

2010 Benefits & Other Information

AGENCY BACKGROUND:

Lifeline is recognized as a leading treatment provider in Southwest Washington, offering detoxification and rehabilitation for those suffering from the disease of alcoholism and drug addiction. Lifeline patients receive an unprecedented level of care by highly skilled professionals who know how to help people find long-term recovery.

Lifeline's goal is to meet a chronic and desperate need for addiction treatment services. Lifeline has a vision of creating the best addiction treatment and rehabilitation possible in a way that is affordable to the greatest number of people.

Over the past forty five years the executive management team and board of directors of Lifeline have remained committed to our passion and vision... helping the sick and suffering alcoholic and addict.

HEALTHCARE BENEFITS:

Lifeline Connections covers over 75% of medical, dental, and vision costs. You will have the opportunity to choose from two medical plans through Kaiser. There are three choices for dental (Willamette, Kaiser Managed Care and, Kaiser PPO), and Vision Services Plan is Lifeline's vision provider. The **monthly** cost to the employee is as follows:

MEDICAL 2010

Cost Per Month:

EE Only
EE & Spouse/Partner*
EE & Child(ren)
EE & Family*

| Kaiser HMO | Kaiser Added Choice POS | | |
|----------------|-------------------------|-------------|----------------|
| | Kaiser Provider | PPO Network | Out Of Network |
| EE Cost | EE Cost | | |
| \$112.34 | | \$124.99 | |
| \$224.69 | | \$249.98 | |
| \$202.22 | | \$224.98 | |
| \$337.03 | | \$374.97 | |

DENTAL 2010

Cost Per Month:

EE Only
EE & Spouse/Partner*
EE & Child(ren)
EE & Family*

| Willamette Dental | Kaiser Dental | Kaiser PPO Dental |
|-------------------|----------------|-------------------|
| EE Cost | EE Cost | EE Cost |
| \$11.44 | \$9.19 | \$10.94 |
| \$22.89 | \$18.40 | \$21.89 |
| \$21.96 | \$17.65 | \$21.01 |
| \$34.44 | \$27.68 | \$32.94 |

VISION 2010

Cost Per Month:

EE Only
EE & Spouse/Partner*
EE & Child(ren)
EE & Family*

| VSP EE Cost |
|----------------|
| \$1.48 |
| \$2.36 |
| \$2.41 |
| \$3.88 |

*Enrolling a domestic partner in a benefit plan will cause an increase to the amount of taxes you pay, check with HR for more details and additional forms.

HEALTHCARE BENEFITS CONT.

The elections you choose and the dependents you cover are in effect until our next open enrollment period in December. If you experience a qualifying event during the year, you must notify HR and make changes to your benefit elections within 30 days (or within 60 days for newborns and adoption/legal placement). See the list of qualifying events below. If the changes are not completed within the time frame, then you must wait until the next open enrollment period to add or remove a dependent.

Qualifying Events (Please notify HR as soon as possible within 30 days):

- Your marriage, divorce or annulment
- Death of your spouse or dependent
- You, your spouse or dependent experiences any change in employment status that results in gaining or losing eligibility for coverage
- You, your spouse or your dependent moves to a location where your current coverage is not available
- Birth, adoption or placement for adoption

Also, whenever you experience a legal event, you may want to update the beneficiaries on your life insurance and for your 401(k).

ASSISTANCE PROGRAMS:

ABILITY ASSIST, BENEFICIARY ASSIST & TRAVEL ASSISTANCE:

Ability Assist Program is a service that puts you in touch with a counselor who has training and experience in helping people. Assistance is available for many issues including anger, anxiety, depression, grief, conflict resolution, substance abuse, pain management, parenting, discipline, debt consolidation, retirement planning, investing, elder care, child care, and workplace stress. This is a free and confidential counseling service that is available to you and your immediate family members. Although this program is paid for by Lifeline, your contact with Ability Assist is not revealed to the company. Ability Assist is available to you 24 hours a day, 365 days a year. Simply call 800-964-3577. Beneficiary Assist specializes in grief, legal and financial counseling to help you cope after a loss. The phone number is 800-411-7239. Travel Assistance service is available when you travel 100+ miles from your primary home. Services include pre-trip information, emergency medical assistance and emergency personal services. You can reach the service at 800-243-6108.

FLEXIBLE SPENDING ACCOUNTS:

Both the Dependent Care Reimbursement Account and the Healthcare Spending Account allow you to set aside a certain amount of your paycheck into an account **before** paying income taxes. You must complete the enrollment process each year in order to participate.

During the Plan year, you will have access to this pre-tax money for reimbursement of qualified dependent care expenses and/or healthcare expenses that you would normally pay for with after-tax dollars.

The full amount you choose to set aside for your Plan year must be used within the Plan year for qualified dependent care expenses or you will lose it. The IRS mandates that this is a "use-it or lose-it" type of account. To reduce the risk, participants should carefully review their estimated out of pocket expenses before making the decision to participate.

| | Personal Choice Account | | |
|-----------------------|------------------------------|-------------------------------|----------------|
| FLEX SPENDING ACCOUNT | Pre-Taxed Benefit Deductions | Medical Reimbursement Account | Dependent Care |
| Maximum Deduction | | \$1,500/ year | \$5,000/ year |

****NEW FOR 2010** DISCOUNT ON AT&T SERVICES:**

Due to the fact that Lifeline Connections has such a large contract with AT&T they have offered a discount for our employees for their personal cell phone plans of up to 7%. All you have to do is let them know that you work for us and they will assist with the rest. Talk to your sales representative today!

SUPPLEMENTAL LIFE INSURANCE:

Employees may purchase Supplemental Life Insurance for self, spouse and children. Employees may purchase supplemental life insurance up to 3 times their annual salary. Medical reviews are required for supplemental life insurance that exceeds \$70,000 or if additional coverage is elected after 31 days of eligibility as a new hire.

Employees may purchase the value of ½ of self supplemental life insurance for their spouse. Employees may also purchase \$10,000 of life insurance for each child in their family.

LIFE, AD&D, STD, LTD:

Life insurance and Accidental Death and Dismemberment both equaling \$20,000, Short Term Disability (STD) coverage equals to 60% of covered earnings, and Long Term Disability (LTD) coverage equal to 66% of your covered earnings. Lifeline pays 100% of the premium of these plans.

Life,STD,LTD, EAP,AD&D 2010

No cost to employee

Open Enrollment and New Hire Enrollment Supplemental Life Insurance. Cost depends on elected Supplemental Insurance amount.

| Hartford Life | Suppl Life Employee | Suppl Life Spouse | Suppl Life Child |
|---------------|--|---|------------------|
| \$20,000 | | | |
| | 1 times annual salary for Open Enrollment (3 times annual salary for new hires) not to exceed \$70,000 | 1/2 of employee's 1 times annual salary (\$5k increments) | \$10k max |

PLANNING FOR RETIREMENT - 401(k):

Employees that are at least 21 years of age are eligible to participate in the 401(k) plan after six months of employment. Employee under the age of 50 may contribute up to \$16,500 the maximum allowed by law for 2009 and employees 50 + years old may contribute up to \$21,500. Lifeline matches your before-tax contributions dollar for dollar up to the first 3% of base pay. You may also contribute to after tax Roth 401(k).

The employer match account is subject to vesting. Employees are 20% vested at the end of the 1st year, 40% vested at 2 years, 60% vested at 3 years, 80% vested at 4 years, and 100% vested after 5 years of service or more. You are always 100% vested in your employee pre-tax account. Once you enroll into the 401(k) plan you may rollover former pre-taxes 401(k) account balances.

ADDRESS CHANGES:

An Employee Action Form is completed to submit an address and/or phone number change. These forms are available in each department or at Human Resources. Completion of this form notifies HR and Payroll of your address/phone change. If you move to another state, you must also complete and submit a W-4 form. Make sure you personally inform your supervisor of a new telephone number so the information within your department can be updated.

PAYROLL:

During your employment at Lifeline, you may see or hear the terms “exempt” and “non-exempt”. If you’re like most people, you have heard these terms, but aren’t sure what they mean. Here is a brief explanation to clarify:

The Fair Labor Standards Act (FLSA) requires that employers classify jobs as either exempt or non-exempt. *Exempt employees* are exempt (excluded) from the FLSA rules that govern minimum wage, overtime etc. Exempt employees are paid a salary, rather than an hourly rate. *Non-exempt employees* are not exempt (excluded) from the FLSA regulations. Employees who are non-exempt must be paid at least the federal minimum wage for each hour worked and given overtime pay of not less than one and a half times their hourly rate for any hours worked beyond 40 each week.

The Lifeline workweek is 12:00a.m. Sunday through 11:59 p.m. on Saturday. This is the workweek used to determine eligibility for overtime pay under FLSA. Lifeline's pay dates are the same for exempt and non-exempt employees. The pay periods are 1st – 15th and 16th – the end of the month. Pay dates are the 12th and the 27th of each month. If the timesheet due dates or the pay dates fall on the weekend the dates will be the Friday before. Please retain your copy of your pay stub. It is important to have your correct address on file in Human Resources and Payroll.

LICENSE OR CREDENTIALS:

Beginning January 1, 2009, employees will be eligible to receive up to \$125.00 for professional license and/or credential on an annual basis. A check request must be submitted to Accounts Payable 45 days before the license/credential is due. Otherwise the employee will be reimbursed after receipt of payment.

PAYROLL – DIRECT DEPOSIT:

Employees are urged to sign up for direct deposit. Your paycheck can be deposited into any financial institution. There are many advantages to having your paycheck go directly into your bank account... It reduces the opportunity for lost or stolen checks, fraud, and your pay is automatically deposited in your account on payday, even when you are on vacation, sick or just real busy. The first time you sign up for direct deposit, the routing

and account numbers must be tested, so your first paycheck (after you sign up) will be a manual paycheck. Employees also have the option of having their paychecks deposited into multiple accounts.

PAID TIME OFF (PTO):

PTO is accrued starting after 3 months of regular employment and calculated based on the employees regular hire date. PTO has no cash value until after the 3 month waiting period. Yearly PTO rollover limit is 80 hours.

Rates of Accrual Based on Average Hours Worked:**

| Years of Employment | Avg 40 hours per week | Avg 30-39 hours per week | Avg 20-29 hours per week |
|---------------------|-----------------------|--------------------------|--------------------------|
| 0 to 1 | 6.0 | 4.5 | 3.0 |
| 2 to 4 | 7.0 | 5.5 | 3.5 |
| 5 to 8 | 7.5 | 6.0 | 3.75 |
| 9 to 14 | 8.0 | 6.5 | 4.0 |
| 15 to 19 | 9.0 | 7.25 | 4.5 |
| 20+ | 10.0 | 8.0 | 5.0 |

PERSONAL HOLIDAYS (PH):

2 Personal Holidays per year** will be awarded to each employee on January 1st. Personal Holidays cannot be carried-over to the next calendar year (use or lose). 2 weeks notice to Management is required for taking Personal Holidays.

SICK LEAVE BANK (SLB):

Sick Leave Banks have been created to be used for illness or injury requiring 40+ hours out of the office with a physician's note and can be used for self or for the care for a spouse, partner, parents and children. Sick Leave Bank hours can also be used intermittently when deemed necessary by employee's physician for a serious health condition requiring treatment programs such as dialysis, radiation or chemotherapy.

The sick leave bank can be accessed by an employee w/ written physician certification that the employee and or their dependent is suffering from a "serious health condition" covered under FMLA such as an injury or illness. FMLA forms are initiated by Human Resources for health related absences lasting more than three days. These forms are to be completed by the employee and then taken to their physician for completion. If you have any questions about its intent or how it pertains to you specifically, please contact Human Resources.

After completing the second year of employment, forty hours** will be placed in the employee's Sick Leave Bank. Employees will then receive 40 hours sick leave on an annual basis on their employment anniversary. Employees will stop accruing hours after 12 weeks (480 hours). Part-time regular employees will receive benefits that are prorated based on average number of hour worked.

Employees may gift up to 25% of their Sick Leave Bank to another eligible employee. SLB Gifts can only be donated to employees with two years of regular employment with Lifeline Connections. Employees are prohibited to solicit SLB Gifts from other employees. Gifted sick leave bank hours will be paid at the receivers wage not the donator. Gifts will be based on need and require CEO approval.

Sick Leave Bank and Personal Holidays are not paid out at termination of employment. No cash value for PH or Sick Bank.

PAID HOLIDAYS:

Lifeline observes 11 paid holidays each year. They are New Year's Day, Martin Luther King, Jr. Day, President's Day; Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, Thanksgiving Friday, Christmas Eve, and Christmas Day. The complete holiday schedule is sent to all employees every year. Each eligible employee will receive 8 hours** holiday pay on these observed holidays. There are no paid holidays for the first 30 days of employment.

**For the purposes of benefit accruals employees working shift work in Professional Services Unit, Residential and Detox full time will be considered 32+ hours per week, half time (accruing at 50%) will be considered 20 – 31 hours per week.

IDENTIFICATION BADGE:

The identification badge issued to you must be displayed at all times while in the Clark County building. Repeated failure to bring or wear your badge can subject you to disciplinary action. If your badge is damaged or lost, see Human Resources immediately for a replacement.

BEREAVEMENT LEAVE:

Lifeline Connections shall provide bereavement leave for all regular full-time employees. A maximum of five (5) days leave without salary deduction will be allowed when there is a death within the immediate family. Immediate family means children, spouse, and other persons of the same household, parents, brother, sister, spouse's father, spouse's mother, spouse's sister or brother, grandparents of employee or spouse, or parent substitutes, grandchildren and foster brother or sister, or fiancée. One (1) day of bereavement leave shall be provided for the death of a close friend unless travel necessitates a second day. In the case of distance or some other factor contributing to a need for more time, the employee may apply for additional time through the Chief Executive Officer. If granted, this additional time shall be without a salary deduction.

JURY DUTY:

Employees who are called to serve for jury service shall be entitled to the time required for that service and shall continue to receive their salary during the active period of jury duty. Employees are required to notify their supervisors immediately upon notice of such duty. Compensation paid for such duty will be deducted from the employee's salary so that the income from both sources does not exceed the employee's salary. Employees subpoenaed as a witness concerning Lifeline Connections activity shall not have the time off counted against them. Employees subpoenaed as a witness concerning non-agency related activities will have to use their PTO hours for such absences from duty.

COMPUTER AND TELEPHONE SYSTEMS:

All computers, computer systems, phone systems, networks, and information stored on these systems are the property of Lifeline. There should be no expectation of privacy. The company may periodically review, audit, intercept, access and disclose any business or personal messages created, sent or received on e-mail or other electronic conveyances in the ordinary course of business. These systems are to be used only by authorized individuals for Lifeline purposes and cannot be used in any manner that violates our employment policies.

CONFIDENTIALITY:

In accordance with 42 CFR part 2, 45 CFR parts 160 and 164, RCW 70.96A, RCW 70.02 and HIPPA, client/patient records are confidential. Any breach of confidentiality will result in disciplinary action and possible fines. When there is doubt, contact your supervisor. For additional information refer to administrative and clinical manuals.

All client/patient information must be shredded if permanently removed from the client/patient's file. Shredders are available in each file room.

DRUG POLICY:

Lifeline is committed to achieving an alcohol and drug-free workplace. Alcohol and other drug abuse is a significant public health problem and have a detrimental effect on decreased productivity, injuries, theft and absenteeism. Accordingly, we have an obligation to maintain a safe, healthy and productive working environment and to protect the company's property, operations and reputation by establishing a drug-free workplace program. Therefore, a pre-employment, random, and for-cause drug screen policy will be enforced. All employment offers are pending satisfactory pre-employment drug test results.

DRESS CODE:

The dress code at Lifeline is business-casual Monday through Thursday. On Fridays jeans are optional. Clothes are to be clean, neat, and work appropriate. Please check with your manager for department specifics.

THE EMPLOYEE HANDBOOK:

You will receive a Lifeline Connections Handbook upon hire in your New Hire Packet and annually thereafter.