keeping with this commitment, Adjoin has established this Injury and Illness Prevention Program (the IIPP) to explain its safety policies and procedures.

Responsibility for Administration

Safety is everyone's responsibility.

The Chief Executive Officer/CEO will have the principal authority and provide overall direction for implementing the IIPP and will have the Assignment of Responsibility.

The Director of Human Resources will coordinate all efforts and oversee the enforcement of safety policies and rules.

Each office will have a **Safety Officer** to monitor compliance to the established safe work practices and to take immediate measures to correct identified hazards.

In conjunction with the designated Safety Officers for each area, the **Safety Administrator, or the Director of Human Resources** will be responsible for the administration and monitoring of safety requirements in each region.

The **Directors** will be responsible for monitoring and ensuring workplace injuries in their areas of responsibility are investigated, and for taking any mitigating actions to ensure a safe workplace.

The Safety Officer for this office is _____.

Safety Committee Meetings

The Safety Administrator, Safety Officers, and Regional Directors will establish a committee to organize and monitor all aspects of Adjoin's safety program.

The safety committee will conduct quarterly meetings to assure consistency in the implementation of Adjoin's safety program.

Compliance

All team members are required to comply with Adjoin's Injury and Illness Prevention Program. This includes team members at every level and in all positions within the company. Violations of safety standards or conduct that show either a disregard for safety concerns or negligent or reckless conduct may result in disciplinary action up to and including termination.

Is it the responsibility of each team member to immediately report all work-related injuries and illnesses, as well as safety hazards to their immediate Supervisor or Safety Officer. In addition, an official team member incident report must be completed.

The following is our system of ensuring that all team members comply with the rules and maintain a safe work environment:

- Informing team members of the provisions of our IIPP
- Evaluating the safety performance of all team members.
- Recognizing the team members that perform safe and healthful work practices
- Providing training to team members whose safety performance is deficient.
- Disciplining team members for failure to comply with safe and healthful work practices

COVID-19 Prevention Plan

Where usual safety practices have been enhanced or modified specifically in response to the COVID-19 pandemic, Adjoin has prepared and adopted a comprehensive plan in addition to the IIPP. The *Adjoin COVID-19 Prevention Plan* outlines Adjoin's plan to keep team members and clients safe throughout and the COVID-19 pandemic and is updated as regulations and guidance changes. This document can be located at each office location, electronically via Adjoin's HRIS system, and posted on the staff section of the Adjoin website.

Communications

Employees will be informed of matters relating to occupational safety and health in posted notices, memos and/or personnel policy statements. Important safety issues may also be raised in regular staff meetings or training programs.

Employees are encouraged to direct any questions they have regarding safety issues or the IIPP to either their Safety Officer or the Safety Administrator. It is also the responsibility of each team member to inform the Safety Officer or the Safety Administrator immediately of any hazard or unsafe condition in the work site.

No team member will be retaliated against for reporting hazards or potential hazards or for making suggestions related to safety.

The following is our system of communication, designed to facilitate a continuous flow of two-way (management, supervision and team members) safety and health information in a form that is readily understandable to and between all affected site personnel:

- New team member orientation, including a discussion of site-specific safety and health policies and procedures.
- Follow-through by supervision to ensure effectiveness.
- Workplace-specific safety and health training.
- Safety meetings held at least every month—more frequently as deemed necessary by the creation of the hazards or occurrences of injuries and illnesses.
- Effective written communication of safety and health concerns between team members and supervisors.
- Posted and distributed safety information.
- A system for team members to anonymously inform management about workplace hazards without fear of reprisal.
- A formal appraisal of safety performance in the annual team member evaluation.

Hazard Assessment/Safety Inspections

Identifying and controlling hazards is one of the most important elements of a successful IIPP. The program was first established in 1996.

The Safety Officer will conduct safety inspections to assist in identifying and evaluating workplace hazards including unsafe conditions and work practices. Inspections will be scheduled each month.

Inspections may also occur:

1. Whenever new substances, processes, procedures or equipment are introduced into the workplace that represents a new occupational safety and health hazard.
2. Whenever the Supervisor/Safety Officer is made aware of a new or previously unrecognized hazard.
3. When occupational injuries and illnesses occur.
4. When we hire and/or reassign permanent or intermittent team members to processes, operations, or tasks for which a hazard evaluation has not been previously conducted.
5. Whenever workplace conditions warrant an inspection.

Due to the nature of the work performed by Adjoin team members, especially with regard to the substantial amount of time many team members spend in the community, the IIPP must concern itself with safety beyond Adjoin's offices. Periodic

evaluations of clients living quarters for safety hazards will be conducted. These evaluations will be dependent upon the needs and situation of our clients.

Injury and Illness Investigation

Adjoin will investigate occupational injuries and illnesses, when, and in the manner that it determines appropriate. This may involve a physical inspection of the location where the injury occurred, the circumstances that led to the injury or illness and whether specific procedures, practices, or preventive measures could have helped reduce or eliminate the danger or prevent the injury or illness.

The IIPP Administrator or his/her designee may conduct such investigations and will include:

- Visiting the scene, as soon as possible.
- Interviewing affected team members and witnesses.
- Examining the workplace for factors associated with the accident/exposure/near-accident.
- Determining the causes of the accident/exposure/near-accident.
- Taking corrective action to prevent the accident/exposure/near-accident from reoccurring.
- Recording the findings and corrective actions taken on the OSHA Form 301.

Correction of Unsafe or Unhealthy Conditions

Whenever an unsafe or unhealthy condition is observed, discovered, or reported, Adjoin will take steps that it determines are appropriate under the circumstances to correct the condition, practice or procedure in a timely manner. The severity of a hazard will be considered along with other relevant factors when evaluating the most appropriate method of correcting any hazardous situation and the timeframe within which the correction will be made. Employees will be informed of the hazard and interim protective measures taken until the hazard is corrected.

When an imminent hazard exists, which cannot be immediately abated without endangering team member(s) and/or property remove all exposed team members from the area except those necessary to correct the existing condition. The team member designated to correct the hazardous condition shall be provided the necessary safeguards.

Training

Adjoin shall assure that Supervisors receive training to familiarize them with the safety and health hazards to which team members under their immediate direction may be exposed.

Supervisors are responsible for seeing that those under their direction receive training on general workplace safety as well as specific instructions regarding hazards unique to any job assignment. The training is provided:

1. To all team members and those given new job assignments for which training has not previously been received. Documentation of all training should be made and held in the personnel file.
2. Whenever new substances, processes, procedures or equipment are introduced to the workplace and represent a new hazard.
3. Whenever Adjoin becomes aware of a new hazard or one that was previously unrecognized.
4. To supervisors to familiarize them with the safety and health hazards to which workers under their immediate direction and control may be exposed.

When a supervisor is unable to provide the required training, he/she should request such training to be given to the team members by others by notifying the Safety Officer or Safety Administrator.

The training will include (but is not limited to):

- Explanation of our IIPP, emergency action plan and fire prevention plan, and measures for reporting any unsafe conditions, work practices, injuries and when additional instruction is needed.
- Availability of toilet, handwashing, and drinking water facilities.
- Provisions for medical services and first aid, including emergency procedures.
- Proper housekeeping, such as keeping stairways and isles clear, work areas neat and orderly, and promptly cleaning up spills.
- Prohibiting horseplay, scuffling, or other acts that adversely influence safety.
- Proper storage to prevent:
 - ❖ Stacking goods in an unstable manner.
 - ❖ Storing materials and goods against doors, exits, fire extinguishing equipment and electrical paneling.

When applicable our training may also include

- Prevention of musculoskeletal disorders, including proper lifting techniques.
- Use of appropriate clothing, including gloves, footwear, and personal protective equipment.
- Information about chemical hazards to which team members could be exposed and other hazard communication program information.
- Proper food and beverage storage to prevent them from being contaminated.

Record Keeping

Adjoin will retain records of inspections and training conducted under the IIPP for a period of three years.

Individual Responsibilities

Safety is a cooperative undertaking requiring participation by every team member and the objectives of the IIPP can only be fully accomplished with the cooperation of all.

Section 10 – Acknowledgement of Receipt

Adjoin requires all team members to read the Team member Policies and Procedures Handbook. Once this has been accomplished, team members must sign an “Acknowledgment of Receipt” in UKG stating that they understand and agree to follow the expressed policies and procedures.

Questions regarding the contents of this manual should be referred to the team member’s direct supervisor for clarification.

Once the “Acknowledgment of Receipt” is signed, it is established that the team member understands and agrees to the contents.



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