

EMPLOYEE HANDBOOK

2017



Imagine!

OUR MISSION

Creating a world of opportunity for all abilities

Painting by artist accepting services from Imagine!'s CORE/Labor Source program

January 1, 2017

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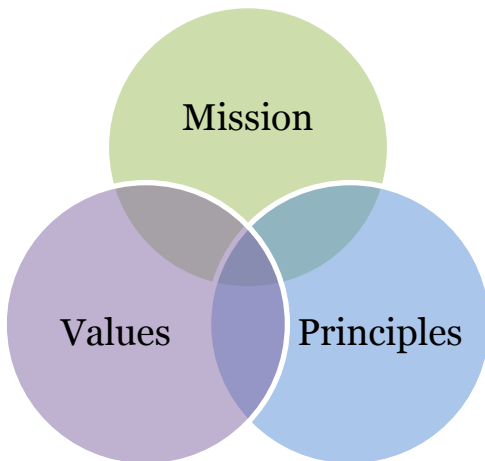
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Welcome to Imagine!. We are glad you are joining our dynamic company! We are proud of the services and supports that our competent and dedicated employees provide to individuals and their families. We are motivated by the highly esteemed reputation we have developed and sustained since 1963.

We **strive** for respect and dignity for all people involved with Imagine!. We **foster** partnerships throughout our communities in Boulder and Broomfield Counties. We **encourage** creativity, humor, and initiative; and value kindness, honesty, and trust. We **welcome** you as you join us in our efforts to continually strive to be the best we can be as individuals and as Imagine!.

Our Mission

Creating a world of opportunity
for all abilities.



Values and Principles

- Our workforce is our number one asset.
- Families are essential to our success.
- We embrace a culture of support and creativity.
- We inspire a positive and inclusive community.
- We honor our tradition of integrity and leadership.
- We believe in the potential of all.

About the Employee Handbook

Imagine!

This handbook is designed to acquaint employees with Imagine! and to provide some information about working at Imagine!. The handbook is not all inclusive; rather it is intended to provide employees with a summary of some of Imagine!'s guidelines. This edition replaces all previously issued editions.

No employee handbook can anticipate every circumstance or question. After reading the handbook, employees who have questions should talk with their supervisor or the Human Resources department. In addition, the need may arise to change the guidelines described in the handbook. Except for the at-will nature of employment, Imagine! therefore reserves the right to interpret them or change them without prior notice.

Employment with Imagine! is at-will. Employees have the right to end their work relationship with Imagine!, with or without advance notice, for any reason. Imagine! has the same right. The language used in this handbook and any verbal statements made by management are not intended to constitute a contract of employment, either express or implied, nor are they a guarantee of employment for a specific duration. No representative of Imagine!, other than the Chief Executive Officer of Imagine!, has the authority to enter into an agreement of employment for any specified period and such agreement must be in writing, signed by the Chief Executive Officer and the employee.

Standards of Conduct



Equal Employment Opportunity (EEO)/Harassment Policy

Imagine! is dedicated to the principles of equal employment opportunity. We prohibit unlawful discrimination against applicants or employees on the basis of age 40 and over, race, sex, color, religion, national origin, disability, genetic information, or any other status protected by applicable state or local law.

ADA, Religion, and Pregnancy Accommodation

Imagine! will make reasonable accommodation for qualified employees with known disabilities and employees whose work requirements interfere with a religious belief unless doing so would result in an undue hardship to Imagine! or a direct threat to health or safety. Imagine! will make reasonable accommodation to otherwise qualified employees due to pregnancy, a health condition related to pregnancy, or the physical recovery from childbirth, absent undue hardship. Employees needing such accommodation are instructed to contact their supervisor or Human Resources immediately.

Pregnancy Accommodation



Employees have the right to be free from discriminatory or unfair employment practices because of pregnancy, a health condition related to pregnancy, or the physical recovery from childbirth.

Employees who are otherwise qualified for a position may request a reasonable accommodation related to pregnancy, a health condition related to pregnancy or the physical recovery from childbirth. If an employee requests an accommodation, Imagine! will engage in a timely, good-faith, and interactive process with the employee to determine whether there is an effective, reasonable accommodation that will enable the employee to perform the essential functions of her position. A reasonable accommodation will be provided unless it imposes an undue hardship on Imagine!'s business operations.

Imagine! may require that an employee provide a note from her health care provider detailing the medical advisability of the reasonable accommodation. Employees who have questions about this policy or who wish to request a reasonable accommodation under this policy should contact their Human Resources representative.

Imagine! will not deny employment opportunities or retaliate against an employee because of an employee's request for a reasonable accommodation related to pregnancy, a health condition related to pregnancy, or the physical recovery from childbirth. An employee will not be required to take leave or accept an accommodation that is unnecessary for the employee to perform the essential functions of the job.



EEO Harassment

Imagine! strives to maintain a work environment free of unlawful harassment. In doing so, Imagine! prohibits unlawful harassment because of age over 40, race, sex, color, religion, national origin, disability, genetic information, or any other status protected by applicable state or local law.

Unlawful harassment includes verbal or physical conduct that has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment. Actions based on an individual's age over 40, race, sex, color, religion, national origin, disability, genetic information, or any other status protected by applicable state or local law will not be tolerated. Prohibited behavior may include, but is not limited to:

- Written form such as cartoons, e-mail, posters, drawings, photographs, or other media
- Verbal conduct such as epithets, derogatory comments, slurs, or jokes
- Physical conduct such as assault, or blocking an individual's movements

This policy applies to all employees including managers, supervisors, co-workers, and non-employees such as customers, vendors, consultants, as well as to individuals who receive services and his/her family members and other stakeholders, etc.

Sexual Harassment

Sexual harassment raises issues that are to some extent unique in comparison to other harassment; therefore, Imagine! believes it warrants separate emphasis.

Imagine! strongly opposes sexual harassment and inappropriate sexual conduct. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when:

- Submission to such conduct is made explicitly or implicitly a term or condition of employment
- Submission to or rejection of such conduct is used as the basis for decisions affecting an individual's employment, and/or
- Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment

All employees are expected to conduct themselves in a professional and business-like manner at all times. Conduct which may violate this policy includes, but is not limited to, sexually implicit or explicit communications whether in:

- Written form, such as cartoons, posters, calendars, notes, letters, e-mail

- Verbal form, such as comments, jokes, foul or obscene language of a sexual nature, gossiping, or questions about another's sex life, or repeated unwanted requests for dates, and/or
- Physical gestures and other nonverbal behavior, such as unwelcome touching, grabbing, fondling, kissing, massaging, and brushing up against another's body

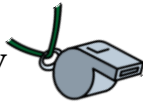
Complaint Procedure for EEO and Harassment Concerns



If you believe there has been a violation of the EEO/harassment policy based on the protected classes outlined above, including sexual harassment, please use the following complaint procedure. Imagine! expects employees to make a timely complaint to enable Imagine! to investigate and correct any behavior that may be in violation of this policy.

Report the incident to your supervisor or the Human Resource Director who will investigate the matter and recommend corrective action. Your complaint will be kept as confidential as practicable. If you prefer not to make a report to either of these individuals with your complaint, you should report the incident to the Ethics Reporting System. Information and instructions regarding the Ethics Reporting System can be found on the Imagine! website.

Whistleblower Policy



The involvement of all employees is necessary for Imagine! to maintain an outstanding organization and complete legal compliance. It is important for Imagine! to maintain an open environment, conducive to cooperative and willing behavior on the part of all employees. It is the intent of Imagine! to adhere to all laws and regulations that apply to the organization, and in particular those that apply to the protection of our employees. Imagine! employees shall be protected from employment retaliation for legitimate whistleblower activities.

If any employee reasonably believes that some policy, practice or activity of Imagine! is in violation of law, a written complaint must be filed by that employee with the Chief Executive Officer or the Imagine! Board President.

Imagine! can only guarantee that an employee is protected from retaliation if the employee brings the alleged unlawful activity, policy, or practice to the attention of Imagine! in the manner described above and provides the organization with a reasonable opportunity to investigate and correct the alleged unlawful activity. The following protection is available to those employees that comply with the above requirement.

Imagine! will not retaliate against an employee who, in good faith, has made a protest or raised a complaint against some practice of Imagine!, or of another individual or entity with whom Imagine! has a business relationship, on the basis of a reasonable belief that the activity is in violation of law or a clear mandate of public policy.

Imagine! will not retaliate against employees who disclose or threaten to disclose to a

supervisor or a public body, any activity, practice, or policy of Imagine! that the employee reasonably believes is in violation of a law, or a rule, or regulation mandated pursuant to law or is in violation of clear mandate or public policy concerning the health, safety, welfare, or protection of the environment.

Anyone filing a complaint who believes that some policy, practice or activity of Imagine! is in violation of law must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Imagine! will investigate all allegations of illegal activity, whether made openly, confidentially, or anonymously. Allegations will be reviewed by the Chief Executive Officer and/or a delegate from the Imagine! Executive Team, who will appoint an investigation committee, based on the contents of the allegation. Considerations will include the position of the alleged wrong doer, the severity of the alleged activity, and the credibility of the allegation. Records of the complaint, investigations, findings, and results will be maintained for seven years.

Problem Solving and Complaint Resolution



Employees who disagree or are dissatisfied with an Imagine! practice should promptly discuss the matter with their immediate supervisor, where appropriate. Normally this discussion should be held within five days of the incident, or as soon as is reasonably possible. Discussions held in a timely manner will enhance Imagine!'s ability to resolve concerns while it is fresh in everyone's mind. The majority of misunderstandings can be resolved at this level.

If the solution offered is not satisfactory, or if it is inappropriate to go to the supervisor, then employees are encouraged to take the problem to the department manager or director. Employees may submit a written complaint to the Human Resource Director for review and final decision about the situation if the problem still cannot be resolved. Also see EEO/Harassment Complaint Procedure on page 8.

If an employee has a complaint or concern regarding another employee, it is encouraged that the employee should attempt to communicate with the other person directly, and then involve the supervisor as appropriate. If an employee has a complaint or concern regarding their own supervisor/manager, it is also encouraged that the employee speak directly to the supervisor/manager to try to solve the issue before seeking assistance. If the employee does not feel comfortable communicating with the other person directly, or if the issue is not resolved, the department director can be called upon for assistance/direction.

Expectations for Professional Conduct and Communication



All Imagine! employees will conduct themselves in a professional manner in keeping with Imagine!'s purpose, mission, values, and ethics, as well as policies and procedures. Employees are role models and representatives of the company. Employee behavior will be safe and appropriate to the work being done. Paid time is to be spent for the benefit of the individuals whom Imagine! serves and related business interests.

Imagine! celebrates the diversity of the people we serve and employees are expected to be sensitive to, and respectful of, uniqueness among the Imagine! community. All communication with, and treatment of, others will be clear, honest, and respectful.

Specific laws apply to organizations with “not for profit” status. Imagine! cannot support, recommend, or allow advertisement for any particular political candidate.

Other campaign subjects must be cleared by the Chief Executive Officer before communication or endorsement of any kind on Imagine! time or property can occur.

Unsolicited media, legal or other official contact will be referred to a department director who will channel the information to the appropriate executive staff.

Separation from Employment

We request that employees who wish to resign from their positions notify Imagine! of their anticipated departure date and go over the “check out” procedures at separation (conversion of insurance, return of property, delivery of final paycheck, etc.) with the Human Resource Department.

Exiting employees may also have the opportunity to provide feedback about their Imagine! work experience.

Employees may be considered for re-employment provided they qualify for the position of interest and provided that, while they were employed with Imagine!, they maintained satisfactory performance and attendance.

Employment Requirements

Background Checks



To ensure protection for the people we serve, Imagine! is required to conduct thorough background checks on all applicants hired to work at Imagine!. Once hired, Imagine! will run a criminal background check once every three years during employment. Motor vehicle checks are conducted regularly on employees who are required to drive on Imagine! business.

During employment, it is the responsibility of each employee to report any subsequent criminal charges or moving traffic violations to his or her supervisor and the Human Resources office promptly.

Training

Staff training promotes accountability and retention. Employees receive initial and on-going training to learn, improve, and enhance job performance. Imagine! maintains a comprehensive training program aligned with its mission and service delivery practices. Imagine! values career development and supports employees with external as well as internal training opportunities. Employees must complete job specific required training within established timelines.



Attendance and Punctuality

The success of any business depends upon employees being on time and on the job. Employees are integral and depended upon, and good attendance is essential to the effective services and operations of Imagine!. All employees are expected to be at work and on time as scheduled.

If it is necessary for you to be late to or absent from work, you must contact your immediate supervisor and work site as soon as possible before your scheduled work time. If you are not able to reach your supervisor, leave a voice mail message with a phone number where you may be contacted, along with the reason for your tardiness or absence and when you expect to arrive at work next. Communicating an absence or late arrival by text is not acceptable unless approved by your supervisor.

If an employee has a problem that requires continued tardiness or absence from work, the employee should explore possible options with his/her direct supervisor. Tardiness or absenteeism will not be tolerated.

Inclement Weather



Due to the nature of our business, Imagine! does not close for inclement weather. Exempt employees are expected to maintain their responsibilities during inclement weather,

either on or off site. In the event that weather restricts travel, the Chief Executive Officer or designee may close the administrative building(s) and determine if certain sites will be closed. This determination will also address terms of pay for non-exempt employees who cannot attend regularly scheduled shifts.

Dress Code

In the course of performing job duties, employees will come in contact with a variety of individuals within the organization and in the community. The reputation of the company is impacted by the appearance and professionalism exhibited by employees. This helps ensure Imagine!'s success. Employees' appearance should be consistent with good hygiene, safety, and what Imagine! considers appropriate attire to the work being performed. Employees should use good judgment in determining appropriate attire in order to present a professional image.

Conflicts of Interest

A conflict of interest arises when an employee's activities influence, or appear to influence, the ability to act in the best interest of Imagine!, or may compromise or compete with the activities of Imagine!. Personal or outside interests and relationships must not influence an employee of Imagine! to the detriment of the company. Questionable situations, including outside employment (addressed below) must be discussed with the employee's supervisor and the Human Resources Director.

Other Employment and Private Practice



There are employees who may work simultaneously for Imagine! and another employer. If the employee has more than one employer, care needs to be taken that a conflict of interest does not exist. Employees who work with another employer outside of Imagine! should inform his/her supervisor and the Human Resources Director in order ensure there is not a conflict of interest or to prevent potential conflicts of interest.

Employees engaged in private practice shall disclose this to his/her supervisor and the Human Resources Director to ensure, if necessary, that proper protocol is followed in order to prevent conflicts of interest.

Code of Conduct

The Imagine! Corporate Integrity Plan promotes organization-wide integrity and enhances the ability for Imagine! to achieve its mission. The Corporate Integrity Plan describes and articulates the organization's aim to promote high standards, ethical conduct, compliance and a framework for decision making. The Corporate Integrity Plan provides a system of checks and balances to achieve the overall purpose of the Plan.

The Code of Conduct, as part of the Corporate Integrity Plan, provides standards by which members of the Imagine! Board of Directors, Foundation, employees, providers, sub-contractors, consultants, and volunteers will conduct themselves in order to protect and promote organization-wide integrity and to enhance Imagine!'s ability to achieve the organization's mission.

All members of the Imagine network (as outlined above) are responsible to ensure that their behavior and activity are consistent with the Code of Conduct. Please review the Corporate Integrity Plan, which can be found on the Imagine! website.



Health Insurance Portability and Accountability Act (HIPAA) and Protected Health Information (PHI) Sanction Policy

Any member of Imagine!'s workforce who fails to comply with Imagine!'s security policies and procedures or the requirements of the HIPAA Security Rule and Protected Health Information Procedures may be subject to Imagine!'s discipline and discharge policies.

Examples of actions that may be subject to discipline or discharge include but, are not limited to the following:

- Failure to promptly report any violation of any Imagine! security policy, procedure, or requirement of the HIPAA security rule to the security officer
- Any violation of any Imagine! security policy, procedure or requirement of the HIPAA security rule
- Knowingly and improperly obtaining or disclosing protected health information
- Obtaining protected health information under false pretenses
- Obtaining or disclosing protected health information with intent to sell, transfer or use it for commercial advantage, personal gain or malicious harm

Social and Electronic Media

Imagine! is committed to using social media to best meet the needs of people in services, their families, our employees, and the community. We strongly encourage Imagine! employees to make use of these tools, where appropriate, as part of their everyday duties.

Because of the very public nature of these tools, however, we need to ensure that we are using them in an appropriate manner, one that protects the reputation of Imagine!, and more importantly, a manner that protects the individuals we serve. To that end, we have created this set of guidelines to help employees use social media and other online communications tools effectively to further our mission.



Use of Social Media Guidelines

Imagine! permits employees' use of social media on working time using Imagine! equipment and systems, and is aware that employees may use social media during non-work time. All postings on a blog, wiki, or social networking site on behalf of Imagine! must be made by authorized employees. All other postings made by an employee on a blog, wiki, or social networking site are considered personal communications and are not Imagine! communications. Employees are personally responsible for the content they publish. Postings by an employee concerning Imagine! are not prohibited provided they comply with guidelines set forth below or in this handbook.

If you post any comment that promotes or endorses Imagine! products or services in any way, the law requires that you disclose that you are employed by Imagine!. You must comply with all applicable laws including copyright and fair use laws. You may not disclose any sensitive, proprietary, confidential, or financial information about Imagine!. You may not post anything related to Imagine!, inventions, strategies, financials, or products that have not been made public.

Confidential information includes trade secrets or anything related to Imagine!'s inventions, strategies, financials, or products that have not been made public, internal reports, procedures or other internal business-related confidential communications.

No information about individuals in services that could be considered "Personally Identifiable Information" (including but not limited to names, photographs, videos, Protected Health Information) may be posted or shared publicly without prior consent of the individual and/or the individual's guardian. If the person is not his or her own guardian, you must get the guardian's signature. A signed Photo, Video, and Information Release form must be obtained prior to any use of this information for any of our social media and other online communications. Signed releases must be sent to Imagine!'s Communications Coordinator who will ensure the releases are placed in the individual's record. Failure to obtain this release is a violation of State statute and of the Health Insurance Portability and Accountability Act and may result in severe financial penalties both for Imagine! and the individual who posts the material.

A blog, wiki, or social networking site is not the place to make a complaint to Imagine! regarding alleged discrimination, unlawful harassment or safety issues. Complaints regarding these issues to Imagine! must be made consistent with the complaint procedures in this handbook so that Imagine! may address them.

When you use social media, use good judgment. We request that you be respectful of Imagine!, our employees, customers, our partners and affiliates, and others. Avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparages our employees, customers, partners and affiliates, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment.

Nothing in this guideline is meant to interfere with employees' right under federal law to engage in protected and concerted activity, including employees' ability to discuss terms and conditions of their employment.

Personnel Records



All employees can review their personnel files in the presence of a Human Resources representative. No records may be altered or removed from the file without Human Resources approval. Copies of documents may be requested and made by the employee at his or her expense. Current employees need to make an appointment to access their file.

It is the responsibility of the employee to ensure that required information, including emergency contact information, is complete and accurate at all times.

Resources and Facility

Imagine! resources and equipment should be used prudently, efficiently, and competently.

Office supplies are requested from and ordered by each department's designee. All company property must be returned to Imagine! upon termination or unpaid leave. The value of Imagine! property not returned upon termination, or other debts owed to Imagine!, may be deducted from the employee's final paycheck.

With the exception of personal guide or service/comfort animals authorized by applicable law, pets are not allowed in any Imagine! building without the prior permission of the Department Director or the Chief Executive Officer.

Imagine! is environmentally conscious and encourages zero waste and recycling. Containers for recycling can be found throughout each building. Each employee is encouraged in the use of these bins for the disposal of materials. In the case of materials containing confidential information, use of the shredding bins is required.

Since employees work with a variety of individuals within Imagine!, work areas must be maintained in an orderly and professional manner. Public spaces will be left clean, neat, and functional. Chairs should be returned to their appropriate rooms.

As an employer, Imagine! recognizes the importance to its employees of balancing work and personal life needs and obligations and strives to be a family-friendly organization. In this, the needs of all employees must be considered. Therefore, each employee is responsible for respecting the work environment of fellow employees. Cell phone use in common areas should be limited and speaker phone use should be avoided. Excessive noise and other disruptions are not acceptable.





Tobacco and Smoke-free Workplace

In keeping with Imagine!'s intent to provide a safe and healthful work environment, smoking is prohibited throughout the workplace. Smoking is prohibited in Imagine! facilities and vehicles. This prohibition includes all forms of tobacco or smokeable products, vapor cigarettes, and e-cigarettes. This restriction applies to all employees and visitors.

Alcohol and Drugs

Imagine! is dedicated to providing a drug free workplace. Alert and rational behavior is required for the safe and adequate performance of job duties. Therefore, working after the use or apparent use of alcohol, a controlled substance or abuse of any other substance is prohibited. This includes working after the use or apparent use of marijuana, whether or not you are a lawfully registered user. Furthermore, the possession, purchase, consumption (use), or sale of illegal drugs on Imagine! premises or while conducting business for Imagine! is prohibited. The possession, purchase, consumption (use), or sale of a controlled substance on Imagine! premises or while conducting business for Imagine! is prohibited (except that an employee may possess or purchase on behalf of a client if required by their job).

Failure to adhere to the drug and alcohol guidelines and expectations will not be tolerated. Imagine! may require drug or alcohol testing under the provisions of our Drug and Alcohol Use and Testing Policy, including when there is evidence or reasonable suspicion that substance use is affecting job performance and/or the safety of individuals receiving services and/or other employees. Each employee must acknowledge the Employee Drug and Alcohol Use and Testing Policy and Procedure.

Consumption of permitted alcoholic beverages at Imagine! sponsored events must be done responsibly. Disorderly conduct and property destruction are not tolerated. Possession and/or use of illegal substances at any Imagine! sponsored event will not be tolerated.

When an employee is prescribed a medication that may impair the employee's ability to safely perform his or her job responsibilities, a statement shall be obtained from the prescribing medical professional indicating any work restrictions and the duration of the restriction. The employee shall present that statement to his or her supervisor prior to working scheduled shifts.

Anti-Violence Policy

Imagine! is committed to the health and safety of people in services, employees, volunteers, and community members who participate in Imagine! business and activities.

To support this policy, Imagine! prohibits employees, volunteers, and visitors from behavior which may be deemed inappropriate or unlawful, while acting in the course of employment for or on behalf of Imagine!, or visiting any Imagine! work or activity sites.

Any action which in management's opinion is inappropriate to the workplace, will not be tolerated. Such behaviors may include, but are not limited to, physical and/or verbal intimidating, threatening, or violent conduct, vandalism, sabotage, arson, use of weapons, and bullying. Also prohibited is the carrying of weapons onto property being used for Imagine! business, regardless of whether the employee possesses a concealed carry permit. Property used for Imagine! business includes:

- Imagine! offices and surrounding property, including walkways, parking lots or other privately owned areas
- Imagine! owned or leased vehicles
- Imagine! owned or leased homes in which individuals served by Imagine! reside
- Businesses and other community locations when services are being provided to individuals in Imagine! services
- Personal vehicles used for Imagine! business

Employees should immediately report any such occurrences to their supervisor or to the Human Resources Department. Reports of violence or other inappropriate behavior will be investigated. Anonymous reports may be made using the Ethics Reporting Hotline found on the Imagine! Employee Resources page. When employees are found to have engaged in the above conduct, management will take action that it believes is appropriate. Management may involve police and other trained personnel as the circumstances warrant.

Employees should directly contact law enforcement, security, and/or emergency services if they believe there is an imminent threat to the safety and health of themselves or others.

If you are a victim of domestic violence, please contact Human Resources for assistance.

Workplace bullying is repeated mistreatment through verbal abuse, offensive conduct/behaviors and work interference. If you feel you are subjected to workplace bullying, please contact Human Resources.

Violation of this Policy, including failure to report a known threat or danger, is considered a serious offense that endangers the safety of employees and others. Therefore, an offense may result in severe disciplinary action, up to and including discharge from employment.

Driving for Imagine!



Employees who drive in the course of Imagine! business must possess a valid driver's license and have an acceptable driving record to meet Imagine! driving requirements.

Auto insurance with \$100,000/\$300,000 liability coverage is required of employees who drive their own vehicle as part of their job. Employees who transport individuals receiving services in a personal vehicle, and/or who drive for Imagine! on a regular basis must carry this level of insurance and provide the Human Resources office with documentation of current coverage.

Additionally, all vehicles used during the course of Imagine! business are to be in safe, roadworthy condition. Employees are prohibited from using mobile phones or text while driving, unless they pull over and stop or use a hands free device.

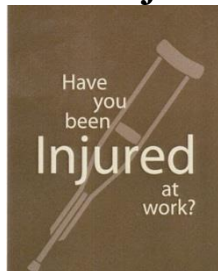
Any criminal charges and/or moving violation on or off the job must be reported to your supervisor and the Human Resources office as soon as is reasonably possible. Please review the full Imagine! Driving Policy.

Safety

Imagine! makes every effort to provide a safe working environment for all employees, program participants, and guests, and to observe governmental safety regulations. Safety is everyone's responsibility, and each employee is responsible for safety on the job. All employees are to adhere to safe practices and make safety a priority in job responsibilities. Failure to comply with safety regulations and/or carelessness on the job, or similar negligent behavior that jeopardizes the employee's health and safety or that of his/her co-workers or program participants will not be tolerated.

Unsafe working conditions or circumstances should be reported immediately to a supervisor.

Work Injuries



In an emergency situation, seek help from the nearest medical emergency room or call 911.

Employees should report all work related injuries or illness to their supervisor as soon as practicable, even if they do not believe they will seek treatment. Imagine! has designated workers compensation medical providers. Employees requiring medical attention or treatment due to a work injury or illness must see a provider from the Imagine! designated provider list. Treatment provided by a non-designated provider may not be covered by workers' compensation. For continued coverage through workers' compensation, it is important to follow through with treatment recommended by the designated provider.

Employee Benefits



Benefits and Compensation

Imagine! strives to offer a competitive and meaningful compensation package. In addition to wages/salary, total compensation may include benefits such as: health insurance, dental insurance, flexible spending plans, retirement plans, paid holidays, vacation and sick leave.

Employee Status

Full-time Employee: A full-time employee is regularly scheduled to work 30 or more hours per week on an ongoing basis. A full-time employee is eligible for full-time benefits.

Part-time Employee: A part-time employee is regularly scheduled to work at least 20 but less than 30 hours per week on an ongoing basis. Part-time employees are eligible for similar benefits as full-time employees, with an increased cost sharing expense.

Casual Employee: A casual employee is regularly scheduled to work less than 20 hours per week on an ongoing basis. Casual employees are not eligible for company benefits. Retirement plans may also be available based on hours worked.

Substitute Employee: A substitute employee works on an “on call” basis. Substitute employees are not eligible for company benefits.

Temporary Employee: A temporary employee is hired in a job established for a temporary period. Temporary employees are not eligible for company benefits.

Family Recruited Employee: A family recruited employee is recruited by an individual receiving services or his/her family member to work solely with that individual. These employees are scheduled by the individual and family. Family recruited employees are not eligible for company benefits.

Exempt Employee: An exempt employee is not eligible for overtime pay.

Non-Exempt Employee: A non-exempt employee is eligible for overtime pay. Non-exempt employees are entitled to overtime pay for hours worked in excess of 40 hours in a week. The work week is defined by the Imagine! pay schedule for the current year.

Hours of Work

Imagine!'s work week begins at 12:01 a.m. Monday and terminates at midnight on the following Sunday as defined by the pay schedule for the current year. Each pay period encompasses two weeks. Each employee is responsible for updating his/her timesheet in the online time keeping system at the end of each pay period: the last Friday of the pay period for exempt employees, and the following Monday for non-exempt employees. Supervisors approve timesheets and submit to payroll.

Paydays



Employees are paid by check or automatic deposit as listed on the payroll schedule. On each payday, employees have access to view their paycheck online. This statement shows gross pay, deductions, and net pay. Mandatory payroll deductions will be made as required.

For employees' convenience, we offer the option of having their paycheck automatically deposited to their bank account.

For those employees paid by check, paychecks will be available at the receptionist desk on each scheduled payday. Checks will be mailed to employees who are unable to pick up their checks on the scheduled payday. If an employee requests a replacement check, stop-payment or a check reversal, a \$25.00 fee will be imposed to cover these fees. There will be a one-week period of time from the mailing date before any check will be reissued.

Payroll Advances

Under rare and extenuating circumstances, an employee may request to receive the paycheck or a partial advance prior to the regularly scheduled payday. Any such request must be submitted in writing using the Payroll Advance Request Form, signed and dated by the employee. The form must be approved in writing by both the employee's supervisor and the Accounting Supervisor or Finance Director. Approved requests must be received by the Payroll Specialist at least 48 hours before the check will be made available. Only one request per employee will be granted each calendar year. Please refer to the full Payroll Advance Policy and Procedure for additional information.

Pay for Non-Exempt Employees

Non-exempt employees are paid based upon the established hourly wage and are entitled to overtime for any hours worked over 40 in a work week and are subject to minimum wage requirements.

Each non-exempt employee is responsible for submitting to their supervisor complete and accurate time records according to the schedule and format provided. Sick and vacation time used needs to be expressed in the number of hours. Time record methods

are specific to each department. Available sick and/or vacation time should be used, as appropriate, when an employee works fewer than their scheduled hours.

Each non-exempt employee is responsible for entering their time into the company timekeeping system in a format as specified by their department.

Pay for Exempt Employees

Exempt employees are exempt from overtime and minimum wage requirements and are generally limited to executives, managers and administrative personnel. Each exempt employee is responsible for ensuring that their time is entered correctly into the company timekeeping system. Sick and vacation time must be expressed in hours with a minimum of one half scheduled day.

Exempt employees are paid on a salary basis. This means exempt employees will regularly receive a predetermined amount of compensation each pay period on a weekly basis. The Company is committed to complying with salary basis requirements which allow properly authorized deductions.

If you believe an improper deduction has been made from your salary, you should immediately report this information to your supervisor or Human Resources. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, you will promptly be reimbursed.

Overtime

Exempt employees are not eligible for overtime pay. Non-exempt employees may occasionally be required to work additional time (over 40 hours in a week). Additional time must be approved in advance by the employee's supervisor or designee. Working unapproved overtime will not be tolerated.

Non-exempt hourly employees are paid at the rate of one and one-half (1 1/2) times their regular hourly rate for hours worked in excess of 40 during the established work week. Additional paid leave hours are not counted as hours worked for purposes of overtime. For purposes of calculating overtime payments, only hours actually worked are counted. Consequently, hours paid but not worked (e.g., vacation and paid holidays) are not counted.

Hourly employees who are employed in two or more capacities and have two or more different hourly rates will be paid at one and one-half (1 1/2) times the rate set for the job they are performing when the overtime occurs.

Time Away from Work

Imagine! provides paid holidays, vacation, and sick time to employees eligible for benefits. Employees who separate from employment in good standing and are then re-hired within one year may be returned to their former level of vacation accrual and sick time balance.

Holidays

Imagine! observes ten holidays each year:

- New Year's Day
- Martin Luther King Jr. Day
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Winter Holiday (typically Dec. 24th)
- Winter Holiday (typically Dec. 25th)



All benefit eligible employees will receive prorated holiday pay (not to exceed eight hours) based on the number of scheduled hours per week, rounded to the nearest hour.

When a holiday falls on a regular workday, benefit eligible employees will have the day off and receive holiday pay (unless otherwise scheduled to work). If the holiday falls on an employee's day off, the employee will also receive holiday pay.

Full-time, part-time, casual, substitute, and temporary non-exempt employees who are scheduled to work on a holiday will receive holiday pay of two times their regular hourly rate including any hours over 40.

Staffed residential sites will observe weekend holidays on the date they occur.

Vacation

Vacation time will be accrued for full and part-time employees. Rates are based on actual hours worked.

Vacation will be accrued on a prorated basis (based on the accrual rate below per each hour worked) for benefit eligible employees working at least 20 hours or more per week. It will not be accrued for overtime hours worked or used in the computation of overtime.

Vacation accrual is as follows:

Years of Employment	Vacation Accrual Rate (per each hour worked)	Annual Vacation Accrual (based on 40 hrs. /wk.)	Vacation Time Maximum Accrual
1-2 years	0.04615	96 hours a year	120 hours
3-4 years	0.06538	136 hours a year	160 hours
5 years and above	0.08461	176 hours a year	200 hours



Paid vacation is not earned during an unpaid leave of absence.

With supervisor approval, employees may borrow up to 40 hours of vacation time. For an employee who has borrowed vacation time and whose employment is terminated prior to re-accruing the borrowed time, the value of the vacation time will be deducted from the employee's final paycheck.

Vacation time must be arranged in advance, at the discretion of, and approval by, the employee's supervisor. Two weeks prior notice is expected for vacation requests.

Employees are encouraged to use vacation time. Vacation time is subject to maximum amounts.

When an employee has reached the maximum vacation accrual based upon length of service, the employee stops accruing vacation until they have taken vacation and therefore are below the maximum accrual.

A terminating employee, or an employee changing to an ineligible status, is paid for all earned and unused vacation at the pay rate in effect at the time of termination or status change.

Sick Leave



Sick leave may be used for the illness or injury of the employee themselves or family members for which they provide care.

Paid sick leave accrues for all benefit eligible employees based on actual hours worked. Sick leave accrues at a rate of .04615 hours per hours worked (equivalent to one day per month for 40 hours worked).

Sick leave may be accumulated to a maximum of 480 hours.

Employees must give their supervisor as much advance notice as possible when they are unable to report for work due to illness or injury. An individual who must be absent for health reasons will first use available sick time, then available vacation time. Supervisors may request medical certification for sick time absences at any time. In the event an employee is absent for more than three days, medical certification from a healthcare provider is required.

Employees cannot receive extra pay or extra time off for their unused sick time. Sick leave is not included in the calculation of overtime. Also, employees are not paid for unused sick hours when they leave, retire or reduce to a non-benefit status.

Leaves of Absence

FMLA

Family Medical Leave Act (FMLA)

Employees are eligible if they have worked for Imagine! for at least 12 months and for 1,250 hours over the previous 12 months.

Imagine! provides up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- Incapacity due to pregnancy, prenatal medical care, or child birth
- To care for the employee's child after birth, or placement for adoption or foster care
- To care for the employee's spouse, son or daughter, or parent, who has a serious health condition
- Serious health condition that makes the employee unable to perform the employee's job

Military Family Leave Entitlements

Eligible employees with a spouse, son, daughter, or parent on active duty or called to active duty status the Armed Forces, National Guard, or Reserves may use their 12-week leave entitlement to address certain qualifying exigencies. 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.



Eligible employees may also take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is a current member of the Armed Forces, National Guard, or Reserves, who has a serious injury or illness incurred or aggravated in the line of duty on active duty. Covered service member also includes veterans who were members of the Armed Forces, National Guard, or Reserves at the time during the period of five years preceding the start of treatment, recuperation, or therapy.

The injury or illness must make the service member medically unfit to perform his or her duties for which the service member is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list. In the case of a veteran, the qualifying illness or injury must be incurred or aggravated in the line of duty and manifest itself before or after the service member became a veteran.

Benefits and Protections



During FMLA leave, Imagine! maintains the employee's health coverage under any group health plan on the same terms as if the employee had continued to work. Employees must continue to pay their portion of any insurance premium while on leave. If the employee is able but does not return to work after the expiration of the leave, the employee may be required to reimburse Imagine! for payment of insurance premiums during leave.

Upon return from FMLA leave, most employees are restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. Certain highly compensated employees (key employees) may have limited reinstatement rights.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of the employee's leave. As with other types of unpaid leaves, paid leave will not accrue during the unpaid leave. Holidays, funeral leave, or jury duty pay are not granted on unpaid leave.

Definition of Serious Health Condition

A serious health condition is an illness, injury, 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 a 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 three consecutive full calendar days combined with at least two visits to a health care provider or one visit and a regimen or continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave

The maximum time allowed for FMLA leave is either *12 weeks in a rolling 12 month period measured backward from the date of any FMLA usage* or 26 weeks as explained above. The FMLA entitles spouses employed by the same employer to a total of 12 weeks of leave between them for the birth of their child and child care, adoption, foster care, or to care for the employee's own parent with a serious health condition.

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt Imagine!'s operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Employees taking intermittent or reduced schedule leave based on planned medical

treatment and those taking intermittent or reduced schedule family leave with Imagine!'s agreement may be required to temporarily transfer to another job with equivalent pay and benefits that better accommodate that type of leave.

Substitution of Paid Leave for Unpaid Leave

Imagine! requires employees to use accrued sick time, then vacation time (in this order) while taking FMLA leave. FMLA leave is without pay when sick and vacation time is exhausted.

Employee Responsibilities

Employees should contact their supervisor and Human Resources if they foresee a need to take FMLA leave. 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, the employee must provide notice as soon as practicable and must comply with Imagine!'s normal call-in procedure.

Employees must provide sufficient information for Imagine! to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions; the family member is unable to perform daily activities; the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform Imagine! if the requested leave is for a reason for which FMLA leave was previously taken or certified.

Imagine! may require second and third medical opinions at Imagine!'s expense. Documentation confirming family relationship, adoption, or foster care may be required. If notification and appropriate certification are not provided in a timely manner, approval for leave may be denied. Continued absence after denial of leave may result in disciplinary action in accordance with Imagine!'s attendance guideline. Employees on leave must contact Human Resources at least two days before their first day of return.

Imagine!'s Responsibilities

Imagine! will inform employees requesting leave whether they are eligible under FMLA. If they are, the notice will specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, Imagine! will notify the employee.

Unlawful Acts

FMLA makes it unlawful for Imagine! to:

- Interfere with, restrain, or deny the exercise of any right provided under FMLA

- Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA

Enforcement

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against Imagine!. FMLA does not affect any federal or state law prohibiting discrimination, or supersede any state or local law or collective bargaining agreement which provides greater family or medical leave rights.

(Non-FMLA) Leaves of Absence



In some cases, a Leave of Absence may be granted to employees for absences other than Family Medical Leave Act (FMLA) leave. This leave may be approved under the following circumstances:

- The employee is not eligible for FMLA leave
- The employee has exhausted all available FMLA leave

Should an employee need to be placed on a Leave of Absence, the following requirements are in place:

- The employee must notify the immediate supervisor and Human Resources as soon as possible of the need for a Leave of Absence
- The immediate supervisor and Human Resources must approve the leave before it is taken
- A doctor's note may be required in cases where an illness or medical circumstance results in the need for a Leave of Absence
- All applicable paid leave must be used at the beginning of the Leave of Absence
- The total of any unpaid Leave of Absence is not to exceed 30 calendar days
- Employees must provide periodic status reports to Human Resources
- Employees who fail to return at the expiration of their authorized leave may be terminated

Due to the nature of our business, Imagine! does not guarantee reinstatement of an employee to the former or an equivalent job. When the employee is available to return to work, the employee is free to apply for any vacancy available and may be considered, along with other qualified applicants.

Health benefits will continue during an unpaid Leave of Absence for a maximum of 30 calendar days, as long as the employee continues to pay his/her portion of the premiums. Vacation and sick leave do not accrue during unpaid Leaves of Absence. Additionally, paid holidays, bereavement leave, and jury duty will not be paid during unpaid Leaves of Absence.

Additional Leaves

Jury Duty

Imagine! encourages employees to fulfill their civic duty when called for jury duty. Employees summoned for jury duty are to present the information to their supervisor. Imagine! will compensate regularly scheduled employees the difference between their regular Imagine! pay and their jury duty compensation (paid by the State of Colorado) for up to two weeks. Employees excused from jury duty during normal work hours are expected to report back to work.



Voting

Imagine! encourages employees to vote in scheduled elections and provides the legally required release time in order to do so. Under most circumstances, it is possible for employees to vote either before or after work. If it is necessary for employees to arrive late or leave work early to vote in any election, employees should arrange with their supervisor/manager no later than the day prior to Election Day.



Funeral Leave

Up to three days of paid leave may be granted to a full or part-time employee to attend the funeral of an immediate family member of the employee or his/her spouse.



Military Leave

It is our policy to afford such re-employment rights as required by the law, Uniformed Services Employment and Reemployment Rights Act (USERRA), to employees who take military leave. Contact the Human Resource Department for more information.



Domestic Abuse Leave

An employee with at least 12 months of service, who is a victim of domestic abuse, stalking, sexual assault, or other types of domestic violence, is eligible to use up to three days per year to attend to the circumstances surrounding the occurrence of the abuse. To the extent possible, the employee must provide advance notice to her/his supervisor of the need for this leave. Please see Human Resources for additional information.



Other Leaves

Additional leaves of absence, with or without pay, may be granted with the approval of the employee's supervisor and the department director. All leaves will be documented, specifying reason and return timelines. Employees may not be benefit eligible during other unpaid leaves of absence.

Employee Acknowledgement of Receipt of Handbook

I have received a copy of the Imagine! employee handbook dated January 1, 2017. I have read and fully understand its contents and all referenced policies and forms including but not limited to the HIPAA security rule and Protected Health Information procedures. Further I understand:

- Employment with Imagine! is at-will. I have the right to end my work relationship with Imagine!, with or without advance notice for any reason. Imagine! has the same right.
- The language used in this handbook and any verbal statements of management are not intended to constitute a contract of employment, either express or implied, nor are they a guarantee of employment for a specific duration.
- This handbook is not all inclusive, but is intended to provide me with a summary of some of Imagine!'s guidelines.
- This edition replaces all previously issued handbooks. The need may arise to change the guidelines described in the handbook, except for the at-will nature of employment. Imagine! therefore reserves the right to interpret them or to change them without prior notice.
- No representative of Imagine!, other than the Chief Executive Officer of Imagine!, has the authority to enter into an agreement of employment for any specified period and such agreement must be in writing, signed by the Chief Executive Officer and myself. We have not entered into such an agreement.

Employee Name (please print)

Date

Employee Signature