

# Recovery Technology LLC

Employee Handbook

Primary User



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# Welcome

To Recovery Technology LLC

A Place of Healing

Dear Employee:

You and Recovery Technology LLC have made an important decision: The company has decided you can contribute to our success, and you've decided that Recovery Technology LLC is the organization where you can pursue your career productively and enjoyably.

We believe we've each made the right decision, one that will result in a profitable relationship. The minute you start working here, you become an integral part of Recovery Technology LLC and its future. Every job in our company is important, and you will play a key role in the continued growth of our company.

As you will quickly discover, our success is based on delivering high quality programs and services while providing unsurpassed customer service. How do we do it? By working very hard, thinking about our clients' needs, and doing whatever it takes. We do it by treating each other and clients with dignity and respect. We do it by acting as a team.

Should you have any questions concerning this handbook, your employment, or benefits, please feel free to discuss them with your supervisor.

## **Introduction**

### **Mission Statement**

The mission of Recovery Technology is making a positive difference in the quality of lives for the people we support.

### **Vision Statement**

Recovery Technology is committed to helping people achieve their passions.

### **Core Values**

Treat people the way we would want our loved ones to be treated

Practice the skills we advocate

Above all else do no harm

Always take the high road

Accountability

Compassion

Credibility

Honesty

## Confidentiality Agreement

Information that pertains to Recovery Technology LLC's business, including all nonpublic information concerning the company, its vendors, and suppliers, is strictly confidential and must not be given to people who are not employed by Recovery Technology LLC.

Please protect confidential information - which may include but not limited to, trade secrets, client lists or information, confidential employee information and company financial information. The following precautionary measures are required:

- Discuss work matters only with other Recovery Technology LLC employees who have a specific business reason to know or have access to such information.
- Do not discuss work matters in public places.
- Monitor and supervise visitors to Recovery Technology LLC to insure that they do not have access to company information.
- Destroy hard copies of documents containing confidential information that is not filed or archived.
- Secure confidential information in locked desk drawers and cabinets or offices at the end of every business day.

Your cooperation is particularly important because of our obligation to protect the security of our clients and our own confidential information. It is the employee's responsibility to know the laws regarding client rights and privacy. The HIPAA Privacy Rule provides federal protections for personal health information held by covered entities and gives patients an array of rights with respect to that information. At the same time, the Privacy Rule is balanced so that it permits the disclosure of personal health information needed for patient care and other important purposes.

The Security Rule specifies a series of administrative, physical, and technical safeguards for covered entities to use to assure the confidentiality, integrity, and availability of electronic protected health information.

If at any time you are uncertain as to whether you can properly divulge information or answer questions, please consult your manager or a member of Recovery Technology LLC leadership team.

## Conflict of Interest

Employees must avoid any interest, influence or relationship which might conflict or appear to conflict with the best interests of Recovery Technology LLC. You must avoid any situation in which your loyalty may be divided and promptly disclose any situation where an actual or potential conflict may exist.

Examples of potential conflict situations may but are not limited to:

- Owning or having a significant financial interest in, or other relationship with, a Recovery Technology LLC competitor, client or supplier, and

- Accepting gifts, entertainment or other benefit of more than a nominal value from Recovery Technology LLC competitor, client or supplier.
- Employment with another similar agency. See “Outside Employment” section.

Anyone with a conflict of interest must disclose it to management and remove themselves from negotiations, deliberations or votes involving the conflict. You may, however, state your position and answer questions when your knowledge may be of assistance to Recovery Technology LLC.

## **Anti-Discrimination & Harassment**

### **Disabilities**

It is Recovery Technology LLC's policy that we will not discriminate against qualified individuals with disabilities regarding any aspect of their employment. Recovery Technology LLC is committed to complying with the American with Disabilities Act of 1990 and its related Section 504 of the Rehabilitation Act of 1973. Recovery Technology LLC recognizes that some individuals with disabilities may require accommodations at work. If you are currently disabled or become disabled during your employment, you should contact your manager to discuss reasonable accommodations that may enable you to perform the essential functions of your job.

### **Equal Opportunity**

Recovery Technology LLC provides equal opportunity in all of our employment practices to all qualified employees and applicants without regard to race, color, religion, gender, national origin, age, disability, marital status, military status or any other category protected by federal, state and local laws. This policy applies to all aspects of the employment relationship, including recruitment, hiring, compensation, promotion, transfer, disciplinary action, layoff, return from layoff, training and social, and recreational programs. All such employment decisions will be made without unlawfully discriminating on any prohibited basis.

### **Harassment and Discrimination**

Recovery Technology LLC strives to maintain an environment free from discrimination and harassment, where employees treat each other with respect, dignity, and courtesy.

This policy applies to all phases of employment, including but not limited to recruiting, testing, hiring, promoting, demoting, transferring, laying off, terminating, paying, granting benefits and training.

### **Prohibited Behavior**

Recovery Technology LLC does not and will not tolerate any type of harassment of our employees, applicants for employment, or our clients. Discriminatory conduct or conduct characterized as harassment as defined below is prohibited.



The term harassment includes, but is not limited to, slurs, jokes, and other verbal or physical conduct relating to a person's gender, ethnicity, race, color, creed, religion, sexual orientation, national origin, age, disability, marital status, military status or any other protected classification that unreasonably interferes with a person's work performance or creates an intimidating, hostile work environment.

Sexually harassing behavior includes unwelcome conduct such as: sexual advances, requests for sexual favors, offensive touching, or other verbal or physical conduct of a sexual nature. Such conduct may constitute sexual harassment when it:

- Is made an explicit or implicit condition of employment.
- Is used as the basis for employment decisions.
- Unreasonably interferes with an individual's work performance, or
- Creates an intimidating, hostile or offensive working environment.

The types of conduct covered by this policy include demands or subtle pressure for sexual favors accompanied by a promise of favorable job treatment or a threat concerning employment.

Specifically, it includes sexual behavior such as:

- Repeated sexual flirtations, advances, or propositions.
- Continued and repeated verbal abuse of a sexual nature.
- Sexually related comments, joking, graphic and/or degrading comments about an employee's appearance.
- Displaying sexually suggestive objects or pictures including cartoons and vulgar email messages, and
- Any uninvited physical contact or touching, such as patting, pinching or repeated brushing against another's body.

Such conduct constitutes sexual harassment regardless of whether the conduct is between members of management, between management and staff employees, between staff employees, or directed at employees by nonemployees conducting business with the company, regardless of gender or sexual orientation.

## Harassment by Nonemployees

Recovery Technology LLC will also endeavor to protect employees, to the extent possible, from reported harassment by nonemployees in the workplace, including clients and providers.

When an employee is in a dangerous situation and needs immediate help, the company code word to communicate that you need urgent assistance is "**Ralph**". You might say to a staff person, "Have you seen **Ralph** anywhere? I need to speak with **Ralph**." Or you may pick up the telephone and dial the reception desk indicating that you need to speak with **Ralph**.

## Complaint Procedure

Any employee who wishes to report a possible incident of sexual harassment or other unlawful harassment or discrimination should promptly report the matter to the Harassment Officer, their supervisor, or CEO.

Recovery Technology LLC will conduct a prompt investigation as confidentially as possible. Employees who raise concerns and make reports in good faith can do so without fear of reprisal; all employees have an obligation to cooperate with Recovery Technology LLC in enforcing this policy and investigating and remedying complaints.

Any employee who becomes aware of possible harassment or other discrimination against others should promptly advise their supervisor, CEO or Harassment Officer.

Anyone found to have engaged in such wrongful behavior will be subject to appropriate discipline, up to and including termination.

Recovery Technology LLC will establish proper training for all employees concerning their rights to be free from harassment and other discrimination and steps they can take to stop it.

## General Employment Information

### Employment at Will

The employee understands that the nature of the employment relationship at Recovery Technology LLC is "At-Will." This means that at the sole discretion of either Recovery Technology LLC, or the employee, the relationship may be terminated with or without cause and with or without notice. Personnel practices including the right to hire, transfer, suspend, or discharge, to relieve employees from duty and to maintain discipline and efficiency of employees, rest exclusively in the sole discretion of Recovery Technology LLC. Recovery Technology, LLC may introduce new administrative methods and job requirements as changing needs indicate. Nothing in this manual operates to change the status of the employee from At-Will to any other status. All disciplinary provisions in this manual are advisory. The employer expressly reserves the right to terminate any employee at the sole discretion of Recovery Technology, LLC. Employee acknowledges and certifies that no oral statements or promises of employment beyond the At-Will policy of Recovery Technology, LLC were made prior to, or relied upon by the employee prior to hire.

### Employee Classifications

1. **Full time** (Non-exempt) hourly employees (working 32-40 hours per week).
2. **Part time** (Non-exempt) hourly employees (working 20-31 hours per week).
3. **Part time** (Non-exempt) hourly employees (working less than 20 hours per week).  
Receive no PTO or benefits.

4. **Salary** (Exempt) employees working full time.

## Employee Records

An original personnel file consists of an employee's employment application, withholding forms, reference checks, emergency information and any performance appraisals, benefits data and other appropriate employment-related documents.

It is your responsibility to notify the Payroll or Human Resources department of any changes:

- In name,
- Address,
- Telephone number,
- Marital status,
- Number of dependents,
- Military service status,
- Beneficiaries,
- Or person to notify in case of an accident.

You may be disciplined up to and including discharge for misrepresenting any fact on your application or in your personnel file.

## Employee Access to Personnel File

Personnel records are considered company property. Upon written request employees have the right to review their personnel file. The CEO will approve and schedule a time within fifteen (15) scheduled workdays determining when you may review your record during regular business hours unless other arrangements are made. Upon review you can insert written rebuttals to any information with which you disagree.

## Introductory Period

The first 90 days of employment are an Introductory and Training Period for both the employee and the company. However, during and after this period, the work relationship will remain at will.

## Job Postings

Recovery Technology LLC has a job-posting program to inform employees of available staff positions. Recovery Technology LLC will fill job vacancies whenever possible by hiring qualified employees from within the company.

To apply for a posted position, an employee must:

- Have completed any mandatory Introductory Period at a satisfactory performance level.
- Meet the minimum requirements for the position.

Employees interested in applying for a posted position should submit a memorandum with an updated resume indicating interest in the position. A qualified employee must inform their managers that they have applied for the job. Candidates will be judged on individual performance, conduct, skills, experience, and potential. Length of service, although considered, shall not be the sole determining factor in selecting candidates.

Recovery Technology LLC has the discretion to fill job vacancies from outside if we consider that circumstances call for outside recruitment.

## **Reference/Background Checks**

Recovery Technology LLC conducts reference and background checks on all new employees. Employees who have falsified information on their employment applications will be disciplined, which could include termination.

## **Attendance & Punctuality**

Every employee is expected to attend work and report to work on time.

If you are unable to report to work on time for any reason, notify your supervisor as far in advance as possible. If you do not call in an absence in advance, it will be considered unexcused and unpaid.

- All absences are to be reported before 9:00 AM.
- Employees arriving late shall report to their immediate supervisor before starting work.
- Absences or tardiness for employees that are not approved shall be considered leave without pay and may result in disciplinary action.

Excessive leave without pay (LWOP) and/or unsatisfactory attendance, including reporting late or leaving early, may be cause for disciplinary action, up to and including termination.

## **Breaks**

Employees scheduled for an eight-hour shift are entitled to one 60-minute unpaid break for meals. Employees are entitled to one 15-minute break for every four-hour shift (4 hours = 15 minutes) worked. Break periods may not be accumulated and are not to be used to arrive to work late or leave early. Breaks may be scheduled at staggered times to allow department coverage.

Employees who are under the age of 18 are entitled to 30-minute unpaid breaks for meals or rest twice each workday.

## Pay Information

Required withholdings will be made in accordance with all federal and state laws.

In addition, the company makes available certain voluntary deductions as part of the company's benefits program. If an employee chooses supplemental coverage under one of the company's benefits plans, which requires employee contributions, the employee's share of the cost will be deducted from his or her check each pay period. If the employee is not receiving a payroll check due to illness, injury, or leave of absence, he or she will be required to pay the monthly cost directly to the company.

## On Call Status

Due to the nature of work performed by the Recovery Technology staff may be on call and summoned to work between the hours of 5:00p to 8:00a . On call staff will be paid time and a half for those hours actually worked. In addition, on call Recovery Technology staff will be paid time and a half for work performed on a Saturday or Sunday.

## Outside Employment

Because of Recovery Technology LLC's obligations to its clients, the company must be aware of any concurrent employment you may have to determine whether or not it presents a potential conflict.

Serving on any public or government board or commission qualifies as employment for purposes of this policy, regardless of whether such service is compensated.

## Overtime

Recovery Technology LLC strives to ensure that staff is generally able to complete their work tasks within the workweek. Overtime compensation is paid to all nonexempt employees at one and one-half times their straight time rate for all hours worked in excess of 40 hours per week. All overtime must be pre-approved by your supervisor and/or the CEO.

Overtime pay is based on actual hours worked over 40 hours in a workweek. Time taken for lunch or dinner, leave of any kind is not included as time worked for purposes of computing overtime. And time off on holidays, sick leave, and vacation leave, personal leave, or any leave of absence will not be factored in as hours worked when calculating overtime.

## Flexible Schedule

Recovery Technology offers employees in certain positions a flexible schedule arrangement after 90 days of employment. Flexible schedules allow employees to meet the needs of many clients outside of the Monday through Friday, 8 AM to 5 PM workweek. Flexible schedules also help staff maintain balance in their lives. To be granted a flexible schedule the employee is to:

- 1) Be current on all paperwork and expectations for their caseload (including timely billing).
- 2) See and document on all the clients on their caseload at least monthly.
- 3) Have approval of their supervisor to utilize a flexible schedule.

Continued utilization of the flexible schedule requires that the employee:

- 1) Responds in a reasonable timeframe to phone calls, messages, and texts.
- 2) Continues to be available for scheduled meetings and other assignments from the supervisor.
- 3) Continues to communicate with their supervisor about their schedule and location.

## **Pay Schedule**

The pay week starts at the beginning of your shift on Monday and includes all work you perform up to the close of business on Sunday. Two consecutive weeks denote a pay period.

Employees will be paid biweekly on the Friday after the close of the pay period. If the regular payday falls on a holiday, payday will be the last regular workday before the holiday.

If a paycheck is lost or stolen, notify the Payroll Department immediately.

## **Time Records**

All non-exempt employees must keep accurate time records including recording lunch periods. Tampering with, falsifying, or altering time sheets will result in disciplinary action, up to and including termination. Failing to accurately record work time may also result in disciplinary action, up to and including termination.

For payroll purposes, time is rounded to the nearest quarter hour. Time sheets are due by 1:00pm on Monday, the week of the pay period. Completed time sheets must be approved and signed by the employee's supervisor before being sent to payroll.

## **Termination, Resignation and Discharge**

Employment with Recovery Technology LLC is on an "At Will" basis and may be terminated with or without cause or notice. Similarly, employees are free to resign their employment at any time. If at any time, it is necessary for an employee to resign his or her employment with the company, Recovery Technology LLC requests at least two weeks' notice.

Any employee who leaves Recovery Technology LLC shall be paid only wages up to the effective date of the separation. Checks will be issued in the proper payroll cycle.

## Time-Off Work

### Paid Time-Off (PTO)

Recovery Technology LLC provides employees a number of paid time off days, which can be used for vacation, sick days, and personal days.

**PTO for all employees** must be documented with **Time-Off Request Form** authorized by supervisor.

Recovery Technology LLC reserves the right not to approve a PTO request if it will interfere with company operations or adversely affects coverage of job and staff requirements. Whenever possible, employees' requests for PTO will be accommodated, but where scheduling conflicts arise, seniority will prevail.

**Salary** employees will receive 40 hours of PTO after completing (6) six months and 80 additional hours on their one-year anniversary. At their two-year anniversary, they will receive 120 hours of PTO, and then 160 hours of PTO on their three-year anniversary. From that point forward 160 hours of PTO will be given on each anniversary. The maximum benefit hours that can be carried over into the next year are 80 hours.

**Full-time hourly employees (working 32-40 hours per week)** will receive 40 hours of PTO after completing (6) six months and service, then 40 additional hours on their one-year anniversary. At their two-year anniversary, they will receive 80 hours of PTO and then 120 hours of PTO on their 3<sup>rd</sup> anniversary. From that point forward 120 hours will be given on each anniversary. The maximum benefit hours that can be carried over in the next year are 40 hours.

**Part-time hourly employees (working 20-31 hours per week)** will receive 40 hours of PTO after their one-year anniversary hire date. After three years of service, part-time employees will receive 60 hours of PTO. The maximum benefit hours that can be carried over into the next year are 20 hours.

**Part-time hourly employees (working less than 20 hours per week)** will receive no PTO.

## Requesting Time Off

### Vacations

Employees are to submit a **Time-Off Request Form** to their supervisor for approval as far in advance as possible prior to scheduled time away from work, except in the case of an emergency.

When time off has been approved, supervisors will notify the employee and without delay forward the **Time-Off Request Form** directly to the Payroll Department.

It is the employee's responsibility to organize coverage for their leave and document the arranged

coverage on the **Time-Off Request Form**.

## Sick Days and Unexpected Absences

- All absences are to be reported before 9:00 AM. You are responsible for reporting to your **supervisor** the reason for the absence.
- Employees arriving late shall report to their immediate supervisor before starting work.
- Absences or tardiness for hourly employees that are not approved shall be considered leave without pay and may result in disciplinary action.

Recovery Technology LLC reserves the right to request a doctor's certificate.

## Personal Time Off

Employees requesting personal time off are to submit a **Time-Off Request Form** to their supervisor for approval as far in advance as possible prior to scheduled personal time away from work, except in the case of an emergency.

When time off has been approved, supervisors will notify employee and without delay forward the **Time-Off Request Form** directly to the Payroll Department.

## Holidays

Recovery Technology LLC observes the following paid holidays:

New Year's Day  
Memorial Day  
Independence Day  
Labor Day

Thanksgiving  
Day after Thanksgiving  
Christmas Eve  
Christmas Day

**Part Time hourly employees (working 20-31 hours per week)** will be paid four hours for their holiday pay.

**Part-time hourly employees (working less than 20 hours per week) receive no holiday pay.**

Holidays that fall on a weekend will be observed either on a Friday or Monday. To avoid confusion, all holidays will be announced in advance.

Due to business needs, some employees may be required to work on company holidays. Your supervisor or manager will notify you if this may apply to you.



## Employee Benefits

Recovery Technology LLC employees are entitled to a wide range of benefits. Several of the benefit programs -- such as Social Security, workers' compensation, state disability and unemployment insurance -- cover all employees as required by law.

Eligibility for most other benefits depends upon a variety of factors, including employee classification. Your supervisor can identify the programs for which you are eligible. You can find the details of many of these programs in separate written summaries. For more information, contact the HR Coordinator.

Some benefit programs require contributions from employees, but many are supported by Recovery Technology LLC. Recovery Technology LLC reserves the right to add, amend, modify, or terminate any employee benefit plans or programs.

### 401K Plan

Employees who work more than 20 hours per week are eligible to participate in the 401K plan after 30 days of employment. Recovery Technology LLC matches employee contribution equally at 3% and then .5% for each percentage up to 4%.

### Life Insurance

You will receive documents under a separate cover that explain the life insurance program that Recovery Technology LLC provides for all employees and at no expense to you in the amount of \$10,000 policy. This coverage becomes effective after you have successfully completed Introductory Period and is provided at no expense to you.

If a covered employee dies, the insured amount will be paid to his or her named beneficiary. You are responsible for naming your beneficiary. Employees may also elect to purchase additional life insurance with the premium cost deducted from payroll as an authorized payroll deduction.

### Medical Insurance

Recovery Technology LLC offers medical insurance and bears a substantial cost of this plan for the employee. Refer to the printed information from the insurance provider for details of eligibility and coverage or contact the Human Resources Department. Employees may elect to add dependent coverage to their medical insurance.

### Worker's Compensation

Recovery Technology LLC provides insurance to compensate for any work-related injury or illness or work an employee might suffer while working on company premises, traveling on official company business, or attending an activity officially sponsored by the company. Please see safety section for more information.

## COBRA

If you are terminated for any reason other than gross misconduct or otherwise leave Recovery Technology LLC and have been continuously covered by the company's group insurance plan before that, you and your dependents may have the right to continue or convert coverage as set forth in the rules of the plan. You should receive written notification of your right to continue coverage within two weeks of your last day on the job. Should you have questions about this coverage, contact the HR Coordinator.

## Leave

### Family Medical Leave (FMLA)

You are eligible for family and medical leave if you have worked for Recovery Technology LLC for at least 12 months and have put in at least 1,250 hours during the 12-month period before the leave is to begin.

### Reasons for the Leave

You are entitled to take up to 12 rolling workweeks of unpaid leave:

- To attend to the birth, adoption or foster care placement of your child
- To attend to the serious health condition of your child, spouse, parent, or domestic partner
- To receive care for your own serious health condition.

A serious health condition means an illness, injury, impairment, or physical or mental condition during which you are incapable of working that involves either:

- Treatment requiring inpatient care in a hospital, hospice or residential care facility, or
- Continuing treatment by a health care provider for a condition that lasts more than three consecutive days, or for pregnancy or prenatal care or for a chronic health condition which continues over an extended period of time, requires periodic visits to a health care provider and may involve occasional episodes of incapacity, such as serious asthma or diabetes.

It also includes a permanent or long-term condition such as Alzheimer's, a severe stroke and terminal cancer. In addition, leave may be used to cover absences due to multiple treatments for restorative surgery or for a condition, which would likely make you incapable of working for more than three days if not treated, such as chemotherapy or radiation treatments for cancer.

### Substituting Paid Leave

You must substitute PTO for family and medical leave. And if the request for leave is due to your own serious health condition, you must first exhaust all accrued PTO. Any accrued PTO leave time will then be used. Your total FMLA leave time, which may include PTO, may not exceed 12 rolling weeks. The company has the right to designate such leaves as running concurrently with FMLA

leave.

## Types of Leave

Leave due to the birth or placement of a child in your home for adoption or foster care must be taken in one continuous 12 rolling week segment and must be taken within 12 months of the birth or placement of the child. You may take leave due to your own or a family member's serious health condition in:

- One continuous 12 rolling week segment
- An intermittent schedule, such as one day off each week, or
- A reduced schedule, such as beginning two hours late, twice a week.

## Medical Certification

If leave is requested due to a family member's serious health condition, you must provide medical certification DOL Form WH-381 from an appropriate health care provider. The medical certification must include the date on which the condition began and its probable duration. You may be denied leave if you do not provide satisfactory certification. Recovery Technology LLC may also require a second opinion or third opinion regarding certification of a serious health condition, at our expense.

## Outside Employment

You may not work for outside employers while on family and medical leave with Recovery Technology LLC.

## Returning to Work

If your leave is due to your own medical condition, you are required to provide medical certification that you are able to resume work before returning. Both you and your health care provider must complete a Return-to-Work Medical Certification.

Upon returning to work, you will ordinarily be entitled to be restored to your former position or to an equivalent position with the same employment benefits and pay if possible. If you do not return to work at the end of the leave your position and benefits with Recovery Technology LLC will be terminated.

## Benefits During Leave

Taking family and medical leave will not cause you to lose any employment benefits accrued prior to the first day of leave. However, employees will not accrue any other additional benefits during the leave period, unless it is paid leave under which benefits would otherwise accrue.

Recovery Technology LLC will maintain your insurance benefits while you are on leave, although you will be required to pay your portion of the premium. However, if you do not return to work after the leave, you may be asked to reimburse Recovery Technology LLC for the cost of maintaining insurance coverage during the leave. Other employer paid programs that employees give support to through authorized payroll deductions will be discontinued during the unpaid leave unless payments are made prior to Recovery Technology LLC issuing payment on the employee's behalf.

## Misrepresenting Reasons for Leave

If you intentionally misrepresent the reasons for requesting family and medical leave, you may be discharged.

## Bereavement Leave

**Full-time** employees are permitted up to (3) three consecutive days off with pay per family member for a death in the immediate family:

- Spouse
- Child
- Stepchild
- Grandchild
- Father
- Mother
- Sister
- Sister-In-Law
- Brother
- Brother-In-Law
- Grandparents
- Parent-in-Law
- Daughter-in-Law
- Son-in-Law
- Domestic Partner living in the same household

Bereavement time is meant to offset the loss of wages due to a death in the family and is considered separate from PTO.

**Part-Time** employees will be allowed 2 days of bereavement leave for their normally scheduled workdays and hours for a death in the immediate family as stated above.

Your supervisor must approve all bereavement time, and the Recovery Technology LLC may request verification of the facts surrounding the leave and grant or deny the leave as deemed appropriate. Bereavement leave will not be paid if it occurs when the employee is on FMLA leave of absence.

## Military Leave

Pursuant to the Uniformed Services Employment and Reemployment Rights Act (USERRA), Recovery Technology LLC prohibits discrimination against persons because of their service in the Armed Forces, the Army National Guard and the Air Force National Guard when engaged in active

duty for training, inactive duty training, or full-time National Guard duty, the commissioned corps of the Public Health Service, and any other category of persons designated by the President in time of war or emergency. The leave is without pay (LWOP).

Employees of the Armed Forces Reserve or National Guard Units who are required to participate in (2) two weeks of annual training will be granted leave of absence when proper documentation is provided.

Leave for employees inducted or enlisted in the Armed Forces of the United States shall be for a maximum period of (4) four years, except when the employee's period of military service may be involuntary, extended due to an Act of War or declared a State of National Emergency.

Persons receiving a certificate of successful completion by the United States for military service may reapply for their old job if done so within (90) ninety days of release from military service or training or within (1) year of their release from a hospital.

## **Jury Duty**

Employees that are called to and report for Jury Duty shall be compensated by Recovery Technology for the difference between their regular pay and the jury fee received for each scheduled workday served, not to exceed (8) eight hours at a time on any given day, or (30) thirty days in a calendar year. Such compensation shall be payable only if the employee gives Recovery Technology prior notice and presents the check received from the court for compensation of service. Employees who are excused from Jury Duty and who can work a minimum of (2) two hours of their regular shift are expected to come in and do so.

## **Leave Without Pay**

Leave without pay (LWOP) is a temporary non-pay status and absence from work that is granted at the discretion of an employees' supervisor. LWOP will be calculated in increments of an hour. Employees requesting LWOP must submit a Time Off Request Form to their supervisor for approval following request for time off procedures.

## **Performance Evaluations**

Supervisors and employees are strongly encouraged to discuss job performance and goals regularly.

Additional formal performance reviews will be conducted to provide both supervisors and employees with the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals. These formal reviews will be conducted annually.

## Conduct Standards

Recovery Technology LLC expects every employee to adhere to the highest standards of job performance and of personal conduct, including individual involvement with company personnel and outside business contacts.

The company reserves the right to discipline up to and including termination, any employee for violating any company policy, practice or rule of conduct. The following list is intended to give you notice of our expectations and standards. However, it does not include every type of unacceptable behavior that can or will result in disciplinary action. Be aware that Recovery Technology LLC retains the discretion to determine the nature and extent of any discipline based upon the circumstances of each individual case.

Poor job performance, including, but not limited to the following:

- Unsatisfactory quality or quantity of work.
- Repeated unexcused absences or lateness.
- Failing to follow instructions or company procedures, or
- Failing to follow established safety regulations.

Misconduct, including, but not limited to the following:

- Falsifying an employment application or any other company records or documents.
- Failing to record working time accurately or recording a co-worker's timesheet.
- Insubordination or other refusal to perform.
- Using vulgar, profane or obscene language, including any communication or action that violates our policy against harassment and other unlawful forms of discrimination.
- Disorderly conduct, fighting or other acts of violence.
- Misusing, destroying or stealing company property or another person's property.
- Possessing, entering with or using weapons on company property.
- Possessing, selling, using or reporting to work with alcohol, controlled substances or illegal drugs present in the employee's system, on company property or on company time.
- Disclosing or using confidential or proprietary information without authorization
- Violating the Company's computer or software use policies, and
- Being convicted of a crime that indicates unfitness for a job or presents a threat to the company or its employees in any way.

### Performance Standards for Clinical Staff

It is the policy of RECOVERY TECHNOLOGY LLC to have clear expectations and consistent consequences regarding the work performance standards of clinical staff.

Supervisors/Leadership will establish benchmarks for work requirements for employees.

All clinical staff are expected to stay current with progress notes and billing.

- Progress notes must be completed for submission to Medical Records within five days of contact with the client.
- Billing must be submitted to the Billing Department with completion of the client progress notes.

## **Dress Policy**

Appropriate office attire is required. Suppliers and clients visit our office, and we wish to put forth an image that will make us all proud to be Recovery Technology LLC employees. Be guided by common sense and good taste. Specific standards apply when attending court and there may be other instances where certain dress standards are required.

## **Drug and Alcohol Policy**

Recovery Technology LLC strives to maintain a workplace free of illegal drugs and alcohol. Misuse of alcohol or drugs by employees can impair the ability of employees to perform their duties and puts our clients and employees at risk.

### **Alcohol**

Employees are prohibited from using or being under the influence of alcohol while performing company business for Recovery Technology LLC, while operating a motor vehicle in the course of business or for any job-related purpose, or while on company premises or a worksite.

### **Illegal Drugs**

Recovery Technology LLC employees are prohibited from using or being under the influence of illegal drugs while performing company business or while on a company facility or worksite. You may not use, manufacture, distribute, purchase, transfer or possess an illegal drug while in Recovery Technology LLC facilities, while operating a motor vehicle for any job-related purpose or while on the job, or while performing company business. This policy does not prohibit the proper use of medication under the direction of a physician; however, misuse of such medications is prohibited.

### **Searches**

Recovery Technology LLC may conduct searches for illegal drugs or alcohol on company facilities or worksites without prior notice to employees. Such searches may be conducted at any time. Employees are expected to cooperate fully.

Searches of employees and their personal property may be conducted when there is reasonable suspicion to believe that the employee has violated this policy or when circumstances or workplace conditions justify such a search. Personal property may include, but is not limited to, purses, boxes, briefcases, employee's vehicle, as well as any Recovery Technology LLC property that is provided for employees' personal use, such as desks, lockers, and files.

An employee's consent to a search is required as a condition of employment and the employee's

refusal to consent may result in disciplinary action, up to and including termination.

## **Drug Testing**

Recovery Technology LLC may require a blood test, urinalysis, hair test or other drug or alcohol screening of employees suspected of using or being under the influence of drugs or alcohol or where other circumstances or workplace conditions justify such testing. The refusal to consent to testing may result in disciplinary action, up to and including termination.

## **Ethical and Legal Business Practices**

Recovery Technology LLC expects the highest standard of ethical conduct and fair dealing from each employee, officer, director, volunteer, and all others associated with the company. Our reputation is a valuable asset, and we must continually earn the trust, confidence and respect of our clients and our community.

This policy provides general guidance on the ethical principles that we all must follow, but no guideline can anticipate all situations. You should also be guided by basic honesty and good judgment and be sensitive to others' perceptions and interpretations.

If you have any questions about this policy, consult your supervisor or CEO. Exceptions to this policy may be made only by the CEO.

You are expected to promptly disclose to the company anything that may violate this policy. We will not tolerate retaliation or retribution against anyone who brings violations to the company's attention. (See Also Recovery Technology's Code of Ethics).

## **Complying With Laws and Regulations**

All our activities are to be conducted in compliance with the letter and spirit of all laws and regulations. You are charged with the responsibility of understanding the applicable laws that are connected to the work you perform.

## **Safety & Emergency**

### **Safety**

Recovery Technology LLC is committed to maintaining a safe and healthy environment for all employees. Report all accidents, injuries, potential safety hazards, safety suggestions and health and safety related issues immediately to your supervisor, or CEO.

If you or another employee is injured, contact your supervisor or the CEO immediately. Seek help from outside emergency response agencies, if needed. Contact information is posted.

You must complete an Employee's Claim for Worker's Compensation Benefits Form if you have an



injury at work that requires medical attention.

If your injury does not require medical attention, you must still complete an **Incident Report** in case medical treatment is later needed and to ensure that any existing safety hazards are corrected. You can obtain the required forms from the Recovery Technology website.

A federal law, the Occupational Safety and Health Act, requires that we keep records of all communicable illnesses and accidents that occur on the job. OSHA also provides for your right to know about any health hazards, which might be present on the job. Annual health and safety training is provided to all Recovery Technology employees.

In addition, the state Workers' Compensation Act also requires that you report any work-related illness or injury caused by the workplace, no matter how slight. If you do not report an injury, you may jeopardize your right to collect workers' compensation payments as well as health benefits.

You can get the required reporting paperwork from the HR Coordinator, your supervisor or CEO.

## Fire Safety

Every employee is responsible for recognizing potential fire dangers and taking an active role in preventing fires.

Employees are required to observe all OSHA safety requirements and regulations. Flammable materials are to be stored in covered metal containers. Employees should not block any fire doors, fire exits, fire extinguishers, windows or doorways. Review the fire escape routes posted in each work area.

## Security

Recovery Technology LLC is committed to ensuring employees' security. Our premises are equipped with both security alarms that are active outside working hours and a fire alarm system. If you have a security concern or need more information about operating these systems, contact your supervisor, or the CEO.

Employees who are given Recovery Technology identification cards when they join the company should always carry that ID while on company business, whether on or off company premises. If you leave Recovery Technology LLC, you must surrender your ID and any company keys you have been issued.

## Emergency Measures (Inclement Weather)

We realize that bad weather or hazardous commuting conditions may occasionally make it impossible for employees to report to work on time or at all.

However, you are expected to make a diligent effort to report to work when conditions have improved. If you determine that you are unable to report to work because of the conditions, inform

your supervisor as soon as possible. Your absence will be charged to Paid Time Off (PTO) if available or Leave Without Pay (LWOP).

If it becomes necessary to shut down the office due to weather or other emergency, every effort will be made to notify employees. If there is a question as to whether the office will be open, call your supervisor. If you are able and have the resources to work from home, please communicate that to your supervisor and you will not have to utilize your PTO or LWOP. However, you can request use of PTO if available or LWOP if you are unable to work from home or choose not to.

## **Corporate Communications & Technology**

### **Communication with Press or Media**

Media inquiries in relation to Recovery Technology LLC must be handled in accordance with the following guidelines:

The CEO and/or Owner serves as the official spokespersons regarding Recovery Technology LLC.

All other inquiries should be referred to the CEO, who will respond directly or designate another spokesperson.

### **Electronic Communication Systems**

The Electronic Communication System at Recovery Technology is to be used primarily for purposes consistent with carrying out services on behalf of Recovery Technology. Examples of this System include, but are not limited to, the central computing facilities, local-area networks, attached computers and printers, stored programs and data, electronic mail, newsgroups, social network sites, access to the Internet as well as the Recovery Technology telephone facilities including voice mail.

This policy applies to all Users of this System (including resources owned, leased by, subscribed to, or managed by Recovery Technology), including but not limited to employees, contract workers, staff, managers, guests of the management team, and external organizations and individuals accessing external services, such as the Internet via Recovery Technology's electronic communication system.

By using this System, Users agree to the guidelines contained herein.

Email and the Internet may be used for personal communication, but this may not take priority over intended business uses. Priority for using this System will always be given to use directly related to Recovery Technology services. Because Recovery Technology cannot guarantee the privacy of messages or documents stored on the System or transmitted through the System or through the Internet, use of the System for sending confidential or private personal information is discouraged. Users should be aware that electronic mail communications and voice mail

communications could be a potential source of evidence in the process of attorney discovery in discrimination lawsuits or other litigation. (Note: Voice Mail should be treated the same as e-mail).

Users of the Recovery Technology's System should not disclose their passwords to others. Documents or information stored in the System should not be accessed by anyone other than the author or recipient, or by Recovery Technology, as stated below.

General policy requirements applicable to the use of the System are as follows:

1. Offensive, harassing, defamatory, or otherwise inappropriate communication via the System is prohibited. (Note: Above would address use of Instant Messenger and other non-e-mail transmissions).
2. Use of the System is subject to all legal requirements and Recovery Technology prohibitions against discrimination and harassment based on age, color, disability, gender, gender identity, national or ethnic origin, race, religion, sexual orientation, veteran status, or any other basis protected by applicable federal, state, or local laws.
3. Obscene, objectionable or other offensive material, including material that may be interpreted as harassment by others, may not be viewed, downloaded, printed or transmitted via the System in public spaces.
4. System Users are liable for any action or negligence that directly or indirectly results in adverse effects upon the System or its Users. The execution of computer programs intended to gain unauthorized access to or make unauthorized use of the System is prohibited. Users must abide by the terms of all software licensing agreements and copyright laws. Also, Users are prohibited from downloading software onto any Recovery Technology computer unless given prior approval by Information Technology provider or designated representative.
5. Users of the System are obligated to respect the rights of others, the intellectual rights and the intellectual property rights of others when using these resources. Duplicating and/or distributing information, recordings, or images in violation of applicable copyright laws is not permitted.
6. Unless granted proper authority, Users are forbidden to access, transmit or release any information or data of a confidential nature, secured through their position with Recovery Technology, to a person not authorized to receive such information. This includes information transmitted and stored on the electronic mail system.
7. Recovery Technology policy prohibits acts that are wasteful of System resources. Examples include but are not limited to: sending or forwarding chain letters; sending mass electronic mailings not directly pertinent to Recovery Technology business; creating unnecessary multiple jobs or processes; excessive uploading or downloading of large files, streaming videos or music or, creating unnecessary output or printed material.

8. Data and documentation created for Recovery Technology must have a copy transferred to the network drive for backup and security.
9. Work or records that contain confidential client information may not be saved on employee-owned computers.
10. Once documentation and/or data are transferred to the remote back up it can be retrieved at any time in the future. Please remember confidential information on privately owned computers can be at risk of being exposed to the public in many ways. (For example, if a personal computer is stolen or lost a HIPPA violation may occur.)
11. Recovery Technology does not condone the illegal duplication of software. The copyright law is clear. The copyright holder is given certain exclusive rights, including the right to make and distribute copies. Title 17 of the U.S. Code states that "it is illegal to make or distribute copies of copyrighted material without authorization" (Section 106). The only exception is the Users' right to make a backup copy for archival purposes (Section 117).

The law protects the exclusive rights of the copyright holder and does not give Users the right to copy software unless a backup copy is not provided by the manufacturer. Unauthorized duplication of software is a federal crime. Penalties include fines up to and including \$250,000, and jail terms of up to five (5) years.

12. The Recovery Technology System may not be used for personal financial gain, inappropriate or illegal activity of any kind. Users may not download to, install upon, and create links to, or otherwise place on the System any data or program, which consists of any advertisements for commercial enterprises, without prior approval.
13. The electronic mail system exists primarily to facilitate business communications between individuals and specific groups. To the extent that there is excessive use of "Everyone Group" messages (or similar mass mailings) to numbers of individuals who, given a choice, would choose not to receive them, the effectiveness of the System is compromised. Such messages must be restricted to emergencies and urgent operational messages, notification of meetings and events, and notification of Recovery Technology-sponsored events or other events, which relate to Recovery Technology's goals.
14. As is common in business and other organizations, it is Recovery Technology's current practice that all information stored on this System, including the content of the electronic mail system and the content of the voice mail system, is normally copied daily to provide a back-up copy in the event original records are damaged. These electronic copies are stored in a secure area where they are considered confidential and are retained for archival purposes. This means that electronic mail messages and voice mail messages deleted by an individual User subsequent to the Recovery Technology's daily backups may be retained. Recovery Technology may change these and other operational practices from time to time. (Note: Voice Mail should be treated the same as e-mail).

Recovery Technology is the owner and administrator of this System. Recovery Technology may

exercise the right to access information stored on the System for business purposes such as retrieving Recovery Technology business-related information, troubleshooting problems, responding to complaints of misuse, and to comply with legal and regulatory interests. Where practical, efforts will be made to obtain express consent from the individual employee whose information is to be accessed. It is for these and other reasons that the Recovery Technology cannot guarantee the privacy of messages or documents stored on or transmitted through the System.

Violations of these policies should be reported to your supervisor or the CEO. Violations could result in penalties imposed upon the User of the system. These penalties could include disabling of the User's account(s), employee suspension or termination, termination of access to the system, or liability for expenses incurred by wasteful usage (see point 4 under policy requirements).

Recovery Technology maintains the right to monitor network use.

## Social Networking

Recovery Technology LLC employees are prohibited from posting comments that disparage, discriminate or harass the company, fellow employees, and our clients or to discuss internal business matters while blogging or social networking or any online activities. Online social networking and blogging are subject to all Recovery Technology LLC policies.

Employees are prohibited from using the name, trademarks, logos, or other identifying marks or materials of Recovery Technology and its subsidiaries in any online social networking and blogging activities. Employees are prohibited from including their company email address in their personal profiles on social networking sites. Employees engaged in online social networking and blogging activities are expected to remain respectful of Recovery Technology and its employees, services, and clients. Employees should not engage in activities that reflect or may reflect negatively on the company, its affiliates, employees, and clients. Further Employees should not engage in any activity that contains content that is prohibited by Recovery Technology LLC policies.

## Workplace Anti-Bullying Policy

Recovery Technology LLC is committed to providing a positive working environment free from intimidation, ridicule and harassment. Recovery Technology LLC will not tolerate threatening behavior including bullying, harassment, intimidation, threats and/or physical violence in the workplace.

Recovery Technology LLC encourages all employees to report workplace bullying to their supervisor or the CEO. Recovery Technology LLC will promptly investigate all allegations. Anyone found to have engaged in such wrongful behavior will be subject to appropriate discipline up to and including termination.

**This handbook serves as a summary of our human resource practices and policies.**

**The Recovery Technology Policies and Procedures Manual can be viewed in its entirety on the employee login section of our website, [www.recoverytechnology.org](http://www.recoverytechnology.org).**

## Employee Handbook Acknowledgement of Receipt and Understanding

I acknowledge that I have received the Recovery Technology LLC Employee Handbook and that I have read and understand the policies.

I understand that this Handbook represents only current policies and benefits, and that it does not create a contract of employment. Recovery Technology LLC retains the right to change these policies and benefits, as it deems advisable.

I understand that my employment is "at will." I understand that I have the right to terminate my employment at any time, with or without cause or notice, and that the Recovery Technology LLC has the same right.

I understand that the information I come into contact with during my employment is proprietary to Recovery Technology LLC and accordingly, I agree to keep it confidential, which means I will not use it other than in the performance of my duties or disclose it to any person or entity outside Recovery Technology LLC. I understand that I must comply with all of the provisions of the Handbook to have access to and use Recovery Technology LLC resources. I also understand that if I do not comply with all provisions of the Handbook, my access to Recovery Technology LLC resources may be revoked, and I may be subject to disciplinary action up to and including discharge.

I further understand that I am obligated to familiarize myself with the company's safety, health, and emergency procedures as outlined in this Handbook or in other documents.

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Signature

Date

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Please Print Your Name

---

Witness Signature

Date

---

Please Print Your Name

**Signed original document to be placed in Personnel File with a copy given to employee**