



EMPLOYEE HANDBOOK
FOR
EMPLOYEES OF
CHICAGO ASSOCIATION FOR RESEARCH AND EDUCATION IN SCIENCE

Issue Date: 6/1/2012

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Employee Handbook Acknowledgment of Receipt

WELCOME

WELCOME and thank you for joining the Chicago Association for Research and Education in Science (CARES). We're sure that you have a great contribution to make to CARES and the United States Veterans we serve and that you will find your employment at CARES a rewarding experience.

CARES is an Illinois, not-for-profit Corporation chartered specifically for the purpose of administering grants, contracts and donations for medical research and health education at the Edward Hines Jr. VA Hospital (Hines) and the Captain James A. Lovell Federal Health Care Center (Lovell). It was incorporated in the State of Illinois in 1984 and is governed by a Board of Directors in accordance with its Articles of Incorporation and Bylaws.

CARES employs individuals to work on VA-approved research and education projects and activities and subsequently, CARES employees must meet all requirements (as described later in this document) to become an employee of the Department of Veterans Affairs in a Without Compensation (WOC) status.

WOC status allows the CARES employee to work on federal property as a non-federal employee.

INTRODUCTORY STATEMENT

CARES has entered into a strategic relationship with ADP TotalSource. ADP TotalSource is a human resources management firm in a business popularly referred to as a "Professional Employer Organization." With the ever-changing pattern of employee relations, CARES has enlisted the services of ADP TotalSource to help administer payroll, provide employee benefits and assist with human resources and risk management. Under this arrangement, both CARES and ADP TotalSource are your employers and have certain rights and responsibilities with respect to your employment. As your PEO, we want to do our part to assist in making your job more fulfilling. Our goal is to provide you with the best benefits and employee services possible. Together, we can achieve great things.

This Employee Handbook is designed to acquaint you with CARES and ADP TotalSource and to provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the Employee Handbook. It describes many of your responsibilities as an employee and outlines the programs developed by CARES and ADP TotalSource to benefit you as an employee. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

While every attempt has been made to create these personalized policies consistent with federal and state law, if an inconsistency arises the policy(s) will be enforced consistent with the applicable law.

No Employee Handbook can anticipate every circumstance or question about policy. As CARES and ADP TotalSource continue to grow, the need may arise to revise the Employee Handbook. CARES and ADP TotalSource reserve the right to revise, supplement, or rescind any policies or portion of the Employee Handbook from time to time as it deems appropriate in its sole and absolute discretion. Employees will, of course, be notified of such changes to the Employee Handbook as they occur.

Your Employee Handbook will supersede any previous employee handbook or policy manual that may have been provided to employees at your worksite prior to your relationship with ADP TotalSource. These policies are not a legal document or an employment contract.

Important Contact Information

ADP TotalSource Employee Service Center (800) 554-1802
Employee Assistance Program (see Policy #324) (888) 231-7015
ADP TotalSource website *www.adptotalsource.com*

Important CARES Contact Information

Questions relating to payroll, benefits or other human resource issues should be directed to the CARES HR Specialist (708-202-5695, x25695, or - CARES Executive Director (708-343-6379 or x23380).

101 Nature of Employment

Effective Date: 6/1/2012

Your relationship with CARES/ADP TotalSource is that of an employee-at-will. Your job status does not guarantee employment for any specific length of time. Your employment with CARES/ADP TotalSource is entered into voluntarily and both you and CARES/ADP TotalSource are free to end the employment relationship at any time, for any reason, with or without cause or advance notice. Your employment at-will status with CARES may be altered only with written authorization by the Executive Director of CARES. Your employment at-will status with ADP TotalSource may be altered only with written authorization by the Area President of ADP TotalSource. Please note that the reference to employment at-will does not affect your employment status with CARES as it existed before the arrival of ADP TotalSource. If you have any questions about this please feel free to contact the ADP TotalSource Employee Service Center at 800-554-1802.

If your position requires additional pre-employment criteria, such as a background investigation and/or a pre-employment drug test and if you have been offered employment before any such investigation or test is completed, your employment is contingent upon a satisfactory result on all required tests.

The PEO relationship will not change your relationship with CARES. As before, all day-to-day operations and all organizational decisions will remain with CARES. Your relationship with ADP TotalSource does not affect any pending employment agreements, severance agreements, expense reimbursement agreements, bonus or commission plans, non-competition agreements or any other agreement between you and CARES. You and CARES are still subject to the terms of any such Agreements to the same extent that you were before ADP TotalSource's involvement. Similarly, because ADP TotalSource is not party to any such Agreements and has not adopted them, ADP TotalSource is not subject to any current or future Agreements directly between you and CARES.

Vacation, sick and paid time off are obligations of CARES under paid time off plans (PTO) plans/policies adopted by them. ADP TotalSource will assist CARES in the administration of these PTO plans/policies. All obligations for accrued and/or earned payments under CARES's PTO plans/policies are the sole responsibility of CARES. Upon the end of your employment with ADP TotalSource for whatever reason, ADP TotalSource is not responsible for payment of any accrued and/or earned vacation, sick, or other paid time off pursuant to a PTO plan/policy, or any bonus, commission, severance or expense reimbursement pay that CARES may have promised you in any Agreement between you and CARES.

102 Employee Relations

Effective Date: 6/1/2012

CARES and ADP TotalSource believe that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that CARES and ADP TotalSource amply demonstrate their commitment to employees by responding effectively to employee concerns.

103 Equal Employment Opportunity

Effective Date: 6/1/2012

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at CARES and ADP TotalSource will be based on merit, qualifications, and abilities. Both CARES and ADP TotalSource are equal employment opportunity employers and do not discriminate against any person because of race, color, creed, religion, sex, national origin, disability, age, genetic information or any other characteristic protected by law (referred to as "protected status"). This nondiscrimination policy extends to all terms, conditions and privileges of employment as well as the use of all company facilities, participation in all company-sponsored activities, and all employment actions such as promotions, compensation, benefits and termination of employment.

CARES and ADP TotalSource will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor, the CARES HR Specialist, the CARES Executive Director or the ADP TotalSource Employee Service Center at 800-554-1802. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

104 Ethical Conduct

Effective Date: 6/1/2012

Every employee of CARES is required to read the federal "*Standards of Ethical Conduct for Employees of the Executive Branch*". Employees are also required to sign the Verification of Understanding of CARES Policies certifying that he or she will, as a VA WOC employee, comply with the federal laws and regulations.

105 Hiring of Relatives

Effective Date: 6/1/2012

CARES may permit the employment of qualified relatives of employees so long as such employment does not, in the opinion of CARES, create actual or perceived conflicts of interest. For purposes of this policy, "relative" is defined as a spouse, child, parent, sibling, grandparent, grandchild, aunt, uncle, first cousin, or corresponding in-law or "step" relation. CARES will exercise sound business judgment in the placement of related employees in accordance with the following guidelines:

- Individuals who are related by blood or marriage may not be employed in a position where a direct reporting or supervisory/management relationship exists. That is, no employee is permitted to work within the "chain of command" of a relative such that one relative's work responsibilities, salary, or career progress could be influenced by the other relative.
- No relatives are permitted to work in any position in which CARES believes a conflict of interest may exist and cannot be managed.

This policy applies to all categories of employment at CARES, including regular, temporary and part-time classifications.

107 Immigration Law Compliance

Effective Date: 6/1/2012

CARES and ADP TotalSource are committed to employing only United States citizens and aliens who are authorized to work in the United States and do not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired may also be required to complete the form.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the ADP TotalSource Employee Service Center at 800-554-1802. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

108 Conflicts of Interest

Effective Date: 6/1/2012

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which CARES wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the Executive Director of CARES for more information or questions about conflicts of interest.

Employees are to avoid situations that might cause their personal interests to conflict with the interests of or compromise the reputation or integrity of CARES or the VA. A conflict of interest, or the appearance of one, occurs when you (or a member of your immediate family) use your position with us for personal benefit through an investment, association, or business relationship that interferes with your ability to exercise independent judgment on our behalf.

Employees are required to read the CARES Conflict of Interest Policy and Procedures, complete the confidential disclosure questionnaire and acknowledge, by signing the Affirmation of Compliance, that the information they provided is true and correct to the best of his/her knowledge.

Employees are not to solicit or accept gifts, entertainment, favors, or other items or services having monetary value from persons or organizations seeking or having business or financial relations with the CARES or the VA.

110 Outside Employment

Effective Date: 6/1/2012

Employees may hold outside jobs as long as they meet the performance standards of their job with CARES. All employees will be judged by the same performance standards and will be subject to CARES's scheduling demands, regardless of any existing outside work requirements.

If CARES determines that an employee's outside work interferes with performance or the ability to meet the requirements of CARES as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with CARES.

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals outside CARES for materials produced or services rendered while performing their jobs.

112 Non-Disclosure

Effective Date: 6/1/2012

The protection of confidential business information and trade secrets is vital to the interests and the success of CARES. Such confidential information includes, but is not limited to, the following examples:

- Customer lists
- Customer preferences
- Financial information
- Labor relations strategies
- Marketing strategies
- New materials research
- Pending projects and proposals
- Proprietary production processes
- Research and development strategies
- Scientific data
- Scientific formulae
- Scientific prototypes
- Technological data
- Technological prototypes

PROPRIETARY INFORMATION AND TRADE SECRETS

During the term of employment, employees will have access to and become acquainted with what are acknowledged to be "trade secrets" including any proprietary information of CARES or the companies with which CARES does business such as pharmaceutical companies. All data about research, contracts, protocols, patients, study sponsors and CARES is considered confidential and you must not release or transmit this information to others who do not have a clear right to the information. Employees are expressly forbidden to disclose any of this information, directly or indirectly, or use it in any way, either during employment (except as required in fulfilling one's responsibilities) or for a period of one year after termination of employment.

CONFIDENTIALITY

As a CARES employee, it is likely that in the course of your employment, you will have access to study data or results, patient identifiers, medical records, access to VA computer records or data bases or a private company's proprietary information. It is your responsibility to keep this information confidential even once you are no longer employed by CARES. An employee who discloses confidential information will be disciplined up to and including termination and possible legal action.

All employees may be required to sign a non-disclosure agreement as a condition of employment. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

114 Disability Accommodations

Effective Date: 6/1/2012

CARES and ADP TotalSource are committed to complying fully with the Americans with Disabilities Act (ADA) and applicable state law, and to ensure equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures are designed to provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Reasonable accommodations for qualified individuals with known disabilities will be made unless to do so would be an undue hardship. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression and seniority lists. Leave of all types will be available to all employees on an equal basis.

CARES and ADP TotalSource are also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. CARES and ADP TotalSource will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. CARES and ADP TotalSource are committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

201 Employment Categories

Effective Date: 6/1/2012

It is the intent of CARES and ADP TotalSource to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time.

Each employee is designated as either **NONEXEMPT** or **EXEMPT** from federal and state wage and hour laws. **NONEXEMPT** employees are entitled to overtime pay under the specific provisions of federal and state laws. **EXEMPT** employees are excluded from specific provisions of federal and state wage and hour laws. An employee's **EXEMPT** or **NONEXEMPT** classification may be changed only upon written notification by management.

Full-Time Employees

Full-Time employees are those who are regularly scheduled to work CARES's full-time schedule. Generally, they are eligible for ADP TotalSource's benefits package, subject to the terms, conditions, and limitations of each benefit program, typically, those employees who have completed their introductory period and work thirty (30) or more hours per week.

Part-Time Employees

Part-Time employees are those who work continuously for a specified number of hours per week which is less than a regular schedule of thirty (30) or more hours per week. Part-time employees receive all legally mandated benefits (such as Social Security and workers' compensation insurance).

Part-time employees working 20 or more hours a week are eligible for pro-rated benefits except for health insurance. Part-time employees working less than 20 hours a week are not eligible for benefits.

Temporary Employees

Temporary employees are those hired for a term of 6 months or less, whether full or part-time. During that period of time, the employee is not eligible for any benefits that the Company offers. If employment is continued beyond 6 months, vacation and sick leave shall begin to accrue for full-time employees and part time employees working 20+ hours a week. Health insurance eligibility shall be activated on the first business day after the end of the 6 month period.

Intermittent Employee

Intermittent employees are those hired to work as needed. An intermittent employee is not eligible for any benefits that the Company offers.

202 Access to Personnel Files

Effective Date: 6/1/2012

CARES and ADP TotalSource maintain a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of CARES and ADP TotalSource, and access to the information they contain is restricted. Generally, only supervisors and management personnel of CARES and ADP TotalSource who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact the CARES HR Specialist, CARES Executive Director or ADP TotalSource. With reasonable advance notice, employees may review their own personnel files in the CARES office and in the presence of the HR Specialist or an individual appointed by the CARES Executive Director.

203 Employment Reference Checks

Effective Date: 6/1/2012

Employment verification or reference requests on current or former employees are to be referred to CARES which will normally only release last title and dates of employment. Requests for employment verification for credit or mortgage purposes or other requests for information on current or former employees should also be referred to CARES and will only be provided if the employee has executed a release. No employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry. If you have questions, contact the ADP TotalSource Employee Service Center at 800-554-1802 or the CARES HR Specialist at 708-202-5695 or x25695.

203a Background Checks

Effective Date: 6/1/2012

Both the Department of Veterans Affairs (VA) and the Company conduct background checks on all new employees. You will be asked to sign a form authorizing such a check to be performed. If you do not agree to the background check, you will not be hired. Satisfactory reference checks are a condition of employment and may include verification of education and training, employment history, criminal history, motor vehicle record, and credit history. In addition to the background check carried out by the Company, the VA will conduct a background check on all employees being awarded a WOC (Without Compensation) appointment. In some cases, the results of the background check(s) may not become available until after an employee has begun work. In this circumstance, should an unsatisfactory background check become available, the employee may be terminated.

204 Personnel Data Changes

Effective Date: 6/1/2012

It is the responsibility of each employee to promptly notify CARES and ADP TotalSource of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishment, and other such status reports should be accurate and current at all times. If any personal data has changed, notify the HR Specialist in the CARES office and ADP TotalSource Employee Service Center at 800-554-1802.

205 Orientation

Effective Date: 6/1/2012

The primary responsibility for orientation and training of employees is that of the first-line supervisor. New employees are also required to attend Research Service Orientation.

209 Performance Evaluation

Effective Date: 6/1/2012

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Supervisors are encouraged to conduct annual performance evaluations for all CARES employees. A performance template can be found on the CARES website www.cares-research.org.

210 Licensure, Registration and Certification

Effective Date: 6/1/2012

All employees in occupations that require licensure, registration or certification are responsible for maintaining active, current, full and unrestricted licensure, registration or certification in accordance with medical facility policy. Evidence of this licensure, registration or certification must be presented by employees for verification upon initial employment, at renewal and as otherwise requested. Any costs associated with maintaining personal licensure, registration or certification or obtaining evidence of licensure, registration, or certifications are the responsibility of the employee.

301 Employee Benefits

Effective Date: 6/1/2012

Eligible employees at CARES are provided a wide range of benefits. A number of the programs (such as Social Security, workers' compensation, state disability, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Your supervisor can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in the employee handbook.

The following benefit programs are available to eligible employees:

- Medical Insurance
- Dental Insurance
- Vision Care Insurance
- Life Insurance
- 401(k) Savings Plan
- Direct Deposit
- Employee Assistance Program
- Flexible Spending Accounts
- Health Savings Account
- Long-Term Disability
- Voluntary Benefits

ADP TotalSource will mail newly eligible employees a Benefits Enrollment package (for enrollment in Medical, Dental, Vision, Flexible Spending Accounts, Life and LTD) at their home address within a few weeks of their hire date, or the transfer date to a benefits-eligible position. If a Benefits Enrollment Package is not received in a timely manner, please call the ADP TotalSource Employee Service Center at (800) 554-1802 to request an enrollment package. Each enrollment package will have a return deadline for eligibility. If employees miss the return deadline they must wait until the next Open Enrollment period to enroll in these benefits.

305 Holidays

Effective Date: 6/1/2012

CARES will grant holiday time off to all active employees on the holidays listed below:

- New Year's Day (January 1)
- Martin Luther King, Jr. Day (third Monday in January)
- Presidents' Day (third Monday in February)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Columbus Day (second Monday in October)
- Veterans' Day (November 11)
- Thanksgiving (fourth Thursday in November)
- Christmas (December 25)

Eligible employees will receive holiday pay based on the number of hours regularly scheduled to work on that day were it not a holiday. For part-time employees working 20 or more hours per week on a regular basis but working inconsistent hours, holiday pay will be calculated based on an average of hours worked per day in the previous three (3) pay periods.

If an eligible non-exempt employee, with prior approval, works on a recognized holiday, wages will be calculated at one and one-half times the normal rate of pay for the hours worked on the holiday.

CARES will grant paid holiday time off to all eligible employees immediately upon assignment to an eligible employment classification. Holiday pay will be calculated based on the employee's straight-time pay rate (as of the date of the holiday) times the number of hours the employee would otherwise have worked on that day.

A recognized holiday that falls on a Saturday will be observed on the preceding Friday. A recognized holiday that falls on a Sunday will be observed on the following Monday.

If a recognized holiday falls during an eligible employee's paid absence (such as vacation or sick leave), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied.

Paid time off for holidays will be counted as hours worked for the purposes of determining whether overtime pay is owed.

306 Workers' Compensation Insurance

Effective Date: 6/1/2012

ADP TotalSource provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to the applicable legal requirements, workers compensation insurance provides benefits after a waiting period.

Employees must report any job-related injury immediately to their supervisor, no matter how insignificant the injury appears at the time. The CARES office must be notified within 24 hours of injury to ensure necessary documentation for insurance coverage purposes.

Neither ADP TotalSource nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by CARES or ADP TotalSource.

307 Sick Leave and Vacation Benefits

Effective Date: 6/1/2012

Full-time employees and part-time employees who have a regular schedule of 20 or more hours per week are eligible for vacation and sick leave benefits. Part-time employees who work less than 20 hours per week are not eligible for vacation or sick leave.

For eligible employees, vacation and sick benefits begin to accrue from their first day of employment. Vacation benefits accrue at the rate noted below:

- 1 to 3 Years 1.0 hours for each 20 hours worked
- 3 to 15 Years 1.5 hours for each 20 hours worked
- 15+ Years 2.0 hours for each 20 hours worked

Paid vacation and sick leave can be used in minimum increments of a quarter hour (fifteen minutes).

Sick leave benefits accrue at the rate of 1.0 hour for each 20 hours worked throughout the duration of employment with CARES. An employee may use sick leave for an absence due to his or her own illness or injury, that of a spouse/partner, child or parent of employee.

Employees who are unable to report to work due to illness or injury should notify their direct supervisor before the scheduled start of their workday if possible. The direct supervisor must also be contacted on each additional day of absence. Employee may be required to provide a doctor's statement.

There is no limit to the number of sick days that may be accumulated by employees. Accumulated sick leave is not paid when an employee terminates. Sick leave cannot be used in lieu of vacation leave.

A maximum of 120 hours of vacation leave may be accumulated and carried forward from year to year. Employees who terminate their employment with CARES will be paid for up to 120 hours of accumulated leave.

Leave balances are available on the CARES website www.cares-research.org.

308 Time Off to Vote

Effective Date: 6/1/2012

CARES encourages employees to fulfill their civic responsibilities by participating in elections. Generally, employees are able to find time to vote either before or after their regular work schedule. If employees are unable to vote in an election during their nonworking hours, at the discretion of the supervisor, full-time employees may be excused for up to two hours for the purpose of voting or to register to vote.

Employees should request time off to vote from their supervisor at least two working days prior to the Election Day in order to schedule coverage if needed.

309 Bereavement Leave

Effective Date: 6/1/2012

If a death occurs in the family of a leave earning full-time or part-time employee, the employee will be compensated for time lost from his regular work schedule in accordance with the following guidelines. The employee will be granted up to five days off from work with pay in the event of the death of a spouse/partner or child; up to three days in the event of the death of a parent, sibling or comparable step relation, father-in-law, mother-in-law, son-in-law, or daughter-in-law; and one day in the event of the death of a relative not a member of your immediate family as defined herein. Request for bereavement leave should be made to your immediate supervisor. Documentation may be required.

311 Jury and Witness Duty

Effective Date: 6/1/2012

CARES encourages employees to fulfill their civic responsibilities by serving jury duty when required. Employees will be compensated for jury duty consistent with state law. Employees in an eligible classification may request up to 2 weeks of paid jury duty leave over any 1 year period. An employee is also permitted to retain the allowance he receives from the court for such service.

Jury duty pay will be calculated on the employee's base pay rate times the number of hours the employee would otherwise have worked on the day of absence. Employee classifications that qualify for paid jury duty leave are:

- Regular full-time employees
- Regular part-time employees

If employees are required to serve jury duty beyond the period of paid jury duty leave, they may use any available paid time off (for example, vacation benefits) or may request an unpaid jury duty leave of absence.

Employees must show the jury duty summons to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate their absence. Of course, employees are expected to report for work whenever the court schedule permits. A copy of the jury duty summons must be submitted with the timesheet.

Either CARES or the employee may request an excuse from jury duty if, in CARES's judgment, the employee's absence would create serious operational difficulties.

ADP TotalSource will continue to provide health insurance benefits until the end of the month in which the unpaid jury duty leave begins. At that time, employees will become responsible for the full costs of these benefits if they wish coverage to continue. When the employee returns from jury duty, benefits will again be provided by ADP TotalSource according to the applicable plans.

All employees are allowed unpaid time off if summoned to appear in court as a witness. To qualify for jury or witness duty leave, an employee must submit to his supervisor a copy of the summons as soon as it is received. In addition, proof of service must be submitted to the employee's supervisor when the period of jury or witness duty is completed.

313 Benefits Continuation (COBRA)

Effective Date: 6/1/2012

The Federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under ADP TotalSource's health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or a leave of absence; an employee's divorce or legal separation; and a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or beneficiary pays the full cost of coverage at ADP TotalSource's group rate plus an administration fee. ADP TotalSource provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under ADP TotalSource's health insurance plan. The notice contains important information about the employee's rights and obligations.

Please refer to the Summary Plan Description or contact the ADP TotalSource Employee Service Center at 800-554-1802 for additional information.

324 Employee Assistance Program

Effective Date: 6/1/2012

CARES and ADP TotalSource care about the health and well-being of its employees and recognize that a variety of personal problems can disrupt their personal and work lives. Although employees may solve their problems either on their own or with the help of family and friends, sometimes employees need professional assistance and advice.

Through the Employee Assistance Program (EAP), CARES and ADP TotalSource provide confidential access to professional counseling services for help in confronting such personal problems as alcohol and other substance abuse, marital and family difficulties, financial or legal troubles, and emotional distress. The EAP is available to all employees and their immediate family members offering problem assessment, short-term counseling, and referral to appropriate community and private services.

The EAP is strictly confidential and is designed to safeguard the employees' privacy and rights. Information given to the EAP counselor may be released only if requested by the employee in writing. All counselors are guided by a Professional Code of Ethics.

Personal information concerning employee participation in the EAP is maintained in a confidential manner. No information related to an employee's participation in the program is entered into the personnel file.

There is no cost for employees to consult with an EAP counselor. If further counseling is necessary, the EAP counselor will outline community and private services available. The counselor will also let employees know whether any costs associated with private services may be covered by their health insurance plan. Costs that are not covered are the responsibility of the employee.

Minor concerns can become major problems if you ignore them. No issue is too small or too large, and a professional counselor is available to help you when you need it. Call the EAP at (888) 231-7015 to contact an EAP counselor 24 hours a day, 7 days a week.

401 Timekeeping

Effective Date: 6/1/2012

It is the responsibility of employees to ensure that timesheets are completed, signed by supervisor, and delivered to CARES Office no later than 10:00 a.m. Monday following the second Saturday of each pay period. When a holiday falls on a Monday timesheets are due on Friday by 1:00p.m. Delay in providing the time sheet will cause a delay in the issuance of the paycheck.

When you and your supervisor sign the CARES time sheet, it is legal certification that the number of hours being reported and the times at which they were worked are accurate. Any falsification of the information being reported could result in the termination of your employment with CARES and prosecution of you and your supervisor.

Nonexempt employees will be paid at an overtime rate when they work in excess of forty hours per week for CARES. Overtime work must be authorized by the employee's supervisor in advance. The overtime rate is one and one-half times the regular rate of pay for all hours actually worked over 40 hours in one work week. *Vacation and sick leave hours do not count as hours worked for the purpose of determining overtime.* All overtime must be calculated prior to supervisor's signing the time sheet and before turning the time sheet into CARES.

Audits of the timecards of VA employees also working for CARES are performed on a regular basis with the results being reported to the Director of the VA Medical Facility and the CARES Board of Directors.

403 Paydays

Effective Date: 6/1/2012

All employees are paid biweekly, every other Friday. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

Employees are encouraged to use direct deposit into their bank accounts. Employees can view their pay stub by logging on to the ADP TotalSource website.

405 Employment Termination

Effective Date: 6/1/2012

An employee may be separated from employment voluntarily or involuntarily by retirement, resignation, lack of work or termination. All employment at CARES is "at will" meaning that positions are terminable at any time by CARES or the employee with or without cause.

Resignation

Any employee who voluntarily resigns is expected to provide the Company with advance written notice of no less than two (2) weeks as is customarily done as a business courtesy.

Layoff Due to Lack of Work

The Company attempts to maintain a stable work force, however, business conditions sometimes change to a point that there is not enough work to keep all employees on the payroll. Should such a situation occur, the work force may be reduced by laying off the number of employees over and above those needed to perform the work available. Layoffs will be determined by the ability of the affected employees to adequately perform the available work with a minimum of retraining. Length of service and non-medically related absences or tardiness may also be considered where relative ability is equal.

Exit Interviews

Management may conduct an exit interview to discuss your reasons for leaving and any other impressions that you may have about the company. During the exit interview, you can provide insights into areas for improvement for the company and your specific position.

Return of Company Property

Any Company or VA property issued to you, such as software, computer equipment, databases, files, pager, keys, parking passes or company credit card must be returned at the time of your termination. You will be responsible for any lost or damaged items. The value of any property issued and not returned may be deducted from your final paycheck, and you may be required to sign a wage deduction authorization form for this purpose.

409 Administrative Pay Corrections

Effective Date: 6/1/2012

CARES and ADP TotalSource take all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of your Supervisor at CARES who should then contact ADP TotalSource so that corrections can be made as quickly as possible.

410 Pay Deductions and Setoffs

Effective Date: 6/1/2012

The law requires that ADP TotalSource make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. ADP TotalSource also must deduct Social Security taxes on each employee's earnings up to a specified limit that is called the Social Security "wage base." CARES matches the amount of Social Security taxes paid by each employee.

ADP TotalSource offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs.

Pay offsets are pay deductions taken by ADP TotalSource, usually to help pay off a debt or obligation to ADP TotalSource or others and will be made where applicable in compliance with federal and state law.

480 Compensation

Effective Date: 6/1/2012

It is the practice and policy of CARES and ADP TotalSource to accurately compensate employees and to do so in compliance with all applicable state and federal laws.

Review Your Pay Check

We make every effort to ensure our employees are paid correctly. Occasionally, however, inadvertent mistakes can happen. When mistakes do happen and are called to our attention, we will promptly make any corrections necessary. Please review your pay check when you receive it to make sure it is correct. If you believe a mistake has occurred, or you have any questions please contact the CARES HR Specialist.

Non-exempt Employees

If you are classified as a non-exempt employee, you must maintain a record of the total hours you work each day. You must accurately record your hours in accordance with CARES's time keeping procedures. Your time record must accurately reflect all regular and overtime hours worked, any absences, late arrivals, early departures, and meal breaks. Employees are prohibited from performing any "off-the-clock" work. "Off-the-clock" work means work you may perform but fail to report. Any employee who fails to report or inaccurately reports any hours worked will be subject to disciplinary action, up to and including discharge.

It is a violation of company policy for any employee to falsify or alter his or her or another employee's time. It is also a serious violation of company policy for any employee or manager to instruct another employee to incorrectly or falsely report hours. If any manager or employee instructs you to: 1) incorrectly or falsely under- or over-report your hours worked; or 2) alter another employee's time records to inaccurately or falsely report that employee's hours worked, you should report it immediately to your supervisor or the ADP TotalSource Employee Service Center at 1-800-554-1802.

Exempt Employees

If you are classified as an exempt, salaried employee, you will receive a set salary which is intended to compensate you for any hours you may work. This salary will be established at the time of hire or when you become classified as an exempt employee. The salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work you perform.

Under federal and state law, your salary is subject to certain deductions. For example, absent contrary state law requirements, your **salary** may be reduced for the following reasons:

- Full day absences for personal reasons.
- Full day absences for sickness or disability, if CARES has a sickness or disability policy that provides for wage replacement benefits and you have exhausted or have not yet accrued enough leave time.
- Full day disciplinary suspensions for infractions of our written policies and procedures.
- Family and Medical Leave absences (either full or partial day absences).

- To offset amounts received as payment for jury and witness fees or military pay.
- The first or last week of employment in the event you work less than a full week.

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

Your **salary will not** be reduced for any of the following reasons:

- Partial day absences for personal reasons, sickness or disability.
- Absences for jury duty, attendance as a witness or military leave in any week in which you have performed any work.
- Any other deductions prohibited by state or federal law.

Please note, it is not an improper deduction to reduce an employee's accrued vacation, personal or other forms of paid time off from an employee's leave bank for full or partial day absences for personal reasons, or for sickness or disability if the employer has a sickness or disability policy that provides for wage replacement benefits.

Should you have any questions with respect to CARES's policy, please contact your immediate supervisor, CARES HR Specialist or the ADP TotalSource Employee Service Center at 1-800-554-1802.

To Report Concerns or Obtain More Information

If you have questions about deductions from your pay, please contact the CARES HR Specialist or the TotalSource ADP TotalSource Employee Service Center at 1-800-554-1802. If you believe you have been subject to any improper deductions, you should immediately report the matter to your supervisor or the TotalSource ADP TotalSource Employee Service Center or any other supervisor in the company with whom you feel comfortable.

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

Please note that where state law is more generous to employees, the state law will be followed.

501 Safe Workplace

Effective Date: 6/1/2012

CARES functions within VA facilities which provide a clean, healthy, safe environment in which to work in accordance with the Occupational Safety and Health Act of 1970. Employee safety depends on the safety consciousness of everyone. As a CARES employee and a VA WOC employee, you are expected to take an active part in maintaining this environment. Always observe the special safety rules applicable in your work area, adhere to all safety instructions provided by your supervisor and use safety equipment where required. Each employee working in a laboratory will have available the R&D Laboratory Safety Manual and Radiation Safety Plan; each employee should be aware of and have read the plan. Attendance of mandatory safety training is required for all CARES employees. Your work place should be kept neat, clean and orderly. It is your responsibility to learn the location of all safety and emergency equipment, as well as the appropriate safety contact phone numbers. For further safety procedures and requirements, please refer to the R&D Service Safety Handbook. Copies are available in each laboratory and from the Hines Research Office.

As a CARES and VA WOC employee, you have a duty to comply with all safety rules of the VA; to assist in maintaining a hazard free environment; to report any accidents or injuries - including any breaches of safety - and to report any unsafe equipment, working condition, process or procedure to your supervisor.

Employees, if they are not the injured or violating party, may report safety violations or injuries anonymously to the Research Safety Subcommittee. **NO EMPLOYEE WILL BE PUNISHED OR REPRIMANDED FOR REPORTING SAFETY VIOLATIONS OR HAZARDS.** However, any deliberate or ongoing safety violation, or creation of hazard, by an employee will be dealt with through disciplinary action by CARES, up to and including termination.

502 Work Schedules

Effective Date: 6/1/2012

Usual work hours are Monday through Friday 8:00 a.m. to 4:30 p.m. Although working hours within departments may vary from time to time, the standard workday has been set at 8 hours and 40 hours as the standard workweek. However, your schedule may vary to include weekends, evenings or nights according to your laboratory or department's needs. Your immediate supervisor will advise you of your work schedule. Please be certain that you understand your working hours. Check with your supervisor if you are not certain.

505 Smoking

Effective Date: 6/1/2012

Smoking by employees is permitted only during rest or meal periods and only in outdoor areas designated by the VA.

Violations of this policy will lead to discipline up to and including termination of employment.

506 Rest and Meal Periods

Effective Date: 6/1/2012

Due to an Illinois State Law, employees working 7 ½ hours or longer each day must take a 30 minute without pay lunch period which should begin no later than 5 hours after the start of their work day. This 30 minute unpaid lunch period must be included in the calculation of hours entered for each day on the timesheet. If working 7 ½ hours or longer per day and you do not record a 30 minute lunch period on the timesheet, 30 minutes will be deducted from the total hours worked each day.

Employees may not combine their lunch period with either of their paid break periods of 15 minutes and may not take their lunch at the beginning or end of the day.

507 Overtime

Effective Date: 6/1/2012

When operating requirements or other needs cannot be met during regular working hours, employees will be given the opportunity to volunteer for overtime work assignments. All overtime work must receive the supervisor's prior authorization.

Overtime compensation is paid to all non-exempt employees in accordance with federal and state wage and hour restrictions. According to the Illinois Department of Labor, overtime pay is based on an employee working more than 40 hours in a work week. Paid holidays, vacation and sick leave are considered benefits provided by the employer and are not to be counted as hours worked. Only actual hours worked by an employee are to be considered.

508 Personal Vehicles

Effective Date: 6/1/2012

Employees who drive to work must adhere to the rules and regulations of the VA.

Employees who drive their own vehicle in the course of their work are required to have a valid Illinois driver's license and to carry appropriate automobile insurance. CARES assumes no responsibility for loss through fire, theft, collision or otherwise to an employee's vehicle or its contents. Employees who use their own vehicle in the course of their employment may be compensated at the Internal Revenue Service-approved mileage rate in effect at the time of travel. Employees are responsible for any parking, mechanical, moving or other violation citations received while using their own vehicles.

510 Emergency Closings

Effective Date: 6/1/2012

In the event of an emergency closing due to inclement weather conditions or any other emergency of the hospital, CARES will follow the closure decisions of the Hines or Lovell. Dependent on the circumstance it may be treated as time paid or time off unpaid. Should the decision to close be treated as unpaid time off, you may request use of available vacation leave.

512 Business Travel Expenses

Effective Date: 6/1/2012

Travel to meetings of clinical specialty societies, research societies, national and international general clinical groups (e.g., AMA, AHA, etc), or other travel in which the recognized or stated primary goals are to further medical knowledge, research, public health and/or education, is acceptable when the proposed travel has a demonstrable research or education relevance.

In most cases, travel expenses are paid by the traveler and will be reimbursed upon completion of the approved travel within ten business days by submitting the appropriate supporting documents. One exception to this policy is that meeting registration fees may be requested in advance. CARES will make payment for such registrations which will be issued to the organization sponsoring the meeting, not the individual traveler.

The traveler is responsible for excess costs and any additional expenses incurred for personal preference or convenience; e.g. cost of accommodations in excess of conference schedule; luxury accommodations and services unnecessary or unjustified in the performance of official business. CARES shall reimburse travelers only for those business-related costs that are reasonably incurred.

For a more detailed explanation of Travel Policies please visit the CARES website at <http://www.cares-research.org/policies/section 9.asp>

516 Communication Systems

Effective Date: 6/1/2012

It is the intent of the Company to provide the communication systems necessary for the conduct of its business. Employees are expected to adhere to proper use of all communication systems. These include but are not limited to the telephone, electronic mail (E-Mail), facsimile, internet, voicemail, computer terminals, modems and systems software. Employees are permitted use of Company property and must comply with Company policies and procedures regarding its use.

The communication systems are owned and operated by the CARES or the VA and are to be used for the business of the Company. Employees should have no expectation of privacy of any correspondence, messages or information in the systems.

The Company reserves the right to access and disclose all such messages sent for any purpose. All such messages, regardless of content or the intent of the sender, are a form of corporate correspondence, and are subject to the same internal and external regulation, security and scrutiny as any other corporate correspondence. E-mail communications must be written following customary business communications practices as is used in Company correspondence. E-mail communications are official internal Company communications, which may be subject to summons in legal proceedings. Work-related messages should be directed to the affected employee(s) rather than sending a global message to all employees.

The Company's communication systems shall not be used as a forum to promote religious or political causes, or an illegal activity. Offensive or improper messages or opinions, transmission of sexually explicit images, messages, cartoons, or other such items, or messages that may be construed as harassment or disparagement of others based on race, national origin, sex, sexual orientation, age, disability, or religion or status as a Vietnam-era veteran are also prohibited on the Company's communication systems.

Employees shall not attempt to gain access to another employee's personal communications system and messages. The Company, however, reserves the right to access an employee's messages at any time, without notice to the employee.

Any violation of these guidelines may result in disciplinary action, up to and including termination.

E-mail and Computer Access

E-mail accounts and computer access are controlled by the VA. The Hines or Lovell Research Human Resources Office can supply the forms to fill out and direct you to the appropriate person in the VA Research Office.

Personal Mail

You may not use CARES' or the VA's name, address, envelopes, or letterhead for personal correspondence; this includes correspondence of a political nature.

Personal Possessions

We do not assume responsibility for any theft or damage to your personal belongings you may bring to the work site. Doors should be locked when leaving a room unoccupied.

519 Social Security Number Privacy

Effective Date: 6/1/2012

Officers and employees are permitted to access and use certain personal information, such as social security numbers, only as necessary and appropriate for such persons to carry out their assigned tasks for CARES and in accordance with CARES policy.

The unauthorized access, viewing, use, disclosure, or the intentional public display of such information and the unauthorized removal of documents from CARES premises that contain social security number information is prohibited and can result in discipline up to and including termination of employment.

If you come into contact with social security numbers or other sensitive personal information without authorization from CARES or under circumstances outside of your assigned tasks, you may not use or disclose the information further, but must contact your supervisor and turn over to him or her all copies of the information in whatever form.

When necessary, documents containing social security information will be properly destroyed through shredding, or other means, prior to disposal to ensure confidential social security information is not disclosed.

For more information about whether and under what circumstances you may have access to this information, review your job description or contact your supervisor.

521 Social Networking & Blogging Policy

Effective Date: 6/1/2012

To protect CARES's interests, employees must adhere to the following rules:

Employees may not post on a blog or social networking site during their working time or at any time using CARES equipment or property. CARES's electronic communication systems are for business use only.

If an employee identifies himself or herself as an employee of CARES on any social networking site, the communication must include a disclaimer that the views expressed do not necessarily reflect the views of CARES management.

All rules regarding confidential business information apply in full to blogs and social networking sites. Any information that cannot be disclosed through a conversation, a note or an e-mail also cannot be disclosed on a blog or social networking site. The transmission of confidential or proprietary information without the permission of CARES is prohibited.

If you mention CARES in a blog or elsewhere in online social media, or it is reasonably clear you are referring to CARES or a position taken by CARES, and also express a political opinion or an opinion regarding CARES's positions, actions, or products, the post must specifically disclose your relationship with the company and note that the opinion expressed is your personal opinion and not CARES's position.

Any conduct which is impermissible under the law if expressed in any other form or forum is impermissible if expressed through a social networking site. For example, posted material that is discriminatory, defamatory, libelous or malicious is forbidden. CARES's policies, including but not limited to the Equal Employment Opportunity, Sexual Harassment, Harassment and Workplace Violence policies, apply equally to employee comments on social networking sites even if done on nonworking time. Employees are encouraged to review those sections of the Handbook for further guidance.

522 Workplace Violence Prevention

Effective Date: 6/1/2012

CARES is concerned about the increased violence in society, which has also filtered into many workplaces throughout the United States, and has taken steps to help prevent incidents of violence from occurring at the worksite. In this connection, it is the policy of CARES to expressly prohibit any acts or threats of violence by any CARES employee or former employee against any other employee in or about facilities used to conduct CARES's research or education activities or elsewhere at any time. CARES does not condone any acts or threats of violence against other CARES' or VAMC's employees, patients, or visitors on Hines or Lovell premises at any time or while they are engaged in business with or on behalf of CARES, on or off VA premises. Any reports of violence or threats will be promptly and thoroughly investigated and, where warranted, ensure that appropriate action will be taken.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others.

Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of the company unless contrary to state law.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's protected status.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible. All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your work station, do not try to intercede or see what is happening.

ADP TotalSource and CARES will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, ADP TotalSource and CARES may suspend employees, either with or without pay, pending investigation. Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

601 Family and Medical Leave of Absence (FMLA)

Effective Date: 6/1/2012

The Leave Policy

Employees of employers covered under the Federal Family and Medical Leave Act (FMLA) may be entitled to a leave of absence from the covered employer. An employer is covered under the FMLA if as of the date an employee gives notice of the need for leave; it maintained 50 or more employees on the payroll during 20 or more calendar workweeks (not necessarily consecutive workweeks) in either the current or the preceding year. This policy provides employees information concerning FMLA entitlements and obligations employees may have during such leaves. ADP TotalSource administers leaves under the FMLA for its Worksite Employers upon request. If employees have any questions concerning FMLA leave, they should contact the ADP TotalSource Shared Services Center at 866-400-6011, option 4.

Employees Eligible for FMLA Leave

Leave is available to “eligible employees”. To be an “eligible employee”, an employee must: (1) have been employed by a Worksite Employer covered under the FMLA for at least 12 months (which need not be consecutive); (2) have been employed by the Worksite Employer for at least 1250 hours of service during the 12 month period immediately preceding the commencement of the leave; and (3) be employed at a worksite where 50 or more employees are located within 75 miles of the worksite.

Employee Entitlements for FMLA Leave

Basic FMLA Leave Entitlement

The FMLA provides eligible employees up to 12 workweeks of unpaid leave for certain family and medical reasons during a 12 month period. The 12 month period is determined based on a rolling 12-month period measured backwards from the date the employee’s leave will be taken. If an employee lives in a state, county, or city which provides more generous benefits, he/she will be given those benefits. Please contact the ADP TotalSource Shared Services Center at 866-400-6011, option 4 for any local variations applicable to this policy.

Leave may be taken for any one, or for a combination, of the following reasons:

- To care for the employee’s child after birth, or placement for adoption or foster care (Leave taken for this reason must be completed within the 12 month period beginning on the date of birth or placement);

- To care for the employee’s spouse, son, daughter or parent (but not in-law) who has a **serious health condition**;
- For the employee’s own **serious health condition** (including any period of incapacity due to pregnancy, prenatal medical care or childbirth) that makes the employee unable to perform one or more of the essential functions of the employee’s job; and/or
- Because of any **qualifying exigency** arising out of the fact that an employee’s spouse, son, daughter or parent is a covered military member on active duty or has been notified of an impending call or order to active duty status in the National Guard or Reserves in support of contingency operation.

A **serious health condition** is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee’s job, or prevents the qualified family member from participating in school or other daily activities. Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

Additional Military Family Leave Entitlement (Injured Servicemember Leave)

In addition to the basic FMLA leave entitlement discussed above, an eligible employee who is the spouse, son, daughter, parent or next of kin of a **covered servicemember** is entitled to take up to 26 weeks of leave during a single 12-month period to care for the service member with a serious injury or illness. Leave to care for a service member shall only be available during a single-12 month period and, when combined with other FMLA-qualifying leave, may not exceed 26 weeks during the single 12-month period. The single 12-month period begins on the first day an eligible employee takes leave to care for the injured servicemember.

A “**covered servicemember**” means a member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is on the temporary retired list, for a serious injury or illness. A member of the Armed Forces would have a serious injury or illness if he/she has incurred an injury or illness in the line of duty while on active duty in the Armed Forces provided that the injury or illness may render the servicemember medically unfit to perform duties of the member’s office, grade, rank or rating.

A “**covered veteran**” means a veteran who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the period of 5 years preceding the date on which the veteran undergoes that medical treatment, recuperation, or therapy. A covered veteran would have a serious injury or illness if he/she has incurred a qualifying injury or illness in line of duty on active duty in the Armed Forces (or existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that manifested itself before or after the member became a veteran.

Spouses Employed by the Same Worksite Employer

Spouses employed by the same Worksite Employer are limited to a combined total of 26 workweeks in a single 12-month period if the leave is to care for a covered servicemember with a serious injury or illness, and to a combined total of 12 workweeks in a 12-month period if the leave is taken for the birth and care of a newborn child, for placement of a child for adoption or foster care, or to care for a parent who has a serious health condition.

Intermittent Leave and Reduced Leave Schedules

FMLA leave usually will be taken for a period of consecutive days, weeks or months. However, employees also are entitled to take FMLA leave intermittently (in separate blocks of time) or on a reduced leave schedule (reducing the usual number of hours the employee works each workday) when medically necessary due to a serious health condition of the employee or covered family member or the serious injury or illness of a covered servicemember. Employees will receive their current rate of pay for hours worked and time spent working will not count against their available FMLA leave.

Protection of Group Health Insurance and Other Benefits

During an approved FMLA leave, the employee's group health benefits will be maintained as if the employee continued to be actively employed. However, the employee must continue to pay the employee's portion, if any, of the group health plan premiums or the employee's benefits may be cancelled. Accrual of benefits such as vacation and paid time off will be suspended, unless otherwise indicated by the employee's Worksite Employer, during the duration of the leave. Accrual of seniority will also be suspended during the leave unless otherwise indicated by the employee's Worksite Employer.

Restoration of Employment and Benefits

At the end of FMLA leave, subject to some exceptions including situations where job restoration of “key employees” will cause the Worksite Employer substantial and grievous economic injury, employees generally have a right to return to the same or equivalent positions with equivalent pay, benefits and other employment terms. Employees will be notified if they qualify as “key employees”, if there is an intention to deny reinstatement, and of their rights in such instances. Use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of an eligible employee's FMLA leave.

Notice of Eligibility for, and Designation of, FMLA Leave

Employees requesting FMLA leave are entitled to receive written notice informing them whether they are eligible for FMLA leave and, if not eligible, the reasons why they are not eligible. When eligible for FMLA leave, employees are entitled to receive written notice of: 1) their rights and responsibilities in connection with such leave; 2) the designation of leave as FMLA-qualifying or non-qualifying, if not FMLA-qualifying, the reasons why; and 3) the amount of leave, if known, that will be counted against the employee's leave entitlement.

Leave may be retroactively designated as FMLA leave with appropriate written notice to employees, provided the failure to designate leave as FMLA-qualifying at an earlier date did not cause harm or injury to the employee.

Employee FMLA Leave Obligations

Provide Notice of the Need for Leave

Employees who take FMLA leave must provide timely notification of their need for FMLA leave. The following describes the **timing** and **content** of such employee notices.

Timing of Employee Notice

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days notice is not possible, or the approximate timing of the need for leave is not foreseeable, employees must provide notice of the need for leave as soon as practicable under the facts and circumstances of the particular case. Employees, who fail to give 30 days notice for foreseeable leave without a reasonable excuse for the delay, or otherwise fail to satisfy FMLA notice obligations, may have FMLA leave delayed or denied. Employees must also follow the Worksite Employer's usual and customary notice and procedural requirements for requesting time-off or reporting absences when requesting FMLA leave, absent unusual circumstances.

Content of Employee Notice

To trigger FMLA leave protections, employees must inform their immediate supervisor or the ADP TotalSource Shared Services Center at 866-400-6011, option 4, of the need for FMLA-qualifying leave and the anticipated timing and duration of the leave, if known. Employees may do this by either requesting FMLA leave specifically, or explaining the reasons for leave so as to allow a determination that the leave is FMLA-qualifying. For example, employees might explain that:

- a medical condition renders them unable to perform the functions of their job;
- they are pregnant or have been hospitalized overnight;
- they or a covered family member are under the continuing care of a health care provider;
- the leave is due to a qualifying exigency cause by a covered military member being on active duty or called to active duty status; or
- if the leave is for a family member, that the condition renders the family member unable to perform daily activities or that the family member is a covered servicemember with a serious injury or illness.

Calling in “sick,” without providing the reasons for the needed leave, will not be considered sufficient notice for FMLA leave under this policy. Employees must respond to any questions posed to determine if absences are potentially FMLA-qualifying.

If employees fail to explain the reasons for FMLA leave, the leave may be denied. When employees seek leave due to FMLA-qualifying reasons for which the FMLA-protected leave has been previously provided, they must specifically reference the qualifying reason for the leave or the need for FMLA leave.

Cooperate in the Scheduling of Planned Medical Treatment (Including Accepting Transfers to Alternative Positions) and Intermittent Leave or Reduced Leave Schedules

When planning medical treatment, employees must consult with the Worksite Employer and make a reasonable effort to schedule treatment so as not to unduly disrupt the Worksite Employer’s operations, subject to the approval of an employee’s health care provider. Employees must consult with the Worksite Employer prior to the scheduling of treatment to work out a treatment schedule which best suits the needs of both the Worksite Employer and the employee, subject to the approval of an employee’s health care provider. If employees providing notice of the need to take FMLA leave on an intermittent basis for planned medical treatment neglect to fulfill this obligation, the Worksite Employer may require employees to attempt to make such arrangements, subject to the approval of the employee’s health care provider.

When employees take intermittent or reduced work schedule leave for foreseeable planned medical treatment for the employee or a family member, including during a period of recovery from a serious health condition or to care for a covered servicemember, the Worksite Employer may temporarily transfer employees, during the period that the intermittent or reduced leave schedules are required, to alternative positions with equivalent pay and benefits for which the employees are qualified and which better accommodate recurring periods of leave.

When employees seek intermittent leave or a reduced leave schedule for reasons unrelated to the planning of medical treatment, upon request, employees must advise the Worksite Employer of the reason why such leave is medically necessary. In such instances, the Worksite Employer and employee shall attempt to work out a leave schedule that meets the employee’s needs without unduly disrupting the Worksite Employer’s operations, subject to the approval of the employee’s health care provider.

Submit Medical Certifications Supporting Need for FMLA Leave (Unrelated to Requests for Military Family Leave)

Depending on the nature of FMLA leave sought, employees may be required to submit medical certifications supporting their need for FMLA-qualifying leave. As described below, there generally are three types of FMLA medical certifications: an **initial certification**, a **recertification**, and a **return to work/fitness for duty certification**.

It is the employee's responsibility to provide timely, complete and sufficient medical certifications. Whenever employees are requested to provide FMLA medical certifications, employees must provide the requested certifications within 15 calendar days after the request, unless it is not practicable to do so despite an employee's diligent, good faith efforts. Employees shall be informed if submitted medical certifications are incomplete or insufficient and employees will be provided at least seven calendar days to cure deficiencies.

Failure to provide requested certification within 15 days, if such is practicable, may result in delay of further leave until it is provided, and/or may subject the employee to discipline up to and including termination for taking unauthorized leave or for excessive absenteeism. Similarly, employees who fail to timely cure deficiencies will have FMLA leave denied.

With the employee's permission, the employee's health care provider may be contacted (through individuals other than an employee's direct supervisor) to authenticate or clarify completed and sufficient medical certifications. If employees choose not to provide authorization allowing clarification or authentication with health care providers, the FMLA leave may be denied if certifications are unclear.

Whenever it is deemed appropriate to do so, the right to receive timely, complete and/or sufficient FMLA medical certifications may be waived.

Initial Medical Certifications

Employees requesting leave because of their own, or a covered relation's, serious health condition, or to care for a covered servicemember, must supply medical certification supporting the need for such leave from their health care provider or, if applicable, the health care provider of their covered family or servicemember. If employees provide at least 30 days notice of medical leave, they should submit the medical certification before leave begins. A new initial medical certification will be required on an annual basis for serious medical conditions lasting beyond a single leave year.

If there is reason to doubt initial medical certifications, employees may be required to obtain a second opinion at the Worksite Employer's expense. If the opinions of the initial and second health care providers differ, the Worksite Employer may, at its expense, require employees to obtain a third, final and binding certification from a health care provider designated or approved jointly by the Worksite Employer and the employee.

Medical Recertifications

Depending on the circumstances and duration of FMLA leave, employees may be required to provide recertification of medical conditions giving rise to the need for leave. Employees will be notified if recertification is required and employees will be given at least 15 calendar days to provide medical recertification.

Return to Work/Fitness for Duty Medical Certifications

Unless employees are notified that providing such certifications is not necessary, employees returning to work from FMLA leaves that were taken because of their own serious health conditions that made them unable to perform their jobs must provide a Return to Work Medical Certification form. The form must confirm that the employee is able to return to work and (if indicated on the Return to Work Certification Form) the employee's ability to perform the essential functions of the employee's position, with or without reasonable accommodation.

Employees should attempt to give at least one week's notice by mailing or faxing to his/her supervisor or the ADP TotalSource Shared Services Center at 866-485-1227 the Return to Work Medical Certification form stating that the employee is able to resume work. However, employees must make sure that this notice is received no later than 2 business days before the employee's return to work at the conclusion of the leave. This is important so that the employee's return to work is properly scheduled.

If the employee's FMLA leave resulted from a workers' compensation injury, the employee's health care provider may send an updated medical work status form to the employee's Case Manager as soon the employee's return to work date is known, even if less than two business days before the employee's return to work. Employees may obtain Return to Work Medical Certification Forms from their supervisor or the ADP TotalSource Shared Services Center. Job restoration may be delayed and/or denied until employees provide return to work/fitness for duty certifications.

Submit Certifications Supporting Need for Military Family Leave

Upon request, the first time employees seek leave due to qualifying exigencies arising out of the active duty or call to active duty status of covered military members, employees may be required to provide: 1) a copy of the covered military member's active duty orders or other documentation issued by the military indicating the covered military member is on active duty or call to active duty status and the dates of the covered military member's active duty service; and 2) a certification from the employee setting forth information concerning the nature of the qualifying exigency for which leave is requested. Employees shall also provide a copy of new active duty orders or other documentation issued by the military for leaves arising out of qualifying exigencies due to a different active duty or call to active duty status of the same or a different covered military member.

When leave is taken to care for a covered servicemember with a serious injury or illness, employees may be required to obtain certifications completed by an authorized health care provider of the covered servicemember. In addition, and in accordance with the FMLA regulations, it may be requested that the certification submitted by employees set forth additional information provided by the employee and/or the covered servicemember confirming entitlement to such leave.

Substitute Paid Leave for Unpaid FMLA Leave

Employees must (unless the Worksite Employer specifically informs employees otherwise) use any accrued paid time while taking unpaid FMLA leave. The substitution of paid time for unpaid FMLA leave time does not extend the length of FMLA leaves and the paid time will run concurrently with an employee's FMLA entitlement. Employees receiving paid disability benefits (including but not limited to workers compensation and state disability benefits) are not required to use accrued paid time while taking FMLA leave. However, upon request, the Worksite Employer may allow employees to use accrued paid time to supplement any paid disability benefits.

FMLA leave does not affect the employee's eligibility, if any, for short or long term disability payments and/or workers' compensation benefits under those insurance plans. Leaves of absence taken in connection with a disability leave plan or workers' compensation injury/illness shall run concurrently with any FMLA leave entitlement.

For more information regarding the use of accrued paid time off, or eligibility for disability and/or workers' compensation insurance payments, employees should contact their Supervisor, the ADP TotalSource Shared Services Center, the ADP TotalSource Regional Benefits Administrator and/or refer to the plan documents (which are controlling).

Pay Employee's Share of Health Insurance Premiums

As noted above, during FMLA leave, employees are entitled to continued group health plan coverage under the same conditions as if they had continued to work. Unless the employee is notified of other arrangements, whenever an employee is receiving pay during FMLA leave, the employee's portion of the group health plan premium will be deducted from the employee's paycheck in the same manner as if the employee was actively working. If FMLA leave is unpaid, employees must pay their portion of the group health premium. Employees should contact their immediate supervisor to make these arrangements.

If employees return to work owing any employer-made contributions to their insurance premiums to maintain coverage during the leave, reimbursement will be required through payroll deduction immediately upon return from leave as permitted by law. If employees elect not to return to work at the end of the leave period, reimbursement will be required for contributions to the health insurance premiums made to maintain coverage during the employee's leave, unless the employee cannot return to work because of a serious health condition or because of other circumstances beyond the employee's control.

Report Periodically Concerning Intent to Return to Work

Employees must contact the ADP TotalSource Shared Services Center at 866-400-6011, option 4 periodically in accordance with the instructions noted on the FMLA Eligibility Notice (e.g. on the first Tuesday and Thursday of each month) regarding their status and intention to return to work at the end of the FMLA leave period.

If an employee's anticipated return to work date changes and it becomes necessary for the employee to take more or less leave than originally anticipated, the employee must provide the employee's immediate supervisor or the ADP TotalSource Shared Services Center with reasonable notice (i.e., within 2 business days) of the employee's changed circumstances and new return to work date. If employees give the Worksite Employer or ADP TotalSource unequivocal notice of their intent not to return to work, the Worksite Employer's obligation to maintain health benefits (subject to COBRA requirements) and to restore their positions ceases.

Coordination of FMLA Leave with Other Leave Policies

The FMLA does not affect any federal, state or local law prohibiting discrimination, or supersede any state or local law or collective bargaining agreement which provides greater family or medical leave rights. Leave taken because of the employee's own serious health condition may be extended under certain circumstances. Please understand that reinstatement from an extended leave of absence (beyond 12 weeks of FMLA Leave) may not be guaranteed and may depend upon the availability of a vacancy for which the employee is qualified.

For additional information concerning leave entitlements and obligations that might arise when FMLA leave is either not available or exhausted, please consult your Worksite Employer's other leave policies in the employee handbook as applicable or contact your immediate supervisor or the ADP TotalSource Shared Services Center at 866-400-6011, option 4.

Questions and/or Complaints about FMLA Leave

If employees have questions regarding this FMLA policy, they should contact their immediate supervisor or the ADP TotalSource Shared Services Center at 866-400-6011, option 4. The Worksite Employer and ADP TotalSource are committed to complying with the FMLA and, whenever necessary, shall interpret and apply this policy in a manner consistent with the FMLA.

The FMLA makes it unlawful for employers to: 1) interfere with, restrain, or deny the exercise of any right provided under FMLA; or 2) discharge or discriminate against any person for opposing any practice made unlawful by FMLA or involvement in any proceeding under or relating to FMLA. If employees believe their FMLA rights have been violated, they should contact the ADP TotalSource Shared Services Center immediately. Any FMLA complaints will be investigated and prompt and appropriate remedial action will be taken to address and/or remedy any FMLA violation. Employees also may file FMLA complaints with the United States Department of Labor or may bring private lawsuits alleging FMLA violations.

603 Personal Non-FMLA Leave of Absence

Effective Date: 6/1/2012

Employees may be granted a leave of absence to attend to personal matters in situations in which the Company determines that an extended period of time away from the job will be in the best interest of the employee and the Company.

Requests for a leave of absence or any extension of a leave should be submitted in writing to the employee's supervisor thirty days prior to commencement of the leave period, or as soon as is practicable. The supervisor will forward the request to the Executive Director of CARES recommending approval or denial. The final decision concerning the request will be made by management. All employees on approved leave are expected to report any change of status in their need for leave or their intention to return to work to their supervisor.

Employees on personal leave will be required to use all accrued personal and vacation days while on leave before going unpaid. The Company will continue health insurance and other benefits to employees on leave for no longer than 12 weeks from the beginning date of leave so long as the employee continues to pay any employee portion of the contribution. Benefits that accrue according to length of service, such as paid vacation, holiday, and sick days, do not accrue during periods of leave.

Employees returning from a personal leave due to an illness or injury must provide a job-related release indicating their ability to perform the functions of their job. Any restrictions must be noted on the release.

Employees on an authorized personal leave of absence may not perform work for any other employer that is considered by the Company to be an actual or potential conflict of interest.

It is possible that an employee returning from a personal leave of absence may not be returned to the same job position that they held before taking leave. If an employee fails to return to work at the conclusion of an approved leave of absence, including any extension of the leave time, the employee will be considered to have voluntarily terminated employment with the Company.

605 Military Leave

Effective Date: 6/1/2012

A military leave of absence will be granted to employees who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable.

Employees will continue to receive full pay while on leave for two-week training assignments and shorter absences. The portion of any military leaves of absence in excess of two weeks will be unpaid. However, employees may use any available paid time off for the absence.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon the employee's return to active employment.

Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Contact the ADP TotalSource Employee Service Center for more information or questions about military leave.

607 Pregnancy-Related Absences

Effective Date: 6/1/2012

CARES and ADP TotalSource will not discriminate against any employee who requests an excused absence for medical disabilities associated with pregnancy. Such leave requests will be evaluated according to the medical leave policy provisions outlined in this Employee Handbook and all applicable federal and state laws.

Requests for time off associated with pregnancy and/or childbirth, such as bonding and child care, not related to medical disabilities for those conditions will be considered in the same manner as other requests for unpaid family or personal leave.

680 Victims' Economic Security and Safety Act Leave

Effective Date: 6/1/2012

The Leave Policy

Full time and part-time employees in Illinois are eligible to take up to 12 weeks of unpaid Victims' Economic Security and Safety Act (VESSA) Leave within any 12 month period and be restored to the same or an equivalent position upon your return from leave provided you: (1) give 48 hours' advance notice of your intention to take VESSA leave; and (2) submit the appropriate VESSA certification documents. Please note that if the reason for the request for VESSA leave would also entitle you to FMLA leave, then you must concurrently take FMLA leave.

Notice of Leave

To request leave, you must notify CARES and/or ADP TotalSource of your request for leave by completing a Request for VESSA Leave Form available from your supervisor or ADP TotalSource Human Resources Professional. You must give 48 hours' prior written notice (unless under the circumstances such notice is impracticable), or as much advance written notice as possible, to your supervisor and/or ADP TotalSource Human Resources Professional.

Certification

If you are requesting VESSA leave, you must supply certification documentation to CARES at the time you request leave, or if impracticable, within a reasonable time but in no event more than seven business days from the first day of the leave requested. This certification must contain a sworn statement by you that you, a member of your family, or household member is a victim of domestic or sexual violence and that the request for VESSA leave is for the purpose of:

- a. seeking medical attention for, or recovering from, physical or psychological injuries caused by domestic or sexual violence;
- b. obtaining services from a victim services organization;
- c. obtaining psychological or other counseling,
- d. participating in safety planning, temporarily, or relocating, or taking other actions to increase your safety and ensure economic security; or
- e. seeking legal assistance or remedies including preparing for or participating in any civil or criminal legal proceeding related to or derived from domestic sexual violence.

Please note that if leave is requested due to a family or household member, their interests must not be adverse to you. In other words, leave cannot be requested by a perpetrator.

Further, the certification must indicate that upon obtaining the following, the employee will provide his or her supervisor or an ADP TotalSource Professional with:

- a. documentation from an employee, agent, or volunteer of a victim services organization, an attorney, a member of the clergy, or a medical or other professional from whom you, a member of your family or household sought assistance in addressing domestic or sexual violence and specifying the effects of the violence;
- b. a police or court record; or
- c. other corroborating evidence

Failure to provide the requested certification and corroboration documentation within a reasonable time may result in delay of further leave until it is provided, and/or may subject you to discipline up to and including termination for taking unauthorized leave or excessive absenteeism.

Confidentiality

All VESSA leave information provided by you to CARES or ADP TotalSource is confidential. This information will not be disclosed by CARES or ADP TotalSource to third parties unless you request such disclosure in writing or the disclosure is required by state or federal law.

While on Leave

If you take VESSA leave, you must contact your supervisor or the ADP TotalSource Human Resources professional on the “first and third Tuesday” of each month regarding your status. In addition, you must give notice to your supervisor or ADP TotalSource Human Resources professional as soon as practicable (within 2 business days, if feasible) if the dates of leave change, are extended or initially were unknown.

Intermittent and Reduced Schedule Leave

VESSA leave may be taken intermittently (in separate blocks of time) or on a reduced leave schedule (reducing the usual number of hours you work each workday) if necessary. You will receive your current rate of pay for hours worked and time spent working will not count against your available VESSA leave. In addition, while you are on an intermittent or reduced schedule leave, CARES and/or ADP TotalSource may temporarily transfer you to an available alternative position, which better accommodates your recurring leave and which has equivalent pay and benefits.

Leave is Unpaid

During an approved VESSA leave, CARES and/or ADP TotalSource will maintain your health and other benefits, as if you continued to be actively employed. However, you must continue to pay your portion, if any, of the group health plan premiums or your benefits may be cancelled. Accrual of benefits such as paid time off will be suspended during the duration of the leave. Accrual of seniority will also be suspended during the leave and your annual review date will be adjusted accordingly. If you return to work owing any employer-made contributions to your insurance premiums to maintain coverage during your leave, you will be required to reimburse CARES and/or ADP TotalSource through payroll deduction immediately upon return.

If you elect not to return to work at the end of the leave period, you will be required to reimburse CARES and/or ADP TotalSource for contributions to the health insurance premiums made to maintain coverage during your leave, unless you provide a certification indicating that you cannot return to work because of the continuation, recurrence, or onset of domestic or sexual violence that resulted in your VESSA leave, or because of other circumstances beyond your control. You must contact your ADP TotalSource Human Resources Professional immediately upon learning that you will be unable to return to work to obtain the necessary certification forms.

Returning From Leave

When you are able to return to work following VESSA leave, you should attempt to give CARES as much notice as possible but at least one week’s notice by mailing or faxing the notice to your supervisor or ADP TotalSource Human Resources professional. This is important so that your return to work is properly scheduled.

701 Employee Conduct and Work Rules

Effective Date: 6/1/2012

CARES employees are expected to agree to certain responsibilities, follow acceptable business principles in matters of conduct, and exhibit a high degree of integrity at all times. This not only involves sincere respect for the rights and feelings of others, but also demands that employees refrain from any behavior that might be harmful to themselves, co-workers, the Company, or that might be viewed unfavorably by current or potential customers or by the public at large. Employee conduct reflects on the Company. Employees are, consequently, encouraged to observe the highest standards of professionalism at all times.

Types of behavior and conduct that the Company considers inappropriate include, but are not limited to, the following:

- Falsifying employment or other Company records;
- Violating the Company's anti-harassment policy;
- Soliciting or accepting gratuities from customers or clients;
- Excessive absenteeism or tardiness;
- Excessive, unnecessary, or unauthorized use of Company property and supplies, particularly for personal purposes;
- Reporting to work under the influence of drugs or alcohol, and the illegal manufacture, possession, use, sale, distribution or transportation of drugs;
- Bringing or using alcoholic beverages on the Company property or using alcoholic beverages while engaged in Company business off the Company's premises, except where authorized;
- Fighting or using obscene, abusive, or threatening language or gestures;
- Theft of property from co-workers, customers, or the Company;
- Unauthorized possession of firearms on the Company premises or while on Company business;
- Disregarding safety or security regulations;
- Insubordination; and
- Failing to maintain the confidentiality of Company, customer, or client information.

Should an employee's performance, work habits, overall attitude, conduct or demeanor become unsatisfactory based on violations either of the above or of any other Company policies, rules, or regulations, the employee will be subject to disciplinary action, up to and including termination.

Refer to Policy No. 104 Ethical Conduct

702 Drug and Alcohol Use

Effective Date: 6/1/2012

Abuse of alcohol or any other drug is a serious threat to both personal health and job performance. In accordance with the Drug-Free Workplace Act of 1988, CARES has adopted the

following drug-free workplace policy. All employees of CARES are expected to comply with this policy as a condition of their employment.

The unlawful manufacture, distribution, dispensing, possession or use of a controlled substance or alcohol is prohibited in the workplace. Violators are subject to disciplinary action, up to and including discharge.

Employees should determine with their physician or pharmacist whether any prescription drugs being taken might impair their ability to perform their jobs safely and effectively. If your performance might be so impaired, you should not report to work and you should discuss the issue with your supervisor to determine whether some accommodation may allow you to perform the essential functions of the position safely and effectively.

Any employee convicted of a violation of a criminal drug statute, which occurred in the workplace, must notify the supervisor and the Executive Director of CARES in writing within five days of the conviction. CARES is then required by law to notify all federal agencies providing funds to CARES of the infraction within ten days after receiving notice from an employee.

To inform employees about important provisions of this policy, ADP TotalSource has established a drug-free awareness program. The program provides information on the dangers and effects of substance abuse in the workplace, resources available to employees, and consequences for violations of this policy.

Employees with questions or concerns about substance dependency or abuse are encouraged to use the resources of the Employee Assistance Program by calling (888) 231-7015. They may also wish to discuss these matters with their supervisor at CARES or the ADP TotalSource Employee Service Center at 800-554-1802 to receive assistance or referrals to appropriate resources in the community.

Employees with drug or alcohol problems that have not resulted in, and are not the immediate subject of, disciplinary action may request approval to take unpaid time off to participate in a rehabilitation or treatment program. Leave may be granted if the employee agrees to abstain from use of the problem substance; abides by all CARES policies, rules, and prohibitions relating to conduct in the workplace; and if granting the leave will not cause CARES any undue hardship.

Under the Drug-Free Workplace Act, an employee who performs work for a government contract or grant must notify CARES and ADP TotalSource of a criminal conviction for drug-related activity occurring in the workplace. The report must be made within five days of the conviction.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with CARES HR Specialist, CARES Executive Director or the ADP TotalSource Employee Service Center at 800-554-1802 without fear of reprisal.

703 Sexual and Other Unlawful Harassment

Effective Date: 6/1/2012

CARES and ADP TotalSource are committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated. ADP TotalSource provides sexual harassment training to ensure you the opportunity to work in an environment free of sexual and other unlawful harassment.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or, (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to your supervisor and the CARES HR Specialist. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact any other member of management and the ADP TotalSource Employee Service Center at 800-554-1802. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. Communications will be made to others only on a limited "need to know" basis. If you make a complaint under this policy and have not received a satisfactory response, you should contact the ADP TotalSource Employee Service Center at 800-554-1802. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the Human Resources Professional or any member of management so it can be investigated in a timely and confidential manner. Upon completion of the investigation, if necessary, corrective measures will be taken. These measures may include, but are not limited to: training, counseling, warning, suspension, or immediate dismissal. Anyone, regardless of position or title, found through investigation to have engaged in improper harassment will be subject to discipline up to and including discharge. If the investigation is inconclusive, CARES and ADP TotalSource may still provide counseling or take other appropriate steps.

CARES and ADP TotalSource prohibit any form of discipline or retaliation for reporting in good faith the incidents of harassment in violation of this policy, pursuing any such claim or cooperating in the investigation of such reports.

703a Anti-Harassment

Effective Date: 6/1/2012

It is the policy of CARES to maintain a working environment which encourages mutual respect, promotes respectful and congenial relationships between employees and is free from all forms of harassment of any employee or applicant for employment by anyone, including supervisors, co-workers, vendors, or customers. Harassment in any manner or form is expressly prohibited and will not be tolerated. Management is committed to vigorously enforcing this policy against harassment, including but not limited to sexual harassment, at all levels within CARES.

All reported or suspected occurrences of harassment will be promptly and thoroughly investigated. Where harassment is determined to have occurred, CARES will immediately take appropriate disciplinary action, including written warnings and possible suspension, transfer and/or termination.

CARES will not permit or condone any acts of retaliation against anyone who files harassment complaints or cooperates in the investigation of same.

1. The term "harassment" includes but is not limited to unwelcome slurs, jokes, verbal, graphic or physical conduct relating to an individual's race, religion, sex, sexual orientation, age, national origin, or disability.
2. Sexual harassment consists of unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature where:

- a. Submission to such conduct is an explicit or implicit term or condition of employment;
- b. Employment decisions are based on an employee's submission to or rejection of such conduct; or,
- c. Such conduct interferes with an individual's work performance or creates an intimidating, hostile or offensive working environment.

3. The term "harassment" may also include conduct of employees, supervisors, vendors and/or customers who engage in verbally or physically harassing behavior which has the potential for humiliating or embarrassing an employee of CARES.

Complaint Procedure

CARES provides its employees with a convenient and reliable method for reporting incidents of harassment, including sexual harassment. Any employee who feels that they have been or are being harassed, or discriminated against, is encouraged to immediately inform the alleged harasser that the behavior is unwelcome. In some instances, the person may be unaware that their conduct is offensive and when so advised can easily and willingly correct the conduct so that it does not reoccur. If the informal discussion with the alleged harasser is unsuccessful in remedying the problem or if such an approach is not possible, the employee, at their option, should report complaints to a supervisor other than the offender. A female employee who prefers to make a complaint to a female will be accommodated and should contact one of the female staff members in the CARES office. Supervisors must promptly report all sexual harassment complaints to the Executive Director of CARES. Complaints should be as specific as possible as to the date and nature of the alleged incidents *and* as to whether there are any witnesses to the misconduct.

Confidentiality

All reports of harassment will be treated seriously. However, absolute confidentiality is not promised nor can it be assured. CARES will conduct an investigation of any complaint that will require limited disclosure of pertinent information to certain parties, including the alleged harasser.

Investigative Procedure

Once a complaint is received, the Executive Director is responsible for promptly conducting a thorough, confidential investigation.

Once the investigation is completed, a determination will be made regarding the validity of the harassment allegations. If it is determined that harassment has occurred; prompt, remedial action will be taken. This may include some or all of the following steps:

1. Restore any lost terms, conditions or benefits of employment to the complaining employee.

2. Discipline the harasser. This discipline can include written disciplinary warnings, transfer, demotion, suspension, and termination.

If the harassment is from a vendor or customer CARES will take appropriate action to stop the conduct.

Duties of Employees and Supervisors

All employees of CARES, both management and non-management, are responsible for assuring that a workplace free of harassment is maintained. Any employee may file a harassment complaint regarding incidents experienced personally or incidents observed in the workplace. CARES strives to maintain a lawful, pleasant work environment where all employees are able to effectively perform their work without interference of any type and requests the assistance of all employees in this effort.

All managers and supervisors are responsible for doing all they can to prevent and discourage harassment from occurring. If a complaint is raised, supervisors and managers are to act promptly to notify the Executive Director of CARES. If a supervisor or manager fails to follow this policy they will be disciplined. Such discipline may include termination.

704 Attendance and Punctuality

Effective Date: 6/1/2012

To maintain a safe and productive work environment, CARES expects employees to be reliable and to be punctual in reporting for scheduled work. You are also expected to take your lunch/meal time within the time limit set by your supervisor. Absenteeism and tardiness place a burden on other employees and on CARES. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence. If you are going to miss work because you or a family member is sick, you must notify your supervisor before the time you are to report for work. Your supervisor will advise you of an alternative person to contact if he or she is unavailable.

If you do not inform either your supervisor or the alternative person, your tardiness or absence will be considered an unapproved, unscheduled absence. If you fail to notify your supervisor after three (3) business days of consecutive absences, you will be considered to have abandoned your job. These rules will be enforced uniformly on a non-discriminatory basis.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

705 Personal Appearance

Effective Date: 6/1/2012

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image CARES presents to customers and visitors.

During business hours or when representing CARES, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with customers or visitors in person.

Your supervisor or department head is responsible for establishing a reasonable dress code appropriate to the job you perform. If your supervisor feels your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed or groomed. Under such circumstance, you will not be compensated for the time away from work. Consult your supervisor if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability.

706 Return of Property

Effective Date: 6/1/2012

Employees are responsible for items issued to them by CARES or in their possession or control, such as the following:

- credit cards
- equipment
- identification badges
- keys
- pagers

All CARES property must be returned by employees on or before their last day of work. Where permitted by applicable laws, CARES may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. CARES may also take all action deemed appropriate to recover or protect its property.

710 Security Inspections

Effective Date: 6/1/2012

CARES wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, CARES prohibits the possession, transfer, sale, or use of such materials on its premises. CARES requires the cooperation of all employees in administering this policy.

While on CARES premises, employees have no expectation of privacy in their belongings or in workplace areas which include, but are not limited to, offices, cubicles, work locations, Company provided or designated parking areas, desks, computers, lockers, rest or eating areas, or vehicles engaged in Company operations, and any personal belongings on or in any of the above.

Desks, lockers, and other storage devices may be provided for the convenience of employees but remains the sole property of CARES. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of CARES at any time, either with or without prior notice.

CARES likewise wishes to discourage theft or unauthorized possession of the property of employees, CARES, visitors, and customers. To facilitate enforcement of this policy, CARES or its representative may inspect not only desks and lockers but also persons entering and/or leaving the premises and any packages or other belongings. Any employee who wishes to avoid inspection of any articles or materials should not bring such items onto CARES's premises.

716 Employee Discipline

Effective Date: 6/1/2012

This section is to help you understand what is expected of you with regard to proper behavior, performance, and personal conduct. The purpose of this policy is to state CARES's and ADP TotalSource's position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. By complying with these standards you will help to maintain a positive, safe work environment for you and your colleagues.

To address those times when you have not lived up to positive standards, we may provide you with counseling, institute progressive discipline, or terminate your employment if your conduct warrants it. We have the discretion to decide whether counseling, progressive discipline or immediate termination is appropriate. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

CARES's and ADP TotalSource's own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with CARES/ADP TotalSource is based on mutual consent and both the employee and CARES/ADP TotalSource have the right to terminate employment at will, with or without cause or advance notice, CARES/ADP TotalSource may use progressive discipline at its discretion.

Disciplinary action may call for any of four steps -- verbal warning, written warning, suspension with or without pay, or termination of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline will be used when your supervisor at CARES and/or ADP TotalSource feels it is appropriate. The system of progressive discipline gives you notice of deficiencies in performance and an opportunity to improve. When misconduct occurs, progressive disciplinary action may include but is not limited to the following: counseling and/or verbal warning, written warning, suspension with or without pay, and/or termination.

Depending on the nature and severity of the misconduct as well as whether it has previously occurred, your supervisor, CARES Executive Director and/or an ADP TotalSource Human Resources Professional may investigate your actions. An investigation is designed to obtain all pertinent facts and may include interviewing you and other witnesses, reviewing documents, etc. Your friends, relatives, attorneys or other third parties are not allowed to participate in internal investigations. Failure to cooperate with an internal investigation is grounds for disciplinary action up to and including discharge.

When the investigation is complete, your supervisor and/or an ADP TotalSource Human Resources professional will review the facts and the policies. At that point, your supervisor and/or ADP TotalSource will determine whether you should be disciplined up to and including termination.

CARES and ADP TotalSource recognize that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

By using employee discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and CARES.

718 Problem Resolution

Effective Date: 6/1/2012

CARES and ADP TotalSource are committed to all employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from the company's supervisors and management.

CARES and ADP TotalSource strive to ensure fair treatment of all employees. Supervisors, managers, and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If an employee disagrees with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with the company in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to bring those issues to management's attention using the same procedure described in the Harassment policy.

1. Employee presents problem to immediate supervisor at CARES after incident occurs. If supervisor is unavailable or employee believes it would be inappropriate to contact that person, employee may present problem to any other member of management at CARES and/or the Human Resource Department at ADP TotalSource.
2. Supervisor at CARES responds to problem during discussion or after consulting with appropriate management, when necessary. Supervisor documents discussion.
3. Employee contacts the ADP TotalSource Employee Service Center at 800-554-1802 if problem is unresolved.
4. The ADP TotalSource Employee Service Center counsels and advises employee.
5. ADP TotalSource Employee Service Center presents problem to the Human Resources Department at ADP TotalSource.
6. Human Resources Department at ADP TotalSource reviews and considers problem. Human Resources Department at ADP TotalSource informs employee of decision and forwards copy of written response to employee's file.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment.

800 Life-Threatening Illnesses in the Workplace

Effective Date: 6/1/2012

Employees with life-threatening illnesses, such as cancer, heart disease, and AIDS, often wish to continue their normal pursuits, including work, to the extent allowed by their condition. CARES and ADP TotalSource support these endeavors as long as employees are able to meet acceptable performance standards.

Medical information on individual employees is treated confidentially. CARES and ADP TotalSource will take reasonable precautions to protect such information from inappropriate disclosure. Managers and other employees have a responsibility to respect and maintain the confidentiality of employee medical information. Anyone inappropriately disclosing such information is subject to disciplinary action, up to and including termination of employment.

VA RELATED POLICIES

WOC STATUS

CARES employs individuals to work on VA-approved research and education activities and subsequently, CARES employees must meet all requirements to become an employee of the VA in a Without Compensation (WOC) status. This requires completion of a WOC application packet. WOC status allows a CARES employee to work on federal property as a non-federal employee. Such appointment also requires that the employee follow the “Department of Veterans Affairs (VA) National Rules of Behavior”, refer to VA Handbook 6500, Appendix G, and the “Quality Management (QM) and Patient Safety Activities That Can Generate Confidential Documents”, refer to VHA Directive 2008-077, which is included in your WOC application packet.

TRAINING

While you work for CARES and hold a VA WOC appointment, there are VA mandatory training requirements that you must satisfy.

The list below is not exhaustive and may change at any time.

- VHA Privacy Policy (HIPAA)
- Information Security/VA Cyber Security Awareness
- Preventing Sexual Harassment
- Education Review Fair
- Research Safety Training
- Ethics Most Wanted

You may be required to receive additional training specific to your position.

Additionally, all new employees are required to attend a Research Orientation

CREDENTIALS, PRIVILEGES AND LICENSURE

All Veterans Health Administration licensed independent practitioners permitted by law and the facility to provide direct patient care independently who are appointed or utilized on a full-time, part-time, intermittent, consultant, attending, without compensation (WOC), on-station fee basis, on-station contract, or on-station sharing agreement basis are required to undergo the credentialing and privileging process as established by the medical facility, either Hines or Lovell

Employees who will have patient and/or human subject contact and function in any capacity in which licensure or credentialing is required, must have their professional credentials reviewed and validated by the VA Human Resources Department prior to performing any such work. If the employee is to engage in direct patient care activities, the securing of WOC status requires verification of professional credentials for nurses or other health care professionals.

For verification of current license(s) nurses must contact Nursing Education at X25020 to set up an appointment. Physicians must contact Credentialing at X25691 for license verification and clinical privileging. No patient contact is allowed unless and until license verification by Nursing is complete and/or clinical privileges are granted by the VA.

FEDERAL TORT CLAIMS ACT (FTCA)

Subject to certification by the United States Attorney General that an individual was performing services within the scope of government employment, actions of VA employees, including those on WOC status, whether working on a full-time or part-time basis, will generally be protected from personal liability under the Federal Tort Claims Act (FTCA).

PARKING

Parking at Hines VA Hospital is free and on a first-come, first served basis. Employees may park in those areas designated as employee parking. Always lock your car while it is parked. We do not assume responsibility for vehicles or their contents.

SEPARATE EMPLOYERS

CARES employees are not University, State or Federal employees, but often work side-by-side with employees of the Department of Veterans Affairs, Loyola University and other institutions. Work policies of these various employers may differ from those of CARES. If you have questions in this regard do not hesitate to ask us.

TIME SHEETS AND RELATED ISSUES

By law, an employee cannot be paid by the Federal Government and CARES for the same period of time. If you are a VA employee, any hours for which you are paid by CARES must be outside your VA tour-of-duty. To do otherwise is not only a violation of CARES' policy but could potentially be prosecuted as a criminal offense.

**CARES/ADP TOTALSOURCE
EMPLOYEE HANDBOOK
ACKNOWLEDGEMENT OF RECEIPT**

The employee handbook describes important information about my employment with CARES and ADP TotalSource and I understand that I should contact the CARES HR Specialist, Executive Director or call the ADP TotalSource Employee Service Center at 1-800-554-1802 regarding any questions not answered in these policies. I have entered into my employment relationship with CARES and ADP TotalSource voluntarily and acknowledge that there is no specified length of employment. Accordingly, either CARES and ADP TotalSource or I can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

Since the information, policies, and benefits described here, or on the Intranet, are subject to change, I acknowledge that revisions to the handbook may occur, except to the policy of employment at will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies.

Only CARES and ADP TotalSource have the ability to adopt any revisions to the policies in this handbook.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook (OR: I acknowledge that I have access to the handbook via the Intranet and that I will not receive a paper copy of the handbook), and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

Employee name (please print): _____

Employee Signature: _____

Date: _____