



Employee Handbook

Updated November 6, 2015

Utah Foster Care Foundation Employee Handbook

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INTRODUCTION

WELCOME

It is our pleasure to welcome you to the Utah Foster Care Foundation (UFC). We hope your employment will be exciting, interesting, and mutually rewarding. Our goal is to maintain our reputation for excellence and quality. To accomplish this goal, we strive to employ the most qualified people and encourage them to do the best job possible.

Please take the time now to read this employee handbook carefully. Sign the acknowledgment on page eight (8) to show that you have read, understand, and agree to the contents of this handbook, which sets out the basic rules and guidelines concerning your employment. This handbook supersedes any previously issued handbooks or policy statements dealing with the subjects discussed herein. UFC reserves the right to interpret, modify, or supplement the provisions of this handbook at any time.

Please understand that no employee handbook can address every situation in the work place. If you ever have questions about your employment, you are encouraged to ask them. If you have any difficulty reading or understanding any of the provisions of this handbook, please contact the Human Resource Director. Likewise, if you have any suggestions related to UFC policies or procedures, please let us know.

As a new employee, you need to become well acquainted with your co-workers and our operating methods. We have prepared this handbook to help you. Its purpose is to answer, in a general way, questions about your employment with us and to explain certain policies. We urge you to read it carefully and to request more information if you have any questions.

We wish you success in your employment here at UFC!

All the best,

Kelly Peterson, LCSW
CEO
Utah Foster Care Foundation

CORPORATE CULTURE

You were hired because we believe your experience, ability, and attitude will contribute to UFC's success. You should be able to enjoy working with the people here and they with you. You can expect fair and respectful treatment from others at UFC. You will get the most out of your job by expecting to improve yourself and by doing good work. Do your full part to assure teamwork and efficiency. When each person works to improve, the group, including UFC, makes more progress. One of our goals is a work environment that fosters teamwork and mutual respect. Your positive attitude, even when things may not be perfect, will benefit everyone.

UFC has embraced the philosophy from the books "Leadership & Self-deception" and "The Anatomy of Peace" as the corporate culture of the organization. The purpose for embracing this particular philosophy is to "sharpen vision, reduce feelings of conflict, enliven the desire for teamwork, redouble accountability, and magnify capacity to achieve results. Living the concepts of seeing others as people instead of objects or barriers and helping to make things go right, strengthens the entire organization by all employees demonstrating a "way of being" that continually exemplifies strong unity, decreases accusations and blame thereby increasing overall productivity."

AT-WILL EMPLOYMENT

Your employment with UFC is on an "at-will" basis. This means your employment may be terminated at any time, with or without notice and with or without cause. Likewise, we respect your right to leave UFC at any time, with or without notice and with or without cause.

Nothing in the employee handbook or any other UFC document should be understood as creating guaranteed or continued employment, a right to termination only "for cause," or of any other guarantee of continued employment, and any such promises are only effective if placed in writing and signed by the CEO.

PURPOSE OF THE HANDBOOK

This handbook is a guideline and general statement of our present policies and benefits. It is not intended to be all-inclusive. It is not an employment contract or agreement. All requirements, rules, policies, and procedures included herein are subject to change and revision as conditions and circumstances change. UFC intends to comply with all local, state, and federal laws. If you have a concern not addressed in the handbook, please contact the HR Director. This document supersedes any other verbal or written policies.

This employee handbook is our attempt to keep you informed of the terms and conditions of your employment, including UFC policies and procedures. The handbook is not a contract. The UFC reserves the right to revise, add, or delete from this handbook as it determines to be in its best interest except the policy concerning at will employment. When changes are made to the policies and guidelines contained herein, we will endeavor to communicate them in a timely fashion, typically in a written supplement to the handbook or in a posting on UFC website.

This handbook attempts to cover the information you need to know to get started in your new job. It is also a point of reference during your employment. Feel free to ask your supervisor or the HR Director if you have any questions or need clarification.

UFC HISTORY

UFC is a voluntary organization described under section 501(C)(3) of the Internal Revenue Code. It is not a government agency. UFC is led and governed by a volunteer Board of Directors, which determines policy and direction. Established as a result of SB163 passed by the Utah Legislature in 1998, UFC serves as a public/private partnership.

Mission Statement

We serve Utah's children by finding, educating, and nurturing families to meet the needs of children in foster care.

Vision Statement

The UFC Foundation seeks to improve the lives of vulnerable children placed in foster care through the positive impact of compassionate, loving, and qualified foster and adoptive families.

CODE OF ETHICS AND CORE PRINCIPLES

UFC will conduct its business honestly and ethically wherever operations are maintained. We strive to improve the quality of our services, products, and operations and will maintain a reputation for honesty, fairness, respect, responsibility, integrity, trust, and sound business judgment. Our managers and employees are expected to adhere to high standards of business and personal integrity as a representation of our business practices.

We expect that officers, directors, and employees will not knowingly misrepresent UFC and will not speak on behalf of UFC unless specifically authorized.

Violation of the Code of Ethics can result in discipline, up to and including termination of employment. The degree of discipline imposed may be influenced by the existence of voluntary disclosure of any ethical violation and whether or not the violator cooperated in any subsequent investigation.

Core Principle – Inclusiveness

UFC seeks diverse opinions and backgrounds. It does not discriminate on the basis of nationality, race, religious beliefs, class, or political beliefs. It will cooperate with and support other child welfare organizations.

Intent

- To build trust, credibility, and respect within the child welfare community, the business community, and the communities in which services are provided

Guidelines

- Adhere to the highest standards of ethical and professional behavior
- Assure an environment of inclusiveness and a commitment to a culture of diversity
- Respect the uniqueness and intrinsic worth of every individual

Core Principle – Integrity

UFC will be honest and truthful in its representation and relationships with individuals and other organizations. It will keep commitments, maintain its dignity and adhere to high ethical standards.

Intent

- Be open and honest, truthful and trustworthy in all relationships with individuals and organizations
- Build trust with colleagues and partners by maximizing the open exchange of information, while eliminating anxieties about inappropriate and/or inaccurate acquisition and sharing of information

Guidelines

- Comply with UFC's established corporate culture and the law
- Take appropriate steps to ensure the accuracy of all communicated information

Core Principle – Excellence

UFC pursues Standards of Excellence. It shall utilize the best business practices to maintain agency leadership.

Intent

- Maintain the highest level of professionalism, confidentiality, and responsibility
- Strive to meet the highest standards of competence
- Advance understanding of the child welfare system

Guidelines

- Be ethical; act ethically in every professional interaction
- Commit to continuous learning, skills development, and application of new knowledge
- Strive to achieve the highest levels of service, performance, and social responsibility
- Safeguard restricted or confidential information

Core Principle – Volunteerism

UFC is led and governed by a volunteer Board of Directors. Its voluntary movement is not prompted in any manner for personal or agency gain.

Intent

- To determine mission and purpose
- To protect assets and provide financial oversight
- To encourage social responsibility
- To monitor and strengthen programs and services

Guidelines

- Ensure legal and ethical integrity
- Enhance the organization's public standing

ACKNOWLEDGMENT OF RECEIPT AND REVIEW

By signing below, I acknowledge that I have received a copy of the Employee Handbook and understand that it is my responsibility to read the Employee Handbook in its entirety. I agree to comply with the rules, policies, and procedures set forth herein, as well as any revisions made to the Employee Handbook in the future. I also understand that if I violate the rules, policies, and procedures set forth herein that I may be subject to discipline, up to and including termination of my employment.

I understand that the Employee Handbook contains information about the employment policies and practices of UFC. I understand that the policies outlined in this Employee Handbook are management guidelines only, which in a developing business will require changes from time to time. I understand that the UFC retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to the employees and UFC. I understand that this Employee Handbook supersedes and replaces any and all prior Employee Handbooks and any inconsistent verbal or written policy statements.

I understand that except for the policy of at-will employment, which can only be changed by the Chief Executive Officer of UFC in a written and signed document, UFC reserves the right to revise, delete, and add to the provisions of this Employee Handbook at any time without further notice. I understand that no oral statements or representations can change the provisions of this Employee Handbook. I understand that this Employee Handbook is not intended to create contractual obligations with respect to any matters it covers and that the Employee Handbook does not create a contract guaranteeing that I will be employed for any specific time period. I understand nothing in this handbook is created to infringe on any available legal rights.

I understand that this Employee Handbook refers to current benefit plans maintained by UFC and that I must refer to the actual plan documents and summary plan descriptions as these documents are controlling.

If I have questions about the content or interpretation of the Employee Handbook, I will ask my supervisor or the HR Director.

Employee Signature

Employee Name (please print)

Date

Remove this sheet and place in employee's personnel file.

EMPLOYMENT

NO DISCRIMINATION

Every qualified person has an equal opportunity for hire, assignment, and advancement without regard for race, color, religion, sex, national origin, age (over 40), disability as defined by law, or any other class protected by law. All employees are expected to work in harmony with others and treat each other with courtesy, respect, and professionalism.

Employees who believe they have been subject to prohibited discrimination should immediately report the incident to their supervisor or the HR Director. Reports are treated as discreetly and confidentially as possible. No employee is retaliated against for lodging a complaint with management under this policy or participating in an investigation of such a complaint. Any employee who believes he or she is being subjected to retaliation should promptly report this to one of the individuals listed above.

Any employee found to have engaged in discriminatory conduct is subject to immediate disciplinary action, up to and including termination.

DISABILITY & RELIGIOUS ACCOMMODATION

In accordance with federal and state law, reasonable accommodations may be made for qualified employees with known disabilities and employees whose religious belief, practice, or observance conflicts with a workplace requirement. Employees may request a reasonable accommodation by contacting their supervisor or the HR Director. UFC will consider the request but reserves the right to offer its own accommodation to the extent permitted by law. Some, but not all, of the factors that UFC will consider are cost, the effect that an accommodation will have on current established policies and the burden on operations, including other employees, when determining a reasonable accommodation. At no time will the UFC question the validity of a person's belief.

NO HARASSMENT

UFC has a strict policy against all types of workplace harassment, including sexual harassment and other forms of workplace harassment based upon an individual's age (40 and over), race, color, national origin, ancestry, religion, sex, pregnancy (including childbirth, lactation and related medical conditions), physical or mental disability, genetic information (including testing and characteristics), veteran status, uniformed servicemember status, or any other status protected by federal, state, or local laws. All forms of harassment of, or by, employees, vendors, visitors, customers, and clients are strictly prohibited and will not be tolerated.

Sexual Harassment

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly as a term or condition of an individual's employment (2) submission to, or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

While it is not possible to identify each and every act that constitutes or may constitute sexual harassment, the following are some examples of sexual harassment are provided below: (a) unwelcome

requests for sexual favors; (b) lewd or derogatory comments or jokes; (c) comments regarding sexual behavior or the body of another employee; (d) sexual innuendo and other vocal activity such as catcalls or whistles; (e) obscene letters, notes, emails, texts, invitations, photographs, cartoons, articles, or other written or pictorial materials of a sexual nature; (f) repeated requests for dates after being informed that interest is unwelcome; (g) retaliating against an employee for refusing a sexual advance or reporting an incident of possible sexual harassment to UFC Foundation or any government agency; (h) offering or providing favors or employment benefits such as promotions, favorable evaluations, favorable assigned duties or shifts, etc., in exchange for sexual favors; and (i) any unwanted physical touching or assaults, or blocking or impeding movements.

Other Harassment

Other workplace harassment is often verbal or physical conduct that insults or shows hostility or aversion towards an individual because of the individual's age (40 and over), race, color, national origin, ancestry, religion, sex, pregnancy (including childbirth, lactation and related medical conditions), physical or mental disability, genetic information (including testing and characteristics), veteran status, uniformed servicemember status, or any other status protected by federal, state, or local laws.

Again, while it is not possible to list all the circumstances that may constitute other forms of workplace harassment, the following are some examples of conduct that may constitute workplace harassment: (a) the use of disparaging or abusive words or phrases, slurs, negative stereotyping, or threatening, intimidating or hostile acts that relate to the above protected categories; (b) written or graphic material that insults, stereotypes or shows aversion or hostility towards an individual or group because of one of the above protected categories and that is placed on walls, bulletin boards, email, texts, voicemail, or elsewhere on UFC's premises, or circulated in the workplace; and (c) a display of symbols, slogans, or items that are associated with hate or intolerance towards any select group.

Reporting Discrimination and Harassment

Any employee who feels that he or she has witnessed, or been subject to, any form of discrimination or harassment is required to immediately notify their supervisor, HR Director, or other manager at UFC.

UFC prohibits retaliation against any employee who provides information about, complains, or assists in the investigation of any complaint of harassment or discrimination. We will promptly and thoroughly investigate any claim and take appropriate action if a claim is found to have merit. Discipline for violation of this policy may include, but is not limited to reprimand, suspension, demotion, transfer, and discharge. If UFC determines that harassment or discrimination occurred, corrective action will be taken to effectively end the harassment. As necessary, UFC may monitor any incident of harassment or discrimination to assure the inappropriate behavior has stopped. In all cases, UFC will follow up as necessary to ensure no retaliation for making a complaint or cooperating with an investigation.

PROCESS FOR SOLVING PROBLEMS

Your work will always involve other people, rules, and procedures. There may be problems you think can be avoided or processes that can be improved, or decisions with which you do not agree. You may have suggestions or perspectives you want to have considered. Provided you participate in a responsible way, you can have a review of any such matter by someone in management who will listen and try to satisfy you.

Your supervisor is responsible to see that this review is effective. First, explain briefly the subject you want to discuss. Then, your supervisor will set a time when you can go over this together without

interruption or distraction. At that time do your best to explain your position. If you do not think your supervisor understands, say so. Try to avoid argument, ill will, or animosity.

Most often this private discussion will lead to reasonable satisfaction. Your supervisor is expected, as a part of his or her job, to confirm your satisfaction or arrange for you to review the matter further with someone else. You should be asked if you want further review; if you want this, ask for it if your supervisor doesn't inquire. Your supervisor will then arrange an appointment for you to talk about the matter with some other management person or with the HR Director.

All supervisors or managers who may be involved in any such review are responsible to listen, investigate fully, and get the facts straight. They may write a report on the matter. You may ask, preferably in writing, to have the matter referred to higher management for consideration if you believe the process is not achieving satisfaction, harmony, and efficiency.

It is important for you to remember that you have a way to review problems, suggestions, and disagreements with people in UFC who are interested and are best able to help.

If you want or need help with any step of this process, the HR Director is responsible for seeing that you get the help you need. If you feel the matter is not handled in the spirit of this policy, go directly to the person who makes the appointments or arranges the schedule of the top manager at your location. Ask that a review be arranged.

This process is set up as an open channel to improve communication. Don't hesitate to use it. It is our intention that no employee is to be retaliated against for using it. If you ever feel that has happened, let someone in management know.

NEW EMPLOYEES AND INTRODUCTORY PERIODS

The first 180 days of your employment is considered an introductory period. During this period you will become familiar with UFC and your job responsibilities. During this time we will have the opportunity to monitor the quality and value of your performance and make any necessary adjustments in your job description or responsibilities. Completion of this introductory period does not imply guaranteed or continued employment. Nothing that occurs during or after this period should be construed to change the nature of the "at-will" employment relationship.

EMPLOYMENT AUTHORIZATION VERIFICATION

All new hires and current employees are required by federal law to verify their identity and eligibility to work in the United States. You will be required to complete federal Form I-9 on the first day of employment. If this form and verification of employment eligibility is not completed during the first three days of employment, we are required by law to terminate your employment. If you are currently employed and have not complied with this requirement or if your status has changed, please inform your supervisor.

BACKGROUND CHECKS

As required by Part II, Section B, Item #6 of the State Contract Scope of Work all employees must complete a background check prior to employment and annually thereafter.

JOB CLASSIFICATIONS

Exempt Regular Full-Time (ERFT)

UFC is committed to paying exempt employees for their performance on a salary basis in accordance with the Fair Labor Standards Act (FLSA). UFC prohibits deductions from exempt employees' pay that are barred by the FLSA. If you believe an improper deduction was made from your salary, please promptly report your concern to the HR Director. If UFC determines that an improper pay deduction was made, the employee will be reimbursed for that deduction. ERFT employees are eligible to participate in all benefit plans UFC offers once eligibility requirements have been met. Please check with the HR Director for more details.

Regular Full-Time (RFT)

Employees regularly scheduled on a 30 or more hours per week basis for a non-specified period. RFT employees are eligible to participate in all benefit plans UFC offers once eligibility requirements have been met. Please check with the HR Director for more details.

Regular Part-Time (RPT)

Employees on a regularly scheduled basis, which is less than 30 hours but equals or exceeds 20 hours per week for a non-specified time. Part-time employees are eligible for certain benefits; please check with the HR Director for more details.

Regular Part-Time Excluding Benefits (REB)

Employees regularly scheduled less than 20 hours per week for a non-specified period. Employees in this class may participate in the defined contribution plan if the employee completes 1,000 hours per year. REB employees will receive pro rata holiday pay.

On-call Employee (OCE)

Employed on an "as-needed" basis for a non-specified period. OEC personnel are not eligible to participate in any Foundation benefit plan.

Temporary (TEMP)

Temporary employees are those individuals who are assigned to projects or outcomes with time limitations. TEMP personnel are not eligible to participate in any Foundation benefit plan.

Jobs are organized and classified according to departmental needs, the work to be done, responsibility, skill, training required, and working conditions.

JOB PERFORMANCE

"Check-in meetings" a new vision for performance reviews, eliminating labels. Check-in meetings will take place at least quarterly if not more frequently. No documentation is necessary unless there is disciplinary action to be taken. ***Rigorous documentation is mandatory for disciplinary actions.***

A check-in meeting is a discussion on how well the employee is performing against objectives and what resources the employee needs to succeed. This meeting would be a balance of positive and negative feedback to eliminate surprises, identify and correct weaknesses, and to encourage and recognize strengths. A question both management and the employee should consider is: as an organization is management meeting the employee's expectations and is the employee meeting management's expectations?

Individual employee rates may be reviewed periodically based on funding availability. The CEO must approve all rate changes. Your pay is confidential information.

JOB ASSIGNMENTS, PROMOTIONS, LAYOFFS

UFC tries to employ the best-qualified individuals available from within or outside UFC for all positions. Current employees may be considered when reasonably possible, consistent with operational business needs.

UFC considers the following when making job assignments, transfers, or layoffs: the efficient operation of business, employee qualifications, abilities and work performance.

JOB DESCRIPTIONS

UFC attempts to maintain a job guidebook for each department. Job descriptions are included in the guidebook and serve as an outline only. Due to the needs of business, you may be required to perform job duties not within your written job description. Furthermore, UFC may have to revise, add to, or delete from your job duties according to company needs. On occasion, UFC may need to revise job guidebooks with or without advance notice to the employee.

If you have any questions regarding your departmental job guidebook, or the scope of your duties, please speak with your supervisor or the HR Director.

HOURS OF WORK & OVERTIME

Our normal business hours are 8:00 am to 5:00 pm, Monday through Friday. Your supervisor will advise you in setting up your individual schedule. We normally schedule five (5) eight-hour days in each week. Business or operating needs dictate work schedules, and hours may be changed. If there is a change, we will try to minimize hardship and notify employees as far in advance as possible.

Our workweek begins on Sunday at 12:01 AM and ends on Saturday at midnight. We try to avoid overtime work as much as possible due to the added cost to UFC and burden to our employees. All overtime must be approved in advance, in writing, by your supervisor. However, employees may be required to work overtime as called for by business needs. Non-exempt employees are paid time and one half for all hours actually worked over 40 in a workweek. Employees may be excused from overtime work for good reason, but as business needs require, some overtime work may be mandatory. Holidays, vacation days, and sick leave days do not count as time worked for computing overtime.

MEALS & BREAKS

Normally, employees may take two, paid, 15-minute breaks per day: one in the morning and one in the afternoon. Your break starts upon leaving your workstation and ends when you return. Breaks do not accrue, nor do they change your regular schedule.

Employees are allowed a one-hour unpaid lunch break, usually between 11:30am and 1:00pm.

TIME CARDS & PAYDAY

The standard pay period is biweekly for all employees. Pay periods run from the 1st through the 15th and the 16th through the last day of each month. Paydays are the 5th and 20th day of each month. If a payday happens to fall on a holiday or other non-working day, you will be paid the day prior.

Pay stubs are available online through the payroll web platform. Login information will be provided before your first pay date.

All hourly employees must complete a time sheet every pay period. The time sheet must accurately reflect your actual hours of work. See the HR Director immediately if you have a problem with your time sheet.

All exempt employees must complete a time record, provided on the UFC website, every pay period. The time record must accurately reflect all benefit hours taken during the pay period. See the HR Director immediately if you have a problem with your time record.

Every effort is made to avoid paycheck errors. Report any error to the HR Director immediately so that it may be corrected.

Any misreporting or falsifying of time records is prohibited and may result in discipline, up to and including termination.

TRAVEL TIME PAY

Some nonexempt positions within UFC require travel. UFC pays nonexempt employees for travel time in accordance with the Fair Labor Standards Act (FLSA). For purposes of this policy, the regular workday is 8:00 am – 5:00 pm, Monday – Friday.

Home to Work Travel

An employee who travels from home before the regular workday and returns to his or her home at the end of the workday is engaged in ordinary home to work travel, which is not work time.

Home to Work on a Special One Day Assignment in Another City

An employee who regularly works at a fixed location in one city is given a special one day assignment in another city and returns home the same day. The time spent in traveling to and returning from the other city is work time, except that the employer may deduct/not count that time the employee would normally spend commuting to the regular work site.

Travel That Is All in a Day's Work

Time spent by an employee in travel as part of their principal activity, such as travel from job site to job site during the workday, is work time and must be counted as hours worked.

Travel Away from Home Community

Travel that keeps an employee away from home overnight is travel away from home. Travel away from home is clearly work time when it cuts across the employee's workday. The time is not only hours worked on regular working days during normal working hours but also during corresponding hours on nonworking days. UFC Foundation will not consider as work time that time spent in travel away from home outside of regular working hours as a passenger on an airplane, train, boat, bus, or automobile.

Calculating and Reporting Travel Time

Employees are responsible for accurately tracking, calculating, and reporting travel time. Travel time should be calculated by rounding up to the nearest quarter hour.

PAYROLL DIRECT DEPOSIT

We encourage participation in payroll direct deposit, a free service where UFC will deposit your net pay directly to the financial institution of your choice. Contact the HR Director to sign up for this convenient option.

PAYROLL DEDUCTIONS

UFC takes mandatory deductions from your gross wages. These deductions include federal income tax, social security tax, and applicable state or local taxes. Each employee completes and signs a state and federal withholding allowance form on or before their first day of work. This form must be completed, or modified, in accordance with federal regulations. Questions about an employee's claimed deductions may be referred to the IRS in certain circumstances.

With the proper authorization forms completed, UFC takes optional deductions from your gross wages each pay period for items not paid for by UFC such as group health or life insurance, flexible spending account, or voluntary contributions such as 401(k) contributions.

MEAL REIMBURSEMENT & BUSINESS EXPENSES

Meal Reimbursement Guidelines

Meals are reimbursable with documented receipts. Meals should be kept to a reasonable dollar amount. Follow expectations of Department Directors regarding distance from a home office and duration of time out of office.

Business Expenses

Approved business expenses are the reasonable and necessary expenses incurred by employees to achieve legitimate business purposes that are not covered by normal UFC procurement processes. Expenses are reimbursable with documented receipts.

All reimbursements are submitted online through a specific web platform. Login information will be provided.

FINANCIAL CONDUCT

Your financial conduct is important both to you and your employer. Repeated acts of financial irresponsibility, such as garnishments or frequent debt complaints, should be avoided. Within legal limits, your financial irresponsibility can jeopardize your employment with UFC.

By court action, a creditor can require UFC to withhold a certain percentage of your pay. UFC does not wish to become involved in any employee's personal financial matters, but we can be compelled by law to administer the court's orders. In such cases, the HR Director will explain the details of the garnishment and how it affects wages.

ATTENDANCE & PUNCTUALITY

We ask all employees to make the effort to develop good work habits. Each person needs to be at work, ready to go, on time, every time. In the event you are unable to come to work or will be late for any reason, we expect you to personally call your supervisor directly before your starting time, or if that is not possible, as soon after your starting time as you can.

Due to the nature of several positions, flexible schedules are necessary. When schedules change to meet the needs of clients, employees are expected to communicate changes to their supervisor in a timely manner.

We expect any employee who has difficulty with regular and on-time attendance to consider his or her situation very carefully, to make any necessary adjustments, and to commit to meet future work schedules as a condition of continued employment with UFC. Employees who are excessively absent or tardy may be subject to discipline, up to and including termination.

We know it may be necessary to schedule appointments during normal business hours. We expect employees to schedule appointments when it will least affect our business. Notify your supervisor at least one day in advance of an appointment. Your supervisor may approve make-up time outside of your normal schedule, provided it is made up in the same workweek.

TELECOMMUTING

Telecommuting is defined as an employee regularly working a full or partial workday from home or some other alternate work site.

UFC will make telecommuting available to employees when it benefits organizational and departmental needs. This option may not be available in some job classifications due to business needs. The CEO will determine which positions within UFC are suitable for telecommuting.

Employees meeting eligibility requirements for telecommuting must submit a Telecommuting Agreement form to the CEO for approval. Those granted a telecommuting arrangement will be subject to the same performance standards as they were prior to telecommuting. Telecommuting work areas may be evaluated to ensure that appropriate safety standards are met.

WEATHER EMERGENCY

During inclement weather, UFC is normally open for business during regular business hours and employees are expected to report for work as usual. However, your safety is our concern. Employees should contact the main office to ask if UFC has declared a weather emergency. The following are compensation guidelines during a weather emergency:

- If UFC declares a weather emergency and the office is closed, employees will receive their regular pay for hours they normally would have worked;
- If UFC declares a weather emergency and closes early, employees at work will be paid for their normal workday;
- If UFC does not declare a weather emergency, employees who choose to remain at home will be considered as taking a full day off for personal reasons and may choose to use paid time off for that day, if available; and
- If UFC does not declare a weather emergency, employees who are tardy will be excused if 30 percent of the staff is affected.

EXIT INTERVIEWS

An employee's supervisor should arrange for a brief exit interview with the employee before his or her last day of work. This time is an opportunity for us to obtain the employee's recommendations and impressions of Foundation policies and practices. At that time, employees also must return all property, including computers, manuals, keys, credit cards, etc.

POST-EMPLOYMENT REFERENCE POLICY

UFC policy is to confirm dates of employment and job title only. With written authorization, UFC will confirm compensation. Please forward any requests for employment verification to The HR Director.

BENEFITS

PAID TIME OFF (PTO)

PTO is designed to give employees time needed away from their everyday work schedule. UFC values its employees and recognizes the need for work/life balance. Paid Time Off is a combination of vacation and sick leave. Employees may use their accrued PTO at their discretion.

Regular full- and part-time employees are eligible for paid time off (PTO) as listed below. Eligible employees are entitled to take PTO *following* its accrual each month. PTO is based on the employee's straight-time pay rate, and does not include overtime, bonuses, incentive pay or other types of compensation.

	<i>Full Time 35-40 hours</i>		<i>Full Time 35-40 hours</i>	<i>Part Time 30-34 hours</i>		<i>Part Time 30-34 hours</i>	<i>Part Time 20-29 hours</i>		<i>Part Time 20-29 hours</i>
Years of Service	Personal Days	Hours Accrued Per Pay Period	Hours Accrued Per Month	Personal Days	Hours Accrued Per Pay Period	Hours Accrued Per Month	Personal Days	Hours Accrued Per Pay Period	Hours Accrued Per Month
1-4 years	24	8	16	18	6	12	12	4	8
5-14 years	27	9	18	20.25	6.75	13.5	13.5	4.5	9
15+ years	30	10	20	22.5	7.5	15	15	5	10

All vacation time must be pre-approved and pre-scheduled with the employee's supervisor, but may be taken in one-hour increments. UFC understands that family emergencies may arise from time to time. Employees are encouraged to take earned PTO; however, it is recommended that employees save two (2) weeks of PTO in case of emergencies or illness. This will cover the waiting period for short-term disability, if applicable.

In the event an employee has not used all PTO by December 31 of each year, full-time employees will be allowed to carry over no more than a total of 10 days or eighty hours. Part-time employees will be allowed to carry over no more than a total of 10 days or forty hours from one year to the next. Any unused PTO over this amount will be forfeited.

PTO, like the individual floating holiday, must be used before taking any time off without pay.

Using PTO before it is earned is not allowed.

Excessive time off without pay will have a negative impact on an employee's performance appraisal and could change his/her status.

Upon termination of employment, employees will be paid for earned but unused PTO, up to 10 working days, that has been unused through the last day of work.

For the purpose of this calculation, any partial month will be prorated. Unused personal hours cannot be used to extend the end of employment.

Sick Leave Account

Sick leave may be used for an employee's personal illness, well-care, and sick medical and dental appointments. Sick leave may also be used for illness and well-care in an employee's immediate family

(spouse, children, mother, and father).

Optionally, eligible employees may designate any part of their accumulated PTO, at any time during the year, into a "Sick Leave" account. In particular, employees who have more than 10 days of PTO at the end of a calendar year may transfer all or part of the excess into their Sick Leave account and prevent the loss of unused PTO.

Time in the Sick Leave account may only be used for illness and not vacation or other time off.

Sick leave does not "automatically" accumulate, as does PTO, and there is no other source for time in the Sick Leave account than that voluntarily transferred from an employee's PTO account.

Time in this account can be carried over from year to year and accumulate a maximum of 65 days (520 hours) at any one time. However, any accumulated time in a Sick Leave account, regardless of amount, is forfeited without compensation or reimbursement of any kind when an employee resigns or is terminated.

An employee must designate time as "Sick Leave" using the "Sick Leave Time Designation Form".

In special cases and upon prior approval of management, employees may donate sick leave to another employee's Sick Leave account.

Employees are discouraged from coming in to work while sick in order to retain PTO days for vacation purposes.

Your PTO benefit is reduced and prorated in the event of absence from active employment longer than one month during the year.

COMPASSIONATE LEAVE

Upon completion of 30 days of employment, all full- and part-time employees are eligible for Compassionate Leave. The amount of this leave is not to exceed four days per year, unless otherwise approved by the CEO. Up to three days may be taken for immediate family and one day for extended family for a total of four days.

Compassionate Leave may be used due to the death or life-threatening illness of a member of an employee's family or extended family. For purposes of this policy immediate family is defined as an employee's spouse, parent, sibling, children, grandchildren, or grandparent. Extended family is defined as an employee's aunt, uncle, niece, nephew, cousin, and spouses of the foregoing.

Time off in excess of Compassionate Leave will be taken from the employee's accrued PTO.

If traveling distance is greater than 200 miles (one way), and upon approval of the CEO, Compassionate Leave for immediate family may be extended from three to five days and for extended family from one to two days.

Employees should complete the Compassionate Leave section of the time record or time sheet. Employees are expected to cooperate with their supervisor, circumstances permitting, in fulfilling their duties when they use Compassionate Leave.

JURY DUTY LEAVE

Full-time employees who are subpoenaed to serve on a jury are paid the difference between their regular straight-time pay and jury-duty pay, up to a maximum of two weeks per calendar year, provided they return to work promptly as soon as relieved from jury service.

MILITARY LEAVE

UFC grants leaves of absence required for employees' military service in accordance with applicable laws.

PERSONAL LEAVE

Employees who are not eligible for any other type of leave offered by UFC are eligible to apply for an unpaid Personal Leave. A Personal Leave may be granted at the discretion of UFC. This leave is limited to 60 days, but may be extended for an additional 60-day period. To avoid misunderstanding, make requests in writing; approval will also be in writing. UFC cannot promise to hold your job. Regular communication with your supervisor helps us to plan, but it may be necessary to replace you. When you are ready to return to work, UFC will consider you for the first available job for which you are qualified.

HOLIDAYS

UFC observes the following holidays:

New Year's Day	Thanksgiving Day
Memorial Day	Day After Thanksgiving
Independence Day	Christmas Day
Pioneer Day	Floating Holiday
Labor Day	

Full-time employees who are actively at work and meet the conditions outlined in this section will normally get a day off without loss of straight-time pay if any of the holidays fall on a regular work day. Employees may choose the day for their floating holiday by requesting the day in advance and receiving approval from their supervisor.

We pay for the holiday provided you work your scheduled days immediately before and after the holiday. Holidays that fall during scheduled vacation do not count against earned vacation time.

Any holiday falling on Sunday is normally observed Monday and any holiday falling on Saturday is normally observed on Friday. Holiday pay is not considered hours worked for purposes of computing overtime.

All Foundation offices are closed for business from December 26th to December 31st. All regular employees are paid for their regularly scheduled hours during this week.

INSURANCE BENEFITS

Group insurance benefits are available to full-time employees and their families through UFC. Details of each benefit plan are provided by the HR Director in a separate handout. UFC pays the major share of the premium cost for employees and for their dependents; employees pay a portion of the cost.

Be sure to sign up for the insurance benefit when you become eligible, otherwise if you later decide you want coverage there may be additional waiting periods. Generally, new employees become eligible for insurance benefits on the first of the month following thirty days at work.

401(k) PLAN

Participation in UFC's 401(k) plan is available for eligible employees. Please see the HR Director for details about eligibility, enrollment, and to receive a copy of the summary plan description.

COBRA

If your insurance benefit is terminated, you may arrange to convert or to continue some coverage at your expense in accordance with existing federal and state regulations and the terms of our group insurance policy. You will receive information about this in a separate notification.

Employees who are on an approved personal leave may keep the group health benefit in effect for a maximum of three months by making prior arrangements to pay premiums in advance each month.

UNEMPLOYMENT INSURANCE

UFC pays this tax based on your pay to provide partial income replacement for you in the event you are laid off or terminated through no fault of your own, such as a reduction in force. You may be disqualified for unemployment benefits if you quit work without good reason acceptable to the Utah Department of Workforce Services or are terminated for misconduct or violating Foundation rules.

SOCIAL SECURITY

UFC pays one-half of the federal Social Security tax, and you pay one half through deductions from your pay. The program provides some retirement income, helps your dependents in the event of your death, and provides help with medical bills after retirement.

WORKERS' COMPENSATION INSURANCE

UFC pays the total cost of this insurance. This program protects you if you are injured on the job or incur a job-related illness. Benefits include payment of medical and hospital bills, partial income replacement if you are off work for any length of time, or if the injury results in a long-term or permanent impairment.

MODIFIED DUTY

If you are injured or become ill due to a workplace incident, UFC may consider whether a temporary, modified-duty job is appropriate as part of a comprehensive return-to-work program. A modified-duty job is intended to be short-term. Types of modified-duty assignments include:

Modified Duty

An employee's work hours may be reduced or job duties modified.

Alternative Job Assignments

UFC may consult with the employee's physician and may identify an alternative position that better accommodates the employee's condition. Alternative job assignments generally should provide meaningful employment and not be trivial or make-work positions.

CAREER DEVELOPMENT

When funds are available, career development is encouraged for UFC employees. The three areas include: training; education; and industry participation.

Training

UFC expects its employees to be current on issues related to their work. Employees will be given the opportunity to attend specialized training to assist them in becoming proficient in their specific duties. Each request must be approved through the CEO.

Education

Tuition expenses (including registration fees) for continuing education classes are reimbursable when the following criteria are met:

- Classes are directly applicable to UFC's scope of work (i.e. Social Services, Child Welfare, and Public Administration);
- Prior approval for course work is secured from UFC CEO;
- A "B" grade or better is required;
- The employee has been with UFC for at least 6 months of employment prior to beginning the course;
- The employee commits to working for UFC for specified period following completion of course work or upon receiving a diploma/degree;
- For each \$2,000 of education reimbursement paid for by UFC, the employee is expected to remain an employee of UFC for 6 months;
- Terminating employment prior to the agreed time commitment will result in the employee paying UFC for tuition reimbursement related to the incomplete commitment;
- The time commitment requested by UFC does not constitute a contract and does not change the at-will employment status of UFC. The employee must adhere to all policies as described in this handbook and may be terminated if necessary;
- The reimbursement rate for course work will be under the following conditions:
 - Reimbursement is 100% of the cost of the approved course(s).
 - Educational Reimbursement is limited to \$2,000.00 per the calendar year in which the course is completed. \$10,000 is the maximum per employee.

Industry Participation

Employees are encouraged to participate in and develop relationships with industry or professional entities/organizations that will further develop their own careers or advance UFC.

Employees should meet the following criteria:

- Employees must have been employed for 3 months.

- The seminar/workshop must be related to the employee's job responsibilities

When it is determined by the employee's supervisor that the participation is appropriate for the employee, approval must be sought by the Board of Directors for executive staff and by the CEO for support staff. At that time, UFC may determine to give time off with pay and compensation for expenses incurred while attending events and activities.

After attending, when appropriate, the employee is required to submit a short memorandum to the supervisor summarizing the participation, and indicating whether any of the ideas or topics could be effectively implemented within UFC.

GENERAL POLICIES

CODE OF ETHICAL BUSINESS CONDUCT

UFC expects employees to conduct business according to the highest ethical standards of conduct. Employees are expected to devote their best efforts to the interests of UFC. Business dealings that appear to create a conflict between the interests of UFC and an employee are unacceptable. UFC recognizes the right of employees to engage in activities outside of their employment that are of a private nature and unrelated to UFC business. However, the employee must disclose any possible conflicts so that UFC may assess and prevent potential conflicts of interest from arising. A potential or actual conflict of interest occurs whenever an employee is in a position to influence a decision that may result in personal gain for the employee or an immediate family member as a result of UFC's business dealings.

An employee who violates the Code of Ethical Business Conduct may be subject to discipline, up to and including termination. Where appropriate, UFC may refer an incident for criminal prosecution or civil action.

CONFIDENTIALITY & NON-DISCLOSURE

Employees often have access to confidential, sensitive, or proprietary information. You must use and/or disclose information learned or acquired through your association with UFC only for the performance of your job. Particular care must be taken to keep confidential any information of possible value to competitors or potentially damaging to customers, or information received under an express or implied confidentiality obligation. You are prohibited from using, copying, or disclosing any such confidential information to any other person, employee, firm, corporation, or other entity, either during or after your employment, except as authorized by the CEO.

Confidential information includes, but is not limited to, trade secrets, business operations and methodology, financial information, lists of actual and prospective customers and their data, proprietary processes and formulae, pricing and marketing plans, strategic plans, personnel information, computer files and data base records, and any documents or files marked as confidential.

RULES OF CONDUCT

Our employees are expected to abide by laws and regulations as well as other commonly accepted standards of business and personal conduct while at work or engaged in activities that may affect work safety or job performance. These standards include honesty, integrity, and mutual respect for fellow employees, supervisors, and customers. Employees are further expected to observe and comply with all policies and performance standards that may be established by UFC.

Violation of laws, general work standards, or Foundation policies may result in discipline up to and including termination, depending on the circumstances involved. Listed below are examples of the kinds of problems that may result in discipline or discharge. The examples are not all-inclusive and do not reflect every circumstance that may result in discipline or discharge. They are intended as general guidance regarding Foundation standards and expectations. Examples:

- Dishonesty in any form, including falsification of documents or providing misleading information.
- Theft, unauthorized possession or use of property belonging to UFC, customers, suppliers, or other employees.

- Unauthorized possession or use of Foundation confidential/proprietary information.
- Damage, loss, or destruction of property belonging to UFC, customers, or other employees due to willful, reckless, careless, or negligent acts.
- Being under the influence of, possessing, or using illegal drugs or alcohol, while on duty.
- Insubordination, failure to perform assigned work, or neglect of duties.
- Poor performance of work duties, failure to meet job requirements or standards, or lack of due care when performing assigned duties.
- Sleeping, loafing, or malingering on the job.
- Failure to observe safety and health rules or regulations.
- Unexcused or excessive absenteeism or tardiness.
- Failure to work courteously and harmoniously with other employees, partner agencies, customers, or persons doing business with UFC.
- Fighting, horseplay, or disorderly conduct.
- Threatening, harassing, intimidating, or coercing others, or interfering with the performance of others.
- Using profane, obscene, or abusive language.
- Other conduct that may be in conflict with or adversely affect work performance, safety, business operations, or UFC's reputation in the community.

If you have a question about this policy please talk to your supervisor or the HR Director.

Just as we expect you to treat Foundation information with sensitivity, your personal information will be handled with discretion and kept confidential to the fullest extent possible.

FAMILY & PERSONAL RELATIONSHIPS

We will not employ friends or relatives in circumstances where actual or potential conflicts may arise which could compromise supervision, safety, confidentiality, security, and morale at UFC. It is your obligation to inform UFC of any such potential conflict so UFC can determine how best to respond to the particular situation.

PERSONNEL FILES

Employees may ask to review their personnel file during working hours in the presence of a supervisor, provided the request is reasonable. Contact the HR Director to schedule a time to do this.

OTHER EMPLOYMENT

We discourage employees from having more than one job at a time, but outside employment is permitted so long as it doesn't interfere with job performance, is not a conflict of interest, and the immediate supervisor is aware of the outside employment. All employees are required to sign a DHS Conflict of Interest Form at hire and then annually thereafter.

APPEARANCE

Personal appearance, hygiene, and attire are important at UFC. A professional image must be maintained to instill confidence in the minds of our clients. This helps insure our success. We expect employees to maintain a neat, clean, well-groomed appearance at all times. Your appearance should be consistent with safety and departmental needs. Business casual attire, designed to create a more relaxed way of dressing for employees, is often acceptable. Business casual means business appropriate - it never means sloppy.

Employees should avoid extremes in dress. The workday is not the weekend. If you are not sure, don't wear it. Talk to your supervisor if you have any questions.

DRUG & ALCOHOL POLICY

UFC is committed to providing a healthy, safe, and secure work environment free from the negative effects of illegal drugs and alcohol. All employees are expected to report to work on time and in suitable physical and mental condition to perform assigned work duties safely and effectively. We intend to comply with applicable legal requirements regarding drugs or alcohol in the workplace.

The unauthorized possession, distribution, dispensing, or use of illegal drugs or alcohol on the job at any time is strictly prohibited. Reporting to work or working under the influence of illegal drugs or alcohol is also strictly prohibited.

Off-the-job drug or alcohol use that may adversely affect work performance, safety, or UFC's reputation in the community is also prohibited.

Employees are expected to use legally obtained substances, including over-the-counter medicines or prescribed medications, according to recommended/prescribed use and dosage. Employees are responsible to inform any health care provider prescribing medication of their job requirements to avoid potential problems at work. If the prescribed medication could affect job performance and/or safety then the employee is responsible to notify his or her supervisor.

Violations of this policy may result in termination or other appropriate disciplinary measures after review of the facts.

UFC may investigate where appropriate and take whatever steps are reasonably necessary to enforce this important policy. UFC may at its discretion search any Foundation property, facilities or equipment, as well as employee vehicles, or other personal effects on Foundation premises. Refusal to submit to such search may result in immediate removal from service and possible termination.

Drug and/or alcohol tests, conducted in accordance with state and federal legal guidelines, may be required as explained below. All test results will be considered confidential as required by law. Positive test results will be confirmed with a second test and reviewed by a medical review officer. Employees are expected to cooperate with all testing requirements.

Pre-employment/Job-reclassification

Drug tests may be conducted as a routine part of the pre-employment process for all job applicants prior to employment and in certain instances of promotion or job reclassification of current employees. If a drug screen indicates the presence of illegal drugs, the applicant may not be considered for employment.

Reasonable Suspicion

Drug and alcohol tests may be conducted where UFC reasonably believes the employee has in any way violated this policy on the basis of observable factors such as erratic or poor job performance, patterns of poor attendance, unusual appearance or behavior, or other information provided from reliable sources.

Post-Accident

Drug and alcohol tests may be conducted as part of an investigation of any accident resulting in personal injury and/or damage to equipment or property; or near accident involving carelessness, inattentiveness, or violation of safety rules; or when an employee's work record indicates a history of accidents or near accidents.

Random

To enhance overall safety and health in our workplace, all employees in safety-sensitive jobs and work areas may be subject to periodic random testing.

Employees or prospective employees may voluntarily provide any information during the testing process which could be relevant to the test, including identification of currently or recently used prescription or nonprescription drugs, or other pertinent medical information.

Any employee who refuses or fails to be tested as required under this policy will be considered insubordinate and/or unqualified to work. As such, the employee may be removed from service immediately and subject to possible termination. Any employee who fails to cooperate with or interferes with the testing process or provides an adulterated, diluted, or substituted test sample will be subject to discipline up to and including possible termination.

Any employee who reasonably is believed to be under the influence of drugs or alcohol or who fails to pass a drug or alcohol test will be suspended immediately from service pending further investigation and final determination by UFC. An employee who is suspended will be expected to cooperate fully in any investigation of the relevant facts, including further testing if deemed necessary.

Employees who may have drug or alcohol-related problems are encouraged to seek professional help. Consistent with existing Foundation policy and current circumstances, employees may be granted a leave of absence to voluntarily seek professional help for alcohol or drug dependency. Leaves of absence must be requested prior to any events or circumstances which would warrant drug or alcohol testing under this policy.

Any employee who believes drug or alcohol test results are in error and desires a review of any action taken by UFC under this policy may request that the matter be reviewed by following UFC's problem-solving process.

Under exceptional circumstances (taking into account the pertinent facts of the case and the employee's prior work record, etc.) an employee who violates this policy may be considered for possible continued or future employment. At a minimum, such employee must: (1) personally commit to correct drug or alcohol-related problem behavior; (2) successfully complete any necessary counseling or medical treatment if called for; (3) satisfactorily complete any required return-to-duty drug or alcohol testing; and (4) voluntarily agree to future random testing at UFC's discretion to verify compliance. Failure to satisfactorily complete these requirements or any future violation of this policy will result in termination.

ELECTRONIC COMMUNICATION POLICY

Our email, computer, Internet, fax, and voice mail systems are Foundation property. These systems, and the information they contain, are provided to help you do your job as well and as easily as possible. All systems are intended for business use. No one may solicit, promote, or advertise any outside organization, product or service, or candidate through use of UFC's electronic communications systems. Any personal use of UFC's electronic communications should be limited or infrequent. It should not

interfere with assigned work duties or be disruptive to co-workers. If you have any questions about specific situations, please check with your supervisor.

UFC reserves the right to intercept, copy, monitor, review, and download any communications or files you create or maintain on these systems.

When using any of these systems, including the Internet, do not send materials of a proprietary or sensitive nature or that might contain our confidential information.

UFC holds all your communications and any use of our email, computer, Internet, fax, or voice mail systems to the same standards as all other business communications, including compliance with our anti-discrimination and anti-harassment policies. We expect you to use good judgment in your use of our electronic communication systems. Notify your supervisor immediately if you receive, or know of anyone else who receives, unsolicited offensive materials or communications on any of these systems.

Your understanding, consent, and agreement to comply with these policies is a condition of your employment with UFC. Failure or refusal to abide by these rules or to consent to any lawful monitoring, interception, copying, reviewing, or downloading of any communications or files can be grounds for discipline, up to and including termination.

SOCIAL COMPUTING GUIDELINES

In general, what you do on your own time is your business. However, activities in or outside of work that affect your Foundation job performance, the performance of others, or Foundation business interests are a proper focus for UFC policy.

One of UFC's core values is "honesty and truthfulness in its representations and relationships with individuals and other organizations." As an organization, UFC trusts—and expects—employees to exercise personal responsibility whenever they participate in social media. This includes not violating the trust of those with whom they are engaging.

- Know and follow UFC's Code of Ethics and Core Principles (pages 6 & 7), the Rules of Conduct (page 26), and Code of Ethical Business Conduct (page 26) of this document.
- UFC employees are personally responsible for the content they publish on blogs, wikis, social networks, virtual worlds, social media or any other form of user-generated media. Be mindful that what you publish will be public for a long time—protect your privacy.
- Identify yourself—name and, when relevant, role at UFC—when you discuss UFC or Foundation-related matters. Write in the first person. You must make it clear that you are speaking for yourself and not on behalf of UFC.
- When publishing content to any website *outside UFC* having something to do with the work you do or subjects associated with UFC, use a disclaimer such as this: "The postings on this site are my own and don't necessarily represent the UFC's positions or opinions."
- Respect your audience. Don't use ethnic slurs, personal insults, obscenity, or engage in any conduct that would not be acceptable in UFC's workplace. You should also show proper consideration for other's privacy and for topics that may be considered objectionable or inflammatory—such as politics and religion.
- Be aware of your association with UFC in online social networks. If you identify yourself as a UFC employee, ensure your profile and related content is consistent with how you wish to present yourself with colleagues and clients.

- Don't pick fights, be the first to correct your own mistakes, and don't alter previous posts without indicating that you have done so.
- Try to add value. Provide worthwhile information and perspective.

Regardless of anything stated in this policy, employees have a right to engage in "concerted activities" as defined by the National Labor Relations Act. "Concerted activities" may sometimes occur on a social media forum.

PERSONAL COMMUNICATION DEVICES

Employees should normally conduct personal business and use personal communication devices during authorized break and meal periods. Any use of such devices should not interfere with assigned work duties or be disruptive to co-workers. Talk to your supervisor if you have an urgent or emergency situation. While at work, we expect employees to exercise the same discretion when using personal communication devices as when using our electronic communication systems.

DRIVING ON FOUNDATION BUSINESS

Employees are expected to be courteous and follow all applicable driving laws when driving on Foundation business. Any use of personal or Foundation-issued communication devices is prohibited while driving. Employees are expected to pull over out of moving traffic to operate any such device.

All employees required to operate a motor vehicle as part of their employment duties must maintain a valid driver's license and acceptable driving record. UFC may run a motor vehicle department check to determine an employee's driving record. It is your responsibility to provide a copy of your current driver's license for your personnel file. Any changes in your driving record, including, but not limited to, driving infractions, must be reported to UFC.

State law requires all motorists to carry auto liability insurance. It is against the law to drive without insurance. Employees using their own vehicle as a part of their employment duties must provide management with a current proof of insurance statement or card. A new proof of insurance is required every time your policy expires and renews.

TRAVEL EXPENSE POLICY

In-state Travel

If business travel is within the state of Utah, employees should use the most efficient mode of transportation including using personal cars or rental cars. UFC shall compensate the employee for mileage for use of a personal car. Air transportation within the state must be approved in advance by the employee's Program Director (see Air Transportation).

Out of State Travel

Out of state travel should be booked using the most efficient mode of transportation, including the consideration of excessive time away from the office. After approval by Program Director and CEO all travel is booked through the HR Director. Documented receipts are required for out-of-state meal reimbursement, which should not exceed IRS definition by city. Before traveling out-of-state, check with the HR Director for the current per diem rate applicable to your destination.

Overnight Stays

UFC employees should make all efforts to find the most reasonable rates at moderate facilities in advance for overnight stays. UFC has made arrangements with certain hotels for direct bill accounts, which need to be booked through the HR Director.

Air Transportation

All in-state air travel must be pre-authorized by Program Director and all out-of-state air travel must be pre-authorized by Program Director and CEO. All air travel is booked through the HR Director. Upgrades become the responsibility of the employee.

Rental Cars

UFC has a negotiated rate with a major car rental agency which covers most areas of the state. When use of a rental car is approved in advance for travel, UFC shall reimburse the employee for a mid-sized class car and necessary gas. The employee shall be responsible for the cost of a larger class rental car.

If there is an accident while driving a rental car on UFC business the claim is filed with corporate insurance through the HR Director.

Personal Car Use

Proof of insurance is required for any private vehicle used for business purposes as well as a valid drivers' license. Employees must submit proof of insurance to the HR Director once a year to be kept on file and update drivers' license information as necessary. If there is an accident while driving a personal car on UFC business the claim is filed first with the employee's personal car insurance company and then with corporate insurance as secondary insurance.

Expense Inclusions and Exclusions

The following items are reimbursable for business travel: transportation, including ground transportation such as taxis and subways; tips; accommodations; meals. Foundation employees may not reimburse the following items for travel: movie rentals; alcoholic beverages; laundry services for less than one week.

Travel Advance

Prior to any extended travel employees are encouraged to fill out the Travel Advance Form. Employees can request funds for travel expenses that will be incurred at their destination such as hotel, meals, cab fare, airport parking, etc. These funds can be directly deposited into the employee's bank account prior to or on the day of travel. A reconciliation of actual expenses incurred is to be submitted, using the Financial Edge Web Portal, within one month of travel.

SAFETY IN THE WORKPLACE

Make It Your First Priority!

You are expected to do your best to help safeguard yourself and all others. Most workplace injuries are caused by human failure or negligence. UFC tries to provide a safe workplace; however, it is the employees who can make this a truly safe workplace. The job is only as safe as those doing the work. Observance of the guidelines listed below, posted safety rules, and use of safety devices as instructed by UFC are a condition of employment.

- Report any unsafe conditions to your supervisor or management. Your supervisor will instruct you about safe working practices, safety rules, and enforcement of those rules.
- Use all safeguards provided for your protection.

- Use only those tools and equipment that you are fully qualified and authorized to use.
- If you see anyone doing anything unsafe, be a friend and save an injury by giving a word of caution. Horseplay is dangerous. Don't take a chance on hurting somebody by trying to be funny.
- Do not strain to lift or push things that are too heavy. Ask for help. Learn to lift the right way, with bent knees, body erect, pushing upward with your legs.
- Know and apply safety rules and study safety.
- Immediately report any accident, no matter how minor, to your supervisor. Give full details so we can prevent similar future accidents.
- Never leave anything about that can hurt you or others. Keep walkways clear of obstructions. To be safe, a work place must be orderly and clean.
- Remember - accident prevention reduces human suffering and loss of limb or life. Safety is your obligation to yourself, your family, and your fellow workers.

MATERIAL SAFETY DATA SHEETS

A Material Safety Data Sheet (MSDS) is available for any chemical in the building as required by law. Employees may view this information by contacting the HR Director.

WEAPONS IN THE WORKPLACE

Possession of weapons, including but not limited to firearms and knives, presents the possibility of danger in the workplace.

It is a violation of our safety policy to possess a weapon in the workplace, except an employee who is legally permitted to possess a firearm.

The possession of such weapons at work, except as stated above, may result in disciplinary action up to and including termination.

VIOLENCE IN THE WORKPLACE

UFC is concerned about possible workplace violence. Violence cannot always be prevented and can be hard to predict. We ask employees to be on the lookout for warning signs, including but not limited to the following: direct or veiled threats of harm; harassment, stalking, physical or verbal intimidation; extreme depression over personal problems or social withdrawal; bizarre or paranoid behavior regarding work; obsessing about weapons or workplace violence; or a history of or recent incidents of violence. Talk to your supervisor if you observe any of these warning signs, or have cause to believe violence may occur. You may also contact the HR Director. Information reported is treated with confidentiality to the fullest extent possible.

SECURITY & PARKING

We want to maintain the highest levels of security for UFC and employee property. We ask employees to minimize the value of personal belongings they bring to work and to secure all valuables when away from their work area. Be sure to maintain UFC property used when performing your job in a prudent manner.

If you are the victim of theft involving UFC or personal property, report the incident immediately to your supervisor. If you become aware a person, or persons, is involved in a possible theft situation, we encourage you to report it to your supervisor. If circumstances warrant, or if you would feel more

comfortable, you may report anonymously to the HR Director. All information will be treated with confidentiality to the fullest extent possible.

Employee parking is provided. Employees with approved handicapped parking permits may park in handicapped parking spaces.

SMOKING POLICY

UFC does not support smoking. However, we do permit employees to smoke in areas outside of the building provided they are at least 25 feet away from any entrance way, exit, open window, or air intake of the building. This policy applies to all employees, customers, and visitors.

OFFICE DÉCOR

Employees may display personal items in their immediate work areas. This may include seasonal, religious, or other types of personal items that are not considered offensive to the general public. Employees should use good judgment in the amount and presentation of such items in order to maintain a clean and orderly working environment. Further, employees who meet with outside visitors should also ensure they do not display items that could intimidate or offend them.

Decorations in open areas where visitors or employees gather, conduct meetings, or use for break periods shall be provided or approved by UFC. Occasionally, additional seasonal or holiday décor may be displayed and may include religious items. Suggestions for additional items may be made to the CEO.

INSPECTION

Foundation-owned property such as storage facilities, vehicles, desks, or other property is subject to inspection at all times. A request for inspection does not necessarily imply an accusation of wrongdoing. Failure to cooperate or consent may result in discipline, up to and including termination.

DISCIPLINE

Failure to comply with UFC policies, standards, and expectations may result in disciplinary action including counseling, warning, suspension, or discharge depending on the circumstances involved.

Discipline is intended to help employees identify and correct problems. UFC normally will counsel and warn employees for minor infractions before taking more severe disciplinary action. Serious infractions may result in more severe disciplinary action or discharge without prior warnings. UFC may modify or skip any of the above disciplinary steps taking into account the overall circumstances, including the nature of the offense, the actual or potential harm or damage involved, and the employee's past work record.

UFC ordinarily will investigate and evaluate the relevant facts and circumstances prior to taking disciplinary action. Employees ordinarily will be given an opportunity to explain their actions prior to disciplinary action. However, there may be circumstances where immediate suspension from work, with or without pay, might be appropriate, pending further investigation. Every instance of potential disciplinary action will be handled on an individual, case-by-case basis. Employment with UFC is at-will and may be terminated at any time for any lawful reason.

MEDICAID FRAUD OVERVIEW

Medicaid Fraud

The Medicaid Program provides medical benefits to low-income people who have no medical insurance or inadequate medical insurance. Although the Federal government establishes general guidelines for the program, the Medicaid program requirements are actually established by each State.

Health care fraud and abuse may involve doctors, pharmacists, and medical equipment companies. This type of fraud and abuse not only harms you financially, but more importantly, your health.

Success in addressing health care fraud and abuse cannot be measured solely by convictions obtained, but can be more effectively measured by the deterrent effect that efforts have on those who may be contemplating fraud and abuse. Anyone with information on Medicaid fraud and abuse is encouraged to contact their Medicaid state agency.

Examples of Medicaid Fraud

- Billing for “phantom patients” who did not really receive services
- Billing for medical services or goods that were not provided
- Billing for old items as if they were new
- Billing for more hours than there are in a day
- Billing for tests that the patient did not need
- Paying a “kickback” in exchange for a referral for medical services or goods
- Charging Medicaid for personal expenses that have nothing to do with caring for a Medicaid client
- Overcharging for health care services or goods that were provided
- Concealing ownership in a related company
- Using false credentials

Double-billing for health care services or goods that were provided If you suspect any of these schemes or other possible fraud, report it.

FEDERAL FALSE CLAIMS ACT

Background

Section 6032 of The Deficit Reduction Act of 2005 (DRA) requires all entities that receive or make annual payments under the Medicaid State Plan of at least \$5,000,000 to establish written policies for all employees and contractors of the entity that provide detailed information about the federal False Claims Act, administrative remedies for false claims and statements, and other state and federal laws that relate to the prevention of Medicaid (and other federal program) related waste, fraud, and abuse. The DRA also requires any employee handbook maintained by the entity to include a specific discussion of the law and the rights of employees under it as well as the entity's policies and procedures for detecting and preventing fraud, waste, and abuse.

Purpose

The False Claims Act (FCA) is a federal statute that imposes civil liability on persons (including organizations and other entities) who file or cause another to file a false claim for payment with the United States Government (Government), including the Utah Medicaid program. The term “claim” as used in the FCA includes any request or demand for money or property for which the Government provides or will reimburse any portion of the money or property requested.

Examples of the types of claims for which a person may be held liable under the FCA include, but are not limited to, the following:

- Submitting falsified medical records;
- Billing for services not rendered or goods not provided;
- Double billing - Charging more than once for the same goods or services;
- Billing for, certifying, or prescribing services that are not medically necessary;
- Forging physician signatures when such signatures are required for reimbursement from Medicare or Medicaid;
- Charging for employees that were not actually on the job, or doctoring timesheets to bill for hours not worked in order to maximize reimbursements;
- Billing for marketing, lobbying or other non-contract related contractor activities; and
- Billing for costs not related to a grant recipient's grant.

As can be seen from above list, the terms of the FCA are broad and encompass a wide variety of false claims. Given this fact, the FCA is a valuable tool for helping to maintain the integrity of Medicaid and other federal programs.

Liability

Liability under the FCA attaches when a person knowingly submits or causes someone else to submit a false or misleading claim for government funds. As used in the Act, the term "knowingly" means the person is actually aware of the falsity of the claim or the person has acted in deliberate ignorance or reckless disregard of the truth or falsity of the claim. In other words, a person who submits a claim that the person knows or should know is false is liable under the FCA. It is not necessary to prove the person had any specific intent to defraud.

Penalty and Damages

Persons who violate the FCA's provisions may be liable for:

1. a civil penalty (of not less than \$5,000 but not more than \$10,000);
2. damages (equal to three times the amount of the damage sustained by the government); and the costs of the civil action brought to recover the assessed penalties and damages. In addition, persons may be subject to more severe civil and criminal penalties pursuant to 42 USC 1320a-7a and 7b.

Qui Tam ("Whistleblower") Actions

Although the U.S. Attorney General's office is charged with investigating and bringing civil actions against persons suspected of violating the FCA, the Act also contains qui tam, or whistleblower, provisions. Qui tam is a unique mechanism in the law that allows private individuals who are aware of fraud against the Government to bring suit on behalf of the Government for the recovery of the stolen funds. As an incentive for bringing a qui tam action, the individual bringing suit is entitled to a portion of the recovery. Under the FCA, private individuals who bring suit must notify the Government and give it an opportunity to investigate and proceed with the action, before proceeding on their own. If the Government elects to proceed, the individual is entitled to 15-25% of the proceeds recovered, depending on the extent to which the individual contributed to prosecution. If the Government elects not to proceed, the individual bringing suit is entitled to 25%-30% of the proceeds recovered plus reasonable and necessary expenses, attorneys' fees and costs.

It should be noted, however, that if the defendant named in a private individual's suit prevails, the individual may be required to pay the defendant's expenses, attorneys' fees, and costs if the court finds the suit was "clearly frivolous, clearly vexatious, or brought primarily for purposes of harassment".

Whistleblower Protections

The FCA also provides employees, contractors, or agents with protection against retaliation in employment for coming forward to report suspected fraud, waste, or abuse. A whistleblower who is harassed or discriminated against in any way in the terms or conditions of his or her employment because of his or her lawful acts in an FCA action has the right to be made whole. The relief available to whistleblowers includes reinstatement of their job, two times the amount of back pay to which they may be entitled plus interest, and compensation for any special damages sustained including litigation costs and reasonable attorneys' fees.

Utah False Claims Act

Utah also has a false claims act. The Utah False Claims Act (Utah Act) provides for the imposition of both civil and criminal liability for filing of a false claim for medical benefits in the State. For purposes of the Utah Act, the term "medical benefit" means "a benefit paid or payable to a recipient or a provider under a program administered by the state under:

- a) Titles V and XIX of the federal Social Security Act;
- b) Title X of the federal Public Health Services Act;
- c) the federal Child Nutrition Act of 1966 as amended by P.L. 4-105; and
- d) any programs for medical assistance of the state."

Liability under the Utah Act extends to individuals, corporations, unincorporated associations, professional corporations, partnerships, as well as other forms of business associations.

The citation for the Utah False Claims Act is Utah Code Annotated, Title 26, Chapter 20.

Utah Whistleblower Protections

The Utah Protection of Public Employees Act protects public employees who report in good faith actual or suspected fraud, waste, or abuse from adverse action by their employer. An employee who alleges a violation of this Act may bring a civil action in district court for injunctive relief, actual damages incurred, or both. Furthermore, if the aggrieved employee prevails in its action, the court may also award all or a portion of the costs of litigation, including reasonable attorney fees and witness fees.

The citation for the Utah Whistleblower Act is Utah Code Annotated, Title 67, Chapter 21.

DEPARTMENT OF HUMAN SERVICES PROCESSES AND PROCEDURES FOR DETECTING AND PREVENTING FRAUD, WASTE, AND ABUSE

DHS Fraud Prevention Methods

Some of the specific processes and procedures employed by the Department of Human Services (DHS) to detect and prevent waste, fraud, and abuse of Medicaid and other government funds include:

1. Conducting internal audits to ensure the existence of and adherence to necessary internal controls;
2. Including language in contracts to hold contractors accountable for providing contracted services in accordance with applicable federal and state requirements;
3. Monitoring contractor programs to ensure contractor compliance with Medicaid and other contract requirements;
4. Reviewing contractor billings;
5. Investigating contractor programs when waste, fraud, or abuse is suspected or detected;
6. Pursuing the collection of false or fraudulent claims;
7. Working with the Utah Attorney Generals' office to prosecute the perpetrators of fraud or abuse when it is discovered;
8. Providing education and training on fiscal monitoring as well as fraud prevention and detection procedures;

9. Maintaining a fraud reporting hotline; and
10. Educating employees about the DRA and the FCA in New Employee Orientation.

CENTERS FOR MEDICARE & MEDICAID SERVICES

CMS Medicaid Integrity

The Centers for Medicare & Medicaid Services (CMS) is committed to combating Medicaid provider fraud, waste, and abuse which diverts dollars that could otherwise be spent to safeguard the health and welfare of Medicaid recipients. In February 2006, the Deficit Reduction Act (DRA) of 2005 was signed into law and created the Medicaid Integrity Program (MIP) under section 1936 of the Social Security Act (the Act). The MIP is the first comprehensive Federal strategy to prevent and reduce provider fraud, waste, and abuse in the \$300 billion per year Medicaid program.

CMS has two broad responsibilities under the Medicaid Integrity Program:

To hire contractors to review Medicaid provider activities, audit claims, identify overpayments, and educate providers and others on Medicaid program integrity issues.

To provide effective support and assistance to States in their efforts to combat Medicaid provider fraud and abuse.

Along with these responsibilities, section 1936 of the Act requires that CMS develop a five-year Comprehensive Medicaid Integrity Plan (CMIP) in consultation with internal and external partners.(For Comprehensive Medicaid Integrity Plan (CMIP), click on the "Related Links Inside CMS" below.)

CMS is also required to report to Congress annually on the effectiveness of the use of funds appropriated for the MIP. (For Report to Congress, click on the "Related Links Inside CMS" below.)

Although the States are primarily responsible for combating fraud in the Medicaid program, CMS provides technical assistance, guidance and oversight in these efforts. Fraud schemes often cross state lines, and CMS strives to improve information sharing among the Medicaid programs and other stakeholders.

Reporting

Suspected or actual fraud, waste, or abuse in DHS programs or services shall be reported to the DHS Bureau of Internal Review and Audit (BIRA). Reports may be made via the DHS Fraud Hotline 801-538-8261 or by contacting the Director of BIRA.

Reports of fraud, waste, or abuse may also be reported to any of the following entities as appropriate:

1.DOH Medicaid Fraud Hotline: 801-538-6155 or 1-800-662-9651

1.Utah Attorney General: 801-538-9600 or 801-281-1259 2.Office of Inspector General's National Fraud Hotline: 1-800-447-8477

Web Site: <http://health.utah.gov/bpi/main/fraud.php>

Resources: CMS Website

<http://www.cms.gov/home/medicaid.asp>

On the website, you can find:

- How to Report Fraud: provides information on how to report cases of suspected Medicaid fraud and abuse to the appropriate agencies.
- Provider Audits: provides information on the MIP's procurement of Audit Medicaid Integrity

Contractors (Audit MICs) to conduct provider audits throughout the country.

- State Program Integrity Support & Assistance: provides information on the technical assistance, guidance, training and other support to States to assist in their efforts to combat Medicaid fraud, waste, and abuse.
- Deficit Reduction Act (DRA) of 2005: provides information on the DRA, the legislation which created the MIP.
- State Contacts: provides contact information to report fraud and abuse.
- Medicare Fraud - How to Report: provides instructions on how to report suspected cases of Medicare fraud to the appropriate agencies.
- Office of Inspector General (OIG) - Fraud Prevention and Detection: links to the HHS-
- OIG Fraud Prevention and Detection Web site.
- State Medicaid Director (SMD) Contacts: provides contact information for State Medicaid Directors for each State, the District of Columbia, and the U.S. Territories.
- Medicaid Fraud Control Unit (MFCU) Contacts: provides contact information for State Medicaid Fraud Control Units.

Resources: DHS Website

The following DHS Policies may be accessed at: <http://www.hspolicy.utah.gov/>

Policy 03-02: Contractor Financial Reporting Requirements and Monitoring and Auditing Responsibilities

Policy 03-03: Reporting Medicaid and Other Fraud, Waste, or Abuse

Policy 05-03: Provider Code of Conduct (Part V)

The DHS Service Contract Template may be accessed at:

http://www.hsofo.utah.gov/services_contract_forms.htm