

COLLINS LAKE RANCH

EMPLOYEE HANDBOOK

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INTRODUCTION

1.1 HISTORY AND MISSION

Welcome to Collins Lake Ranch (“Ranch”). The Ranch was founded by Steve Smaby and Shelley Greene, whose son, Alex, was diagnosed with autism at an early age. As Alex matured, Steve and Shelley became aware of the increasing need for high quality residential options for adults with intellectual and developmental disabilities who need additional supports caring for themselves, and interacting effectively with their communities. They created a charitable foundation and deeded it five acres of their property in Mora County, New Mexico to establish a residential care facility to offer an option for the care of such persons in a rural setting. Subsequently, the Ranch was constructed, certified by the state and opened for residents in 2013.

The mission of the Ranch is to maintain the highest level of professional and ethical standards in delivering services and support to its residents. We are committed to providing stimulating, meaningful and individually tailored engagement and care for each resident and to treat each person with dignity and respect. We also strongly believe that our residents can benefit from interacting with nature and caring for the environment. Our standards can only be achieved and sustained through the competence, commitment and conduct of all Ranch personnel. We will, therefore, seek to hire only those highly qualified individuals who share our commitment. In turn, we will provide whatever resources our employees need to keep their work on behalf of our residents at the highest level. Again, welcome to our team.

- **PURPOSE OF THIS HANDBOOK**

We think that our employees are happier and more valuable if they know what they can expect from Collins Lake Ranch and what the Ranch expects from them. In the preceding section we introduced you to Ranch’s values and goals. We expect you to incorporate that information into your day-to-day job performance, striving to meet our shared values in everything you do.

The remainder of this Handbook will familiarize you with the privileges, benefits and responsibilities of being an employee at Ranch. Please understand that this Handbook can only highlight and summarize Ranch’s policies and practices. For more detailed information, you will have to talk to your supervisor or the Executive Director.

At Collins Lake Ranch, as in the rest of the world, circumstances are constantly changing. As a result, we may have to revise, rescind or supplement these provisions from time to time. Nothing in this Handbook is a contract or promise. The policies can change at any time, for any reason, without advance warning. We will make every effort to notify employees of all changes to the handbook and post them on the bulletin board located in the Activities Center. We expect all employees to read the information on the bulletin board regularly. You will then be expected to review new or revised policies.

AT-WILL EMPLOYMENT

2.1 EMPLOYMENT IS AT-WILL

We sincerely hope that your experience working at Ranch will be a positive and rewarding one. However, your employment here is at-will, and we cannot make any guarantees about your continued employment here. Nothing in this Handbook constitutes a contract or promise of continued employment.

No employee or Ranch representative other than the Executive Director has the authority to change the at will employment relationship and the Executive Director may do so only by written contract, signed by both the Executive Director and the employee.

HIRING

3.1 COMMITMENT TO EQUAL OPPORTUNITY

We do not discriminate against employees or applicants on the basis of race, national origin, color, gender, religion, age, disability, sexual orientation or any other characteristic protected by state or federal law.

3.2 EMPLOYMENT OF RELATIVES

Usually Ranch will not refuse to hire someone simply because he or she is related to one of our current employees. There are times, however, when employing relatives is inappropriate and has the potential to affect the morale of other employees and to create conflicts of interest for the relatives involved. Therefore, Ranch will not hire relatives of current employees where one relative will have to supervise the other. If two employees become related while working for Ranch and if one of them is in a position of supervision over the other, only one of the employees will be allowed to keep his or her current position. The other will have to transfer to another position or leave Ranch.

Under this policy, the term “relatives” encompasses husbands, wives, live-in partners, domestic partners, parents, children, siblings, in-laws, cousins, aunts, and uncles. This policy covers biological relationships, marriage relationships and step relationships.

NEW EMPLOYEE INFORMATION

4.1 ORIENTATION PERIOD

The first one hundred eighty days (six months) of your employment are an orientation period. During this time, a supervisor will work with you to help you learn how to do your job successfully and what is expected of you. This period also provides both you and Ranch with an opportunity to decide if you are suited for the position for which you were hired. Successful completion of your orientation period does not guarantee you a job for any period of time or in any way change the at-will employment relationship outlined in Section 2.1 of this Handbook.

4.2 PROOF OF WORK ELIGIBILITY

Within three business days of your first day of work, as required by the federal government, you must complete federal form I-9 and show us documentation proving your identity and eligibility to work in the United States. If you have worked for Ranch previously, you need only provide this information if it has been more than three years since you last completed an I-9 form for Ranch or if your current I-9 form is no longer valid,. The Operations Manager will give you an I-9 form and tell you what documents you must present. You are also subject to a background screening, in compliance with State regulations.

EMPLOYEE CLASSIFICATIONS

5.1 TEMPORARY EMPLOYEES

Periodically, it may become necessary for Ranch to hire individuals to perform a job or work on a project that has a limited duration. Individuals whom Ranch hires for such work are temporary employees and are not eligible to participate in any Ranch benefits, nor can they earn or accrue any paid time off. Of course, we will provide temporary employees with any and all benefits mandated by law.

Temporary employees cannot change from temporary to any other employment status by such informal means as remaining in Ranch's employ for a long period of time or through oral promises made to them by coworkers, supervisors or management. The only way a temporary employee's status can change is through written notice signed by the Operations Manager.

Like all employees working for Ranch, temporary employees work on an at-will basis. That means that both they and Ranch are free to terminate their employment at any time for any reason, even if they have not completed the temporary project for which they were hired.

5.2 PART-TIME AND FULL-TIME NONTEMPORARY EMPLOYEES

Depending on the number of hours per week you are regularly scheduled to work, you are either a part-time or full-time employee. It is necessary that you understand which classification you fit into, because it will be important in determining whether you are entitled to benefits and leave. At this time, there is no distinction between part-time and full-time employees.

Part-time employees are those employees who are regularly scheduled to work fewer than 32 hours per week, not including on-call hours.

Full-time employees are those employees who are regularly scheduled to work at least 32 hours per week, not including on-call hours.

5.3 EXEMPT AND NONEXEMPT EMPLOYEES

Your entitlement to earn overtime pay depends on whether you are classified as an exempt or nonexempt employee. Exempt employees are those who do not earn overtime because they are exempt from the overtime provisions of the federal Fair Labor Standards Act and applicable state laws. Nonexempt employees are those who meet the criteria for being covered by the overtime provisions of the federal Fair Labor Standards Act and applicable state laws. Nonexempt workers are entitled to overtime pay if they work more than 40 hours in a work week. If you are uncertain about which category you fall into, speak to the Operations Manager.

5.4 OFFICE AND SHIFT WORKERS

Except for the Executive Director and Operations Manager, all other employees are assigned to work particular shifts. Because Ranch provides residential services 24 hours a day, 365 days a year, it is paramount that all shift workers work their assigned shifts, unless they have arranged to use the Paid Time Off in advance, as provided in Section 10.1 of this Handbook or have an unanticipated situation which prevents them from reporting for work (and the circumstances have been communicated to their supervisor or the Operations Manager).

HOURS

6.1 WORK HOURS

A supervisor will let you know your work schedule (i.e., your shift assignment) each week, including what time you will be expected to start and finish work each day. You must have the prior approval of a supervisor in order to exchange assigned shifts with another employee (that is, switch shifts on a one-time basis).. You are expected to provide as much notice as possible if you are unable to complete assigned hours and /or duties.

6.2 MEALS AND BREAKS

You are generally expected to eat with the residents, assisting and participating in each aspect of the meals, from preparation to clean up.

If you must leave the Ranch at any time during your assigned shift, outside of specific duties, this will be unpaid time, and prior approval must be obtained to avoid disciplinary. Exceptions may be made by the Executive Director or Operations Manager on a case by case basis.

Breaks are contingent upon the duties assigned during your shift, the needs of the individuals receiving services, and the specific instructions of your supervisor.

6.3 UNSCHEDULED WORK/OVERTIME

On occasion, Ranch may ask employees to work beyond their regular scheduled hours. It is a job requirement for employees to be available to work a reasonable amount of additional time. Ranch will try to give employees advance notice when additional work time is necessary; however, it will not always be possible to notify workers in advance.

Exempt employees will not be paid for working beyond their regular scheduled hours. Nonexempt employees are entitled to payment for overtime, according to the rules set forth below.

- All overtime work must be approved or requested in advance. Working overtime without permission violates Ranch policy and may result in disciplinary action.
- For purposes of calculating how many hours an employee has worked in a week, our workweek begins at 12:01 a.m. on Monday and ends at midnight on Sunday.
- Nonexempt employees will be paid 1 ½ times their regular hourly pay for every hour worked in excess of forty per week.

If required by his or her schedule to work on a holiday (New Year's Day, Easter Sunday, Memorial Day, the Fourth of July, Labor Day, Thanksgiving Day, Christmas), nonexempt employees will be paid a premium equal to 1 ½ times their regular hourly pay for each hour worked. Except as provided in Section 7.2 of this Handbook, exempt employees will be paid their regular weekly salary for any week in which a holiday falls, regardless of whether or not they worked.

PAY POLICIES

7.1 PAYDAY

Employees are paid bi-monthly. Hours worked will be calculated for the periods from the 1st of the month through the 15th of the month and from the 16th of the month through the last day of the month. Paychecks will be issued 7 days after the end of each pay period. Paychecks may be picked up at the Operation Managers office from 8:00 – 5:00, Monday through Friday.

7.2 DOCKING THE PAY OF EXEMPT EMPLOYEES

Ranch is legally obligated to pay exempt employees—those who are not entitled to earn overtime—on a salary basis. This means, among other things that exempt employees must receive the same pay for each week in which they perform work, regardless of how many hours they actually work, unless an exception applies.

Ranch policy prohibits docking the pay of an exempt employee—that is, paying the employee less than his or her full regular salary—except in the following circumstances:

- The employee takes at least one full day off work for sickness or disability in accordance with our Paid Time-off Policy.
- The employee takes at least one full day off for personal reasons other than sickness or disability (for example, vacation).
- The employee serves an unpaid disciplinary suspension of at least one full day, imposed in good faith for violating a workplace conduct rule.
- The employee takes time off to serve on a jury, as a witness in court, or in the military, the employee receives money for jury fees, witness fees, or military pay; and the docked pay is an offset only of the money received.
- The employee starts or ends employment with Ranch midweek (that is, the employee does not start work on Monday or finish employment at the end of his or her scheduled work week).
- The employee violates a safety rule of major significance, and the amount docked is imposed as a penalty for that violation.

If you are an exempt employee and you believe that pay has been improperly deducted from your salary in violation of these rules, please report it immediately to the Operations Manager. Your complaint will be investigated and, if we find that your pay was improperly docked, you will be reimbursed for any amounts that should not have been withheld.

7.3 EXPENSE REIMBURSEMENT

From time to time, employees may incur expenses on behalf of Ranch. We will reimburse you for actual work-related expenses you incur, as long as those expenses are reasonable and preauthorized by your supervisor. You must keep and submit receipts or some other proof of payment for every expense. These should be submitted, along with an expense report to the Operations Manager, within 30 days of incurring an expense. If your report is approved, you will receive your reimbursement within ten weekdays.

Employees who use their own vehicles for Ranch business will be reimbursed at the rate of \$0.40 per mile, in lieu of separate reimbursement for gas, maintenance, insurance or other vehicle-related expenses. Before using a personal vehicle for work-related purposes, employees must demonstrate that they have a valid driver's license, adequate insurance coverage, and have completed the defensive driving course.

EMPLOYEE BENEFITS

8.1 HEALTH INSURANCE

At this time, Ranch does not offer health care benefits to its employees or pay the cost of health care insurance premiums. However, we remind employees of the provision of the Affordable Care Act, that unless exempt under its provisions, those who do not enroll for qualifying insurance by March 31, 2014 will be financially penalized. To encourage each employee to obtain health care coverage through the state insurance exchange plan or private insurance, the Operations Manager will help provide information to enable employees to obtain insurance on their own behalf.

8.2 WORKERS' COMPENSATION INSURANCE

If you suffer from an illness or injury that is related to your work, you may be eligible for workers' compensation benefits, which will pay for medical care and lost wages resulting from job-related illnesses or injuries. If you are injured or become ill through work, please inform the Operations Manager immediately regardless of how minor the injury or illness might be.

8.3 UNEMPLOYMENT INSURANCE

If your employment with Ranch ends, you may be eligible for unemployment benefits. These benefits provide you with a percentage of your wages, while you are unemployed and looking for work. To find out more, contact the New Mexico Department of Workplace Solutions.

8.4 TRAINING REIMBURSEMENT

Ranch cares about the professional growth of its employees. For this reason, we will reimburse employees who attend outside training programs when pre-approved by their supervisor. Although we encourage employees to advance their professional skills, caring for our residents must remain our first priority.

COMPANY PROPERTY

9.1 GENERAL USE OF COMPANY PROPERTY

Ranch property should only be used in the manner intended and as instructed. All employees should take care of Ranch property and report any problems to the Operations Manager. Personal use of Ranch property is prohibited, unless specifically authorized. Failure to use Ranch property appropriately and failure to report problems or unsafe conditions may result in disciplinary action, up to and including termination.

9.2 TELEPHONE POLICY

Ranch's telephone system is for business use only. Employees are allowed to carry a personal cellular telephone, but must keep the ringer turned off. Employees are expected to keep personal calls and texts to a minimum during their work time, whether using Ranch's system or a personal telephone. If you must make or receive a personal call, please keep your conversation brief. See Section 12.6 of this Handbook regarding use of personal cell phones and Section 14.2 prohibiting the use of cameras or recording equipment. Excessive personal use of the telephone is grounds for disciplinary action, up to and including termination.

9.3 RETURN OF RANCH PROPERTY

When your employment with Ranch ends, we expect you to return all Ranch property clean and in good repair. This includes all manuals, files, guides, documents, telephones, computers, equipment, keys and tools. If you do not return a piece of property, we will withhold the cost of replacing that item from your final paycheck. If you return a piece of property in disrepair, we will withhold the cost of repair from your final paycheck. We also reserve the right to take any other lawful action necessary to recover or protect Ranch property.

LEAVE AND TIME OFF

10.1 PAID TIME OFF

Instead of offering separate vacation, sick leave and personal days, Ranch offers a Paid Time off (PTO) program for non-temporary employees that combine all these benefits. We believe the program will give employees the flexibility to manage their time off as they see fit. Employees may use PTO for sickness, vacation, or others reason of their choice. Because PTO encompasses vacation and sick leave, employees must manage their PTO responsibly to ensure that they have PTO available for emergencies, such as personal or family illness. An employee who needs time off but has no accrued PTO may be given the opportunity to take unpaid leave, as decided by their supervisor on a case-by-case basis.

Except for reasons that cannot be anticipated, you must have the permission of a supervisor at least two weeks in advance if you wish to schedule PTO. Although we will try to grant every employee's request for advance PTO, because we must have enough workers to meet the day-to-day needs of our residents, Ranch may not be able to grant every request, especially during holiday periods. If circumstances, such as a medical or family emergency, prevent advance scheduling, you must inform a supervisor as soon as you realize that you will be unable to work. You must report to a supervisor by phone each day you are out on unscheduled PTO. If you do not report in to a supervisor for two consecutive days, you will be considered to have voluntarily terminated your employment.

Eligible employees incur PTO according to the following schedule:

Years of Employment	PTO Accrual
0.5 - 1 year	12 days per year, at the rate of 1 day per month or 0.5 hours of leave for every ten hours worked
1 year - 2 years	15 days per year, at the rate of 1 ¼ days per month, or 0.625 hours for every ten hours worked
2 years -5 years	18 days per year, at the rate of 1 ½ days per month, or 0.75 hours for every ten hours worked
5 years plus	20 days per year, at the rate of 1 ⅓ days Per Month

New employees do not accrue PTO until they have completed their orientation period. Upon successful completion of their orientation period, employees will be credited with PTO earned, based upon the hours worked. Additionally, no employee may accrue more than 20 days of PTO. Once an employee's PTO balance reaches this limit, an employee may accrue more PTO only by taking some PTO to bring the employee's balance back below 20 days. Employees will be paid for any accrued but unused PTO upon the termination of their employment with Ranch.

10.2 VOTING

Ranch encourages employees to exercise their right to vote. If your work schedule on Election Day begins within two hours of the opening of the polls and ends less than three hours before polls are closed, you are entitled to up to two hours leave in order to cast your ballot. This leave will be unpaid unless you choose to use your accrued Paid Time Off, discussed in Section 10.1 of this Handbook.

Employees who will need to take time off work to vote must inform the Operations Manager at least three days in advance. Employees are expected to work with their supervisors to ensure that their absence doesn't negatively impact the provision of services to Ranch's residents.

10.3 JURY DUTY

If you are summoned to jury duty, you are entitled to take time off, as necessary, to fulfill your jury obligations. You will be paid for up to two scheduled work days of jury service. If your service extends beyond this time, the remainder of your leave will be unpaid unless you choose to use your accrued Paid Time Off, discussed in Section 10.1 of this Handbook. No employee will face discipline or retaliation for jury service.

You must immediately inform the Operations Manager when you receive your jury duty summons. If you are chosen to serve on a jury, you must inform the Office Manager how long the trial is expected to last. You must also check in with the Office Manager periodically during your jury service, so Ranch knows when to expect you back at work.

10.4 DOMESTIC VIOLENCE

If you are the victim of domestic abuse and have filed a report with the Operations Manager, pursuant to Section 13.6 of this Handbook, you are entitled to up to 14 days leave per calendar year, up to eight hours in one day, in order to attend court proceedings, obtain orders of protection or receive medical care. Such leave will be unpaid unless you choose to use your accrued Paid Time Off, discussed in Section 10.1 of this Handbook. Ranch may require you to produce copies of court or other official documents regarding an incident of domestic abuse.

JOB PERFORMANCE

11.1 JOB PERFORMANCE REVIEWS

Each and every employee contributes to the success or failure of our mission. We expect every employee to perform to the highest level possible.

Because our employees' job performance is vital to the successful accomplishment of our mission, Ranch conducts periodic reviews of individual employee performance. The reviews

are designed to discuss the employee's current job tasks, recognize attributes, discuss approaches for meeting work-related goals and attaining new skills, as well as for agreeing on new goals, skills and areas for improvement. Generally, we aim to conduct performance reviews after the completion of each year of employment.

Ranch requires all employees to participate in the review process. Poor job performance or failure to participate in performance reviews could lead to discipline, up to and including termination.

WORKPLACE BEHAVIOR

12.1 PROFESSIONAL CONDUCT IS EXPECTED

Because your conduct directly affects our residents, coworkers, visitors and others, we expect you to act in a professional manner whenever you are on ranch property, conducting Ranch business, or representing Ranch at business or social functions.;

Although it is impossible to give a complete list of everything that professional conduct means, it does, at minimum, include the following:

- following all rules in this Handbook that apply to you
- refraining from rude, offensive or outrageous behavior
- refraining from ridicule and hostile jokes
- refraining from threatening, abusive or vulgar language
- refraining from engaging in, or provoking physical or verbal fighting
- treating coworkers, residents, and visitors with patience, respect, and consideration
- being courteous and helpful to others
- communicating openly with supervisors, coworkers and caseworkers

Employees who act unprofessionally will face discipline, up to and including termination.

12.2 PUNCTUALITY AND ATTENDANCE

Ranch expects each employee to keep regular attendance, to be on time and ready to work at the beginning of each scheduled work shift. There may be times or events that prevent you from showing up to work on time. If you are going to be late, you must notify the co-worker or supervisor on duty and the Operations Manager as far in advance as possible.

If you must miss a full day of work for reasons other than pre-scheduled Paid Time Off or leave for jury service, you must notify the Operations Manager as far in advance as possible.

If you are late for work or fail to appear without calling in as required by this policy or by other policies in this Handbook, you will face disciplinary action, up to and including termination.

12.3 EMPLOYEE APPEARANCE AND DRESS

All employees should use common sense when they dress for work. Please dress appropriately for your position and job duties, and please make sure you are neat and clean at all times. Do not wear dangling jewelry or provocative clothing to work. We will try to reasonably accommodate an employee's special dress or grooming needs that are the result of religion, ethnicity, race or disability.

12.4 SLEEPING ON THE JOB

When employees arrive at work, Ranch expects them to be physically prepared to work throughout their scheduled work day. We do not allow any employee to sleep while at work. Employees who feel sick or unable to finish their work day because of weariness should talk to their supervisor or the Office Manager and may be able to use Paid Time Off to take the rest of the day off.

12.5 INSUBORDINATION

Because the Ranch operates on a system of mutual respect between supervisors and employees, supervisors must treat their employees with dignity and employees must show due regard for their supervisors' authority. Insubordination occurs when employees unreasonably refuse to follow the instructions of their supervisors. Insubordinate employees may face discipline, up to and including termination.

Ranch understands that there may be times when employees have valid reasons for refusing to do as their supervisor says, for example, if the employee has safety concerns or believes that following instructions will violate the law. When these issues arise, Ranch asks that employees explain the situation to their supervisor. If after hearing the employee's side, the supervisor continues to issue the same order or instruction, the employee must either obey or use the complaint procedure described in Section 20 of this Handbook.

12.6 PERSONAL CELL PHONES

Ranch expects all employees to keep personal telephone conversations and texting to a minimum. Employees must turn off the ringers on their cell phones during the working day. You are allowed to make brief, personal calls or send personal texts when doing so will not cause a disruption to your assigned duties or care of residents. Because others can hear your cell phone conversations, try to talk quietly and save intimate discussions for another time. Personal cell phones should not be used to conduct Ranch business, except when you are off Ranch premises and need to communicate oral information about your attendance or location. Pictures or recordings of the Ranch or its residents on personal telephones are prohibited. Employees who violate this policy will be subject to discipline, up to and including termination.

12.7 WEAPONS

No weapons are permitted on Ranch premises. Weapons include firearms, knives (except kitchen equipment), brass knuckles, martial arts equipment, clubs or bats. Any employee who brings a weapon on to Ranch property or in the presence of a resident will be subject to discipline, up to and including termination.

12.8 CONDUCT RESULTING IN IMMEDIATE TERMINATION

Typically, employees whose conduct violates Ranch rules will be subject to disciplinary action ranging from coaching and verbal warnings to immediate termination. Although it is impossible to provide a complete list, the following conduct is grounds for immediate termination in appropriate situations:

Theft of Ranch, coworkers' or residents' property

Excessive tardiness or absenteeism

Arguing or fighting with coworkers, visitors, supervisors or residents

Bringing a weapon onto Ranch premises

Threatening the physical safety of coworkers, visitors, supervisors or residents

Any illegal conduct at work

Using or possessing alcohol or illegal drugs at work

Working under the influence of alcohol or illegal drugs

Failing to carry out reasonable job assignments

Insubordination

Violating Ranch rules and regulations

Discrimination and harassment against coworkers, visitors, supervisors or residents

Engaging in health care fraud, abuse or waste as discussed in Chapter 21 of this Handbook

Ranch reserves its right to terminate your employment at any time, for any lawful reason, including reasons not listed above.

WORKPLACE SAFETY

13.1 SAFETY POLICY

Ranch takes employee and resident safety very seriously. In order to provide a safe workplace, every employee must follow our safety rules:

Avoid violence of any sort, including physical altercations, coercion, pushing or shoving, intimidation, horseplay, roughhousing, stalking and threats of violence

Employees must follow their supervisors' safety instructions

Employees may be prohibited from wearing dangling jewelry or apparel or may be required to pull back or cover their hair or wear protective equipment such as hair nets, work boots, oven mitts or gloves.

All equipment must be used properly. This means all guards, restraints and other safety devices must be used at all times. Equipment also must not be used for other than its intended purpose.

Employees must immediately report any workplace condition that they believe to be unsafe to their supervisor or the Operations Manager.

All employees must immediately report any workplace accident or injury to themselves or a resident to the Operations Manager.

13.2 WORKPLACE SECURITY

It is every employee's responsibility to help keep our workplace secure from unauthorized intruders. Because there may be visitors and volunteers present on Ranch premises, every face may not be familiar to you. If you see anyone acting suspiciously or who seems to be present without purpose, you are expected to approach that individual and inquire as to whom he or she wishes to see. If the unknown individual does not provide a satisfactory answer, please escort him or her to the Operations Manager or Executive Director so they can respond appropriately.

13.3 EMERGENCIES

Ranch keeps emergency supplies on hand. First aid kits are located in the living room area of each residence and in the kitchen are in the Activity center. Fire extinguishers can be found under the sink in each residence kitchen, and in the boiler room. In the event of an emergency causing serious injury, IMMEDIATELY DIAL 911 to alert police and rescue workers.

13.4 SMOKING

For the health, comfort and safety of Ranch's employees and residents, smoking is not allowed inside any buildings on Ranch premises, or in the presence of residents.

13.5 LITTERING

Littering is not allowed on Ranch premises or at any time while engaged in Ranch business or activities.

13.6 VIOLENCE

Violence in the workplace will not be tolerated. See Section 13.1 of this Handbook for a more complete definition of what acts are considered violent. In addition, jokes or offhand remarks about violence are not permissible.

If you observe an incident or threat of violence that is immediate and serious, IMMEDIATELY DIAL 911 and report the incident to the police. If the incident or threat does not appear to require immediate police intervention, contact the Office manager to report it as soon as possible. All complaints will be investigated and appropriate action will be taken. You will not face retaliation for making a complaint.

13.7 DOMESTIC VIOLENCE

If you have been threatened or are concerned about violence or abuse by a current or former spouse, intimate partner, or other family member, we encourage you to report it to the Office Manager. Ranch will keep this information as confidential as possible and will not discriminate against employees who are victims of domestic violence.

Once you have made a report, Ranch will decide what steps to take for the safety of yourself, other employees and residents. You may be asked to provide copies of any restraining orders or other legal papers you have filed against the abuser, as well as a picture of the abuser for security purposes.

13.8 CELL PHONE USAGE WHILE DRIVING

Employees are prohibited from using cell phones or personal digital assistants for work related matters while driving. If you must make a work-related call or send or read a text while driving, you must wait until you can pull over safely and stop the vehicle before calling or sending or reading a text. If you receive a work-related call while driving, you must ask the caller to wait while you pull over safely and stop the vehicle. If you are unable to pull over safely, you must tell the caller that you will have to call back when it is safe to do so.

Employees may use hands-free equipment to make or answer calls while driving without violating this policy. However, safety must always be your first priority. We expect you to keep such calls brief. If, because of weather or traffic conditions or for any other reason, you

are unable to concentrate fully on the road, you must either end the conversation or pull over and safely stop your vehicle before resuming your call.

WORKPLACE PRIVACY

14.1 COMPANY AND PERSONAL PROPERTY ARE SUBJECT TO SEARCH

Employees do not have a right to privacy in their workspaces, any other Ranch property, or any personal property they bring to the workplace. Ranch reserves the right to search Ranch premises at any time, without warning, to ensure compliance with its policies, including those that cover safety, workplace violence, harassment, theft, drug and alcohol use, and possession of prohibited items. Ranch may search Ranch property, including but not limited to lockers, desks, file cabinets, and storage areas. If you use a lock on any item of Ranch property (e.g., a locker or file cabinet), you must give a copy of the key or the combination to the Operations Manager. Ranch may also search personal property brought onto Ranch premises, including but not limited to briefcases, backpacks, purses and bags.

14.2 CAMERA PHONES AND OTHER RECORDING DEVICES

Many cell phones today come with built-in recording capabilities, including cameras and video and audio recording devices. Using these features at the Ranch can lead to violations of privacy and breaches of confidentiality. Therefore, Ranch does not allow employees to use any personal recording devices at work, except under specific conditions with prior written approval of the Executive Director. Violation of this policy may lead to discipline, up to and including termination.

COMPUTERS, EMAIL AND THE INTERNET

15.1 EMAIL

Email messages, including attachments, sent and received on Ranch equipment are Ranch property. Computer equipment belonging to the Ranch should only be used to conduct Ranch business, although you may use your personal cellular email system occasionally for personal messages, Ranch reserves the right to access, monitor, read and/or copy email messages sent or received on Ranch equipment at any time, for any reason. You should not expect privacy for any email you send or receive using Ranch equipment, including messages that you consider personal or label with a designation such as “personal” or “private.” Moreover, you must ensure that your personal use of email system does not interfere in any way with your job duties.

All of Ranch's policies and rules of conduct apply to employee use of emails. This means, for example, that you may not use email to send harassing or discriminatory messages or messages containing explicit sexual content to coworkers, supervisors, residents or visitors.

Ranch expects all employees to exercise discretion in using electronic communications. When you send email using Ranch equipment, you are representing Ranch. Make sure your messages are professional and appropriate, in tone and content. You should not send any email you wouldn't want your supervisor, your mother, or Ranch's competitors to read.

To avoid viruses and other threats, employees should not open email attachments from people and businesses they don't recognize, particularly if the email appears to have been forwarded multiple times or has a peculiar subject heading. If you believe your computer has been infected by a virus, worm or other security threat to Ranch's system, you must inform Office Manager immediately.

Employees may not share their email passwords with anyone, including coworkers or family members. Revealing passwords could result in a breach of privacy and allow outsiders to access confidential Ranch data.

Employees also may not use their own personal email accounts to transact Ranch business. This includes storing work-related documents and email messages in your personal email account, sending work to your personal email account, or engaging in work-related communications (with residents or their families, vendors, case workers or coworkers, for example) using your personal email account. Similarly, accessing your personal email account from work using Ranch equipment creates security risks. Therefore, employees may not use Ranch equipment to access their personal email accounts.

15.2 SOFTWARE USE

It is Ranch's policy to use licensed software only in accordance with the terms of its license agreement. Violating a license agreement is not only unethical; it is also illegal and can subject the Ranch to criminal prosecution and monetary penalties.

In order to adhere to this policy, employees may not do any of the following:

Make a copy of any Ranch software program, for any reason

Install a Ranch software program on a home computer

Install a personal software program (that is, software owned by the employee) on any Ranch computer

Download any software program from the Internet to a Ranch computer

Ranch may audit Ranch-owned computers at any time to ensure compliance with this policy.

15.3 USING THE INTERNET

Ranch's network and Internet access are for official Ranch business only. Employees may not access the Internet for personal use using Ranch owned computer equipment. An employee who engages in excessive Internet uses or accesses inappropriate sites, for example pornographic or overtly political sites, may be subject to discipline up to and including termination.

15.4 PERSONAL BLOGS AND ONLINE POSTS

Ranch recognizes that some of our employees may choose to express themselves by posting personal information on the Internet through personal websites, social media, blogs or chat rooms, by uploading content or by making comments at other websites or blogs. Problems can arise when a personal posting identifies or appears to be associated with Ranch or when a personal posting is used in ways that violate Ranch policies or the rights of residents or other employees.

You may not use Ranch resources to create or maintain a personal blog, personal website or personal page on a social networking site or to upload content or make personal postings online, nor may you do so during working hours.

You are legally responsible for content you post to the Internet, in a blog, social media site, or otherwise. You can be held personally liable for defaming others, revealing trade secrets, copyright infringement, and violations of privacy laws, among other things. ?? This means, for example, that you may not use personal postings to harass or threaten other employees or reveal Ranch trade secrets or confidential information, such as internal reports or confidential Ranch communications.

If, in the process of making a personal post or upload on the Internet, you identify yourself as an employee of Ranch, whether by explicit statement or by implication, you must clearly state that the views expressed in your post are your own, and do not reflect the views of Ranch.

You may not use Ranch trademarks, logos or other images, nor may you make false or misleading statements about Ranch's philosophy, services, opinions or affiliations.

EMPLOYEE RECORDS

16.1 PERSONNEL FILES

Ranch maintains a personnel file on each employee. Because the information in your file is by its nature personal, we keep the file as confidential as possible. Access is permitted only on a need-to-know basis.

Because the information in your personnel file is used to take actions on your behalf, e.g., notifying your family in case of an emergency, it is important that the information in your file be accurate. Please notify the Operations Manager of any changes in your name, mailing address, phone number, marital status, emergency contact information, and/or restrictions on your driver's license.

Current employees who want to inspect their personnel files must give at least two days' notice to the Operations Manager. You will then be given an appointment time. Former employees who would like to inspect their files must make a written request to the Operations Manager to do so. Upon receiving the request, the Operations Manager will call the former employee to schedule an appointment.

Current or former employees are not allowed to copy their file. If you would like a copy of a document in the file the Operations Manager will copy it for you at a price of 15 cents per page.

DRUGS AND ALCOHOL

17.1 POLICY AGAINST ALCOHOL AND ILLEGAL DRUG USE

Ranch is committed to providing a safe, comfortable and productive environment for its residents and employees. Employees who abuse drugs and alcohol at work—or who appear at work the influence of alcohol and illegal drugs—harm both the work and residential environment. As a result, we prohibit employees from doing the following:

Appearing at work under the influence of alcohol or illegal drugs

Conducting Ranch business while using or under the influence of alcohol or illegal drugs (whether or not the employee is on Ranch premises at the time)

Using alcohol or illegal drugs on Ranch premises

Possessing, buying, selling, or distributing alcohol or illegal drugs on the work site or while conducting Ranch business (whether or not the employee is on Ranch premises at the time)

Marijuana will not be considered an illegal drug if the employee using it supplies documentation that he or she is registered for the New Mexico Medical Cannabis Program and the employee's use of it is within his medical guidelines. In all other circumstance, marijuana will be considered an illegal drug. Illegal drug use includes more than just outlawed drugs such as marijuana, cocaine or heroin. It also includes the misuse of otherwise legal prescription and over-the-counter drugs.

This policy covers times when employees are on call but not working. Employees who violate this policy may face disciplinary action, up to and including termination.

17.2 DRUG TESTING

As part of our efforts to keep the Ranch safe and free of illegal drug use, Ranch reserves the right to conduct random and intermittent drug tests of any employee, especially in circumstances where:

Ranch reasonably suspects that the employee is under the influence of illegal drugs

When the employee has been involved in an accident or incident at the Ranch or offsite but on Ranch business

When the employee has violated a safety rule

CONFIDENTIALITY AND TRADE SECRETS

18.1 CONFIDENTIALITY AND TRADE SECRETS

Information, including techniques, is part of what makes Ranch competitive with other organizations offering residential care to individuals with disabilities. During your employment here, you will periodically learn sensitive information, either because you help to develop that information or because you need that information to do your job. It is important for the well-being of Ranch and its other employees that you keep information you learn through your employment confidential. Employees who improperly disclose sensitive information, confidential information, proprietary information, or trade secret information to anyone outside Ranch will face disciplinary action, up to and including termination. Therefore, we encourage you to contact the Executive Director if you would like to learn more about this policy or if you have any questions.

After your employment with Ranch ends, you are still legally prohibited from disclosing sensitive, proprietary, trade secret or confidential information. If you disclose such information, Ranch may seek legal remedies.

18.2 CONFLICTS OF INTEREST

Because Ranch depends on the hard work, dedication and integrity of its employees, Ranch expects all employees to devote their energies and loyalties to it. Employees are not allowed to engage in any activity or relationship that would create either an actual conflict of interest or potential for a conflict of interest. Although it is impossible to list every activity or relationship that would create either an actual or potential conflict of interest, examples of activities that would violate this policy include the following:

Working for a competitor, resident's family or vendor as a part-time employee, full-time employee, consultant or independent contractor, or in any other capacity

Owning an interest in a competitor, vendor or anyone else who seeks to do business with Ranch

Using Ranch resources for personal gain

Using your position at Ranch for personal gain

Employees who violate this policy face disciplinary action, up to and including termination. If you are unsure about whether an activity might violate this policy, please talk to the Executive Director or Operations Manager.

ANTIDISCRIMINATION POLICY

19.1 COMMITMENT TO EQUAL OPPORTUNITY

Ranch is strongly committed to providing equal employment opportunity for all employees and applicants for employees. All employment decisions at Ranch—including those relating to hiring, promotion, transfers, benefits, compensation, training, placement and termination—will be made without regard to race, color, national origin, religion, sex, sexual orientation, age or disability. Any employee who believes that he or she has been discriminated against in violation of this policy should immediately file a complaint with the Executive Director or Operations Manager. Ranch encourages you to come forward if you have suffered or witnessed what you believe to be discrimination.

Ranch will not retaliate, or allow retaliation, against any employee or applicant who complains of discrimination, assists in an investigation of possible discrimination or files an administrative charge or lawsuit alleging discrimination. Ranch will not tolerate discrimination against any employee or applicant. Immediate and appropriate disciplinary action will be taken against any employee who violates this policy.

19.2 HARASSMENT WILL NOT BE TOLERATED

It is Ranch's policy and responsibility to provide our employees a workplace free from harassment. Harassment on the basis of race, color, national origin, religion, sex, sexual orientation, age or disability undermines morale and Ranch's commitment that employees are to be treated with respect. Accordingly, harassment will not be tolerated.

Harassment can take many forms, including but not limited to touching or other unwanted physical contact, posting offensive cartoons or pictures, using slurs or other derogatory terms, telling lewd or offensive jokes and stories, and sending messages with offensive content. Unwanted sexual advances, requests for sexual favors and sexually suggestive gestures, jokes, propositions, message, or other communications all constitute harassment.

If you experience or witness any form of harassment in the workplace, please immediately notify either the Executive Director or Operations Manager. Ranch will not retaliate, or allow retaliation, against anyone who complains of harassment, assists in a harassment investigation, or files an administrative charge or lawsuit alleging retaliation.

Complaints will be investigated quickly. Those who are found to have violated this policy will be subject to disciplinary action, up to and including termination.

COMPLAINT PROCEDURES

20.1 COMPLAINTS AND INVESTIGATIONS

Ranch is committed to providing a safe and productive work environment so we can concentrate on our main goal caring for our residents. Any employee who witnesses or is subject to inappropriate conduct in the workplace, whether it involves harassment, discrimination, violations of health and safety rules, violence, billing rules, reporting requirements, or care of residents may complain to the Executive Director or Operations Manager. Inappropriate conduct includes any conduct prohibited by our policies. In addition, Ranch encourages employees to come forward with any workplace complaint, even if the subject of the complaint is not explicitly covered by our written policies. Ranch encourages you to come forward with complaints immediately so we can take whatever action is needed to handle the problem. For serious complaints, Ranch will immediately conduct a complete and impartial investigation. All employees are expected to fully cooperate in Ranch investigations by, among other things, answering all questions completely and honestly and giving the investigator all documents and other materials that might be relevant. All complaints will be handled as confidentially as possible. When the investigation is complete, Ranch will take corrective action, if appropriate.

Ranch will not engage in or allow retaliation against any employee who makes a good faith complaint or participates in an investigation. If you believe that you are being subjected to any kind of negative treatment because you made or were questioned about a complaint, report the conduct immediately to the Executive Director or Operations Manager.

Ranch also encourages employees to come forward with complaints or concerns regarding Ranch's accounting, auditing, and billing or internal controls procedures. You may raise those issues through the complaint procedures described in this policy, or you may do so anonymously by contacting New Mexico's Department of Health.

SPECIAL PROVISIONS REGARDING FEDERAL AND STATE HEALTH CARE PROGRAMS

21.1 Ranch is committed to preventing health care fraud, abuse and waste and complying with all applicable state and federal laws designed to prevent such fraud, abuse and waste. Prohibited conduct includes the making of false statements or reports of material facts to obtain a benefit or payment for which no entitlement exists. It consists of the obtaining of something of value through misrepresentations or concealment of material facts. Examples of health care fraud may include:

Misusing codes on a claim

Charging excessively for services or supplies

Billing for services that are not medically indicated

Any employee who, in good faith, discloses to the public or those in authority incidents of mismanagement, corruption, illegality or some other wrongdoing affecting the delivery and reimbursement of federal and state health care programs, is entitled to protection as a whistleblower. Such employees are protected from any form of retaliation, including threats, demotion, suspension, discharge or any adverse action in their terms and conditions of employment.

Ranch takes health care abuse very seriously. It is our policy to provide information to all employees about the federal and state false claims acts, remedies available under these laws, and about whistleblower protections available to anyone who claims a violation of the federal or state false claims act. All employees have an obligation to familiarize themselves with, and adhere to, all applicable federal and state laws that apply to the delivery and reimbursement of health care services provided to residents by Ranch. Ranch has also put steps in place to detect and prevent health care fraud, abuse and waste. Moreover, it also supports the efforts of federal and state authorities in identifying incidents of fraud, abuse or waste. Any employee who engages in health care fraud, abuse or waste will be subject to immediate discipline, up to and including termination.

TERMINATION OF EMPLOYMENT

22.1 RESIGNATION

If you decide to leave Ranch, we wish you well. Please notify the Operations Manager in writing at least two weeks in advance of your last day of reporting for work. That will give us time to calculate your final paycheck and any other money we owe you. Please see Section 22.2 below for more information about final paychecks.

All Ranch equipment must be returned in good condition. Please see Section 9.3 of this Handbook for more about the return of Ranch property.

Even after you leave Ranch and move on with future endeavors, you still have an obligation to keep Ranch's sensitive information confidential. Please see Section 18.1 of this Handbook for more about this obligation.

22.2 FINAL PAYCHECKS

Employees who resign from their job will receive their final paycheck on the next regular pay date. You may pick up your paycheck in person during regular business hours or, if you prefer, Ranch will mail your paycheck to a designated address. Employees whose employment is terminated involuntarily will receive their final paycheck within five week days of the date of termination. Again, you may pick up the paycheck in person during regular business hours or, if you prefer, Ranch will mail your paycheck to the address you have indicated in your personnel records. Final paychecks will include all compensation earned but not paid through the date of termination, but in accordance with Section 18.1 of this Handbook, will include deductions for Ranch equipment not returned or in disrepair.

22.3 SEVERANCE PAY

Ranch does not pay severance to departing employees, whether they quit, are laid off, or fired for any reason.

22.4 REFERENCES

When Ranch is contacted by prospective employers seeking information about former employees, Ranch will release the following data only: the position(s) the employee held, the dates the employee worked for Ranch, the employee's salary or rate of pay, and whether the employee would be eligible for rehire.

HANDBOOK ACKNOWLEDGMENT FORM

By signing this form, I acknowledge that I have been given an opportunity to review the Employee Handbook (“Handbook”) for Collins Lake Ranch (“Ranch”) and that a hard copy of the Ranch Handbook is available for review in the office of the Operations Manager. I understand that the Handbook contains important information about Ranch’s policies, that I am expected to read the Handbook and familiarize myself with its contents and that the policies in the Handbook apply to me. I understand that nothing in the Handbook constitutes a contract or promise of continued employment with Ranch and that Ranch may change the policies in the Handbook at any time, at its discretion.

By signing this form, I acknowledge that my employment is at will. I understand that I have the right to end the employment relationship at any time and for any reason and that Ranch has the same right.

Employee's Signature

Date

Employee's Name (Print)