Centro Savila

Centro Sávila Employee Handbook

March 14, 2025

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1.0 Welcome

1.1 A Welcome Policy

Welcome! Bienvenidos! You have just joined a community-rooted, organization committed to building a healthier, more engaged and more equitable community. We hope that your employment with Centro Savila will be rewarding and challenging. We take pride in our staff members as well as in the services we provide.

The Organization complies with all federal and state employment laws, and this handbook generally reflects those laws. The Organization also complies with any applicable local laws, although there may not be an express written policy regarding those laws contained in the handbook.

The employment policies and/or benefits summaries in this handbook are written for all staff members. When questions arise concerning the interpretation of these policies as they relate to staff members who are covered by a collective-bargaining agreement, the answers will be determined by reference to the actual union contract, rather than the summaries contained in this handbook.

Please take the time now to read this handbook carefully. Sign the acknowledgment at the end to show that you have read, understood, and agree to the contents of this handbook, which sets out the basic rules and guidelines concerning your employment. This handbook supersedes any previously issued handbooks or policy statements dealing with the subjects discussed herein. The Organization reserves the right to interpret, modify, or supplement the provisions of this handbook at any time. Neither this handbook nor any other communication by a management representative or other, whether oral or written, is intended in any way to create a contract of employment. Please understand that no employee handbook can address every situation in the work place.

If you have questions about your employment or any provisions in this handbook, contact Director of Operations.

We wish you success in your employment here at Centro Savila!

All the best,

William Wagner, Executive Director Centro Savila

1.2 Introduction to Operational Policies and Procedures Manual

Centro Sávila is a non-profit outpatient counseling and social services agency that works to build health equity in New Mexico. We provide outpatient clinical counseling, case management and advocacy.

Centro Sávila reserves the right to amend the Operations Policy & Procedures Handbook at any time and will attempt to notify employees in writing. This handbook and the policies therein are always subject to review. Centro Sávila reserves the right to modify, supplement, amend, or delete any of the provisions contained in this handbook with or without prior notice. This handbook does not entirely represent policies of Centro Sávila, but is designed to give guidance on many essential personnel and program matters, as well as facilitate employee understanding, cohesion, cooperation, efficiency and unity through a systematic, uniform application of coordinated practices.

This Handbook provides Centro Sávila employees with policies and procedures related to general day-to-day operational responsibilities. The Handbook provides general guidance, direction, and assistance

concerning Centro Sávila's operational policies and procedures. But does not and could not address every specific situation that may arise in the workplace. Centro Sávila's Board of Directors, in conjunction with the Executive Director, may modify or revoke any or all policies and procedures stated in this Handbook with or without notice. Revisions to the Handbook, including any such changes, will be published and distributed as needed.

All employees are expected to be familiar with the material enclosed in the Policy & Procedure Handbook. As an employee of Centro Sávila, there are special conditions to employment due to the nature of the work environment and the fact that this is a mental health agency. Of particular importance are adherence to HIPAA privacy laws and the role-modeling requirements/presentation of self on the job. Some special skills are required for each job position, but to all jobs one quality is common: positive adult role modeling. As an employee of this agency, you must read the Policy & Procedures Handbook. You must demonstrate an understanding of this handbook to your supervisor and demonstrate the competency to execute these policies effectively and efficiently. Throughout your employment you will have a variety of opportunities to expand your knowledge and skills. These opportunities will occur in a variety of ways including but not limited to formal in-service training sessions, supervisory sessions, informal staff meetings, or from other staff members in a 'give and take' feedback. Centro Sávila expects that each staff person will utilize all of these various interactions and assignments to expand personal knowledge and skills that contribute to the overall agency.

The Executive Director is responsible for the dissemination, administration, revision, and interpretation of the approved policies and procedures. This responsibility may be delegated at the Director's discretion to other management or supervisory personnel; however, the Executive Director remains ultimately responsible and accountable for this information and the process of ensuring that the policies and procedures are carried out.

1.3 At-Will Employment

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

Nothing in this handbook or any other Organization document should be understood as creating a contract, guaranteed or continued employment, a right to termination only "for cause," or any other guarantee of continued benefits or employment. Only the Executive Director has the authority to make promises or negotiate with regard to guaranteed or continued employment, and any such promises are only effective if placed in writing and signed by the Executive Director.

If a written contract between you and the Organization is inconsistent with this handbook, the written contract is controlling.

Nothing in this handbook will be interpreted, applied, or enforced to interfere with, restrain, or coerce employees in the exercise of their rights under Section 7 of the National Labor Relations Act.

This policy may not be appropriate in its entirety for staff members working in Montana.

2.0 Introductory Language and Policies

2.1 Revisions to Handbook

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

2.2 About the Company

Centro Sávila is a treatment program devoted to the recovery and healing of individuals, families, and communities suffering from emotional and psychological distress. **Our vision** is a healthy, engaged and equitable community. **Our mission** is to improve the mental health of our community by ensuring access to linguistically and culturally relevant, quality mental health and prevention services, education and healthcare professional development. Our comprehensive model of care works to decrease racial health disparities in New Mexico by providing: outpatient mental health services, case management, health insurance enrollment, school-based programs, food security support, drug and alcohol counseling and recovery support, and supervision, training and research opportunities for students and health professionals. Our treatment approach is based on the key principles of public health prevention, community building, and collaboration. Our staff and network of volunteers provide culturally competent care that enhances the natural resiliency of our clients. Our goal is to improve the mental health of our community through prevention and by ensuring access to linguistically and culturally appropriate, quality mental health services. Our services are offered in English and Spanish and accessable to community members regardless of their ability to pay.

2.3 Company Facilities

Centro Sávila's model is administratively centralized and geographically decentralized to increase access to our services.

Our Main Office is located at: 1317 Isleta Blvd. SW, Albuquerque, NM 87105

The Hopkins Center is located at La Mesa Presbyterian Church: 7401 Copper Ave NE, Albuquerque, NM 87108

La Casita is located at: 217 San Pablo St NE Albuquerque, NM 87108

2.4 Ethics Code

Centro Savila will conduct business honestly and ethically wherever operations are maintained. We strive to improve the quality of our services, products, and operations and will maintain a reputation for honesty, fairness, respect, responsibility, integrity, trust, and sound business judgment. Our managers and staff members are expected to adhere to high standards of business and personal integrity as a representation of our business practices, at all times consistent with their duty of loyalty to the Organization.

We expect that officers, directors, and staff members will not knowingly misrepresent the Organization and will not speak on behalf of the Organization unless specifically authorized. The confidentiality of trade secrets, proprietary information, and similar confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) about the Organization or operations, or that of our customers or partners, is to be treated with discretion and only disseminated on a need-to-know basis (see policies relating to privacy).

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

2.5 Mission Statement

Our vision is a healthy, engaged and equitable community. **Our mission** is to improve the mental health of our community by ensuring access to linguistically and culturally relevant, quality mental health and prevention services, education and healthcare professional development.

3.0 Hiring and Orientation Policies

3.1 Religious Accommodation

Centro Savila recognizes the diversity of religious beliefs and is committed to providing equal employment opportunities to all staff members, regardless of their religious beliefs and practices or lack thereof. Consistent with this commitment, the Organization complies with Title VII of the Civil Rights Act of 1964 and all applicable state and local laws that prohibit employment discrimination on the basis of religion. The Organization will reasonably accommodate the sincerely held religious beliefs of staff members if the accommodations would resolve a conflict between the individual's religious belief or practice and a work requirement, unless doing so would create an undue hardship.

Requesting a Religious Accommodation

If you need an accommodation because of your religious beliefs or practices, make the request with your Direct Supervisor. You may be asked to include relevant information such as:

- A description of the proposed accommodation.
- The reason you need the accommodation.
- How the accommodation will help resolve the conflict between your religious beliefs or practices (or lack thereof) and your work requirements.

After receiving your request, the Organization will engage in an interactive dialogue with you to explore potential accommodations that could resolve the conflict between your religious beliefs or practices and work requirements. The Organization encourages you to suggest specific reasonable accommodations. However, the Organization is not required to make the specific accommodation requested by you and may provide an alternative accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on the Organization.

The Organization will not discriminate or retaliate against staff members who, in good faith, request a religious accommodation under this policy.

3.2 Disability Accommodation

Centro Savila complies with the Americans with Disabilities Act (ADA), the Pregnancy Discrimination Act, and all applicable state and local fair employment practices laws, and is committed to providing equal employment opportunities to qualified individuals with disabilities, including disabilities related to pregnancy, childbirth, and related conditions. Consistent with this commitment, the Organization will provide reasonable accommodation to otherwise qualified individuals where appropriate to allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship on the business.

If you require an accommodation because of your disability, it is your responsibility to notify your Direct Supervisor. You may be asked to include relevant information such as:

- The reason you need an accommodation.
- A description of the proposed accommodation.
- How the accommodation will help you perform the essential functions of your job.

After receiving your request, the Organization will engage in an interactive dialogue with you to determine the precise limitations of your disability and explore potential reasonable accommodations that could overcome those limitations. Where appropriate, we may need your permission to obtain additional information from your medical provider. All medical information received by the Organization in connection with a request for accommodation will be treated as confidential.

The Organization encourages you to suggest specific reasonable accommodations that you believe would

allow you to perform your job. However, the Organization is not required to make the specific accommodation requested by you and may provide an alternative accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on the Organization.

Where state or local law provides greater protections to staff members than federal law, the Organization will apply the law that provides the greatest benefit to staff members.

If leave is provided as a reasonable accommodation, such leave may run concurrently with leave under the federal Family and Medical Leave Act and/or any other leave where permitted by state and federal law.

The Organization will not discriminate or retaliate against staff members for requesting an accommodation.

3.3 Accommodations for Pregnancy, Childbirth, and Related Medical Conditions

Centro Savila recognizes the importance of supporting staff members experiencing limitations related to pregnancy, childbirth, or related medical conditions by providing reasonable accommodations. We are committed to complying with the federal Pregnant Workers Fairness Act (PWFA) and any applicable state or local laws offering additional protections.

Examples of reasonable accommodations include:

- Additional break time for restroom use, meals, hydration, and rest.
- Seating options allowing for sitting or standing as needed.
- Schedule changes, part-time work, and paid and unpaid leave.
- Flexible work hours to accommodate medical appointments and physical needs.
- Telework (remote work).
- Closer parking spots to the workplace entrance.
- Light duty.
- Making existing facilities accessible or modifying the work environment.
- Job restructuring.
- Temporarily suspending one or more essential functions of your job.
- Acquiring or modifying equipment, uniforms, or devices.
- Adjusting or modifying examinations or policies.

If you require an accommodation, notify your Direct Supervisor. In instances where the need for a particular accommodation is not obvious, you may be asked to provide:

- The reason an accommodation is needed.
- A description of the proposed accommodation.
- Information on how the accommodation will effectively address your limitations.

Medical documentation will not be required in the following situations:

- When the limitation and need for an accommodation is obvious.
- If the Organization is already aware of the limitation due to previous disclosures.
- When requesting accommodations such as additional restroom breaks, fluid intake, food breaks, or seating arrangements, which are considered presumptively reasonable.
- For any lactation accommodations.
- When a similar accommodation has been provided to other employees without requiring documentation.

The Organization will engage in an interactive process with you to identify suitable accommodations. While we strive to accommodate all requests, certain accommodations may not be provided if they would result in undue hardship to the Organization. Factors considered include the nature and cost of the accommodation, the overall financial resources of the facility, and the impact on operations, including safety and efficiency.

If leave is provided as a reasonable accommodation, it may run concurrently with leave under the federal Family and Medical Leave Act (FMLA) and/or any other applicable leave as permitted by law.

The Organization strictly prohibits retaliation against staff members who request or utilize an accommodation under this policy.

3.4 Conflicts of Interest

Centro Savila is concerned with conflicts of interest that create actual or potential job-related concerns, especially in the areas of confidentiality, customer relations, safety, security, and morale. If there is any actual or potential conflict of interest between you and a competitor, supplier, distributor, or contractor to the Organization, you must disclose it to your Direct Supervisor. If an actual or potential conflict of interest is determined to exist, the Organization will take such steps as it deems necessary to reduce or eliminate this conflict.

Conflicts of interest occur when employees' outside activities could influence their professional conduct, including allocation of time and energy, due to considerations of personal gain (financial or otherwise). At a minimum, Centro Sávila requires employees to disclose to, and obtain approval from, the Centro Sávila Executive Director before engaging in any outside employment or engagement in a professional capacity in addition to their employment at Centro Sávila.

Centro Sávila policies on conflict of interest require avoidance of the following situations:

· Outside clinical, case management, and social services for constituencies that Centro Sávila serves as part of its mission or is substantially similar to Centro Sávila employment duties.

· Use of privileged or proprietary information for personal gain or other unauthorized purposes

· Use of Centro Sávila work, products, results, materials, property records, or information without authorization

· Defining contract terms or specifications, obtaining procurement sensitive information, or serving as an evaluator or initiator relating to a requisition in which the employee has a personal interest

· Acceptance (or giving) of gratuities or special favors from (or to) private organizations or individuals with which Centro Sávila conducts business

3.5 Employment of Relatives and Friends

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

3.6 Job Descriptions

Centro Savila attempts to maintain a job description for each position. If you do not have a current copy of your job description, you should request one from your Direct Supervisor.

Job descriptions prepared by the Organization serve as an outline only. Due to business needs, you may be required to perform job duties that are not within your written job description. Furthermore, the Organization may have to revise, add to, or delete from your job duties per business needs. On occasion, the Organization may need to revise job descriptions with or without advance notice to staff members.

If you have any questions regarding your job description or the scope of your duties, please speak with your Direct Supervisor.

3.7 New Hires and Introductory Periods

The first 90 days of your employment is considered an introductory period. During this period, you will become familiar with Centro Savila and your job responsibilities, and we will have the opportunity to monitor the quality and value of your performance and make any necessary adjustments in your job description or responsibilities. Completion of this introductory period does not imply guaranteed or continued employment. Nothing that occurs during or after this period should be construed to change the nature of the "at-will" employment relationship.

3.8 Posting of Openings

Centro Savila desires to promote qualified employee from within where it believes that is possible, consistent with the need to assure that all positions are staffed by highly competent individuals. New job openings generally will be distrubited internally through email, as well as being posted on our Internet site. Prior to any outside recruitment, we will announce all new positions within Centro Savila

3.9 Training Program

In most cases, and for most departments, training staff members is done on an individual basis by the department manager. Even if you have had previous experience in the specified functions of your job duties, it is necessary for you to learn our specific procedures, as well as the responsibilities of the specific position. If you ever feel you require additional training, consult your Direct Supervisor.

3.10 Employment Authorization Verification

New hires will be required to complete Section 1 of federal Form I-9 on the first day of paid employment and must present acceptable documents authorized by the U.S. Citizenship and Immigration Services proving identity and employment authorization no later than the third business day following the start of employment with Centro Savila. If you are currently employed and have not complied with this requirement or if your status has changed, inform your supervisor.If you are authorized to work in this country for a limited period of time, you will be required to submit proof of renewed employment eligibility prior to expiration of that period to remain employed by Centro Savila

4.0 Wage and Hour Policies

4.1 Employment Classifications

Centro Savila designates all employees as either exempt or nonexempt in compliance with applicable federal, state, and local law:

- **Exempt Employees.** Exempt employees are generally paid a fixed salary and are not entitled to overtime pay.
- **Nonexempt Employees.** Nonexempt employees are entitled to minimum wage and overtime pay.
- Centro Savilaalso assigns each employee to one of the following categories:
- **Regular Full-Time Employees.** Regular full-time employees are normally scheduled to work at least 40 hours per workweek, except for approved time off. Full-time employees are eligible for most Centro Savila enefits.
- **Regular Part-Time Employees.** Regular part-time employees are normally scheduled to work less than 30 hours per workweek. Part-time employees are not eligible for most Centro Savila benefits.
- **Temporary/Seasonal Employees.** Temporary employees are generally hired on a temporary or project-specific basis, with either full- or part-time hours. Seasonal employees are hired on a temporary basis during a time of year when extra work is available. Temporary/seasonal employees are not eligible for most employees benefits.

- **Interns/Work Studies.** Interns and work studies work with Centro Savila in accordance with agreements with educational institutions. Interns and Work Studies are not eligible for most organizational benefits.

You will be informed of your classification, status, and responsibilities at the time of hire and at any time your classification, status, or responsibilities change. If you have a question regarding this information, contact Guiovanna Aguirre. These classifications do not alter your employment at-will status.

4.2 Attendance

In service of our mission, Centro Savila requires regular and punctual attendance by staff members. You are expected to arrive at the workplace on time and ready to perform your job. Failure to comply with this policy may result in disciplinary action, up to and including termination.

If you must miss work due to an emergency or other unexpected circumstance, notify your Direct Supervisor as soon as possible. Notice should include the expected duration of your absence and your expected time or date of return. You may be required to provide documentation of the need for the absence, as permitted by applicable law.

If you become ill during your scheduled workday and need to leave before the end of your shift, notify your Direct Supervisor immediately. If you are unable to perform your job at an acceptable level due to illness, you may be sent home until you are well enough to work.

Absences will be considered excused if you requested the time off in accordance with Organization PTO/Comp Time/Sick Leave policies and received the required approval for the absence. Absences will be considered unexcused if you are absent from work during scheduled work hours without permission and do not receive retroactive approval. This policy applies to all absences, including full- or partial-day absences, late arrivals, and early departures.

Planned absences, such as vacations or medical appointments, should be arranged as far in advance as possible. If you need to be absent during the workday, attempt to schedule outside appointments or obligations so that your absence has the smallest impact possible on business operations.

If you know ahead of time that you will be absent or late, you must provide reasonable advance notice to your supervisor. You may be required to provide documentation of any medical or other excuse for being absent or late where permitted by applicable law.

The Organization reserves the right to apply unused vacation, sick time, or other paid time off to

unauthorized absences when permitted by applicable law. Absences resulting from approved leave, vacation, or legal requirements are exceptions to this policy.

If you fail to report to work for 3 or more consecutive days and have not provided proper notification, the Organization may assume that you have voluntarily resigned your position and will proceed with the termination process.

4.3 Direct Deposit

Centro Savila encourages all employees to enroll in direct deposit. If you would like to take advantage of direct deposit, ask appropriate person or department for an application form. Typically, the bank will begin the direct deposit of your payroll within 30 calendar days after you submit your completed application.

If you have selected the direct deposit payroll service, a written explanation of your deductions will be provided to you on paydays in lieu of a check.

4.4 Introduction to Wage and Hour Policies

Centro Savila, pay depends on a wide range of factors, including education, licensure/certification, years of experience, pay scale surveys, individual effort, and organizational profits. Our pay scale is set up to create pay equity and to honor the professional work of our employees. If you have any questions about your compensation, including matters such as paid time off, commissions, overtime, benefits, or paycheck deductions, speak with yoursupervisor.

4.5 Paycheck Deductions

Centro Savila is required by law to make certain deductions from your pay each pay period, including deductions for federal income tax, Social Security and Medicare (FICA) taxes, state income taxes, and any other deductions required under law or by court order for wage garnishments. The amount of your tax deductions will depend on your earnings and the information you list on your federal Form W-4 and applicable state withholding form. Permissible deductions for exempt employee may also include, but are not limited to, deductions for full-day absences for reasons other than sickness or disability and certain disciplinary suspensions. You may also authorize certain voluntary deductions from your paycheck where permissible under state law. Your deductions will be reflected in your wage statement. If you have any questions about deductions from your pay, contact your supervisor

Centro Savila will not make deductions to your pay that are prohibited by federal, state, or local law. Review your paycheck for errors each pay period and immediately report any discrepancies to your supervisor.

You will be reimbursed in full for any isolated, inadvertent, or improper deductions, as defined by law. If an error is found, you will receive an immediate adjustment, which will be paid no later than your next regular payday.

Centro Savila will not retaliate against employees who report erroneous deductions in accordance with this policy.

4.6 Posting of Work Schedules

Centro Sávila's work schedules are revised on a bi-monthly basis. Employees must submit their proposed supervisor-approved schedules to their direct supervisors and are responsible for the time that is blocked in their calendars in the Electronic Medical Record . Failure to be responsive to scheduled appointments may result in disciplinary actions including termination of employment.

4.7 Recording Time

Centro Savila is required by applicable federal, state, and local laws to keep accurate records of hours worked by certain employee. To ensure that the Centro Savila has complete and accurate time records and that Centro Savila are paid for all hours worked, nonexempt employee are required to record all working time using centro savila and effort reporting sheets. Exempt employees may also be required to track days or time worked. Speak with your supervisor for specific instructions.

You must accurately record all of your time to ensure you are paid for all hours worked, and must follow established centro savila procedures for recording your hours worked. Time must be recorded as follows:

Time and Effort Reporting sheets are to be turned in to your supervisor or appropriate department on by the end of each biweekly pay period (usually Friday close of business unless otherwise stated).

Notify your Direct Supervisor or payroll of any pay discrepancies, unrecorded or misrecorded work hours, or any involuntarily missed meal or break periods.

Falsifying time entries is strictly prohibited. Falsifying time entries includes working "off the clock." If you falsify your own time records, or the time records of co-workers, or if you work off the clock, you will be subject to discipline up to and including termination. Immediately report to Centro Savila Administration any employee, supervisor, or manager who falsifies your time entries or encourages or requires you to falsify your time entries or work off the clock.

4.8 Travel Expenses

The purpose of this policy is to define approved business travel expenses and the authority for incurring and approving such expenses at Centro Savila

Travel expenses are the reasonable and necessary expenses incurred by employee when traveling on approved Centro Savila business trips. Travel is limited to business activities for which other means of communication is inadequate and for which prior approval from your supervisor has been received.

Advances

Centro Savila does not generally provide cash travel advances. Normally, you will be expected to use personal credit cards and/or your own cash and submit approved expenses on the standard Expense Report Form.

Travel Expenses

The Organization pays the actual amounts incurred for appropriate expenses when you are on travel assignments. Examples of typical expenses include the following:

- Airline tickets.
- Meals and lodging.
- Car rental, bus, taxi, parking.
- Telephone and fax.
- Laundry and dry cleaning (trips exceeding one week only, unless emergency).
- Business supplies and services.
- Associated gratuities.
- Other expenses necessary to achieve the business purposes.

Family Members

Centro Savila will pay the travel expenses of spouses or other family members only when their presence is necessary to the business purpose of the trip and when approved in advance in writing by the Executive Director.

Air Travel

Use economy or tourist class airfares when traveling on Centro Savila business. In addition, private, noncommercial aircraft or chartered aircraft is not to be used, and no more than two Centro Savila officers should travel together on the same flight.

Airfares are to be charged to personal credit cards and subsequently submitted for reimbursement on a monthly expense report.

Hotels

Neither in-room movies nor refreshment bars are approved Centro Savila expenses.

Insurance

The Organization does not pay for personal travel insurance for Centro Savila

Rental Cars

You are to use rental firms having existing relationships with the Centro Savila and, where feasible, have negotiated discount rates. Available reasonable transportation is to be used.

Personal Vehicles

When using your own vehicle for business purposes, you must maintain insurance coverage as required by law and may not have more than 2 points on your driving record. Travel between your home and primary office is not considered to be business travel. You may not use your personal vehicle for business travel without authorization. Every attempt should be made to utilize the use of courier and delivery services in order to avoid hazard of liability and the time away from work. You will be reimbursed for vehicle use at the standard IRS mileage rate. The Executive Director must authorize any deviation from this policy.

Reporting

Report approved expenses and include a description of the expense, its business purpose, date, place, and the participants.

Travel Reservations

Airline travel, rental cars, and hotels must be booked through the corporate designated travel agency in order to be reimbursed.

4.9 Use of Employer Credit Cards

All staff members in the possession of a credit card issued by Centro Savila will adhere to the strictest guidelines of responsibility for the protection and proper use of that card. Credit card purchases related to Organization vehicle use (gas, oil, etc.) under $100 do not require prior approval. Credit card purchases for vehicle use over $100 and any other business purchases over $25 must receive prior approval from your Direct Supervisor.

Submit all sales receipts generated by use of the Organization credit card weekly to your Direct Supervisor or bookkeeping department. Your Organization credit card may not be used for personal reasons. Use of the Organization credit card is restricted to approved business related expenses.

Any unauthorized purchases made with a credit card issued by the Organization will be the cardholder's responsibility. You must reimburse any such purchase to the Organization within 30 days.

Immediately report lost or stolen Organization cards to your Direct Supervisor. Failure to follow this policy may result in disciplinary action up to and including discharge.

4.10 Pay Transparency (Federal Contractors)

The contractor (Centro Savila) will not discharge or in any other manner discriminate against staff members or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another staff members or applicant. However, staff members who have access to the compensation information of other staff members or applicants as a part of their essential job functions cannot disclose the pay of other staff members or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information. 41 CFR 60-1.35(c)

5.0 Performance, Discipline, Layoff, and Termination

5.1 Disciplinary Process

Violation of Centro Savila's policies or procedures may result in disciplinary action, including demotion, transfer, leave without pay, or termination of employment. The Organization encourages a system of progressive discipline depending on the type of prohibited conduct. However, the Organization is not required to engage in progressive discipline and may discipline or terminate staff members who violate the rules of conduct, or where the quality or value of their work fails to meet expectations at any time. Again, any attempt at progressive discipline does not imply that your employment is anything other than on an "at-will" basis consistent with applicable law. Note that the specific terms of your employment relationship, including termination procedures, are governed by the laws of the state in which you are employed.

In appropriate circumstances, management will first provide you with a verbal warning, then with one or more written warnings, and if the conduct is not sufficiently altered, eventual demotion, transfer, forced leave, or termination of employment. Your Direct Supervisor will make every effort possible to allow you to respond to any disciplinary action taken. Understand that while the Organization is concerned with consistent enforcement of our policies, we are not obligated to follow any disciplinary or grievance procedure and, depending on the circumstances, you may be disciplined or terminated without any prior warning or procedure.

5.2 Resignation Policy

Centro Savila hopes that your employment with the Organization will be a mutually rewarding experience; however, the Organization acknowledges that varying circumstances can cause you to resign employment. The Organization intends to handle any resignation in a professional manner with minimal disruption to the workplace.

Notice

The Organization requests that all employees provide a minimum of two weeks' notice of resignation. If you are a Direct Supervisor or a Clinician you are requested to provide a minimum of four weeks' notice so that there is ample time to address the predictable thoughts and feelings of those we serve, as well as the ending and/or coordination and transfer of care/supervision. Employees are encouraged to provide as much advance notice as possible. It is not uncommon for care providers to give three months' notice if they are planning to leave the agency. Provide a written resignation letter to your Direct Supervisor. If you provide less notice than requested, the Organization may deem you to be ineligible for rehire, depending on the circumstances of the notice given.

The Organization reserves the right to provide you with pay in lieu of notice in situations where job or business needs warrant.

Final Pay

The Organization will pay separated staff members in accordance with applicable laws and other sections of this handbook.

Notify the Organization if your address changes during the calendar year in which resignation occurs to ensure tax information is sent to the correct address.

Return of Property

Return all Organization property at the time of separation, including cellphones, keys, tools, laptops, credit cards, and identification cards. Failure to return some items may result in deductions from your final paycheck where state law allows. In some circumstances, the Organization may pursue criminal charges for failure to return Organization property.

5.3 Criminal Activity/Arrests

Centro Savila will report all criminal activity in accordance with applicable law. Involvement in criminal activity while employed by the Organization, whether on or off Organization property, may result in disciplinary action including suspension or termination of employment.

You are expected to be on the job, ready to work, when scheduled. Inability to report to work as scheduled may lead to disciplinary action, up to and including termination of employment, for violation of an attendance policy or job abandonment.

5.4 Exit Interview

You may be asked to participate in an exit interview when you leave Centro Savila. The purpose of the exit interview is to provide management with greater insight into your decision to leave employment; identify any trends requiring attention or opportunities for improvement; and to assist the Organization in developing effective recruitment and retention strategies. Your cooperation in the exit interview process is appreciated.

5.5 Open Door/Conflict Resolution Process

Centro Savila strives to provide a comfortable, productive, legal, and ethical work environment. To this end, we want you to bring any problems, concerns, or grievances you have about the work place to the attention of your Direct Supervisor and, if necessary, to Human Resources or upper level management. To help manage conflict resolution we have instituted the following problem solving procedure:

If you believe there is inappropriate conduct or activity on the part of the Organization, management, its staff members, vendors, customers, or any other persons or entities related to the Organization, bring your concerns to the attention of your Direct Supervisor at a time and place that will allow the person to properly listen to your concern. Most problems can be resolved informally through dialogue between you and your immediate Direct Supervisor. If you have already brought this matter to the attention of your Direct Supervisor before and do not believe you have received a sufficient response, or if you believe that person is the source of the problem, present your concerns to Human Resources or upper level management. Describe the problem, those persons involved in the problem, efforts you have made to resolve the problem, and any suggested solution you may have.

5.6 Outside Employment

Outside employment that creates a conflict of interest or affects the quality or value of your work performance or availability at Centro Savila is prohibited. The Organization recognizes that you may seek additional employment during off hours, but in all cases expects that any outside employment will not affect

your attendance, job performance, productivity, work hours, or scheduling, or would otherwise adversely affect your ability to effectively perform your duties or in any way create a conflict of interest. Any outside employment that will conflict with your duties and obligations to the Organization should be reported to your Direct Supervisor. Failure to adhere to this policy may result in discipline up to and including termination.

While on a leave of absence, you may not work or be gainfully employed either for yourself or by another employer unless express, written permission to perform such outside work has been granted by the Organization. If you are on a leave of absence and are found to be in violation of this policy, you will be subject to disciplinary action up to and including termination.

5.7 Pay Raises

Depending on financial health and other Organization factors, efforts will be made to give pay raises consistent with Centro Savila profitability, job performance, and the consumer price index. The Organization may also make individual pay raises based on merit or due to a change of job position.

5.8 Performance Reviews

Centro Savila will make efforts to periodically review your work performance. The performance review is a tool used to evaluate employee performance over the review period by assessing:

- Your performance of assigned job duties and responsibilities.
- Your achievement or lack of achievement of specific targets and goals.
- Other aspects of your performance (e.g., communication skills, professionalism, ability to collaborate, reliability, willingness to take initiative, etc.).

The performance review process will take place annually, or as business needs dictate.

The performance review process is intended to increase the quality and value of your work performance. The review process may be used:

- As a basis for employment decisions, such as promotions and demotions.
- To improve the performance of underperforming staff members.
- To document employee growth at the Organization.

A positive performance review does not guarantee a pay raise or continued employment.

5.9 Employment Verification

Centro Savila policy is to confirm dates of employment, job title, and compensation (where permissible under applicable law). The Organization will only provide such information with your written authorization. Requests for employment verification should be forwarded to the Compliance Director.

5.10 Promotions

To match you with the job for which you are best suited and to meet the business needs of Centro Savila, you may be transferred from your current job. It is our policy to promote from within only when the most qualified candidate is available. Promotions are made on an equal opportunity basis according to staff members possessing the needed skills, education, experience, and other qualifications that are required for the job.

All staff members promoted into new job positions will undergo a 90-day introductory period as described in the New Hires and Introductory Periods policy. Unlike new hires, however, such employees will continue to receive Organization benefits for which they are eligible.

5.11 Standards of Conduct

Centro Savila wishes to create a work environment that promotes job satisfaction, respect, responsibility, integrity, and value for all our staff members, clients, customers, and other stakeholders. We all share in the responsibility of improving the quality of our work environment. By deciding to work here, you agree to follow our rules.

While it is impossible to list everything that could be considered misconduct in the workplace, what is outlined here is a list of common-sense infractions that could result in discipline, up to and including immediate termination of employment. This policy is not intended to limit our right to discipline or discharge staff members for any reason permitted by law.

Examples of inappropriate conduct include:

- Violation of the policies and procedures set forth in this handbook.
- Possessing, using, distributing, selling, or negotiating the sale of illegal drugs or other controlled substances.
- Being under the influence of alcohol during working hours on Organization property (including in Organization vehicles), or on Organization business.
- Inaccurate reporting of the hours worked by you or any other staff members.
- Providing knowingly inaccurate, incomplete, or misleading information when speaking on behalf of the Organization or in the preparation of any employment-related documents including, but not limited to, job applications, personnel files, employment review documents, intra-company communications, or expense records.
- Taking or destroying Organization property.
- Possession of potentially hazardous or dangerous property (where not permitted) such as firearms, weapons, chemicals, etc., without prior authorization.
- Fighting with, or harassment of (as defined in our EEO policy), any fellow employee, vendor, or customer.
- Disclosure of Organization trade secrets and proprietary and confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development information, customer lists, patents, trademarks, etc.) of the Organization or its customers, contractors, suppliers, or vendors.
- Refusal or failure to follow directions or to perform a requested or required job task.
- Refusal or failure to follow safety rules and procedures.
- Excessive tardiness or absences.
- Smoking in nondesignated areas.
- Working unauthorized overtime.
- Solicitation of fellow employees on Organization premises during working hours.
- Failure to dress according to Organization policy.
- Use of obscene or harassing (as defined by our EEO policy) language in the workplace.
- Engaging in outside employment that interferes with your ability to perform your job at this Organization.
- Gambling on Organization premises.
- Lending keys or keycards to Organization property to unauthorized persons.

Nothing in this policy is intended to limit your rights under the National Labor Relations Act, or to modify the at-will employment status where at-will is not prohibited by state law.

6.0 General Policies

6.1 Service Animals

Centro Sávila welcomes animals trained to assist employees and clients with mobility, visual, and hearing disabilities. The animal(s) must remain seated on the floor at the owner's feet. In the United States, the

Code of Federal Regulations for the Americans with Disabilities Act of 1990 defines aservice animal as "any guide dog, signal dog, or other animal individually trained to do work orperform tasks for the benefit of an individual with a disability, including but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. Centro Sávila reserves the right to request documentation of the animal's health (e.g. vaccinations,health certification, etc.) is up-to-date. Centro Sávila does not accept the following animals as Service or Emotional Support Animals. These animals potentially pose safety and/or public health concerns.These animals include, but are not limited to: Hedgehogs, Ferrets, Insects, Rodents, Snakes, Spiders, Sugar gliders, Reptiles, Non-household birds (farm poultry, waterfowl, game bird, and birdsof prey), Animals improperly cleaned and/or that have foul odor. Employees wishing to have animals at work should first speak with their supervisor/manager.

6.2 Bulletin Boards

Centro Savila maintains an official bulletin board located at our main office for providing staff members with official Organization notices, including wage and hour laws, changes in policies, and other employment-related notices. At times the Organization may also post information of general interest to staff members on the bulletin board. You are responsible for being informed about this material by periodically reviewing the bulletin board. Only authorized personnel may add and remove notices from the bulletin board.

6.3 Computer Security and Copying of Software

Software programs purchased and provided by Centro Savila are to be used only for creating, researching, and processing materials for Organization use. By using Organization hardware, software, and networking systems you assume personal responsibility for their use and agree to comply with this policy and other applicable Organization policies, as well as city, state, and federal laws and regulations.

All software acquired for or on behalf of the Organization, or developed by Organization staff members or contract personnel on behalf of the Organization, is and will be deemed Organization property. It is the policy of the Organization to respect all computer software rights and to adhere to the terms of all software licenses to which the Organization is a party. The Director of Information Systems is responsible for enforcing these guidelines.

You may not illegally duplicate any licensed software or related documentation. Unauthorized duplication of software may subject you and/or the Organization to both civil and criminal penalties under the United States Copyright Act. To purchase software, obtain your manager's approval. All software acquired by the Organization must be purchased through Information Systems or appropriate department.

You may not duplicate, copy, or give software to any outsiders including clients, contractors, customers, and others. You may use software on local area networks or on multiple machines only in accordance with applicable license agreements entered into by the Organization.

6.4 Driving Record

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

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

6.5 Employer Sponsored Social Events

Centro Savila holds periodic social events for staff members. Be advised that your attendance at these events is voluntary and does not constitute part of your work-related duties. Any exceptions to this policy must be in writing and signed by a Direct Supervisor prior to the event.

Alcoholic beverages may be available at these events. If you choose to drink alcoholic beverages, you must do so in a responsible manner. Do not drink and drive. Instead, please call a taxi or appoint a designated driver.

6.6 Employer-Provided Cell Phones/Mobile Devices

Centro Savila may issue certain staff members a Organization cell phone/mobile device for work-related communications and/or operations. If you drive a vehicle during your employment, you may not use any cell phone/mobile device or other communication device while driving unless the device is equipped or configured with a "hands-free" listening/speaking option, and you in fact utilize the hands-free device.

We understand that you may use the cell phone/mobile device for personal use; however, such personal use should not exceed the plan allowance. When the cell phone/mobile device is used for personal reasons and the activity results in additional cost to the Organization, you are responsible for the cost of that usage, including all applicable taxes unless prohibited by law.

The Organization owns and remains entitled to all cell phone/mobile devices issued to staff members, including all passwords controlling access to them.
You may not change those passwords except with permission. At the time of employment termination, all such equipment and passwords must be returned to the Organization in operable condition.

Violation of this policy may result in discipline, up to and including termination of employment.

6.7 Nonsolicitation/Nondistribution Policy

Centro Savila prioritizes a harmonious work environment that minimizes disruption to business operations and respects the focus of staff members, visitors, and others. Our nonsolicitation/nondistribution policy aims to ensure a balanced approach to interactions within the workplace.

Solicitation

For the purposes of this policy, ***solicitation*** includes various activities such as selling items or services, seeking contributions, or seeking support for an organization. Solicitation, whether conducted verbally, in writing, or electronically, falls under this policy's scope.

During your assigned working hours, soliciting other staff members is prohibited. ***Working hours*** refers to periods when either you or the staff members you intend to solicit are expected to be actively engaged in work-related activities. You are permitted to engage in solicitation during authorized nonworking times, such as breaks, provided that the recipients of the solicitation are also on nonworking time.

Distribution

To ensure cleanliness, organization, and safety, the distribution of nonwork-related literature or items within working areas is prohibited at all times. Working areas do not include break/rest areas, lunchrooms, and parking lots. Electronic distribution of materials during work hours is also not allowed. Any literature that violates the Organization's equal employment opportunity (EEO) and nonharassment policies, or knowingly spreads false information, is strictly prohibited. Nonemployees are not permitted to distribute materials on company premises under any circumstances.

Statutory Rights and Communication

This policy is not meant to curtail the statutory rights of employees, including their right to discuss terms and conditions of employment. Open communication remains a vital part of our workplace culture.

Reporting Violations

If you become aware of violations of this policy, report them to your Direct Supervisor.

We appreciate your cooperation in maintaining a respectful and focused work environment.

6.8 Off-Duty Use of Employer Property or Premises

You may not use Centro Savila property for personal use during working time. You are responsible for returning Organization property in good condition and repairing or replacing any property damaged as the result of personal use or as the result of negligence. This includes use of copy machines, computers, Organization products, or office supplies for personal use without prior authorization.

It is Organization policy to control off duty and nonworking hour use of Organization facilities either for business or personal reasons. You are prohibited from using Organization facilities during off duty or nonworking hours without the written consent of your Direct Supervisor. If you use Organization facilities during your off-duty hours or Organization off-hours, you may be required to sign a log-in and log-out sheet maintained by the Organization or building manager.

6.9 Personal Appearance

Your personal appearance reflects on the reputation, integrity, and public image of Centro Savila. All staff members are required to report to work neatly groomed and dressed. You are expected to maintain personal hygiene habits that are generally accepted in the community, including clean clothing, good grooming and personal hygiene, and appropriate attire for the workplace and the work being performed. This may include wearing uniforms or protective safety clothing and equipment, depending upon the job. Use common sense and good judgment in determining what to wear to work.

Fragrant products, including but not limited to perfumes, colognes, and scented body lotions or hair products, should be used in moderation out of concern for others with sensitivities or allergies.

The Organization, in accordance with applicable law, will reasonably accommodate staff members with disabilities or religious beliefs that make it difficult for them to comply fully with the personal appearance policy unless doing so would impose an undue hardship on the Organization. Contact your Direct Supervisor to request a reasonable accommodation.

Failure to comply with the personal appearance standards may result in being sent home to groom or change clothes. Frequent violations may result in disciplinary action, up to and including termination of employment.

6.10 Personal Data Changes

It is your obligation to provide Centro Savila with your current contact information, including current mailing address and telephone number. You should also inform the Organization of any changes to your tax withholding status. Failure to do so may result in loss of benefits or delayed receipt of W-2 and other mailings. To make changes to this information, contact the Finance Director.

6.11 Security

All staff members are responsible for helping to make Centro Savila a secure work environment. Upon leaving work, lock all desks, lockers, and doors protecting valuable or sensitive material in your work area and report any lost or stolen keys, passes, or similar devices to your Direct Supervisor immediately. Refrain

from discussing specifics regarding Organization security systems, alarms, passwords, etc. with those outside of the Organization.

Immediately advise your Direct Supervisor of any known or potential security risks and/or suspicious conduct of staff members, customers, or guests of the Organization. Safety and security is the responsibility of all staff members and we rely on you to help us keep our premises secure.

6.12 Social Media

Centro Savila acknowledges that social media has become an integral part of modern life that provides us with unique opportunities to communicate and share information with others. However, we also want to educate staff members that their social media use can:

- Pose risks to the Organization's confidential and proprietary information, reputation, and brand;
- Expose the Organization to discrimination, harassment, and other claims; and
- Jeopardize the Organization's compliance with business rules and laws.

To minimize legal risks, avoid loss of productivity and distraction, and ensure that the Organization's IT resources and communications systems are used appropriately, all staff members must abide by the following policy regarding social media use.

Social Media

For purposes of this policy, ***social media*** refers to any means of posting content on the internet, including personal websites, social networking sites, blogs, chat rooms, and other online platforms, whether affiliated with the Organization or not.

Use Good Judgment

While the Organization respects your right to personal expression, you should assume that anything you do on social media—whether on a business or personal account—could be viewed by a colleague, supervisor, partner, supplier, competitor, investor, customer, or potential customer. As such, any social media activity, even from your personal account, reflects on the Organization as well as on yourself. It is important to remember that anyone can see what you post (or what you posted five years ago).

Guidelines for Posting on Social Media

When posting:

- Protect trade secrets, intellectual property, and confidential information related to the Organization.
- Do not make statements that are maliciously false or defamatory or would constitute unlawful harassment or discrimination.
- Do not make express or implied threats of violence.
- Avoid linking personal accounts to the Organization as an official source.
- Respect copyright, trademark, and third-party rights.
- Do not use the Organization's email addresses to register on social medial platforms for personal use.
- If you identify yourself as an employee of Centro Savila on your personal account and are posting about the Organization, make it clear that your views are your own and that you are not speaking on behalf of the Organization.

Using Social Media at Work

Do not use social media while on your work time, unless it is work related as authorized by your Direct Supervisor or consistent with policies that cover equipment owned by the Organization.

Media Contacts

If you are not authorized to speak on behalf of the Organization, do not speak to the media on behalf of the Organization. Direct all media inquiries for official Organization responses to the Director of Development.

Retaliation

Retaliation against those reporting policy violations or cooperating in investigations is prohibited. Retaliatory actions may lead to disciplinary measures.

Violations

Violations of this policy may result in discipline, up to and including termination.

This policy does not limit staff members rights to discuss wages, hours, or other terms and conditions of employment. All staff members have the right to engage in or refrain from such activities.

6.13 Telecommuting

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

Centro Savila will make telecommuting available to staff members when it benefits organizational and departmental needs. This option may not be available in some job classifications due to business needs. Each department manager will determine, in his or her discretion, the positions within the department that may be suitable for telecommuting.

If you meet eligibility requirements for telecommuting, you must submit a Telecommuting Agreement form to your immediate Direct Supervisor for departmental approval. If you are granted a telecommuting arrangement, you will be subject to the same performance standards as prior to telecommuting. Telecommuting work areas may be evaluated to ensure that appropriate safety standards are met. Telecommuting may be a reasonable accommodation; consult the Executive Director if you are requesting telecommuting as a reasonable accommodation.

6.14 Telephone Use

Centro Savila phones are principally for work-related communications. Unless there is an emergency, limit long distance telephone calls to business purposes only. Limit personal use of Organization telephones to brief communications during rest periods where possible. Casual conversation with friends and relatives during working hours is strongly discouraged. Telephone use is subject to the Use of Company Technology Policy.

Centro Sávila does not provide 24/7 crisis care. It is necessary for staff phones to be set up to direct callers on what to do in the case of an emergency after working hours. Staff are responsible to have the following messages recorded on their work voicemail.

Voice Mail Recording

You have reached the confidential voicemail of YOUR NAME @ Centro Sávila

If you are a new client and would like to set up an appointment at Centro Sávila please

call our main number 505-312-7296 and ask to set up an appointment.

If you are an existing client, I'm unable to answer your call at this time however, I check

my messages regularly during business days.

If this is a psychiatric emergency, please call the NM Crisis and Access Line 1-855-662-

7474 Or go to the nearest emergency room

Otherwise please leave a message and I will get back to you as soon as possible. Thanks

Usted ha llamado el telefono de SU NOMBRE de Centro Savila

Si es su primera vez llamando y quisiera obtener una cita, por favor llame a centro savila

a 505 312 7296

Si se trata de una emergencia psiquiátrica, llame a la Línea de acceso y crisis de NM al 1-

855-662-7474 O vaya a la sala de emergencias más cercana

De lo contrario, deje un mensaje y me pondré en contacto con usted lo antes posible.

Gracias

6.15 Third Party Disclosures

From time to time, Centro Savila may become involved in news stories or potential or actual legal proceedings of various kinds. When that happens, lawyers, former staff members, newspapers, law enforcement agencies, and other outside persons may contact our staff members to obtain information about the incident or the actual or potential lawsuit.

If you receive such a contact, you should not speak on behalf of the Organization and should refer any call requesting the position of the Organization to the Executive Director. If you have any questions about this policy or are not certain what to do when such a contact is made, contact the Executive Director.

6.16 Use of Company Technology

This policy is intended to provide Centro Savila staff members with the guidelines associated with the use of the Organization information technology (IT) resources and communications systems.

This policy governs the use of all IT resources and communications systems owned by or available at the Organization, and all use of such resources and systems when accessed using your own devices, including but not limited to:

- Email systems and accounts.
- Internet and intranet access.
- Telephones and voicemail systems, including wired and mobile phones, smartphones, and pagers.
- Printers, photocopiers, and scanners.
- Fax machines, e-fax systems, and modems.
- All other associated computer, network, and communications systems, hardware, peripherals, and software, including network key fobs and other devices.
- Closed-circuit television (CCTV) and all other physical security systems and devices, including access key cards and fobs.

General Provisions

Organization IT resources and communications systems are to be used for business purposes only unless otherwise permitted under applicable law.

All content maintained in Organization IT resources and communications systems are the property of the Organization. Therefore, staff members should have no expectation of privacy in any message, file, data, document, facsimile, telephone conversation, social media post, conversation, or any other kind or form of information or communication transmitted to, received, or printed from, or stored or recorded on Organization electronic information and communications systems.

The Organization reserves the right to monitor, intercept, and/or review all data transmitted, received, or downloaded over Organization IT resources and communications systems in accordance with applicable law. Any individual who is given access to the system is hereby given notice that the Organization will exercise this right periodically, without prior notice and without prior consent.

The interests of the Organization in monitoring and intercepting data include, but are not limited to: protection of Organization trade secrets, proprietary information, and similar confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.); managing the use of the computer system; and/or assisting staff members in the management of electronic data during periods of absence.

You should not interpret the use of password protection as creating a right or expectation of privacy, nor should you have a right or expectation of privacy regarding the receipt, transmission, or storage of data on Organization IT resources and communications systems.

Do not use Organization IT resources and communications systems for any matter that you would like to be kept private or confidential.

Violations

If you violate this policy, you will be subject to corrective action, up to and including termination of employment. If necessary, the Organization will also advise law enforcement officials of any illegal conduct.

6.17 Workplace Privacy and Right to Inspect

Centro Savila property, including but not limited to lockers, phones, computers, tablets, desks, work place areas, vehicles, or machinery, remains under the control of the Organization and is subject to inspection at any time, without notice to any staff members, and without their presence.

You should have no expectation of privacy in any of these areas. We assume no responsibility for the loss of, or damage to, your property maintained on Organization premises including that kept in lockers and desks.

7.0 Benefits

7.1 Federal Jury Duty Leave

Centro Savila encourages staff members to fulfill their civic duties related to federal jury duty service. If you are summoned for federal jury duty, notify your Direct Supervisor as soon as possible to make scheduling arrangements.

Time spent for federal jury duty service is unpaid; however, if you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. You may opt to use [PTO/vacation] in place of unpaid leave.]]

The Organization will not discriminate or retaliate against staff members for missing work due to federal jury service. Upon return to work, you will be reinstated to your prior position without loss of seniority and will be treated as if you have been on a leave of absence or furlough.

7.2 Healthcare Professional Pipeline

Centro Sávila provides outpatient community-based mental health treatment services to clients by a means of local office-based, licensed clinicians, as well as outreach services to children and families in local community and school settings. Multiple treatment approaches are offered and treatment is individualized to meet the needs of each client. All of our treatment modalities are trauma-informed and strengths-based, acknowledging that environmental and social factors, as well as individual biological and psychological attributes impact mental health and wellbeing. Our services recognize the social determinants of health and emphasize the natural resiliency that our clients possess.

Goal: Provide the highest quality, culturally and linguistically appropriate mental health services in accordance with evidence-based practice models.

Objective for clients: To improve overall quality of life, this may include, but is not limited to: symptom reduction through knowledge and implementation of skill development, improved job performance and/or satisfaction, improved interpersonal effectiveness and relationships, and improved life satisfaction.

Program Services Social Work Student And CHW Training: New Mexico continues to have ongoing challenges in sustaining an adequate behavioral health workforce to assure timely access to mental health and substance use treatment throughout the state. These challenges are part of the larger national picture, in which there is increasing recognition that there is an insufficient behavioral workforce to deliver behavioral health care during a time of increasing demand for services.

Centro Sávila proactively provides internship and practicum mentorship and supervision to students interested in health careers who are attending local schools including The University of New Mexico, New Mexico Highlands University, New Mexico State University as well as local high schools. This pipeline program is aimed at recruiting and retaining New Mexico's next generation of culturally and linguistically informed behavioral health providers and provides community-based, practical experience and supportive mentorship to expose students to case management service provision which illuminates systems barriers and social determinants of health.

7.3 National Health Service Corps

Centro Sávila is an approved site for the National Health Service Corps (NHSC). The NHSC offers tax-free loan repayment assistance to support qualified health care providers who choose to take their skills where they're most needed. NHSC sites provide services to community members regardless of their ability to pay. The Loan Repayment Program provides up to $50,000 for loans in primary care—medical, dental, or mental/behavioral health.

7.4 Clinician Licensure Support

Centro Sávila is committed to helping our clinicians grow in the following ways:

Creating a solid reputation with other providers and patients that enables a consistent referral source. In order for our clinicians to reach the hours necessary to achieve highest level licensure, they have to be provided opportunities to see patients. By maintaining consistent referral sources, we allow clinicians to reach their clinical hours and increase satisfaction because they are being compensated and utilized in a way that they know they will meet their long-term goals.

Creating clear structure and boundaries regarding care by implementing clear policies, procedures and oversight to help them recognize immediately where they can grow and where they are being successful. We utilize quarterly file audits, quarterly therapist evaluations, and access to the Clinical Supervisor for consults as needed. Clinical supervisors are available and accessible during sessions, if needed, to consult or even jump in to help address urgent client needs.

Providing competent Clinical Supervisors that help clinicians develop the necessary skills to excel in their clinical treatment of patients as well as their ability to articulate their knowledge by passing all licensing

exams. We work in supervision to help therapists apply theory, develop frameworks to address and evaluate cases and opportunities to articulate their clinical competence through written report writing and presentation of cases. If clinicians cannot pass their final licensing exam, they will not be able to achieve highest level licensure. We place a strong emphasis in supervision on achieving the skills necessary to pass their final licensing exam with ease.

Providing a competitive salary for clinicians and supervisors – Centro Sávila utilizes a competitive pay structure that pays clinicians hourly as an employee. This is unique in the field because most private agencies pay clinicians as contractors. We believe that this type of pay makes clinicians better able to focus on patient care. Additionally, it seems counter intuitive to have clinicians that require supervision designated as independent. By employing providers as employees, we as an agency are able to more closely monitor the care our patients are receiving.

7.5 Flexible Spending Account (FSA)

Centro Savila provides flexible spending account (FSA) benefits for eligible staff members after the plan's defined waiting period. FSAs provide tax-free reimbursement to staff members for healthcare expenses that are not reimbursed by any other insurance or reimbursement program.

A healthcare FSA provides eligible staff members the opportunity to pay for medical expenses, on a pre-tax basis, that are not reimbursed by an insurance plan. Both the amount you contribute and the amount you are reimbursed from your healthcare FSA are income tax free.

If eligible, you may elect an annual amount to contribute, which will be divided and deducted from your pay each pay period and may be used to pay for eligible expenses. Annual elections are limited by established plan maximums and are subject to applicable IRS forfeiture and rollover provisions. Eligibility and specific plan information is contained in the Summary Plan Description (SPD).

Contact Guiovanna Aguirre for a copy of the plan summary and for questions about this benefit.

7.6 Paid Time Off (PTO)

Centro Savila provides staff members with paid time off (PTO). PTO may be used for vacation, sick time, or other personal matters.

Eligibility

All full-time regular staff members who work over 30 hours/week are eligible to receive PTO immediately upon hire and may be used after 90 days. Eligible employeees may request PTO only to compensate for regularly scheduled workdays.

Deposits Into Your Leave Account

PTO is calculated according to your work anniversary year.

The amount of PTO received each year is based on your length of service and accrues according to an accrual schedule determined by the Organization up to a maximum annual grant as shown below:

- 0-3 years: 15 days annually.
- 4-7 years: 18 days annually.
- 8-14 years: 21 days annually.
- 15+ years: 24 days annually.

PTO granted during your first year of employment will be prorated based on your hire date. Centro Savila also observes 11 holidays per year.

All eligible full time exempt and non-exempt employees who work 30 hours a week or more excluding temporaries and interns will accrue PTO hours in accordance with the above accrual schedule for every 2 week pay period worked, up to a maximum accrual of 192 hours.

Once you reach the maximum accrual amount, you will not accrue any additional PTO until you use some of the accrued but unused PTO and the amount falls below the maximum accrual amount. You will not receive retroactive credit for any period of time in which you did not accrue PTO because you accrued the maximum amount.

Leave Usage and Requests for Leave

The Organization encourages you to use your PTO time. You are eligible to begin using PTO after 90 days of employment.

You must request PTO from your Direct Supervisor as far in advance as possible, but at least 5 working days in advance. The Organization will generally grant requests for PTO when possible, taking business needs into consideration. When multiple staff members request the same time off, their seniority may determine priority in scheduling PTO times.
You must take PTO in increments of at least 1 hour.

During a Leave of Absence

The Organization may require you to use any unused PTO during disability or family medical leave, or any other leave of absence, where permissible under local, state, and federal law.

You will not accrue PTO during unpaid leaves of absence, or other periods of inactive service, unless PTO accrual is required by applicable federal, state, or local law.

Carryover

Unused PTO can be carried over to the following year. The Organization may elect to offer payment for the unused time at the beginning of the following fiscal year].

Separation of Employment

Upon separation of employment for any reason, you will will be paid for earned but unused PTO time.

7.7 401(k) Plan

As a non-profit organization, Centro Sávila has a **403(b)** plan for employees to save for retirement.

Eligible staff members (as determined by the terms of the plan) may participate in the Centro Savila 403(b) plan. The Organization provides for employee pre-tax deferral contributions [and after tax Roth contributions] and also provides for employer matching funds for each dollar you contribute up to a maximum Organization contribution (see Director of Finance) and also provides for other employer contributions, which are subject to allocation and vesting requirements. Refer to your Summary Plan Description (SPD) for specifics.

Contact The Director of Finance to find out if you are eligible to participate in the Organization 403(b) plan. The Organization is required to let you know if you are eligible.

This benefit, as well as other benefits, may be canceled or changed at the discretion of the Organization, unless otherwise required by law.

7.8 Bereavement Leave

Centro Savila recognizes the importance of taking leave when there is a death in the family.

All employees are eligible for 3 days of paid bereavement leave for the death of an immediate family member.

You may use accrued but unused paid time off if additional time is needed. Additional unpaid time off may be granted at the discretion of the Organization on a case-by-case basis.

For purposes of this policy, ***immediate family member*** includes the following and applies both to the family of the employee and the employee's spouse: child (including foster child and stepchild), spouse, partner, sister, brother, parents (including foster parents and stepparents), grandparents.

You must provide notice of your need for bereavement leave as far in advance as possible. The Organization may require documentation supporting your need for bereavement leave.

7.9 Continuing Education and Tuition Assistance

We believe in the continuing education of our staff members. If Centro Savila sends you to a class or training program during normal working hours related to your employment and you are nonexempt, you will be paid training pay for that time. If you are interested in attending an outside class and having the Organization pay for your attendance, you are required to provide advance written notice describing the class, including the subject matter, length, and cost. Depending on the type of training, its alignment with your personal development plan and organizational priorities, the Organization may reimburse some or all of the fees, including materials expenses, meals, and transportation. If your Direct Supervisor approves of your attendance at a class that is not sponsored by the Organization, you will be reimbursed once you have attended and paid for the class.

7.10 Dental Insurance

All regular full-time staff members who have completed the plan's defined waiting period at Centro Savila are eligible for the Organization dental plan. Dental plan benefits are described in detail in the Summary Plan Description (SPD).

7.11 Employer-Sponsored Disability Benefits

Centro Savila offers the following employer-sponsored disability insurance benefits to eligible staff members, after the plan's defined waiting period, when they miss work due to non-work-related disabilities.

Short-Term Disability Insurance

Short-term disability insurance generally pays a weekly benefit if you cannot work because of a covered illness or injury. The benefit replaces a portion of your weekly income, providing funds directly to you to help pay your bills and living expenses. Check your plan documents for details about benefit payments and duration.

Long-Term Disability Insurance

Long-term disability insurance generally pays a monthly benefit to you if you cannot work because of a covered illness or injury. The benefit replaces a portion of your income, thus helping to meet your financial commitment in a time of need. Check your plan documents for details about benefit payments and duration.

Additional Information

The terms and conditions for the disability insurance program are outlined in the Summary Plan Description

(SPD). Contact Corina Gutman for a copy of the plan provisions, required forms, and additional information about these benefits.

7.12 Health Insurance

Centro Savila offers group health insurance benefits to all eligible staff members and their eligible dependents after the plan's defined waiting period. Health insurance benefits are described in detail in the Summary Plan Description (SPD), which may be obtained from Corina Gutman.

Your group health benefits are paid in part by the Organization. The remainder of the costs are paid by you through deductions from your paycheck.

Benefits may be canceled or changed at the discretion of the Organization, unless otherwise prohibited by law.

If you or a dependent become ineligible for benefits due to a change in work hours or through a life event, or you leave employment with the Organization, you may have the right to continue your health benefits under federal or state law. In such event, the Organization will provide you with information about your rights to continue your benefits coverage.

7.13 Holidays

Centro Savila offers the following paid holidays each year:

Martin Luther King Jr. Day

Presidents' Day

The Week of APS Spring Break (5 days)

Memorial Day

Juneteenth

Independence Day

Labor Day

Indigenous People's Day

Veterans Day

Thanksgiving Day including following Friday

Christmas Eve- New Year's Day

When a holiday falls on a Saturday, it will be observed the preceding Friday. Holidays falling on a Sunday will be observed the following Monday.

If a holiday falls on your regular day off, ask your Direct Supervisor how it affects you.

You will be compensated for holidays in accordance with federal and state law.

7.14 Life Insurance

Centro Savila provides life insurance to all eligible staff members after the plan's defined waiting period. You will be required to notify the benefits administrator of your intended beneficiary. Refer to the Summary Plan Description (SPD) for details about the benefit.

7.15 Personal Leave of Absence

Centro Savila recognizes that you may need time off from work in special circumstances that other leave policies may not address. In such cases, you may request a personal leave of absence.

Eligibility

All regular/full-time/part-time staff members employed for at least 3 months are eligible to apply for an unpaid personal leave of absence.

Requesting Leave

Requests for unpaid personal leave must be submitted to your Direct Supervisor in writing at least 5 days in advance where practical. In emergency situations, written notice must be provided as soon as possible. The request should include the reason for the leave as well as the dates you expect to begin and end the leave.

Job performance, absenteeism, and departmental requirements will be taken into consideration before a request is approved. Requests for unpaid personal leave may be denied or granted for any reason and are within the sole discretion of the Organization.

You may substitute any applicable and available paid leave for all or a portion of your unpaid personal leave.

PTO, seniority, or other benefits will not accrue during an unpaid personal leave of absence. Holidays that occur during an unpaid personal leave of absence will not be paid.

If you are granted a personal leave of absence, reinstatement to your position or any position is not guaranteed.

Your Organization-provided [health] benefits will be continued at the same level and under the same conditions as prior to the leave, for up to 3 months as shown in the benefit plan document. You are responsible for payment of your portion of the insurance premium while on personal leave.

If you are on a personal leave of absence that exceeds 3 months as shown in the benefit plan document, or you fail to pay your premium payment in a timely manner, the Organization will provide you with information about your rights under COBRA and/or applicable state continuation coverage policies.

Extension of Leave

You are required to return from unpaid personal leave on the originally scheduled return date. If you are unable to return, you must request an extension of the leave in writing at least 2 weeks in advance of the return date. Leave extensions will be considered on a case-by-case basis. If the Organization denies the extension request, you must return to work on the originally scheduled return date or be considered to have voluntarily resigned from your employment.

Return to Work

In advance of your scheduled return date, your Direct Supervisor will arrange for you to resume your previous position, if available. However, the Organization's need to fill a position may override the ability to

hold a position open until your return. Therefore, we cannot assure our ability to reinstate you to any position after your leave. The Organization retains the discretion to determine the similarity of any available positions and your qualifications. If we are unable to reinstate you or you refuse the offer of reinstatement to a different position, your leave status will be changed to a voluntary termination.

Failure to Return from Leave

If you fail to return to work after an unpaid leave of absence, you will be considered to have resigned your employment.

Alternative Employment

While on an unpaid leave of absence, you may not work or be gainfully employed either for yourself or others unless express, written permission to perform such outside work has been granted by the Organization. If you are on a leave of absence and are found to be working elsewhere without permission, you will be subject to disciplinary action up to and including termination.

7.16 Unemployment Compensation Insurance

Unemployment compensation insurance is paid for by Centro Savila and provides temporary income for staff members who have lost their job under certain circumstances. Your eligibility for unemployment compensation will, in part, be determined by the reasons for your separation from the Organization.

7.17 Vision Care Insurance

All eligible staff members who have completed the plan's defined waiting period at Centro Savila are eligible for the Organization vision care plan. Vision care plan benefits are described in detail in the Summary Plan Description (SPD).

7.18 Workers' Compensation Insurance

Workers' compensation is a no-fault system designed to provide benefits to all staff members for work-related injuries. Workers' compensation insurance coverage is paid for by employers and governed by state law. The workers' compensation system provides for coverage of medical treatment and expenses, occupational disability leave, and rehabilitation services, as well as payment for lost wages due to work related injuries. If you are injured on the job while working at Centro Savila, no matter how slightly, you are to report the incident immediately to your Direct Supervisor. Consistent with applicable state law, failure to report an injury within a reasonable period of time could jeopardize your claim for benefits.

To receive workers' compensation benefits, notify your Direct Supervisor immediately of your claim. If your injury is the result of an on-the-job accident, you must fill out an accident report. You will be required to submit a medical release before you can return to work.

7.19 COBRA

The Consolidated Omnibus Budget Reconciliation Act (COBRA) provides the opportunity for eligible Centro Savila staff members and their beneficiaries to continue health insurance coverage under the Organization health plan when a "qualifying event" could result in the loss of eligibility. Qualifying events include resignation, termination of employment, death of an employee, reduction in hours, a leave of absence, divorce or legal separation, entitlement to Medicare, or where a dependent child no longer meets eligibility requirements.

Contact Corina Gutman to learn more about your COBRA rights.

7.20 Military Leave (USERRA)

Centro Savila complies with applicable federal and state law regarding military leave and re-employment rights. A military leave of absence will be granted to members of the uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA, with amendments) and all applicable state law. You must submit documentation of the need for leave to the administration. When returning from military leave of absence, you will be reinstated to your previous position or a similar position, in accordance with state and federal law. You must notify your Direct Supervisor of your intent to return to employment based on requirements of the law. For more information regarding status, compensation, benefits, and reinstatement upon return from military leave, contact the administration.

8.0 Safety and Loss Prevention

8.1 Workplace Tobacco Usage

Centro Savila is concerned about the detrimental effects of smoking and secondhand smoke inhalation. Smoking (including the use of electronic vaping products such as e-cigarettes) is prohibited in the following:

- Organization offices.
- Client areas.
- Restrooms.
- Areas where signs are posted prohibiting smoking.
- Other areas defined by the employer.

The Organization also prohibits the use of smokeless tobacco (e.g., vapes, chewing tobacco, dip, and snuff) in such areas.

The Organization will not discriminate against staff members based on their off-premises, off-duty tobacco usage.

8.2 Whistleblower Protection

A whistleblower as defined by this policy is an employee of Centro Sávila who reports an activity thathe/she considers to be illegal or dishonest to one or more of the parties specified in this Policy.

The whistleblower is not responsible for investigating the activity or for determining fault or correctivemeasures; appropriate management officials are charged with these responsibilities.

Examples of illegal or dishonest activities:

• Violations of federal, state or local laws.

• Theft or other misappropriation of Centro Sávila assets. Incorrect financial reporting.

• Misuse of Centro Sávila resources. Illegal activities.

• Immoral or unethical activities.

• Acts which are inconsistent with Centro Sávila policy.

If an employee has knowledge of or a concern of illegal or dishonest fraudulent activity, the employee is to contact his/her immediate supervisor or Director of Operations. The employee must exercise sound judgment to avoid baseless allegations. An employee who intentionally files a false report of wrongdoing will be subject to discipline up to and including termination.

Confidentiality and Retaliation Whistleblower protections are provided in two important areas; confidentiality and against retaliation. Insofar as possible, the confidentiality of the whistleblower will be maintained. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law and to provide accused individuals their legal rights of defense.

Centro Sávila will not retaliate against a whistleblower. This includes, but is not limited to, protectionfrom retaliation in the form of an adverse employment action such as termination, compensation decreases, or poor work assignments and threats of physical harm. Any whistleblower that believes they are being retaliated against must contact Director of Operations immediately. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.

Reporting all reports of illegal and dishonest activities will be promptly submitted to the Director of Operations who is responsible for investigating and coordinating corrective action. Employees with any questions regarding this policy should contact Director of Operations or the Executive Director.

8.3 Face Masks in the Workplace

Centro Savila is committed to maintaining a safe and healthy workplace. We have implemented this policy to protect you, your coworkers, and your families from the spread of COVID-19.

Background

The Centers for Disease Control and Prevention (CDC), the Occupational Safety and Health Administration (OSHA), and the World Health Organization (WHO) have found that wearing face masks can help prevent the spread of COVID-19, especially when social or physical distancing cannot be accomplished and in areas of significant community spread. This is especially true for individuals who are not fully vaccinated and individuals with immunocompromising conditions who remain at risk for COVID-19 infection after vaccination.

Mask Use

You are required to wear a face mask when:

- Attending in-person meetings in a conference room, private office, or other enclosed space.
- Using any common spaces or equipment.
- Interacting with other staff members in person and when a minimum of six feet social distance cannot be achieved.
- In elevators and stairways.
- Meeting in person with customers, clients, or vendors, wherever located.
- Working within six feet of members of the public.
- Other situation covered by state or local reopening order.

It is recommended that you wear a face mask at all other times (except when eating or drinking) while on Organization property.

The Organization also requires all customers/clients/contractors/workplace visitors to wear a face mask under the same conditions as staff members] when on Organization property.

Fully Vaccinated Individuals

The face mask requirement applies for both fully vaccinated and unvaccinated staff members.

Acceptable Face Masks

Centro Savila will provide face masks to all staff members.

Alternatively, you may use your own disposable or reusable cloth face mask if it complies with the CDC recommendation. Based on current guidance, any cloth face mask must:

- Completely cover the nose and mouth.
- Fit snugly against the sides of the face and not have any gaps.
- Be secured with ties or ear loops.
- Be made of tightly woven fabric, such as cotton or cotton blends.
- Include multiple layers of fabric.
- Allow for breathing without restriction, but not contain any exhalation valves or vents.
- Be capable of being laundered and machine dried without damage or change to its shape.

Face masks may not contain any offensive, political, harassing, or discriminatory words, terms, logos, pictures, cartoons, slogans, writing, or images and must comply with the Organization's EEO Statement and Nonharassment Policy.

If your face mask does not comply with this policy and all other applicable policies, the Organization will provide you with a face mask for your use until you present a policy-compliant face mask.

Disclaimer of Restrictions on Employee Rights

This policy is not intended to restrict communications or actions protected or required by state or federal law.

Accommodation Requests

If you require an accommodation regarding this policy for reasons based on religion, disability, or other grounds protected by federal, state, or local laws, contact the Executive Director.

You may request the accommodation orally or in writing. You should include all relevant information, including:

- A description of the accommodation requested.
- The reason for the accommodation.

The Organization will engage in an interactive dialogue with you to determine the precise limitations of your ability to comply with this face mask policy and explore potential reasonable accommodations that could overcome those limitations. You are encouraged to suggest specific reasonable accommodations. However, the Organization is not required to make the specific accommodation requested and may provide an alternative effective accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on the Organization.

Modification of Policy

The Organization reserves the right to modify this policy at any time in its sole discretion to adapt to changing circumstances and business needs, consistent with its commitment to maintaining a safe and healthy workplace.

Due to the rapidly evolving medical information surrounding COVID-19, if at any time applicable local, state, or federal masking requirements conflict with this policy, staff members are expected to comply with the more stringent requirement.

Reporting Violations

If you witness or become aware of any staff members or other individuals violating this policy, report them to the Executive Director.

Enforcement

Failure to comply with this policy may result in discipline, up to and including termination of employment.

Retaliation

The Organization prohibits any form of discipline, reprisal, intimidation, or retaliation against staff members who report violations in accordance with this policy.

8.4 Business Closure and Emergencies

Centro Savila recognizes that inclement weather and other emergencies may affect your ability to get to work. In such situations, your safety is paramount.

Company Closure

Examples of emergencies when the Organization may close include, but are not limited to, natural disaster, power outage, blizzard/snow conditions, etc.. ***Centro Savila follows the Albuquerque Public Schools directives for snow/weather days.***

Notification

In an emergency, the Organization will make every effort to notify you of the closing by email, phone and/or text. These notification efforts assume that you have access to electricity and internet and/or phone service.

When the Organization is unable to notify you of the closure, use common sense to assess the safety and practicality of the situation. In a regional power outage, for example, the Organization is likely to have no power. If there is reported flash flooding in your area, report to work only if you can make it safely.

Partial-Day Closure

If an emergency event such as inclement weather or a power outage occurs, the Organization may decide to close mid-day. When the Organization closes mid-day, you will be instructed to leave immediately so that the conditions do not further deteriorate and affect your ability to travel safely.

If you are exempt and are working at home with prior permission, or at the office on the day of the partial day closure, you will be paid your normal salary for the week. If you are nonexempt, you will be paid for the hours you worked, unless state law dictates otherwise.

Notified of Closure Prior to Reporting to Work

If you are nonexempt and are notified of a closure prior to reporting to work, you will not be paid during the closure, unless state law dictates otherwise. If you are exempt, you will be paid your normal salary for the week.

Benefits Coverage

Your health insurance coverage will be maintained by the Organization during the closure on the same basis as if you were still working.

Extending Leave

When the Organization closure ends, you are expected to report to work. Contact your Direct Supervisor if you cannot return to work at the end of the closure. The Organization recognizes that you may need additional time off to repair extensive home damage or for other emergency situations. These will be assessed on a case-by-case basis.

If You Cannot Get to Work

Unique circumstances may affect your ability to come to work even when the Organization is able to remain open. The Organization recognizes that in a severe national or regional disaster, all methods of communication may be unavailable; however, you should continue to try and contact your Direct Supervisor, by any method possible.

Time missed under circumstances where the Organization remains open and you are unable to report to work is to be used as vacation time, personal time, or is unpaid.

8.5 Drug and Alcohol Policy

Centro Savila is committed to providing a safe, healthy, and productive work environment. Consistent with this commitment, it is the intent of the Organization to maintain a drug and alcohol-free workplace. Being under the influence of alcohol, illegal drugs (as classified under federal, state, or local laws), or other impairing substances while on the job may pose a serious health and safety risk to others, and will not be tolerated.

Prohibited Conduct

The Organization expressly prohibits staff members from engaging in the following activities when they are on duty or conducting Organization business or on Organization premises (whether or not they are working):

- The use, abuse, or being under the influence of alcohol, illegal drugs, or other impairing substances.
- The possession, sale, purchase, transfer, or transit of any illegal or unauthorized drug, including prescription medication that is not prescribed to the individual, or drug-related paraphernalia.
- The illegal use or abuse of prescription drugs.

While the use of marijuana has been legalized under some state laws for medicinal and/or recreational uses, it remains an illegal drug under federal law. The Organization does not discriminate against staff members solely on the basis of their lawful off-duty use of marijuana. You may not consume or be under the influence of marijuana while on duty or at work. If you have a valid prescription for medical marijuana, refer to the Organization Disability Accommodation policy for additional information.

Nothing in this policy is meant to prohibit your appropriate use of over-the-counter medication or other medication that can legally be prescribed under both federal and state law, if it does not impair your job performance or safety or the safety of others. If you take over-the-counter medication or other medication that can legally be prescribed under both federal and state law to treat a disability, inform your Direct Supervisor if you believe the medication may impair your job performance, safety, or the safety of others or if you believe you need a reasonable accommodation before reporting to work while under the influence of that medication.

Treatment and/or Rehabilitation

The Organization may assist you in seeking treatment or rehabilitation for drug or alcohol dependency. In such cases, the Organization may consider your continued employment as long as concerns regarding safety, health, production, communication, or other work-related matters are adequately addressed. The Organization may also require you to obtain a medical clearance and agree to random testing as a condition of continued employment.

Violations

Violation of this policy may result in disciplinary action, up to and including termination of employment.

8.6 General Safety

It is the responsibility of all Centro Savila staff members to maintain a healthy and safe work environment, report any health or safety hazards, and follow the Organization health and safety rules. Failure to do so may result in disciplinary action, up to and including termination of employment. The Organization also requires that all occupational illnesses or injuries be reported to your Direct Supervisor as soon as reasonably possible and that an occupational illness or injury form be completed on each reported incident.

8.7 Co-worker Safety While Alone With Clients

Centro Savila employees should not work alone at our offices. To decrease potential risk and liability, employee schedules are organized so that they are not alone when clients are scheduled. If for any reason an employee plans to be alone in an office they must let their supervisor/manager know.

The confidential nature of our work often requires employees to be alone in rooms with clients. Co-workers have a responsibility to be attentive to the safety of their colleagues.

If you have concerns about the safety of a co-worker who is alone in a room with a client, first alert other staff and then knock on the door. If the therapist is able to answer the door or answers verbally, say "Sorry to interrupt but you have an important message".

The therapist must leave the room, if they are able, and advise if they are ok or need assistance. If everything is alright and there is no cause for alarm, the therapist should remove themselves from the room and apologize to the client for the inconvenience. If it is identified that this is a false alarm, there is no need to contact the Sheriff or Police. If they say, "take a message," that means there is an emergency and they cannot leave the room. Immediately follow Emergency Evacuation procedures, notifying the Business and Operations Manager and/or the Executive Director.

If the therapist is able to come out of the room but appears that something is not quite right, either by gestures, eye movements or a general ill feeling that something does not seem right, admin will tell the therapist "The UPS package is here and requires your signature". An answer of "I cannot step out to sign right now" indicates there is indeed an emergency situation. The therapist should leave the room if able and the admin should start emergency evacuations. If the therapist is truly safe, they will need to identify the safety word "Aloe" to indicate that they are truly not in any danger.

8.8 Emergency Management Plans

Centro Sávila is committed to ensuring the safety of all staff, patients and visitors at all times. In the event of an emergency situation, the following procedure applies. "Emergency" is defined as either a medical emergency, an unforeseen natural disaster (tornado, or severe damaging weather), or an unforeseen disturbance that threatens the safety of persons at Centro Sávila at the time.

Medical Emergency Plan: If a staff member, patient or visitor "codes" 911 first responders shall be alerted immediately; Staff assisting the physician shall precisely follow orders and make necessary EMS/ambulance or other arrangements at the discretion of the clinician. Staff shall remain calm and assist others in maintaining their composure. If an unexpected medical emergency presents in the absence of a physician or trained clinician, immediately dial 9-1-1 and follow instructions.

Weather Emergency Plan: In the event of a threatening weather situation such as a tornado, staffshall remain calm and gather all patients from the examining rooms and reception area and escort them to the lower level or interior rooms (without windows) of the facility as quickly and orderly as possible. Staff, patients and visitors shall remain in the lower level until given clearance by emergency personnel to leave. It will be the responsibility of staff to maintain order with compassion and professionalism.

Threat of Physical Violence: Call 911 immediately if you believe there is a threat to life or physical injury. If the threat is not emanate, refer to the Workplace Violence Policy.

Fire Emergency: Centro Sávila is committed to the safety and welfare of its staff, patients and visitors. To that end, Centro Sávila educates and trains its staff to maintain current knowledge of fire prevention and procedures to follow in the event of a fire. Centro Sávila expects staff to ensure the safety of patients and visitors. However, staff is not expected to take any actions that may endanger their own life.

8.9 Workplace Violence

As the safety and security of our staff members, vendors, contractors, and the general public is in the best interests of Centro Savila, we are committed to working with our staff members to provide a work environment free from violence, intimidation, and other disruptive behavior.

Zero Tolerance Policy

The Organization has a zero tolerance policy regarding workplace violence and will not tolerate acts or threats of violence, harassment, intimidation, and other disruptive behavior, either physical or verbal, that occurs in the workplace or other areas. This applies to management, co-workers, staff members, and non-employees such as contractors, customers, and visitors.

Workplace violence can include oral or written statements, gestures, or expressions that communicate a direct or indirect threat of physical harm, damage to property, or any intentional behavior that may cause a person to feel threatened.

Prohibited Conduct

Prohibited conduct includes, but is not limited to:

- Physically injuring another person.
- Threatening to injure a person or damage property by any means, including verbal, written, direct, indirect, or electronic means.
- Taking any action to place a person in reasonable fear of imminent harm or offensive contact.
- Possessing, brandishing, or using a firearm on Organization property or while performing Organization business except as permitted by state law.
- Violating a restraining order, order of protection, injunction against harassment, or other court order.

Reporting Incidents of Violence

Report to your Direct Supervisor, in accordance with this policy, any behavior that compromises our ability to maintain a safe work environment. All reports will be investigated immediately and kept confidential, except where there is a legitimate need to know. You are expected to cooperate in any investigation of workplace violence.

Violations

Violating this policy may subject you to criminal charges as well as discipline up to and including immediate termination of employment.

Retaliation

Victims and witnesses of workplace violence will not be retaliated against in any manner. In addition, you will not be subject to discipline for, based on a reasonable belief, reporting a threat or for cooperating in an investigation.

If you initiate, participate, are involved in retaliation, or obstruct an investigation into conduct prohibited by this policy, you will be subject to discipline up to and including termination.

If you believe you have been wrongfully retaliated against, immediately report the matter to administration.

8.10 Weapons Policy

Centro Sávila recognizes the importance of a safe and secure environment for all persons on Organization premises and event sites. Accordingly, the possession and/or use of weapons or other instruments that can be used as weapons are strictly prohibited on Centro Savila's premises, including the parking lots. This policy applies to all persons entering the Centro Savila's premises and event sites.

For the purposes of this policy, weapons or dangerous instruments are broadly defined to include but are not limited to: firearms (defined as a weapon capable of firing a projectile and using an explosive charge as a propellant), knives, razors, tear gas, Tasers or any other item capable of inflicting harm, producing physical discomfort or injury, or which can be reasonably considered a weapon.

In furtherance, of the Centro Savila's prohibition on weapons in the workplace policy, from time to time, the Organization may conduct internal investigations pertaining to security. Accordingly, whenever necessary, at the Organization's discretion, work areas (e.g. desks, lockers, etc.) and personal belongings (e.g. briefcases, handbags, lunch pails, vehicles, etc.) may be subject to a search without notice. If this occurs, employees are required to cooperate.

Should an employee be found to be in possession of a weapon on the Organization's property or at one of its events, or where an employee has invited a guest whom the employee knows to be in possession of a weapon on the Organization's property or event, the employee is subject to immediate disciplinary action or termination.

Should an employee be found to be in possession of a weapon on Centro Sávila property, or where an employee has invited a guest whom the employee knows to be in possession of a weapon on Centro Sávila property, the employee is subject to immediate disciplinary action up to and including termination. Such employee may also be subject to arrest and/or criminal prosecution.

All visitors and staff are prohibited by law and notified under posted notices at each location from carrying a concealed firearm onto the property. Each Centro Sávila operated location will post the requisite notice that all weapons, including concealed carry firearms, are banned from the premises.

Any Centro Sávila employee found in violation of this policy will be subject to disciplinary action, which may include immediate termination and legal ramifications.

If any visitor to the premises is found in violation of this policy, the visitor will be asked to remove the weapon from the premise immediately and/or to leave the premises immediately and at the discretion of the Clinical Director or Director of Operations or manager in charge of the location at the time of violations, law enforcement may be called to assist with the situation.

8.11 Harassment Policy

Centro Sávila is committed to providing a safe and civil environment for all its employees free from sexual and other forms of harassment at work. Centro Sávila will operate a zero-tolerance policy for any form of harassment in the workplace, treat all incidents seriously and promptly investigate all allegations of sexual or other harassment.

All complaints of harassment will be treated with respect and in confidence. No one will be victimized for making such a complaint. Employees may file a complaint internally with the Executive Director and/or externally with the New Mexico Human Rights Bureau or the US Government Equal Opportunity Commission.

Any person found to have harassed or sexually harassed another will face disciplinary action, up to and including termination of employment. They may also face civil and/or criminal penalties.

1. This Policy applies to all employees, applicants for employment, contractors and persons conducting business with Centro Sávila.

2. Sexual and other forms of harassment will not be tolerated. Any employee or individual covered by this policy who engages in harassment or retaliation will be subject to disciplinary action, up to and including termination.

3. Retaliation Prohibition: No person covered by this Policy shall be subject to adverse employment action including being discharged, disciplined, discriminated against, or otherwise subject to adverse employment action because the employee reports an incident of sexual or other form of harassment, provides information, or otherwise assists in any investigation of a harassment complaint.

Any employee subject to such retaliation should inform a supervisor or manager. Any employee who believes he/she have been a victim of such retaliation may also seek compensation in other available forums, as explained below in the section on Legal Protections.

4. Centro Sávila will conduct a prompt, thorough and confidential investigation that ensures due process for all parties, whenever management receives a complaint about sexual or other harassment, or otherwise knows of possible harassment occurring. Effective corrective action will be taken whenever harassment is found to have occurred. All employees, including managers and supervisors, are required to cooperate with any internal investigation of sexual or other harassment.

5. All employees are encouraged to report any harassment or behaviors that violate this policy. Centro Sávila will provide all employees a complaint form for employees to report harassment and file complaints.

6. Managers and supervisors are required to report any complaint that they receive, or any harassment that they observe to the Director of Operations or the Executive Director.

7. All employees will receive training and review this policy at new employee orientation and at least every two years. Refresher training will include bystander intervention/reporting training and civility training as described in the EEOC Task Force Harassment Report.

8.12 Romantic Relationships at Work

Every employee must handle all romantic or personal relationships with any other employee with the utmost respect and maturity. Employees must not allow challenges or difficulties in romantic or personal relationships to enter into the workplace or present a "conflict of interest".

Any employee who is or appears to be in a voluntary and consensual romantic relationship with another employee may be asked to confirm that such relationship is voluntary and consensual to assure that the Organization's sexual harassment policy is not being implicated. Should a romantic or personal relationship become strained or reach a less than amicable ending, the Organization may require transfer or termination of an employee (or both when applicable) to maintain a proper work environment.

If a romantic relationship between a supervisor and an employee should develop, the employee must promptly disclose the relationship to Executive Director or the Director of Operations. The Organization reserves the right to reassign or to require one of the employees to leave the Organization.

Romantic relationships between employees, clients, vendors, suppliers, independent agents and consultants are potentially problems for the individuals and the Organization and therefore are discouraged.

8.13 Drug-Free Workplace (Federal Contractors)

Drug-Free Workplace Act

As a federal contractor, Centro Savila must comply with the requirements of the Drug-Free Workplace Act of 1988, which is a part of Public Law 100-690, Anti-Drug Abuse Act of 1988. The federal Drug-Free Workplace Act of 1988 (§ 5152) covers grants and contracts for the procurement of any service with a value of $25,000 or more.

To comply with the act, federal agency contractors and federal grant recipients must provide a drug-free workplace. These federal contractors and grant recipients will:

- Publish a statement prohibiting the unlawful manufacture, distribution, dispensation, possession, or use of illegal drugs in the workplace and specify the actions that will be taken against staff members for violations.
- Distribute a copy of the policy statement to staff members engaged in the performance of a federal grant or contract.
- Notify staff members that compliance with the policy is a condition of employment on such grant or contract and that staff members must abide by the terms of the policy statement. The policy statement includes the requirement that staff members notify the Organization of any criminal drug statute conviction for a violation occurring in the workplace no later than five days after such conviction.
- Notify the granting or contracting agency within 10 days after learning of a criminal drug statute conviction.
- Impose a sanction as required under this act on staff members who are so convicted.
- Establish a program of drug-free awareness, informing staff members about the organization's policy of maintaining a drug-free workplace, the penalties that may be imposed upon staff members for drug-abuse violations, the dangers of drug abuse in the workplace, and any available drug counseling, rehabilitation, and assistance programs.
- Make a good faith effort to continue to maintain a drug-free workplace through implementation of these requirements.

Americans with Disabilities Act

In addition to complying with the federal Drug-Free Workplace Act of 1988, the Organization must comply with the requirements of the Americans with Disabilities Act of 1990 (ADA). Individuals who currently use drugs illegally are not individuals with disabilities protected under the ADA when an employer takes action because of their continued use of drugs. This includes people who use prescription drugs illegally as well as those who use illegal drugs. However, people who have been rehabilitated and do not currently use drugs illegally, or who are in the process of completing a rehabilitation program, may be protected by the ADA.

Drug-Free Workplace Policy

The Organization, in compliance with the federal Drug-Free Workplace Act of 1988, has adopted the following policy that must be adhered to as a condition of employment:

- The unlawful use, possession, manufacture, dispensation, or distribution of controlled substances in all work locations is prohibited.
- Any staff members convicted of a criminal drug statute violation occurring in the workplace must notify their Direct Supervisor of the conviction within five days after the conviction. As required by the federal Drug-Free Workplace Act of 1988, the Organization must inform contracting or granting agencies of such convictions within 10 days after receiving notification or otherwise receiving notice of a conviction.
- Upon receiving such notification, the Organization, in conjunction with the location concerned, will take all steps necessary to assure the proper conduct of sponsored projects and programs. If a decision is reached to allow the affected individual to continue employment with the Organization, the individual must participate in and satisfactorily complete an approved drug abuse assistance or rehabilitation program.

The Organization will evaluate its obligations in accordance with state and other applicable laws where required, on a case by case basis.

8.14 Confidential Information

As an employee of the Centro Sávila, you will have access to confidential information. This means any information that an employee learns about the Centro Sávila, or its benefactors, employees or donors, as a result of working for the Centro Sávila that is not otherwise publicly known. Examples of confidential information may include but are not limited to:

• Employee or client health-related information

• Personnel files (also see Personal Records and Employee References below) Donor

information Financial information

• Grantor information

• Board of Director information/Key project information

NOTE: Client/Patient confidential information is discussed in Policies and Procedures for Clinical and

Patient Work.

Maintaining the confidentiality of this information is vital whether the employee is on or off Centro Sávila's premises. At no time during employment or following termination with Centro Sávila may one use or divulge information to any other person, organization, board or other entity. Disclosing confidential information could cause irreparable damage to Centro Savila or its clients. To divulge, disclose, or copy of any such confidential information without prior approval from the Executive Director may result in disciplinary action up to and including discharge.

Employees may not disclose confidential information to anyone who is not in the current employ of the Centro Sávila. Employees are required to sign a non-disclosure agreement as a condition of employment.

The requirement to not disclose confidential information applies during and after your employment.

The management of the Centro Sávila must authorize any copying, reproduction or distribution of confidential information in any manner. Confidential information remains the property of the Centro Sávila and must be returned on demand. If an employee or former employee is unsure at any time what information might be considered confidential, he/she should talk to the Executive Director before taking any action.

HIPAA MEDICAL PRIVACY/TEMPORARY MEDICAL CONDITION STATUS

The organization has adopted a policy that protects the privacy and confidentiality of protectedhealth information (PHI) whenever Centro Sávila employees use it. The private and confidential useof such information will be the responsibility of all individuals with job duties requiring access to PHIin the course of their jobs.

PHI refers to individually identifiable health information received by a health care provider, health plan or health care clearinghouse that relates to past or present health of an individual or for payment of health care claims. PHI information includes medical conditions, health status, claims experience, medical histories, physical examinations, genetic information and evidence of disability.

Employees with medical conditions requiring a temporary "job accommodation" and/or employees taking any prescribed medications that might temporarily impair or reduce the employee's ability to operate at full capacity, should make HR aware of the requested temporary adjustment request as well as give HR a copy of the prescription to be housed in the employee's Confidential Medical File.

PERSONAL RECORDS AND EMPLOYEE REFERENCES

Centro Sávila maintains a personnel file, a medical file and payroll records for each employee. These files and payroll records are property of Centro Sávila and may not be removed from Centro Sávila's premises

without written authorization. The personnel files and records are confidential; access to the records is restricted. Employees may contact the Operations Manager to request a time to review their personnel file and records. With reasonable advance notice, the employee may review his/her own records in the Centro Sávila's offices during regular business hours and in the presence of the Director of Operations. No copies of the documents in the employees fie may be made, with the exception of documents that you previously signed. Employees may add comments to any disputed item in the file.

Centro Sávila will provide only the former or present employee's dates of employment and position(s) held with Centro Sávila and eligibility for rehire, if asked. Compensation information may also be verified if written authorization is provided by the employee.

9.0 Trade Secrets and Inventions

9.1 Confidentiality and Nondisclosure of Trade Secrets

As a condition of employment, Centro Savila staff members are required to protect the confidentiality of Organization confidential commercially/client-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, client PHI) related to the Organization. Access to this information should be limited to a "need to know" basis and should not be used for personal benefit, disclosed, or released without prior authorization from management.

If you have information that leads you to suspect that staff members are sharing such information in violation of this policy and/or competitors are obtaining such information, you are required to inform your Direct Supervisor or the Executive Director.

Violation of this policy may result in disciplinary action up to and including termination, and may subject the violator to civil liability.

10.0 Customer Relations

10.1 Customer, Client, and Visitor Relations

Centro Savila strives to provide the best products and services possible to our customers and clients. Our customers and clients support this business and generate your wages. You are expected to treat every customer, client, or visitor with the utmost respect and courtesy during your working time. You should never argue or act in a disrespectful manner towards a visitor or customer during your working time. If you are having problems with a customer, client, or visitor, notify your Direct Supervisor immediately. If a customer, client, or visitor voices a suggestion, complaint, or concern regarding our products or services, inform your Direct Supervisor or a member of management. Lastly, make every effort to be prompt in following up on customer, client, or visitor orders or questions. Positive customer, client, and visitor relations will go a long way to establishing our Organization as a leader in its field.

10.2 Products and Services Knowledge

As a representative of Centro Savila, you are expected to be familiar with the products and services we offer. Take every opportunity to learn the interrelationship between your department or division and the others of the Organization. We consider our staff members to be the best reflection of our business brand and company success.

New Mexico Policies

Hiring and Orientation Policies

Background Checks

Centro Sávila is committed to ensuring that its mission is supported by qualified staff and that its community is safe. Centro Sávila is also committed to taking meaningful actions to protect its finances, property, and other assets. This policy sets forth Centro Sávila's procedures for conducting pre-employment background checks.

Information discovered through the background check process will be used solely for the purpose of evaluating a finalist candidate's suitability for employment and will not be used to discriminate against a finalist on the basis of race, color, religion/creed, sex/gender, age, sexual orientation, gender identity/expression, national origin, genetic information, marital/familial status, disability, military, veteran status, or any other protected status.

The post-offer background checks conducted under this policy do not replace the reference checking expected to be completed and reviewed by hiring managers as part of the candidate selection process. Centro Savila will not discriminate against returning citizens solely on the basis of a criminal history. Background checks will be weighed against other evidence, including references, candidates strengths, recommendations, school transcripts etc. as well as work settings and duties when determining appropriateness of candidates for employment at Centro Savila.

Statement about Background Checks and Discrimination

Information discovered through the background check process will be used solely for the purpose ofevaluating a finalist candidate's suitability for employment and will not be used to discriminateagainst a finalist on the basis of race, color, religion/creed, sex/gender, age, sexual orientation,gender identity/expression, national origin, genetic information, marital/familial status, disability,military, veteran status, or any other protected status.

Reference Checking

The post-offer background checks conducted under this policy do not replace the reference checkingexpected to be completed and reviewed by hiring managers as part of the candidate selectionprocess prior to the extension of an offer of employment. Hiring managers with questions aboutchecking employment references on final candidates may contact the Operations Manager.

Definitions

1. Finalist: The candidate selected by the hiring department for a regular, part time or temporarystaff position at Centro Sávila who has been extended an offer of employment contingentupon completion of a background check with results acceptable to Centro Sávila.

2. Background check: Checking or verifying any or all parts of the finalist's employment,educational, criminal, sex and violent offender, license, and/or credit histories. The natureand scope of the background check will be determined by Centro Sávila and will beappropriate to the position. The background checks in this policy may be conducted by

Centro Sávila or a background check vendor.

3. Background check vendor: A company engaged by Centro Sávila to conduct backgroundchecks. Whenever a background check vendor conducts all or any portion of a background check, Centro Sávila

will require the vendor to comply with state and federal law, including the requirements of the Fair Credit Reporting Act ("FCRA").

4. Employment history check: Verifying that the finalist worked in the positions cited or listed in the finalist's application, resume or curriculum vitae. This verification will include dates of employment and titles for regular, non-student employment for at least the seven (7) years immediately preceding the finalist's application to Centro Sávila. The employment history check is not a substitute for checking employment references prior to extending an offer of employment.

5. Educational history check: Verifying that the finalist possesses the relevant educational credentials cited or listed in the finalist's application or resume.

6. Criminal history check: A search for any felony or misdemeanor convictions or pleas which are acknowledgements of responsibility (e.g., plea of guilty, no contest or nolo contendere) and which have not been annulled or sealed during the seven (7) years immediately preceding the finalist's application to Centro Sávila. Criminal convictions or pleas will not automatically exclude a finalist from consideration for employment unless they are related to the position offered and the decision not to hire is consistent with business necessity.

7. Sex and violent offender check: A search of state and federal sex and violent offender registries.

8. License history check: Verifying, if required for the position, that the finalist possesses the licenses cited or listed in the finalist's application, resume, or cover letter, including establishing the current status of the relevant licenses. This includes, for example, checking any motor vehicle driver's license required for the position, or any professional license required for the position.

9. Credit history check: Checking the credit history of the finalist, if required for the position.

10. Adverse action: A denial of employment or any other decision made for employment purposes that adversely affects any current or prospective employee.

Procedures

1. Consent to Conduct Background Checks and Confidentiality

Finalists for all paid positions will be informed during the pre-employment process that any offer of employment is contingent upon completion of a background check with results acceptable under this policy (see below). Prior to conducting the background check, a signed, written consent will be obtained from the finalist. Refusal to authorize the background check will make the finalist ineligible for employment.

The information obtained through background checks is confidential and will be shared only with individuals with an essential business need to know. Records of the background check will be maintained in the Office of Human Resources separately from the employee personnel files.

Generally, employment in the position should not begin until Centro Sávila has received and reviewed the results of the background check.

Determining Required Background Checks for Position Finalists for all staff positions at Centro Sávila are subject to standard background checks of employment, educational, criminal, and sex and violent offender histories. Criteria for identifying a position as possibly requiring license, credit, or other additional background checks include but are not limited to:

a. Direct responsibility for the care, safety, and/or security of individuals;

b. Direct responsibility for handling or managing money or credit information;

c. Responsibility for operating vehicles or machinery that could cause accidental injury or death; or

d. A requirement for a certificate, professional license, or accreditation.

2. Background Checks for Former Employees

Background checks will not be required for former Centro Sávila employees who are offered

a regular or temporary position within one year of ending their most recent Centro Sávila

employment, so long as the background check or checks required for the position were

completed within the five (5) years preceding the rehire.

3. Current Employees and Duty to Report Convictions/Pleas

All employees, including faculty, staff, researchers, and fellows, have an ongoing responsibility during their employment to make Centro Sávila aware of any felony or misdemeanor convictions or pleas which are acknowledgements of responsibility. Any convictions or pleas should be reported to the Director of Operations.

4. Evaluation of Background Check Results

Once the background checks are completed, Centro Sávila will make a final hiring decisionbased upon the information gathered. For purposes of this policy only, "Centro Sávila" refersto a decision by HR made in consultation with the hiring manager. The results of the background check will be sent directly to the Director of Operations. Any findings of concernwould be reviewed only by the Director of Operations and the Executive Director. If negative information is obtained through the background check process, the Executive Director will determine whether the information is job- related and if a decision not to hire would be consistent with business necessity.

5. Adverse Action Taken Due to Background Check Results

If adverse action is probable based in whole or in part on the results of a background check covered by the FCRA, the finalist will receive a copy of the background check report, a Pre-Adverse Action Notice, and a document summarizing the finalist's rights under the FCRA.

Finalists will be permitted to provide responsive information regarding their criminal history, including evidence that they did not commit the offense (e.g., in the case of a misidentification), evidence of rehabilitation or character, the length of time since the last criminal conviction, other factors relevant to the adverse information, and other extenuating circumstances, including but not limited to disparate legal and enforcement practices. The finalist will be given five (5) business days to provide this information so as not to delay the recruitment process for the position. Extensions may be provided to the finalist at the sole discretion of Centro Sávila.

If adverse action is taken against the finalist in whole or in part based upon the results of a background check, the finalist will receive an Adverse Action Notice indicating that the offer is rescinded. The finalist will also receive a document summarizing the finalist's rights under the FCRA.

Fair Credit Reporting Act Disclosure Statement and Criminal Background Check

By this document, Centro Sávila discloses to you that a consumer report may be obtained for employment purposes as part of the pre-employment background investigation and at any time during your employment. Should an investigative consumer credit report be requested, you will have the right to request a complete and accurate disclosure of the nature and scope of the investigation requested and a written summary of your rights under the Fair Credit Reporting Act. Please sign below to acknowledge agreement with and receipt of this disclosure.

I also give Centro Sávila and its authorized agent permission to request information concerning any records of my conviction of a crime in any state or federal jurisdiction. To request information about possible convictions, I understand that Centro Sávila and/or its authorized agent may need the information requested below, which I have provided.

I hereby release and hold harmless any person, firm, or entity that discloses matters in accordance with this authorization, as well as Centro Sávila, its employees, agents and representatives, from liability that might otherwise result from the request for use of and/or disclosure of any or all of the foregoing information.

_____

Signature Date

_____

Printed Name

_____

NM Driver's License Number

_____

Social Security Number

EEO Statement and Nonharassment Policy

Equal Opportunity Statement

Centro Savila is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation based on the following protected classes: age (40 and older), race (including traits historically associated with race, which include hair texture or length, protective hairstyles or cultural or religious headdresses such as braids, locs, twists, tight coils or curls, cornrows, Bantu knots, afros, weaves, wigs, head wraps, hijabs, and other headdresses used as part of an individual's personal cultural or religious beliefs), color, national origin, ancestry, religion, sex, sexual orientation (including transgender status, gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), physical or mental disability, genetic information (including testing and characteristics), veteran status, uniformed servicemember status, or any other status protected by federal, state, or local laws. The Organization is dedicated to the fulfillment of this policy in regard to all aspects of employment, including, but not limited to, recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.

The Organization will conduct a prompt and thorough investigation of all allegations of discrimination, harassment, or retaliation, or any violation of the Equal Employment Opportunity Policy in a confidential manner. The Organization will take appropriate corrective action, if and where warranted. The Organization prohibits retaliation against staff members who provide information about, complain about, or assist in the investigation of any complaint of discrimination or violation of the Equal Employment Opportunity Policy.

We are all responsible for upholding this policy. You may discuss questions regarding equal employment opportunity with your Direct Supervisor or any other designated member of management.

Policy Against Workplace Harassment

Centro Savila has a strict policy against all types of workplace harassment, including sexual harassment and other forms of workplace harassment, based upon an individual's membership in a protected class. All forms of harassment of, or by, staff members, vendors, visitors, customers, and clients are strictly prohibited and will not be tolerated.

Sexual Harassment

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

While it is not possible to identify every act that constitutes or may constitute sexual harassment, the following are some examples of sexual harassment:

- Unwelcome requests for sexual favors;
- Lewd or derogatory comments or jokes;
- Comments regarding sexual behavior or another person's body;
- Sexual innuendo and other vocal activity such as catcalls or whistles;
- Obscene letters, notes, emails, invitations, photographs, cartoons, articles, or other written or pictorial materials of a sexual nature;
- Repeated requests for dates after being informed that interest is unwelcome;
- Retaliating against another for refusing a sexual advance or reporting an incident of possible sexual harassment to the Organization or any government agency;
- Offering or providing favors or employment benefits such as promotions, favorable evaluations, favorable assigned duties or shifts, etc., in exchange for sexual favors; and
- Any unwanted physical touching or assaults, or blocking or impeding movements.

Other Harassment

Other workplace harassment is verbal or physical conduct that insults or shows hostility or aversion toward an individual because of the individual's membership in a protected class.

Again, while it is not possible to list all the circumstances that may constitute other forms of workplace harassment, the following are some examples of conduct that may constitute workplace harassment:

- The use of disparaging or abusive words or phrases, slurs, negative stereotyping, or threatening, intimidating, or hostile acts that relate to the above protected categories;
- Written or graphic material that insults, stereotypes, or shows aversion or hostility toward an individual or group because of one of the above protected categories and that is placed on walls, bulletin boards, or elsewhere on our premises, in emails or voicemails, or otherwise circulated in the workplace; and
- A display of symbols, slogans, or items that are associated with hate or intolerance toward any select group.

Reporting Discrimination and Harassment

If you feel that you have witnessed or have been subjected to any form of discrimination or harassment, immediately notify Dr. Wagner the Executive Director at 505-604-1640 or any member of management.

The Organization prohibits retaliation against staff members who, based on a reasonable belief, provide information about, complain, or assist in the investigation of any complaint of harassment or discrimination.

We will promptly and thoroughly investigate any claim and take appropriate action where we find a claim has merit. To the extent possible, we will retain the confidentiality of those who report suspected or alleged violations of the harassment policy.

Discipline for violation of this policy may include, but is not limited to, reprimand, suspension, demotion, transfer, and discharge. If the Organization determines that harassment or discrimination occurred, corrective action will be taken to effectively end the harassment. As necessary, the Organization may monitor any incident of harassment or discrimination to assure the inappropriate behavior has stopped. In all cases, the Organization will follow up as necessary to ensure that no individual is retaliated against for making a complaint or cooperating with an investigation.

Wage and Hour Policies

Adverse Weather

Centro Sávila will act in accordance with Albuquerque Public Schools (APS) Inclement Weather Guidelines. When an official delay, early release or office closure is not issued by APS, the Executive Director may use discretion in approving Administrative Leave for delays, early releases or office closures during periods of inclement weather. The granting of Administrative leave will be based on circumstances affecting individual employees who work or reside in areas of the state affected by inclement weather and/or road conditions.

We are concerned with your safety. Employees are expected to exercise their own judgment regarding personal safety when reporting to work. Employees who do not feel comfortable driving to work may take PTO if the office is open or work remotely if approved by a supervisor. Employees having turned in requests for annual or sick leave prior to early releases or office closures during periods of inclement weather will be required to use requested leave.

Pay, Deductions and Reimbursements

Pay Periods: All employees are paid every two weeks (bi-weekly). The Operations Manager will provide all staff a list of pay dates for the calendar year. Should a pay period end on a holiday, personnel shall be paid the last working day before the holiday.

Each Therapist is required to submit a signed Time and Effort report before noon on the Wednesday and the 26th of each month.

Bonus Pay (and/or incentive or reward): is additional compensation paid to an employee, in addition to their normal rate of pay. Whether a bonus is given and the amount of the bonus is always within Centro Sávila's sole discretion.

Pay Advances: Centro Sávila does not allow employees to receive pay advances. Nor does Centro Sávila give cash paychecks for employees.

Income Tax: The IRS form W-4 contains your federal and state income tax deduction withholdings information. Each employee of Centro Sávila shall complete a new W-4 on a yearly basis. Employees shall notify their supervisor and complete a W-4 or appropriate change form immediately, if any changes occur in his/her name, home address, telephone number, marital status, name or number of dependents, number of tax exemptions, insurance classification, beneficiary changes. Failure by an employee to keep Centro Sávila advised of these changes may affect his or her pay, dependents' eligibility for medical insurance and other important matters.

Social Security: Deductions are made each pay day. See Benefits for All Employees for more information.

Optional Deductions: These include deductions that start when an employee enrolls in an insurance plan, a retirement savings plan, a credit union, a Flexible Savings Account etc. Optional deductions will be withheld from your paycheck for as long as you remain enrolled in such programs. Upon your withdrawal from the program, the deduction from your paycheck will cease.

Expense Reimbursement: Employees should generally not incur expenses on behalf of Centro Sávila. Centro Sávila will contract directly with the vendors who supply its materials or services.

There will occasionally be an emergency that requires direct procurement of goods or services by anemployee. Employees must make a bona fide attempt, exhibited as sending a text message, email and voice call/message, to reach a company officer for approval before making the expenditure. Employees should submit an expense report, supported by receipts, within 30 days after incurring an expense.

Mileage Reimbursement: Employees who must use their personal vehicles for company business will be reimbursed for such use at a set rate per mile and MUST receive prior written approval from management.

Centro Sávila's official reimbursement rate is the same rate that the IRS allows as a deduction under its standard mileage method, as that rate is updated from time to time. Centro Sávila requires a valid driver's license and adequate insurance coverage before an employee will be authorized to utilize their vehicle for company business. Company business includes mileage driven to a remote worksite, to the airport or other public transportation source for an out of town trip, to a customer location related to either sales or service or to a vendor location for business meetings or procurement of materials. Commuting is not considered mileage for company business.Reimbursement is requested by filing an expense report. The expense report must show each date of usage, each destination, the number of miles driven and the business purpose.

Time and Effort Reporting

Hourly employees must track and record their work time each day worked. Exact times must brecorded. For example, if an employee arrives at 8:01 AM and leaves at 5:02 PM, that is the time toshow on the tracking document. Rounding time to the hour or quarter hour violates wage and hour law and is not permitted. Time worked is all the time actually spent on the job performing assigned duties.

Time and Effort records must be completed by all hourly employees. Time records are legal records of the hours you work and your paycheck is based on the time recorded on the report. Each hourly employee is responsible for Time and Effort reporting on his or her own time record at the start and end of each shift.

DO NOT make changes to another employee's timecard and DO NOT ask anyone to do this for you. Any changing of Time and Effort reporting and/or Billing Logs without the approval of the Clinical Director and/or Director of Operations will result in discipline up to and including immediate termination of employment. Altering, falsifying, tampering with time records, or recording time on another employee's Time and Effort reporting and/or Billing Log may result in disciplinary action, including without limitation, immediate termination of employment. Furthermore, altering of Billing Logs may result in fraudulent billing at which point the employee will be held responsible for all legal fees, fines, charges, etc. resulting from the fraudulent billing. Failing to record time worked or asking an employee to omit time worked will be considered a violation subject to disciplinary action or termination. If you did not work, you must identify the reason under "comments" section on the timesheet (e.g. PTO, bereavement, jury duty, adverse weather, etc.).

OVERTIME

Centro Sávila strives to ensure that non-exempt (paid by the hour worked, not salaried) employeesare generally able to complete their work tasks within the work week. In case of emergency orunforeseen circumstances, an employee may be requested to work over 40 hours in a workweek. Any work time over 40 hours in a workweek must be pre-approved by the immediate supervisor and the Director of Operations.

It is not considered overtime if an employee works over 8 hours in one day. However, the total hours worked should not exceed 40 hours for that week (Sunday through Saturday). Overtime will be paid at the rate of one and one-half times the regular rate of pay for any hours worked over 40 within one workweek (Sunday through Saturday). Each workweek is considered separately in computing overtime and all other pay.

ABSENCE/TARDINESS

Punctuality and regular attendance are essential to the successful operation of Centro Sávila. If an employee is ill, will be late, or cannot report to work for any other reason, the employee or someone else should call their supervisor before their starting time. Prompt notification will allow for the assignment of your essential tasks to others. If an employee desires to leave work for any reason during the workday, the employee must obtain the approval of the Executive Director prior to leaving. Any unapproved and unexcused absence will not be paid. The Operations Manager must document excessive tardiness and/or absences. Poor attendance or excessive tardiness may lead to disciplinary action, up to and including termination of employment.

Accommodations for Nursing Mothers

Centro Savila will provide nursing mothers reasonable break time to express milk for their infant child for up to one year following the child's birth.

If you are nursing, the Organization will provide you a clean and private space, other than a restroom, near your workspace to express milk. The space will be shielded from view and free from intrusion from coworkers and the public.

Expressed milk can be stored in company refrigerators. Sufficiently mark or label your milk to avoid confusion for other staff members who may share the refrigerator. You may also bring a personal cooler for storage.

The break time must, if possible, run concurrently with any break time already provided. If you are nonexempt, record the start and end time for any time taken that does not run concurrently with normally scheduled rest periods. Break time may be unpaid where permissible by applicable law.

You are encouraged to discuss the length and frequency of these breaks with your Direct Supervisor.

The Organization will not discriminate or retaliate against staff members who express breast milk in the workplace in accordance with this policy.

Under certain circumstances, the Organization may be relieved of the duty to provide the above accommodations.

Meal and Rest Periods

Centro Savila strives to provide a safe and healthy work environment and complies with all federal and state regulations regarding meal and rest periods. Check with your Direct Supervisor regarding procedures and schedules for rest and meal breaks. The Organization requests that staff members accurately observe and record meal and rest periods. If you know in advance that you may not be able to take your scheduled break or meal period, let your Direct Supervisor know; in addition, notify your Direct Supervisor as soon as possible if you were unable to or prohibited from taking a meal or rest period.

Overtime

If you are nonexempt, you may qualify for overtime pay. All overtime must be approved in advance, in writing, by your Direct Supervisor.

At certain times Centro Savila may require you to work overtime. We will attempt to give as much notice as possible in this instance. However, advance notice may not always be possible. Failure to work overtime when requested or working unauthorized overtime may result in discipline, up to and including discharge.

Unless otherwise required or exempted by law, overtime pay of one and one-half times your regular rate of pay is paid for any hours worked in excess of 40 hours in a workweek. Holidays, vacation days, and sick leave days do not count as time worked for computing overtime.

Pay Period

At Centro Savila, the standard pay period is biweekly for all staff members. Pay dates are Fridays. If a pay date falls on a holiday, you will be paid on the preceding workday. Special provisions may be required from time to time if holidays fall on pay dates. Check with your Direct Supervisor if this type of date arises. Payment is dependent on accurate and timely reporting of time and effort the Friday prior to payday.

Review your paycheck for accuracy. If you find an issue, report it to your Direct Supervisor and the payroll/bookkeeping supervisor immediately.

Travel Time Pay

Some nonexempt positions within Centro Savila require travel. The Organization pays nonexempt staff members for travel time in accordance with federal and state law. For purposes of this policy, the regular workday is 8:30 – 5:30 (Monday – Friday).

Home to Work Travel

If you travel from home before the regular workday and return to your home at the end of the workday, you are engaged in ordinary home to work travel, which is not work time.

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

If you regularly work at a fixed location in one city and you are given a special one day assignment in another city, but return home the same day, the time spent in traveling to and returning from the other city is work time, except that the Organization may deduct/not count that time you would normally spend commuting to the regular work site.

Travel That Is All in a Day's Work

Your time spent in travel as part of your principal activity, such as travel from job site to job site during the workday, is work time and must be counted as hours worked.

Travel Away from Home Community

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

Work Performed While Traveling

Any work you perform while traveling must be counted as hours worked.

Calculating and Reporting Travel Time

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

General Policies

Children at Work

When prior arrangements have been made, employees' children are permitted to stay with their parent(s) in the office, as long as the child does not interfere with an employees' ability to concentrate; or create safety concerns for the child; or generally make it difficult for employees to get work accomplished. If the child is disruptive, and others around the child are unable to accomplish their work; or if the child is jeopardizing their own safety or the safety of others, then the employee will be asked to make other childcare arrangements. This may include leaving work without pay for the remainder of the day, if the employee is unable to have someone pick up the child.

Dress Code and Appearance

At Centro Sávila, personal appearance, hygiene, and attire are important. A professional image must be maintained to instill confidence in the minds of our customers. This helps ensure our success. Your dress should be consistent with good hygiene, safety, and what the Organization considers appropriate attire.

If employees report for work improperly dressed or groomed, their supervisor may instruct them toreturn home to change clothes or to take other appropriate action. If you are sent home, it may be without pay. Appropriate professional casual attire is approved unless otherwise notified by management. In the event of funders or other business meeting being held onsite, management may request professional attire.

Centro Sávila will consider religious dress accommodations when requested.

Customer Service

Our employees are expected to understand that without our patients, we have no business. We expect every employee to be friendly and considerate in their interaction with customers and to be attentive to the needs of customers. You must take genuine pride in providing the customer with consistently high-quality products and service. Furthermore, because of the nature of the business of mental health, it is expected that you are patient and thoughtful in your speech. Derogatory comments about our patients or to our patients will not be tolerated and are grounds for immediate termination. All employees have an obligation to represent Centro Sávila in a positive fashion and to make patients feel as welcome as possible in their treatment at Centro Sávila.

Message Handling Policy

Centro Sávila maintains complete and accurate message documentation of telephone-calls, incoming facsimiles and electronic communications containing messages. The following procedure applies at all times.

Telephone Messages: All telephone messages for clinical and non-clinical staff are documented with the name of the caller, date and time of the call, and name of the person receiving the call. The information is documented on duplicate message record sheets. The top sheet of the record is distributed to the on-duty recipient in the area designated for each staff person and clinician to receive messages. When clinicians and other staff call-in for messages, the receptionist relays the messages, documenting on the message record those that were communicated as well as the time. The duplicate record of all telephone messages shall be retained by the Practice for a period of 12 months.

Remember: All communications with patients must be documented in the medical record. All communications with health service providers (i.e. consultants, facilities, ancillary services.) regarding a patient shall be documented in the patient's medical record.

Voice Mail: A voice mail system is a function of the office telephone system. Callers (internal or external) may dial directly to a staff member or request a transfer to the staff member's voice mailbox by the receptionist. Callers may leave voice mail messages upon request. The system automatically purges stored mailbox messages every week.

Facsimile Messages: The facsimile machine is monitored by the office manager. The machine checked routinely. Fax messages are distributed to the designated individuals as soon as they are retrieved. If staff is not on duty at the time a fax message is received, the document is placed in the incoming mailbox for the recipient.

Electronic Messages: E-mail messages sent to Centro Sávila admin are retrieved by the receptionistand printed. These are handled in the same manner as telephone messages, with the exception of duplicate sheets not being used.

Media Contact

Any employee or volunteer of Centro Sávila must refer and report all media contact relating to Centro Sávila operations to the Executive Director. All information released to the media must be reviewed and approved by the Executive Director.

If an employee/volunteer is contacted by the media related Centro Sávila's operations, then she/he should contact the Executive Director. Response to the media should be one of the following: "I must refer you to our administrator as he/she is Centro Sávila's spokesperson on these matters." Or "Due to the confidentiality of our program, we are not able to comment."

Software Use

Centro Sávila purchases software licenses to support the computers deployed within its operations and expects its employees to honor the requirement that all software be licensed. Centro Sávila will not condone the illegal duplication of software for either company purposes or personal use. The copyright law is clear. The copyright holder is given certain exclusive rights, including the right to make and distribute copies. Any violation of this is grounds for termination.

As a practical way to control duplication and ensure that copyright laws are followed, any duplication of software used on company computers can only be done by an authorized representative of our Business and Operations Manager. The Business and Operations manager will maintain a complete and accurate inventory of software licenses and will periodically conduct audits to assure compliance with this policy.

Electronic Communication and Privacy

No form of client communication is 100 percent guaranteed to be private. Conversations can be overheard; e-mails can be sent to the wrong recipients and phone conversations can be listened to by others. But in today's age of e-mail, Facebook, Twitter and other social media, behavioral health clinicians have to be more aware than ever of the ethical pitfalls they can fall into by using these types of communication.

Although they add convenience and expedite communication, it is very important to be aware that computers and email and cell phone communication can be accessed relatively easily by unauthorized people and hence can compromise the privacy and confidentiality of such communication. E-mails, in particular, are vulnerable to such unauthorized access due to the fact that servers have unlimited and direct access to all e-mails that go through them. E- mails and data on employees' computers may not be encrypted, it is always a possibility that faxes can be sent erroneously to the wrong address, and computers, including laptops, may be stolen. Centro Sávila computers are equipped with a firewall, virus protection and passwords. Client files are stored in the Electronic Medical Record (EMR Bear) which has bank-level encryption. If Centro Sávila choose to communicate with our employees by e-mail, they must be aware that all emails are retained in the logs of their and Centro Sávila's Internet service providers. While it isunlikely that someone will be looking at these logs, they are, in theory, available to be read by the system administrator(s) of the Internet service provider. Centro Sávila clients should also know that any e-mails received and any responses sent become a part of a legal record and may be revealed in cases where records are summoned by a legal entity.

Internet and Email

Note: Also see Policies and Procedures for Clinical and Patient Work

Employee access to the Internet and Email through Centro Sávila technology systems and networks is a privilege and requires users to conduct themselves in a responsible and workplace-appropriate manner. Centro Sávila has established this policy for employee use of these communication technologies through Centro Sávila systems and networks.

Internet Usage: Internet use on Centro Sávila computers is authorized to conduct Centro Sávila business only. Internet use brings the possibility of breaches to the security of confidential Centro Sávila information. Internet use also creates the possibility of contamination to our system via viruses or spyware. Spyware allows unauthorized people, outside Centro Sávila, potential access to Centro Sávila passwords and other confidential information.

Removing such programs from the Centro Sávila network requires staff to invest time and attention that is better devoted to the mission. For this reason, and to assure the use of work time appropriately for work, we ask staff, contractors and volunteers to limit Internet use.

Employees may not use Centro Sávila's computer systems to download any computer program without the approval and supervision of Centro Sávila's Business and Operations Manager. Additionally, under no circumstances may Centro Sávila computers or other electronic equipment be used to obtain, view, or reach any pornographic, or otherwise immoral or unethical websites. Nonbusiness- related Internet sites should not be viewed on Centro Sávila issued electronic equipment. Doing so can lead to disciplinary action up to and including termination of employment. Use of your own electronic equipment to access the Internet is of course a personal decision.

Employees may use the lunch period and breaks to conduct personal business.

Email Usage at Centro Sávila: The use of the Centro Sávila's email is a business necessity and should be used for approved business and professional purposes only. Centro Sávila email should not be used for conducting personal business, including solicitations, not specifically authorized by the Centro Sávila. Staff, contractors and volunteers are not to use Centro Sávila computers to access personal email accounts. Non-business-related emails waste Centro Sávila time and attention.

Emails That Discriminate: Any emails that discriminate against employees by virtue of any protected classification including race, gender, nationality, religion, and so forth, will be dealt with according to the harassment policy.

Sending chain mail, pornographic jokes or stories via email, is prohibited and may result in discipline up to and including immediate termination on the first offense.

Centro Sávila Owns All Data on Centro Sávila Electronic Devices. Keep in mind that the Centro Sávila owns any communication sent (email) or that is stored on Centro Sávila equipment.

Management and other authorized staff have the right to access any material in your email or on your Centro Sávila issued computer at any time. Please do not consider your electronic communication, storage or access to be private if it is created or stored at work on Centro Sávila electronic equipment.

Conflict of Interest

You may not engage in any activity that conflicts with carrying out your duties in the public interest. You may not use your position to secure special privileges or exemptions for yourself and others. You may not give or receive any compensation or gifts from any source for any matter connected with your service as an employee.

• The following constitutes a conflict of interest with your employment at Centro Sávila: Simultaneous employment with another firm or company which is considered to be a competitor.

• Holding a substantial interest in or managing a firm with which Centro Sávila transacts business without prior approval.

• Transacting Centro Sávila business with a firm partially owned by an employee without prior written approval.

• Accepting gifts, entertainment or services from customers or suppliers. Freelance work with a competitor.

• Otherwise using Centro Sávila resources for personal gain.

If your financial situation requires you to hold a second job, part-time or full-time, we would like to know about it. Before accepting any outside employment, you must discuss the matter with the Director of Operations. Signature form attached.

Social Media

Social media uses Internet and web-based technologies to transform how people communicate with one another and receive news, information and entertainment. This powerful technology must be used with caution by Centro Sávila staff, volunteers and contractors. This policy describes reasonable guidelines for use of social media.

Definition: Types of social media include websites like Facebook, YouTube, and Craigslist and also include blogs, Twitter, picture posting sites and podcasts.

Guidance and Prohibitions: some employees may choose to express themselves through written articles, either in traditional publications or using a personal web blog, Facebook, Twitter, or other Social Media. Should you choose to express yourself in this manner, you should be cautious about any reference to our company or use of the blog to violate the rights of Centro Sávila or any of its employees. Should your blog or comments make reference to your status as a company employee, the article should make it clear that any opinions expressed are yours and not attributed to Centro Sávila.

If an employee blog and/or social media posting makes defamatory comments about Centro Sávila or reveals company trade secrets, Centro Sávila will take appropriate legal action against the employee. If an employee blog and/or social media posting makes threatening or offensive statements, Centro Sávila will view those statements as grounds for termination

To the extent that staff, contractors and volunteers use social media outside of work, know that you may not post or share information that is confidential and proprietary about the organization. This includes information about trademarks, clients, finances, and number of employees, training methods, Centro Sávila plans, and any other information that has not been publicly released by Centro Sávila. Unless given permission by your supervisor, Centro Sávila staff, contractors and volunteers are not authorized to speak on behalf of Centro Sávila, or to represent that you do so on social media sites or to the public in any forum.

Concern for Children and Youth: Centro Sávila is especially concerned about children and youth. Staff, contractors and volunteers must recognize that they are role models for children and youth at all times, and should limit their public/electronic profiles to information, comments, photos, etc. that are appropriate should a child, teen or parent view them.

Staff, contractors and volunteers shall refrain from any one-on-one communications with teens/children on social networking sites. They may accept invitations to profiles, groups, and events, but may not initiate any type of communication with teens or children. Responses to teen/child-initiated communications should be limited to those that are Centro Sávila related. Public one-on-one communications (i.e. posting a comment to a wall) are discouraged at all times.

Legal Liability: Staff, contractors and volunteers is legally liable for anything they write or present online. Any commentary, content, or images that are defamatory, pornographic, proprietary, harassing, bullying, libelous, or that can create a hostile work environment, will result in discipline up to termination of employment.

You can also be sued by fellow employees, clients, and any individual or organization that views your commentary, content, or images as defamatory, pornographic, proprietary, harassing, libelous or creating a hostile work environment

Behavior in the Workplace

Rules of conduct for employees are intended to promote the orderly and efficient operation of Centro Sávila, as well as protect the rights of all employees. Violations, therefore, shall be regarded as cause for

disciplinary action. These rules are published for the employees' information and protection. Ignorance of work rule's is not an acceptable excuse for violation. It is each employee's responsibility to know the rules and abide by them. These rules are not all-inclusive, and other regulations may exist. Employees are expected to know and abide by these rules as well.

Circumstances may arise that are not covered by specific rules, but which should be governed by general principals of ethical conduct. Treatment of other employees, customers or vendors should be handled with patience, consideration and courtesy.

Prohibited Conduct: These guidelines are placed in written form for the benefit of all employees, Centro Sávila patients and visitors. The following conduct is prohibited and will subject the individual involved to disciplinary action, including termination of employment:

1. Gross negligence of patient care;

2. Disrespectful or discourteous, uncooperative, or offensive conduct to patients, guests, supervisors, or co-workers;

3. Theft, misappropriation, misuse, unauthorized use, failure to safeguard, or willful destruction of or damage to employees', patients', visitors', or Centro Sávila's property, or unauthorized removal of such, including found items;

4. Altering or falsifying the patient visit activity forms and/or clinical records;

5. Failing to disclose a physical or mental disease or illness that may contribute a hazard to patients, visitors or fellow employees;

6. Improper release of confidential or privileged information; or discussing confidential information where it could be overheard by unauthorized persons;

7. Entering Managements office without the Clinical Director being present or without the express written permission of the Clinical Director;

8. The use of profanity or abusive language;

9. Insubordination or the refusal by an employee to follow their supervisor's or Centro Sávila's management instructions concerning a job-related matter;

10. Refusal to perform assigned work;

11. Refusal to work assigned shifts, including without limitation, week-end or evening shifts; Abandonment of position/responsibilities (i.e. leaving the Centro Sávila premises when adequate relief coverage is not available);

12. Inattentive behavior, sleeping or appearing to be sleeping on the job;

13. Engaging in pranks, horseplay or practical jokes;

14. Absence on scheduled working days without notification; Excessive lateness or unexcused absences; Unauthorized absence from assigned work area;

15. Obtaining confidential information without authority or revealing confidential information to unauthorized persons;

16. Failing to report an unsafe condition or potential hazard to the Director of Operations or Executive Director;

17. Interfering with the work of another employee;

18. Making or publishing false, vicious or malicious statements concerning an employee, supervisor, Centro Sávila management, Centro Sávila or its services;

19. Soliciting gifts or money directly or indirectly from patients for personal gain;

The examples given above are illustrative of the type of behavior that will not be permitted, but are not intended to be an all-inclusive listing. Centro Sávila reserves the right to dismiss an employee at any time with or without warning or prior discipline.

Violations of Centro Sávila policies and standards may result in one of the following forms of corrective action; verbal warning, written warning, suspension without pay or dismissal. In arriving at a decision of proper action, the following will be considered:

• The seriousness of the infraction;

• The past record of the employee;

• The circumstances surrounding the violation.

Employees may not conduct personal business, use personal devices (e.g., laptop computers, cell phones for personal calls or texting, etc.) during work hours, except for breaks and lunch.

CONFLICTS OF INTEREST

You may not engage in any activity that conflicts with carrying out your duties in the public interest. You may not use your position to secure special privileges or exemptions for yourself and others. You may not give or receive any compensation or gifts from any source for any matter connected with your service as an employee.

• The following constitutes a conflict of interest with your employment at Centro Sávila: Simultaneous employment with another firm or company which is considered to be a competitor.

• Holding a substantial interest in or managing a firm with which Centro Sávila transacts business without prior approval.

• Transacting Centro Sávila business with a firm partially owned by an employee without prior written approval.

• Accepting gifts, entertainment or services from customers or suppliers. Freelance work with a competitor.

• Otherwise using Centro Sávila resources for personal gain.

If your financial situation requires you to hold a second job, part-time or full-time, we would like to know about it. Before accepting any outside employment, you must discuss the matter with the Director of Operations. Signature form attached.

CENTRO SAVILA PROPERTY

No employee will remove Centro Sávila property without written permission from the respective Executive Director. This includes but is not limited to:

• Materials, equipment and tools.

• Property owned by Centro Sávila, other service providers using the facility, or other employees.

• Confidential literature including client information and quality control documents. Computer disks, tapes and other storage media.

• Information identified as proprietary or a trade secret.

Employees of Centro Sávila are responsible for all property, materials, or written information issued or in his/her possession or control. In the event of termination, the former employee must immediately return all items belonging to the Centro Sávila. This includes all books, computer information (including manuals,

software, hardware, and disks), credit cards, telephone cards, marketing information and any other miscellaneous property that is in his/her possession.

Centro Savila Property

No employee will remove Centro Sávila property without written permission from the respective Executive Director. This includes but is not limited to:

• Materials, equipment and tools.

• Property owned by Centro Sávila, other service providers using the facility, or other employees.

• Confidential literature including client information and quality control documents. Computer disks/files, tapes and other storage media.

• Information identified as proprietary or a trade secret.

Employees of Centro Sávila are responsible for all property, materials, or written information issued or in his/her possession or control. In the event of termination, the former employee must immediately return all items belonging to the Centro Sávila. This includes all books, computer information (including manuals, software, hardware, and disks), credit cards, telephone cards, marketing information and any other miscellaneous property that is in his/her possession.

Leaving Centro Savila

VOLUNTARY SEPARATION

Non-exempt employees are expected to give a minimum two (2)-week written notice. Exempt employees are expected to give 30 days' written notice.

DISMISSAL

Involuntary employee dismissal may occur when an employee fails to adhere to the agreed upon policies and procedures of Centro Sávila or when an employee brings any harm to the organization. Additionally, dismissal in the form of a reduction in force may occur if a slow-down in work occurs.

FINAL PAYCHECK

Employees voluntarily leaving Centro Sávila with proper notice and in good-standing, will typically receive their final paycheck on the last day of employment, but not later than the end of the next regular pay cycle. Employees dismissed by Centro Sávila for any reason will receive their final paycheck within five (5) days of their last day of employment.

Employees voluntarily leaving Centro Sávila without proper notice will receive their final paycheck through normal payroll processing cycle. Centro Sávila will pay final wages in full, less lawful deductions and less payroll deductions authorized by the employer and employee. All accrued vested benefits that are due and payable upon separation will be paid. Accrued but unused PTO will be paid up to the accumulation limit (cap). Some benefits may be continued at the employee's expense if the employee elects to do so. Employee will be notified, by letter, of the benefits that may be continued and of their terms, conditions, and limitations.

EXIT INTERVIEW

Employees who leave Centro Sávila employment, whether voluntarily or involuntarily, are entitled to an exit interview with a supervising/administrative staff member. The exit interview is held at the office during the last week of employment. Exit interviews provide Centro Sávila with valuable information regarding employment and work life. The supervisor is responsible for informing employees that they are to contact the Director of Operations to schedule the interview and for collecting company property from employees

before their last day. This meeting will also provide employees with a chance to ask questions about benefits and to make arrangements for delivery of their last paycheck

FINAL EXIT AND RETURN OF PROPERTY

All Centro Sávila property in the possession or control of the employee must be returned upon separation from employment. This may include, but is not limited to:

• Cell phone

• Credit cards/telephone cards Laptop computer Office/building/storage keys

• Electronic data, electronic/voice. mail codes

• Books, computer information (manuals, software, and disks) or marketing information.

• Laptop computer

• Keys and Key cards

• Parking passes

• Policy and Procedure Handbooks

Access to Personnel and Medical Records Files

Centro Savila maintains separate medical records files and personnel files for all staff members. Files containing medical records are stored separate and apart from any business-related records in a safe, locked, inaccessible location. The medical file is the repository for sensitive and confidential information related to an individual's health, health benefits, health-related leave and/or accommodations, and benefits selections and coverage. Medical records are kept confidential in compliance with applicable laws and access is on a "need-to-know" basis only.

Supervisors and others in management may have access to your personnel file for possible employment-related decisions. If you wish to review your personnel or medical records file, you must give the Organization reasonable notice. Inspection must occur in the presence of a Organization representative.

All requests by an outside party for information contained in your personnel file will be directed to the Director of Finance, which is the only department authorized to give out such information.

Benefits

Employee Training and Development

Registration fees for conferences, seminars, workshops, and training courses are fully covered asbusiness expenses depending on availability of funding and if approved by the Executive Director. Employees receive regular pay for attendance if the training has been approved. The total amount ofmoney and number of trainings per fiscal year that an employee is eligible to be reimbursed is dependent upon the employee's classification, availability of funding, and needs of the agency; as determined by the Executive Director.

Inservice Training. Centro Sávila requires that staff complete annual trainings and work to develop both personally and professionally. Centro Sávila requires that staff complete orientation and inservice training as required by Centro Sávila Policies and Procedures, state and federal statute and professional licensure. Centro Sávila requires that all staff complete annual trainings on the following topics:

• Harassment

• Substance Abuse

• HIPAA/Privacy Practices

• Billing Procedures and Fraud Identification Agency Safety Standards and Protocols

Clinical Safety and Reporting Guidelines

• Agency Emergency Protocol review and walk through

Cultural Competency and Customer Service Training: Clinical Providers are required to complete Continuing Education (CEU) trainings in compliance with the NMAC standards for their licensure, as outlined in NMAC Chapter 27 Counselors and Therapists and/or Chapter 63 Social Workers. Providers are required to provide their Clinical Director with all completed training CEU certificates within 5 business days of completion of the training. CEU certificates will be kept on file for recredentialing.

Each employee must abide by the following guidelines in regards to in-services training.

• Staff will be required to complete annual trainings as indicated by management. If staff is unable to attend the designated training, they will be responsible for the knowledge that was presented and being able to test, showing competence in this area.

• Staff must provide certificate of completion of training for personnel file.

• All agency employees are required to maintain compliance with the NMAC guidelines and standards.

Isolation and Quarantine Leave

Centro Savila provides unpaid leave to staff members who need to isolate or quarantine in accordance with a court order.

Provide notice of your need for leave as soon as practical.

The Organization will not retaliate against staff members who request or take leave in accordance with this policy.

Paid Leaves of Absence

Bereavement Leave: Regular full-time employees and regular part-time employees are eligible for paid leave of up to three days to attend the funeral of an immediate family member. Immediate family is defined as the employee's spouse/partner, parents, children, siblings, grandparents, grandchildren and in-laws. Eligible employees may request Bereavement Leave only to compensate for regularly scheduled workdays.

Jury Duty: Employees called to jury duty will be given paid time off for this duty. Employees shall endorse court compensation to Centro Sávila. Employees must provide their summons to appear for jury duty as soon as they receive it so that Centro Sávila may adjust schedules accordingly.

Voting Leave: Employees who are registered voters may take two paid hours from work for the purpose of voting between the time of the opening and closing of the polls. Voting time may not be used consecutively with PTO. Employees who are prohibited from voting may take two paid hours from work for the purpose of supporting engagement in the democratic process between the time of the opening and closing of the polls.

Maternity/Paternity Leave: Centro Sávila values early childhood parent/child attachment. Centro Sávila's Maternity/Paternity policy reflects that value by providing employees one month's paid leave and up to two months Leave Without Pay for a total of three months. Employees that opt for this extended period off must receive the Executive Director's approval and inform their patients and find appropriate supports for them while they will be on maternity leave prior to the start of their maternity leave.

Paid Sick Leave (Accrual Method)

Centro Savila provides paid sick leave to eligible staff members in accordance with New Mexico's Healthy Workplaces Act (HWA). The benefits and protections provided by this policy may not be waived.

Eligibility

All staff members (including part time, exempt, seasonal, and temporary) who work in New Mexico are eligible for sick leave.

Reasons for Leave

Sick leave may be taken for the following reasons:

- For your own or a family member's mental or physical illness, injury, or health condition; need for medical diagnosis, care, or treatment; or need for preventive medical care.
- For meetings at your child's school or place of care related to the child's health or disability.
- For absences related to you or a family member being a victim of domestic abuse, sexual assault, or stalking, provided that leave is used to:
    - Obtain medical or psychological treatment or counseling;
    - Relocate;
    - Prepare for or participate in legal proceedings; or
    - Obtain other services related to the domestic abuse, sexual assault, or stalking.

Family member means your spouse or domestic partner or a person related to you or your spouse or domestic partner as:

- A biological, adopted, or foster child, stepchild, legal ward, or child to whom you stand in loco parentis.
- A biological, adoptive, or foster parent, stepparent, legal guardian, or a person who stood in loco parentis to you when you were a minor child.
- A grandparent.
- A grandchild.
- A biological, adopted, foster, or step sibling.
- A spouse or domestic partner of a family member.
- An individual whose close association with you or your spouse or domestic partner is the equivalent of a family relationship.

Domestic partner means an individual with whom another individual maintains a household and a mutual committed relationship without a legally recognized marriage.

Accrual and Usage

Eligible staff members accrue one hour of sick leave for every 30 hours worked up to a maximum of 64 hours per leave year. Existing staff members begin accruing sick leave on July 1, 2022, while new staff members begin accruing sick leave on their first day of employment. For purposes of this policy, the leave year is any consecutive 12-month period (e.g., calendar year, fiscal year, employee work anniversary, etc.). If you are classified as exempt, you are presumed to work 40 hours per week, unless you are normally scheduled to work fewer than 40 hours, in which case sick leave accrues based on your normal schedule.

You may use sick leave as it is accrued. The smallest amount of sick leave you may take is 1 hour. You may carry over up to 64 hours of unused sick leave to the following leave year; however, you may still only use 64 hours of sick leave per year.

You will not be required to find a replacement worker as a condition of being permitted to use sick leave and you will not be required to use other paid leave before using sick leave.

Compensation

You will be compensated for sick leave at your regular hourly rate and benefits.

Notice

If the need for leave is foreseeable, you must make a reasonable effort to provide notice before taking leave. If unforeseeable, provide notice as soon as practical. If known, notice should include the expected length of the absence. Notice may be written or verbal.
You must make a reasonable effort to schedule planned sick leave in a manner that does not unduly disrupt business operations.

Documentation

If you are absent for two or more consecutive days, you may be requested to provide reasonable documentation verifying that the leave is being taken for permitted purposes.

Reasonable documentation means documentation signed by a health care professional (not necessarily a doctor) indicating the sick leave taken is necessary.

For absences related to domestic abuse, sexual assault, or stalking, you may provide one of the following:

- A police report.
- A court-issued document.
- A statement signed by a victim services organization, clergy member, attorney, advocate, you, a family member, or any other person.

The signed statement does not have to be notarized or be in any particular format. It only needs to affirm you took sick leave for a permitted purpose. The statement does not have to be in English; it can be in your native language.

When documentation is required, you must timely provide it to the Organization upon request. You must provide the documentation within 14 days of the date you return to work.

The Organization will never require that the documentation explain the nature of any medical condition or the details of the domestic abuse, sexual assault, or stalking. Furthermore, the Organization will not delay the use of sick leave because it has not yet received documentation.

All information and documentation received regarding your reasons for taking sick leave is confidential. The Organization will not disclose this information except with your permission as necessary for validation of disability insurance claims, accommodations consistent with the federal Americans with Disabilities Act (ADA), as required by the Healthy Workplaces Act, or by court order.

Payment upon Termination

You will not be paid for any unused sick leave when your employment ends.

Reinstatement of Sick Leave upon Rehire

The Organization will reinstate previously accrued, unused sick leave if you separate and are rehired within 12 months.

Transfers

If you are transferred to a separate division, entity, or location but are still employed by the Organization, you are entitled to keep and use all sick leave you earned prior to transfer.

Change in Ownership of the Company

If a different employer succeeds or takes the place of the Organization, if you remain employed by the successor employer, you will keep all accrued sick leave and may use it with the successor employer.

Interaction with Other Leave

Sick leave will run concurrently with other types of leave where permitted under applicable law.

Collective Bargaining Agreements

The HWA does not preempt or override the terms of any collective bargaining agreement. The sick leave provided by this policy, in accordance with the HWA, is in in addition to any paid time off provided by the Organization pursuant to a collective bargaining agreement, unless that paid time off provided may be used for the same purposes and under the same terms and conditions as the HWA.

Retaliation

The Organization will not retaliate against staff members who request or take leave in accordance with this policy.

Domestic Abuse Victim Leave

If you, or one of your family members, are a victim of domestic abuse, Centro Savila will provide you with up to 14 days of leave per calendar year, with a maximum of eight hours per day, for the purposes of:

- Obtaining a protection order or similar judicial relief.
- Meeting with law enforcement officials.
- Consulting with attorneys or district attorneys' victim advocates.
- Attending court proceedings.

As used in this policy, ***family member*** includes your minor child or a person for whom you are the legal guardian.

Time off under this policy is without pay; however, exempt staff members will be paid in accordance with applicable law. You may choose to use any accrued sick leave or other available paid time off for leave under this policy. Health coverage and eligibility for other benefits will continue during the leave of absence.

If the need for domestic abuse leave is foreseeable, provide reasonable advance notice to your Direct Supervisor. Where domestic abuse leave is taken in an emergency, you or your representative must provide notice within 24 hours of taking leave. You may be required to provide one of the following verifying the need for domestic abuse leave:

- A police report indicating that you or a family member was a victim of domestic abuse.
- A copy of an order of protection or other court evidence produced in connection with an incident of domestic abuse; however, the document does not constitute a waiver of confidentiality or privilege between you and your advocate or attorney.
- A written statement from you indicating that the domestic abuse leave was taken for the purpose of obtaining an order of protection or other judicial relief from domestic abuse, to meet with law enforcement officials, to consult with attorneys or victim advocates, or to attend court proceedings related to the domestic abuse.
- The written statement of an attorney representing you, a district attorney's victim advocate, a law enforcement official, or a prosecuting attorney that you or your family member appeared or are scheduled to appear in court in connection with an incident of domestic abuse.

Information regarding domestic abuse leave will be kept strictly confidential and will only be disclosed with your consent or as required by law.

The Organization will not retaliate against staff members who request or take leave in accordance with this policy.

Jury Duty Leave

Centro Savila encourages staff members to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Direct Supervisor as soon as possible to make scheduling arrangements.

You will not incur any deduction in pay for a partial week's absence due to jury duty.

The Organization reserves the right to require staff members to provide proof of jury duty service to the extent authorized by law.

The Organization will not retaliate against staff members who request or take leave in accordance with this policy.

For Care Providers:

How to submit time off request when called for jury duty

1. Submit a PTO request and indicate it is for jury duty.
2. Tell your clients that you may be on leave but will let them know that day once you

know. If they are not comfortable with last minute changes, you can cancel until you

are able to commit to a session time/date. If they are unstable and uncomfortable with

last minute plans, please find someone to cover that spot with your client. The

covering clinician can focus on stabilization and crisis assessment.

1. If you are called to serve, please get documentation of your time served and submit it

with your timesheet for the pay cycle you served. Centro Savila WILL pay you for your service

time.

1. If you are not needed to serve, please perform your job responsibilities for that day.
2. If you do not want to work at all, regardless of whether you are called to serve, you

would need to use your comp time or PTO to cover your time.

Voting Leave

Centro Savila encourages all staff members to exercise their right to vote. If your work hours begin two or more hours after the polls open or end three or more hours before the polls close, you will be considered to have sufficient time outside of work to vote. If your work schedule does not allow sufficient time, you may take up to two hours of time off to vote, without loss of pay. Employees who are not eligible to vote are allowed 2 hours to perform a civic service of their choice.

The time when you can go to vote will be at the discretion of your Direct Supervisor, consistent with applicable legal requirements.

Safety and Loss Prevention

Grievance Policy

Whenever a group of people work together for an extended period, problems and misunderstandings can occur. Employees should ordinarily attempt to resolve any problem with co-workers informally by communicating their concerns directly to the individual. In most circumstances, problems among employees can be resolved between the individuals through open communication and consideration.

In cases where direct communication has not resolved the problem or an employee is uncomfortabledealing with the issue directly, employees may follow the procedure listed below.

Your supervisor is the first person with whom you should discuss any questions or problems that arise in your work. However, if you feel you cannot discuss your particular problem with your supervisor, you may seek the assistance of any member of management.

Your supervisor or a member of management selected to assist in resolving the problem will consult with management and attempt to reach an equitable solution for all parties. If the employee is not satisfied with the solution reached by the parties involved, at this stage, he/she may use the grievance process discussed below.

A grievance is any significant employee concern that arises in the application of personnel breaches or in violation of personnel practices; either between employees and their co-workers or between employer and employees.

Complaints Involving another Employee: Employees are encouraged to first take complaints involving a co-worker directly to that person for discussion and resolution. If the two employees are unable to resolve their differences, either may request a mediation meeting with their supervisor; where both employees are present. If the complaint is unresolved at that level either party may request, within 10 working days, a second mediation with the executive director. The Executive Director's resolution shall be considered final.

Complaints against a Supervisor: The procedures set forth are intended to serve as a means for the peaceful settlement of disputes that arise between employees and their supervisor. Extension of times beyond those indicated in the formal procedures outlined below may be secured from the Director of Operations through a mutual (written) agreement of the parties involved. Failure by management to comply within any time limitations shall constitute the right of the employee to proceed to the next step of the grievance policy.

Every effort shall be made by both employee and supervisor to resolve problems through discussion. If discussions fail to resolve an issue, the employee shall submit a written grievance with specific details of the issue, to their immediate supervisor within 10 working days. The immediate supervisor shall provide a written decision to the employee within five working days of receipt of the grievance.

If the aggrieved employee is not satisfied by the decision, they may submit a written grievance to the Board of Directors within five working days of receipt of the immediate supervisor's decision. The board of directors shall issue its decision in a written statement to the employee and the executive director within ten working days of its meeting. This decision shall be final.

Passwords

Centro Sávila maintains password protection to access company computers, Electronic Health Records, and various other sites that require passwords protection to ensure privacy and confidentiality. Employees and interns are provided with person specific log ins and passwords to access such things as company computers, Electronic Health Records (EMR Bear), various Managed Care organizations websites, credentialing sites such as CAQH, and others not specifically listed.

Password changes must be shared with the employee's supervisor. Under no circumstances should passwords be shared with others and will be grounds for disciplinary action, if any passwords, outside management approval, are shared or given.

Centro Savila Harassment/Discrimination Policy

Centro Sávila is committed to providing a safe and civil environment for all its employees free from sexual and other forms of harassment at work. Centro Sávila will operate a zero-tolerance policy for any form of harassment in the workplace, treat all incidents seriously and promptly investigate all allegations of sexual or other harassment.

All complaints of harassment will be treated with respect and in confidence. No one will be victimized for making such a complaint. Employees may file a complaint internally with the Executive Director and/or externally with the New Mexico Human Rights Bureau or the US Government Equal Opportunity Commission.

Any person found to have harassed or sexually harassed another will face disciplinary action, up to and including termination of employment. They may also face civil and/or criminal penalties.

1. This Policy applies to all employees, applicants for employment, contractors and persons conducting business with Centro Sávila.

2. Sexual and other forms of harassment will not be tolerated. Any employee or individual covered by this policy who engages in harassment or retaliation will be subject to disciplinary action, up to and including termination.

3. Retaliation Prohibition: No person covered by this Policy shall be subject to adverse employment action including being discharged, disciplined, discriminated against, or otherwise subject to adverse employment action because the employee reports an incident of sexual or other form of harassment, provides information, or otherwise assists in any investigation of a harassment complaint.

a. Any employee subject to such retaliation should inform a supervisor or manager. Any employee who believes he/she have been a victim of such retaliation may also seek compensation in other available forums, as explained below in the section on Legal Protections.

4. Centro Sávila will conduct a prompt, thorough and confidential investigation that ensures due process for all parties, whenever management receives a complaint about sexual or other harassment, or otherwise knows of possible harassment occurring. Effective corrective action will be taken whenever harassment is found to have occurred. All employees, including managers and supervisors, are required to cooperate with any internal investigation of sexual or other harassment.

5. All employees are encouraged to report any harassment or behaviors that violate this policy. Centro Sávila will provide all employees a complaint form for employees to report harassment and file complaints.

6. Managers and supervisors are required to report any complaint that they receive, or any harassment that they observe to the Director of Operations or the Executive Director.

7. All employees will receive training and review this policy at new employee orientation and at least every two years. Refresher training will include bystander intervention/reporting training and civility training as described in the EEOC Task Force Harassment Report

https://www.eeoc.gov/eeoc/task_force/harassment/report_summary.cfm

Defining Unlawful Harassment

Harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of that person's (or that person's relatives', friends', or associates') race, skin color, religion, gender identity, sexual orientation, national origin, age, or disability, and that:

• Has the purpose or effect of creating an intimidating, hostile, or offensive work environment

• Has the purpose or effect of unreasonably interfering with the individual's work performance

• Otherwise adversely affects the individual's employment opportunities. Harassing conduct includes:

• Epithets; slurs; negative stereotyping; or threatening, intimidating, or hostile acts that relate to race, color, religion, gender, national origin, age, or disability (including jokes or pranks that are hostile or demeaning with regard to race, color, religion, gender, national origin, age, or disability)

• Cyber bullying (e-mail, Internet posting on websites such as Facebook, Google Photos and the like) and/or written or graphic material that denigrates or shows hostility or aversion toward an individual or group because of race, color, religion, gender identity, sexual orientation, national origin, age, or disability that is displayed on walls, bulletin boards, as screen savers, or other locations or circulated in the workplace

What Is "Sexual Harassment"?

Sexual harassment is a form of sex discrimination and is unlawful under federal and state law. Sexual harassment includes harassment on the basis of sex, sexual orientation, gender identity and the status of being transgender. Sexual harassment includes unwelcome conduct which is either of a sexual nature, or which is directed at an individual because of that individual's sex when:

• Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment, even if the complaining individual is not the intended target of the sexual harassment;

• Acceptance of such conduct is made either explicitly or implicitly a term or condition of employment; or

• Submission to or rejection of such conduct is used as the basis for employment decisions affecting an individual's employment.

A sexually harassing hostile work environment consists of words, signs, jokes, pranks, intimidation or physical violence which are of a sexual nature, which are directed at an individual because of that individual's sex. Sexual harassment also consists of any unwanted verbal or physical advances, sexually explicit derogatory statements or sexually discriminatory remarks made by someone which are offensive.

Sexual harassment also occurs when a person in authority tries to trade job benefits for sexual favors. This can include hiring, promotion, continued employment or any other terms, conditions or privileges of employment. This is also called "quid pro quo" harassment.

Any employee who feels harassed should complain so that any violation of this policy can be corrected promptly. Any harassing conduct, even a single incident, can be addressed under this policy.

Examples of Sexual Harassment

The following describes some of the types of acts that may be unlawful sexual harassment and that are strictly prohibited:

• Physical assaults of a sexual nature, such as: touching, pinching, patting, grabbing, brushing against another employee's body or poking another employees' body;

• Rape, sexual battery, molestation or attempts to commit these assaults.

• Unwanted sexual advances or propositions, such as:

• Requests for sexual favors accompanied by implied or overt threats concerning the victim's job performance evaluation, a promotion or other job benefits or detriments;

• Subtle or obvious pressure for unwelcome sexual activities.

• Sexually oriented gestures, noises, remarks, jokes or comments about a person's sexuality or sexual experience, which create a hostile work environment.

• Sexual or discriminatory displays or publications anywhere in the workplace, such as displaying pictures, posters, calendars, graffiti, objects or other materials that are sexually demeaning or pornographic. This includes such sexual displays on workplace computers or cell phones and sharing such displays while in the workplace.

• Hostile actions taken against an individual because of that individual's sex, sexual orientation, gender identity and the status of being transgender, such as interfering with, destroying or damaging a person's workstation, tools or equipment, or otherwise interfering with the individual's ability to perform the job;

• Sabotaging an individual's work;

• Other forms of bullying such as yelling, name-calling.

Who Can Be A Target Of Sexual Harassment?

Sexual harassment can occur between any individuals, regardless of their sex or gender. New Mexico law protects employees, including independent contractors, and those employed by companies contracting to provide services in the workplace. A perpetrator of sexual harassment can be a superior, a subordinate, a coworker or anyone in the workplace including an independent contractor, contract worker, vendor, client, customer or visitor.

Where Can Sexual Harassment Occur?

Unlawful sexual harassment is not limited to the physical workplace itself. It can occur while employees are traveling for business or at employer sponsored events or parties. Calls, texts, emails, and social media usage by employees can constitute unlawful workplace harassment, even if they occur away from the workplace premises or not during work hours.

What Is "Retaliation"?

Unlawful retaliation can be any action that would keep a worker from coming forward to make or support a sexual harassment claim. Adverse action need not be job-related or occur in the workplace to constitute unlawful retaliation.

Examples of unlawful retaliation include acts against a person who

• Filed a complaint of sexual harassment, either internally or with any anti-discrimination agency;

• Testified or assisted in a proceeding involving sexual harassment under the Human Rights Law

• Opposed sexual harassment by making a verbal or informal complaint to management, or by simply informing a supervisor or manager of harassment;

• Complained that another employee has been sexually harassed; or

• Encouraged a fellow employee to report harassment.

Reporting Sexual Harassment

Preventing sexual harassment is everyone's responsibility. Centro Sávila cannot prevent or remedy sexual harassment unless it knows about it. Any employee who has been subjected to behavior that may constitute sexual harassment is encouraged to report such behavior to a manager, Director of Operations or the Executive Director. Anyone who witnesses or becomes aware of potential instances of sexual harassment should report such behavior to a manager, Director of Operations or the Executive Director.

Reports of sexual harassment may be made verbally or in writing. Employees who are reporting sexual harassment on behalf of other employees should note that it is on another employee's behalf. Employees

who believe they have been a victim of sexual harassment may also seek assistance in other available forums, as explained below in the section on Legal Protections.

Supervisory Responsibilities

All management personnel who receive a complaint or information about suspected sexual harassment, observe what may be sexually harassing behavior or for any reason suspect that sexual harassment is occurring, are required to report such suspected sexual harassment to Director of Operations or the Executive Director.

In addition to being subject to discipline if they engaged in sexually harassing conduct themselves, managers will be subject to discipline for failing to report suspected sexual harassment or otherwise knowingly allowing sexual harassment to continue. Managers will also be subject to discipline for engaging in any retaliation.

Complaint and Investigation of Sexual Harassment

All complaints or information about suspected sexual harassment will be investigated, whether that information was reported in verbal or written form. Investigations will be conducted in a timely manner, and will be confidential to the extent possible. An investigation of any complaint, information or knowledge of suspected sexual harassment will be prompt and thorough, and should be completed within 20 business days. The investigation will be confidential to the extent possible. All persons involved, including complainants, witnesses and alleged perpetrators will be accorded due process to protect their rights to a fair and impartial investigation.

Any employee may be required to cooperate as needed in an investigation of suspected sexual harassment. Employees who participate in any investigation will not be retaliated against. Investigations will be done in accordance with the following steps:

• Upon receipt of complaint, the Executive Director will conduct an immediate review of the allegations, and take any interim actions, as appropriate. If complaint is oral, encourage the individual to write out the circumstances of the harassment. If he or she refuses, management should prepare a written documentation based on the oral reporting.

• If documents, emails or phone records are relevant to the allegations, take steps to obtain and preserve them.

• Request and review all relevant documents, including all electronic communications.

• Interview all parties involved, including any relevant witnesses;

• Create a written documentation of the investigation (such as a letter, memo or email), which contains the following:

1. A list of all documents reviewed, along with a detailed summary of relevant documents;

2. A list of names of those interviewed, along with a detailed summary of their statements;

3. A timeline of events;

4. A summary of prior relevant incidents, reported or unreported; and

5. The final resolution of the complaint, together with any corrective action(s).

• Keep the written documentation and associated documents in the employer's records.

• Promptly notify the individual who complained and the individual(s) who responded of the final determination of the investigation and any actions taken.

• Inform the accuser of their right to file a complaint or charge externally as outlined below.

• Legal Protections and External Remedies

Sexual harassment is not only prohibited by Centro Sávila but is also prohibited by state and federal law.

Aside from the internal process at Centro Sávila employees may also choose to pursue legal remedies with the following governmental entities at any time.

New Mexico Human Rights Bureau

The Human Rights Bureau is a neutral agency created to enforce the New Mexico Human Rights Act. The Bureau accepts and investigates claims of harassment/ discrimination based on race, color, national origin, religion, ancestry, sex, age, physical and mental handicap, serious medical condition, spousal affiliation, sexual orientation and gender identity. Phone: 800-566-9471 (toll-free in New Mexico) or 505-827-6838. Website: https://www.dws.state.nm.us/Human-Rights-Information

New Mexico has a work sharing agreement with the Federal Equal Employment Opportunity Commission (EEOC). New Mexico is considered a Fair Employment Practices Agency (FEPA). Some FEPAs have work sharing agreements with the EEOC to prevent the duplication of effort in charge processing. According to this agreement, if you file a charge with either the Federal EEOC or the New Mexico Human Rights Bureau, the charge will be dual f i led if Federal laws apply. This process helps to protect charging party rights under both federal and state laws. If you file a charge with us, you can let us know if you also want your charge filed with the EEOC. You do NOT need to file with both agencies.

United States Equal Employment Opportunity Commission(EEOC)

The EEOC enforces federal anti-discrimination laws, including Title VII of the 1964 federal Civil Rights Act (codified as 42 U.S.C. § 2000e et seq.). An individual can file a complaint with the EEOC anytime within 300 days from the harassment. There is no cost to file a complaint with the EEOC. The EEOC will investigate the complaint, and determine whether there is reasonable cause to believe that discrimination has occurred, at which point the EEOC will issue a Right to Sue letter permitting the individual to file a complaint in federal court. The EEOC does not hold hearings or award relief, but may take other action including pursuing cases in federal court on behalf of complaining parties. Federal courts may award remedies if discrimination is found to have occurred.

If an employee believes that he/she has been discriminated against at work, he/she can file a "Charge of Discrimination." The EEOC has district, area, and field offices where complaints can be filed. Contact the EEOC by calling 1-800-669-4000 (1-800-669-6820 (TTY)), visiting their website at www.eeoc.gov or via email at info@eeoc.gov

Contact the Local Police Department

If the harassment involves physical touching, coerced physical confinement or coerced sex acts, the conduct may constitute a crime. Contact the local police department. Contact the Police Department The Bernalillo County Sheriff's Department, South Area Command Center is located at:

2039 Isleta

Blvd SW, Albuquerque, NM 87105, telephone 505.314.0010

The Albuquerque Police Department Valley Area Command is located at Gerald Cline Memorial Sub

station: 5408 2nd NW, telephone (505) 761-8800

Substance Use Policy

Centro Sávila is committed to protecting the safety, health and well-being of all employees and other individuals in our workplace. We recognize that alcohol and drug use pose a significant threat to our goals. We have established a substance abuse program that balances our respect for individuals with the need to maintain an alcohol and drug-free environment.

Centro Sávila encourages employees to voluntarily seek help with drug and alcohol problems.

Covered Workers Any individual:

• Conducting business for the organization.

• Operates a Centro Sávila vehicle or his or her own vehicle while conducting business for Centro Sávila.

• Is applying for a position.

• Is conducting business on the organization's property. Is covered by our substance use policy.

The policy includes, but is not limited to the Executive Director, Director of Operations, supervisors, full-time employees, part-time employees, contractors, volunteers and interns.

Applicability

Our substance use policy is intended to apply whenever anyone is representing or conductingbusiness for the organization. Therefore, this policy applies during all working hours, whenever conducting business or representing the organization, while on or off organization property and at Centro Sávila sponsored events.

Prohibited Behavior

It is a violation of our substance use policy to use, possess, sell, trade, and/or offer for sale alcohol, illegal drugs or intoxicants.

Consumption of alcohol is not permitted in the workplace. This policy does not prohibit employees from consuming alcohol at company sponsored social or business functions that we sponsor where alcohol is served. Employees who consume alcohol under these authorized conditions must not consume to the point of intoxication, and must not consume alcohol if they are going to drive or operate heavy equipment.

Searches and Testing

Entering the organization's property constitutes consent to searches and inspections. If an individual is suspected of violating the substance abuse policy, he or she may be asked to submit to a search or inspection at any time. Searches can be conducted of pockets, clothing, lockers, wallets, purses, briefcases, lunchboxes, desks, workstations and equipment. Refusal of a search constitutes an admission of guilt.

Employees suspected of being impaired may be ordered to take a drug test. The tested employee may at his/her option, request a split sample. Refusal to test constitutes an admission of guilt. The laboratory results of all drug/alcohol testing will be reviewed by a Medical Review Officer (MRO).

Reasonable Suspicion

If there is reasonable suspicion that an employee is under the influence of an illegal drug (including marijuana whether or not by prescription) or a legal drug not prescribed to the employee or abuse of a legal drug that is prescribed or alcohol, the suspected employee may be tested. The HRD should be consulted before sending an employee for testing. In all cases, a supervisor must accompany the employee to a testing facility. In no instance, is the suspected employee allowed to drive him or herself to a testing facility.

Post-Accident

Employees are subject to testing when they cause or contribute to accidents that seriously damage a Centro Sávila rental vehicle, machinery, equipment or property or result in an injury to himself or herself or another employee requiring offsite medical attention.

A circumstance that constitutes probable belief will be presumed to arise in any instance involving a work-related accident or injury in which an employee who was operating a motorized vehicle is found to be responsible for causing the accident. In these instances, the investigation and subsequent testing must

take place within two hours following the accident, if not sooner. Under no circumstances will the employee be allowed to drive him or herself to the testing facility.

Consequences

Applicants who refuse to cooperate in a drug test or who test positive will not be hired and will not be allowed to reapply/retest in the future.

Employees who refuse to cooperate in required tests or who use, possess, buy, sell, manufacture or dispense an illegal drug in violation of this policy will be terminated.

The first time an employee tests positive for alcohol or illegal drug use under this policy, the result will be discipline up to and including termination.

Employees will be paid for time spent in alcohol or drug testing and then suspended pending the results of the drug or alcohol test. After the results of the test are received, a date and time will be scheduled to discuss the results of the test; this meeting will include a member of management/supervision and HR. Should the results prove to be negative, the employee will receive back pay for the times/days of suspension.

Assistance

Centro Sávila recognizes that alcohol and drug abuse and addiction are treatable illnesses. We also realize that early intervention and support improve the success of rehabilitation. To support ouremployees, our substance use policy:

Encourages employees to seek help if they are concerned that they or their family members may have a drug and/or alcohol problem. Encourages employees to utilize the services of qualified professionals in the community to assess the seriousness of suspected drug or alcohol problems and identify appropriate sources of help. Treatment for alcoholism and/or other drug use disorders may be covered by the employee's benefit plan. However, the ultimate financial responsibility for recommended treatment belongs to the employee.

Shared Responsibility

A safe and productive drug free workplace is achieved through cooperation and shared responsibility. Employees, contractors, volunteers and management have important roles to play. Each is required to not report to work or be subject to duty while their ability to perform job duties is impaired due to use of alcohol or other drugs. In addition, all employees, volunteers and contractors are encouraged to:

• Be concerned about working in a safe environment.

• Support fellow workers in seeking help.

• Report dangerous behavior to a supervisor.

In-Office COVID-19 Guidelines

IN-OFFICE COVID-19 GUIDELINES- Updated 1/1/2023 (These policies will be updated at CDC guidance changes)

When to go into the office:

- Do *NOT* go into the office if any of the below apply:

- You are *feeling sick* (even if it's not related to COVID).

- You have *tested positive* for COVID.

- If you have tested positive for COVID, stay out of the office until you are no longer contagious.

- As a rule of thumb, stay out of the office at least 10 days after symptom onset.

- However, if your symptoms are improving and you have no fever on the 5th day since symptom onset, you can take an at-home rapid antigen test each day for two days to determine contagiousness. For instance, if your tests on days 5 and 6 are negative, and your symptoms are improving and you have no fever, you can reenter the office on day 6.

- See page 4 for more information on what to do if you test positive for COVID and when to reenter the office.

- Take *additional precautions* when going into the office if:

- You have been *exposed* to COVID in the last 5 days.

- Additional precautions:

- Wear your mask at all times, even when alone at your desk.

- Take a rapid test before entering the office, each day for five days after exposure.

- Monitor for symptoms, and do not go into the office if you begin to feel any COVID symptoms.

- If none of the above apply:

- You may go into the office at any time.

- We recommend that you consider case numbers for Bernalillo County when deciding your preferred work environment. When cases are surging, we recommend that you work from home whenever possible.

- You are not required to go into the office, unless your supervisor tells you otherwise.

Masks:

- You must wear a KN95 or N95 mask, *except while at your own desk*.

- Utilize the HEPA air filter in your room when unmasked.

- Clients must also wear KN95 or N95 masks while in the office. There are extra masks for adults and children in the office.

Other Precautions:

- Utilize the HEPA air filter in your room while you are there. *Turn it off when you leave.*

- Sign in and out using the clipboard by the entrance.

- Coordinate your time in the office with the people you share a room with, in order to avoid overcrowding your room.

- Maintain 6 feet of distance between others, except while quickly passing in the hallway.

- Keep shared spaces, materials, and kitchen supplies clean.

- You are not required to disinfect communal areas. Disinfectant spray and hand sanitizer will be accessible in common areas if you would like to use them before touching any surfaces. You are expected to make your own choices about disinfecting surfaces prior to use.

- Notify the Executive Director, or designee, immediately if you test positive for COVID-19. (see page 4 for more instructions)

Vaccines:

- As of January 2022, all staff (and volunteers/interns who use the office) must be fully vaccinated against COVID-19 with the primary series (1 shot of J&J, or 2 shots of Moderna/Pfizer).

- As of March 2023, everyone must also have proof of their original boosters.

- Yearly boosters thereafter are recommended, but not required at this time.

Future Changes:

- The COVID-19 office protocols will be reevaluated as needed by the safety committee. Contact Bill Wagner to join the committee; all are welcome.

Until at least January 1, 2023, the office will remain generally closed to the public. This stance will be reevaluated at least quarterly from there.

COVID POSITIVE Procedure

● If staff member tests positive and has been in the office for a significant amount of time (15+ minutes) in the past 5 days or since known exposure:

○ *Positive person notifies Executive Director,* who notifies the state, and supervisor.

○ Positive person stays out of the office for 10 days, or until the DOH notifies them they are no longer contagious, or until testing out of isolation.

○ Supervisor checks in with the person who tested positive to verify details of office trips (timing, mask usage, areas of the building frequented, specific people interacted with). Also will check in about whether they want their identity divulged.

○ Supervisor reviews sign-in sheet and notifies 1st and 2nd level contacts of their potential level of exposure. They should monitor their symptoms closely and are suggested to get tested.

■ 1st level contact: someone with whom the positive person interacted

■ 2nd level contact: someone in the office at the same time

● If staff member tests positive but hasn't been in the office in 5 days or since known exposure:

○ *Positive person notifies Executive Director,* who notifies the state and Supervisor.

○ Executive Director checks the sign in sheet and checks with the positive person to verify that they have not been in the office.

● If Executive Director is out of the office and/or out of cell phone range, a new designee will be determined and communicated prior to her departure.

● *When to return to the office if you've tested positive:* 10 days after symptom onset, or after two negative at home tests on two consecutive days taken at least 4 and 5 days after symptom onset, only if your symptoms are improving you have no fever.

Custom Policies

Substance Use Policy Sign off

Substance Use Policy Sign Off

I have read, received training, had the opportunity to ask questions about the policy. I understand the policy and my obligations in described in the policy.

_____

Printed Name

_____

Signature Date

Sexual and Other Harassment Policy Sign Off

I have read, received training, had the opportunity to ask questions about the policy. I understand

the policy and my obligations in described in the policy.

_____

Printed Name

_____

_____

Signature Date

Closing Statement

Thank you for reading our handbook. We hope it has provided you with an understanding of our mission, history, and structure as well as our current policies and guidelines. We look forward to working with you to create a successful Organization and a safe, productive, and pleasant workplace.

William Wagner, Executive Director

Centro Savila

Acknowledgment of Receipt and Review

By signing below, I acknowledge that I have received a copy of the Centro Savila Employee Handbook (handbook) and that I have read it, understand it, and agree to comply with it. I understand that the Organization has the maximum discretion permitted by law to interpret, administer, change, modify, or delete the rules, regulations, procedures, and benefits contained in the handbook at any time with or without notice. No statement or representation by a supervisor, manager, or any other employee, whether oral or written, can supplement or modify this handbook. Changes can only be made if approved in writing by the Executive Director of the Organization. I also understand that any delay or failure by the Organization to enforce any rule, regulation, or procedure contained in the handbook does not constitute a waiver on behalf of the Organization or affect the right of the Organization to enforce such rule, regulation, or procedure in the future.

I understand that neither this handbook nor any other communication by a management representative or other, whether oral or written, is intended in any way to create a contract of employment. I further understand that, unless I have a written employment agreement signed by an authorized Organization representative, I am employed "at-will" (to the extent permitted by law) and this handbook does not modify my "at-will" employment status.

If I am covered by a written employment agreement (signed by an authorized Organization representative) or a collective bargaining agreement that conflicts with the terms of this handbook, I understand that the terms of the employment agreement or collective bargaining agreement will control.

This handbook is not intended to preclude or dissuade employees from engaging in legally protected activities under the National Labor Relations Act (NLRA). This handbook is not intended to violate any local, state, or federal law. No provision or policy applies or will be enforced if it conflicts with or is superseded by any requirement or prohibition contained in federal, state, or local law, or regulation. Furthermore, nothing in this handbook prohibits an employee from reporting concerns to, filing a charge or complaint with, making lawful disclosures to, providing documents or other information to, or participating in an investigation or hearing conducted by the Equal Employment Opportunity Commission (EEOC), National Labor Relations Board (NLRB), Securities and Exchange Commission (SEC), or any other federal, state, or local agency charged with the enforcement of any laws.

This handbook supersedes any previous handbook or policy statements, whether written or oral, issued by Centro Savila.

If I have any questions about the content or interpretation of this handbook, I will contact Director of Operations.

_____ _____

Signature Date

_____

Print Name