



The Hand Book



**St. Jude Children's
Research Hospital**

Finding cures. Saving children.
ALSAC • DANNY THOMAS, FOUNDER



**Hey there,
welcome.**



Dear ALSAC Team Member,

Thank you for being part of an incredible team dedicated to a mission like no other: raising the funds and awareness needed to support St. Jude Children's Research Hospital®

Your work at ALSAC follows a long legacy of service, starting in 1957 when St. Jude founder Danny Thomas rallied a core group of supporters to create American Lebanese Syrian Associated Charities. Since then, ALSAC has become one of the most effective nonprofits in the world.

Although St. Jude has made great strides in fighting diseases like childhood cancer, our work remains just as critical today as St. Jude pursues a bold, groundbreaking vision to impact more children with cancer and other life-threatening diseases around the globe.

Guided by a Strategic Plan that is attuned to ever-changing trends in philanthropy and consumer behavior, and a set of core values that define our culture, ALSAC is committed to building a workplace where you can do your best work for the patients and families we serve.

This is an exciting time to be at ALSAC, and this handbook helps outline our organization's policies, programs and employee benefits. But the bedrock of all of these is our culture, grounded in the values of Service, Respect, Integrity, Teamwork and Excellence.

These values provide the overarching framework for ALSAC's Culture Pillars that guide us in our daily professional lives: We are People First, Strategic, Innovative, Collaborative and High Performing.

Please use this handbook to become familiar with our Culture Pillars and other aspects of working at ALSAC; it was developed to enhance your work experience.

Every one of us plays an important role at ALSAC and, working together with our millions of supporters, we are an amazing force for change—and for hope. We will raise the funds needed for St. Jude to conduct the research and create the treatments that are curing more children every day. We will ensure that no family will ever receive a bill from St. Jude for anything—not for treatment, travel, housing or food, because all a family should worry about is helping their child live.

Together we can achieve our founder's dream of reaching a day when no child will die from cancer. Until that day, thank you for bringing your talents, your expertise, your passion and your ideas to what I know will be a rewarding work experience. Thank you for all you do, every day, for the kids of St. Jude.

Most sincerely,

Richard Shadyac
President and CEO of ALSAC



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Artwork by Mariah, sibling of St. Jude patient **Calvin**

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Let's dive in.



Artwork by St. Jude patient **Jonah**



Working at ALSAC

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Who We Are



Our Culture of Service, Teamwork, Respect & Inclusion

Each of us offers different capabilities and strengths, and that adds great value to our organization. We don't want everyone to be the same, think the same or behave the same. Not only would that be terribly bland, but it also wouldn't push us to move outside our comfort zones and reach higher for our lifesaving mission.

Your particular strength is what we need to help our organization succeed. We must strive to connect our individual strengths, to serve one another as we serve the mission, and to ensure that we always work as a team and live by our culture pillars, built on the foundation of our core values: Service, Integrity, Excellence, Teamwork and Respect.

The Core Values That Form ALSAC's DNA

- **Service:** We humbly serve our mission, one another, our supporters and our local and global communities.
- **Respect:** We value one another's individuality and create a community where everyone feels supported, included and appreciated.
- **Integrity:** We uphold the highest level of professional ethics as a responsibility to one another, our supporters and our brand.
- **Teamwork:** We capitalize on the collective strength of our unique backgrounds and diverse talents to achieve Danny Thomas' dream.
- **Excellence:** We are fueled by a relentless determination that propels us to achieve our mission with creativity, urgency and focus.



Employment At Will

Nothing within this handbook or within our policies, practices or procedures is intended to 1) create a contract for employment, express or implied; 2) be a guarantee of continued employment for a specific duration; or 3) interfere with, restrain or prevent employee communications regarding wages, hours or other terms and conditions of employment.

As an at-will employer, we may discharge an employee at any time, for any reason whatsoever, with or without cause, and with or without notice. It also means that an employee can leave the organization at any time for any reason, and with or without notice.

The laws, rules and regulations underpinning this handbook are dynamic and change more often than we update and revise these materials. In every case, this handbook will be interpreted and enforced with such applicable laws, rules and regulations as may from time to time apply. If an employee has questions about the applicability of any law or regulation, please contact HR.

The handbook is not a substitute for the full policies to which all employees are expected to adhere. For the most up-to-date policies possible, go to our [PolicyTech](#).



Things To Know

Fast Facts About ALSAC

- Founded in 1957 by Danny Thomas
- Multiple regional offices
- 1 National Executive Office
- 30,000 fundraising events annually

Numbers to Know

- Inclement weather information **800-878-5833**
- Report on-campus safety incidents **901-595-4444** (or blue-light phone)
- Report off-campus safety incidents **911**
- ALSAC Ethics Hotline **800-427-1918**

ALSAC Observed Holidays

- **New Year's Day** (January 1)
- **Martin Luther King, Jr. Day** (Third Monday in January)
- **Memorial Day** (Last Monday in May)
- **Independence Day** (July 4)
- **Labor Day** (First Monday in September)
- **Thanksgiving** (Fourth Thursday in November)
- **Day after Thanksgiving**
- **Christmas** (December 25)



How We Work



Our Doors Are Always Open

Concerned about something that's going on? Don't understand a new policy? *Let's talk.*

You should always feel free to speak with your immediate supervisor about workplace concerns or questions. Addressing these issues early helps alleviate potential problems before they become worse and builds trust through better communication.

We suggest you start the conversation with your immediate supervisor first if possible. If the issue can't be resolved at that level, then you can take it to a senior division manager, HR representative or a leader you're comfortable with. Most importantly, please talk to us and let us help if you have an issue or need a listening ear.

While we believe that most problems can and should be resolved through discussions with your immediate manager, we want you to know that we have an [Open Door Policy](#) and every manager's door is open to every employee. We encourage open communication at all levels and want you to feel comfortable and free to talk with any manager at any time about any topic. Whether you have an observation, a suggestion, a complaint or problem, we want you to speak up and know that your ALSAC leaders are listening and are committed to providing you with a prompt response.

If you've already used the Open Door Policy to make a report and offer solutions in good faith, rest assured that there will be no form of retaliation. Making a report in good faith does not mean employees have to know if the action under investigation is right or wrong. They must, however, act with good intention and believe that their concern or the information they provide is accurate.

Any discrimination or harassment concerns should be handled using the procedures outlined in the [Harassment-Free Workplace Policy](#) and [Open Door Policy](#).



Diversity, Equity and Inclusion

We may have different perspectives, but we share the same quest for excellence.

The key to our core values is our strong belief that everyone matters and everyone belongs. As part of the ALSAC team, you should understand our Diversity, Equity and Inclusion statement below, and take it to heart.

ALSAC Strives To:

At American Lebanese Syrian Associated Charities (ALSAC), Diversity, Equity and Inclusion are woven into the foundation of our organization, starting with the founding documents, our Preamble, that our Founder, Danny Thomas penned more than 60 years ago. Diversity, Equity and Inclusion are still core to our People First culture today that is inclusive of diverse thoughts, behaviors, experiences and values-based beliefs where we recruit, retain and promote employees and cultivate supporters and partners from all racial, ethnic, social, geographic and economic backgrounds. At ALSAC, we work daily to foster trust, treat all people with dignity and respect, be firmly anti-racist, and value diversity of thoughts, ideas and perspectives that foster open, honest dialogue and collaborations enabling each person to bring their authentic self in support of the life-saving mission of St. Jude Children's Research Hospital.



Patient Interaction and Relationships

Treating the entire St. Jude family with respect.

Each one of us is part of both the ALSAC and St. Jude Children's Research Hospital (St. Jude) families, and as a result, we must treat patients, their families, caregivers and visitors with courtesy, respect and fairness at all times. With every interaction, take care to maintain professional conduct with patients and their families and uphold their right to confidentiality under applicable laws, including Health Insurance Portability and Accountability Act (HIPAA).

If you have an existing relationship with a patient and his or her family, you must tell HR upon employment, or at the time the patient relationship begins with St. Jude, whichever situation arises first. For more information, see the full [Patient Interaction and Conduct Policy](#).

St. Jude patient
Cynthia
pictured with
her mom





Artwork by Nora,
sibling of St. Jude
patient **Rose**



Workplace Expectations

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Rising to Expectations



Welcome Aboard

We're excited to have you on the ALSAC team, and we want to make sure you receive the feedback you need to be successful. As a result, ALSAC has a six-month introductory period for new hires. This period gives you a chance to learn about your new position, and it gives us a chance to train you and assess your performance. If you have any questions about the introductory period as you begin your new chapter with us, please refer to the [Introductory Period Policy](#) or talk with your supervisor for more information.



Performance Evaluations

Formal evaluations are given six months after your hire date, and annually thereafter, based on ALSAC's fiscal year.

At ALSAC, feedback is important in order to help you learn and grow in your position and within the organization. Formal evaluations give us a chance to encourage and recognize strengths; discuss positive, purposeful approaches for meeting goals to chart a course for the future; and to identify and correct areas of opportunity, if needed.

In addition to annual evaluations, supervisors and employees should discuss job performance and goals regularly throughout the year. We also offer and encourage a midyear evaluation to serve as a checkpoint for you and your leader. When you know where you stand and communicate regularly, your opportunity to succeed increases.



Correcting Performance

Taking positive action toward our best work.

Occasionally, we may need to talk about areas for improvement to address performance or other issues. Mapping out a course for improvement gives us an opportunity to prevent recurring problems and address ongoing performance issues.

ALSAC's approach to correcting performance challenges are outlined in our [Progressive Discipline Policy](#) and is consistent with our organizational values, HR best practices and employment laws.



Leaving ALSAC

Ensuring a smooth transition at the end of employment.

There may come a time when your employment with ALSAC ends, and just as we hope your onboarding with ALSAC was smooth, we want your departure to be smooth as well.

When You Leave ALSAC:

- You will be asked to submit a formal resignation letter.
- You may be ineligible for rehire if you provide less than two weeks' notice.
- Immediately upon request or termination of employment, you must return all ALSAC property, materials and/or written information issued to you or in your possession or control.
- You will be paid for any earned but unused vacation time.
- You are responsible for any funds owed to ALSAC, including, but not limited to, educational and/or relocation assistance.
- Available family, sick and personal day hours are not paid at separation, unless required by applicable law.
- Prior to your departure, we may schedule an exit interview to discuss the reasons for the resignation and the effect of the resignation on benefits.





Defining Expectations

Putting our best foot forward to support St. Jude.

You now work for a premier organization whose brand and reputation are key to supporting St. Jude. It's important to remember when you're at the office, attending a work-related function or acting on our behalf within the community, you represent the entire organization as the "face" of ALSAC. For that reason, we expect you to follow the organization's conduct standards. This also helps us maintain a safe and productive work environment for all ALSAC employees.



ALSAC Culture

Letting our Culture Pillars be our guide.

Culture is defined by people. It's what they believe, how they act, what they work toward and how they treat each other. At ALSAC, we strive to live by our five Culture Pillars, the qualities that set the foundation for our success. The Pillars reflect ALSAC's values, standards, and the culture we want to create in our organization. Our Culture Pillars guide our actions as employees and hold us accountable.

Culture Pillars

The Culture Pillars hold us accountable to be good team members internally, and good citizens in the world outside the doors of ALSAC. The policies we create stem from our Culture Pillars and comply with applicable federal, state and local laws, as well as regulations concerning employer employee rights and obligations. If you have any questions about the Culture Pillars or what is expected of you, please ask your direct supervisor or contact HR.



ALSAC's Culture Pillars



VALUES

The core principles that form ALSAC's DNA.

Service

We humbly serve our mission, one another, our supporters, and our local and global communities.

Respect

We value one another's individuality and create a community where everyone feels supported, included and appreciated.

Integrity

We uphold the highest level of professional ethics as a responsibility to one another, our supporters and the St. Jude brand.

Teamwork

We capitalize on the collective strength of our unique backgrounds and diverse talents to achieve Danny Thomas' dream.

Excellence

We are fueled by a relentless determination that propels us to achieve our mission with creativity, urgency and focus.

PEOPLE FIRST

- Be Respectful
- Be Inclusive
- Be Appreciative
- Be Open
- Be Humble
- Be a Servant Leader
- Be Community-Minded

STRATEGIC

- Be Future-Minded
- Be Data-Driven
- Be Analytical
- Be Accountable
- Be Ready for Disruption
- Be Socially Responsible

INNOVATIVE

- Be Creative
- Be Experimental
- Be Pioneering
- Be Courageous
- Be Resilient
- Be Curious

COLLABORATIVE

- Be Deliberative
- Be Engaging
- Be Supportive
- Be Open-Minded
- Be Constructive
- Be Enterprise-Focused

HIGH PERFORMING

- Be Mission-Driven
- Be Supporter-Centric
- Be Results-Oriented
- Be Empowered
- Be Growth-Minded
- Be Efficient
- Be Fiscally Responsible

MISSION

ALSAC exists solely to raise funds and build awareness to sustain the mission of St. Jude Children's Research Hospital® - to advance cures and means of prevention, for pediatric catastrophic diseases through research and treatment while honoring the memory and heritage of our founder, Danny Thomas.

VISION

ALSAC, which is dedicated solely to raising funds and awareness for St. Jude Children's Research Hospital, aspires to be the most effective, influential and impactful nonprofit in the world.

Because we are People First

- We treat one another with respect, value each other's input and acknowledge everyone's contributions.
- We hire diverse talent, celebrate uniqueness and create an inclusive environment.
- We are open with one another because our individual and collective success requires respectful, honest feedback.
- We all serve one another attentively, knowing we are striving for the same mission.
- We humbly lead as an act of service, diligently investing in the development and success of others
- We volunteer our unique gifts, time and resources to improve our local and global communities.

Because we are Strategic

- We make plans for the future that align with enterprise priorities.
- We rely on accurate data and analytics to drive our decisions.
- We measure our progress against goals and are accountable for outcomes.
- We monitor the landscape for disruptions and execute change proactively.
- We are mindful of our responsibility as a global citizen and operate in a way that builds a better world.

St. Jude patient

Quincy

pictured with
his dad



Because we are Innovative

- We push our boundaries beyond the status quo to creatively imagine future possibilities.
- We take calculated risks that help us learn and grow as individuals, teams and as an organization.
- We continuously identify and implement improvements in how we get things done.
- We study our failures with curiosity and move forward without placing blame.

Because we are Collaborative

- We engage in inclusive, rigorous dialogue that encourages diversity of thought.
- We hold open and honest conversations with empathy and respect.
- We respectfully challenge one another to ensure the best possible outcomes for ALSAC, our team members and children battling deadly diseases around the globe.
- We value the knowledge and skills of others and know when to defer to a colleague's expertise.
- We plan our goals for the benefit of ALSAC rather than divisional or personal interests.
- We coordinate our efforts across divisions to maximize our relationships with supporters and one another.
- We do not work in silos.

Because we are High Performing

- We demonstrate a consistent drive to achieving our goals, fully understanding the urgency of our mission.
- We create exceptional supporter experiences that elevate our brand and increase revenue.
- We recommend solutions for our challenges because leadership comes from every part of the organization.
- We improve ourselves through learning and development because excellence results from continuous growth.
- We maximize efficiency through rigorous prioritization, composed agility and disciplined risk management.
- We are wise stewards of our resources because supporter dollars belong to the kids and families of St. Jude.





For Your Health

Tobacco-free workplace.

We prohibit the use of any tobacco product, including oral tobacco and e-cigarettes, while on ALSAC or St. Jude premises. This applies to employees and our visitors, including vendors, contractors and other guests. For more information, refer to the [Tobacco Free Workplace Policy](#).



Be Present and Accounted For

Attendance and punctuality.

You are on the ALSAC team because we need you in order to do the work that supports our mission. As a valued ALSAC team member, we rely on you to be here consistently and to perform your work duties competently throughout the day. You help keep the wheels of progress moving along. However, we understand that life happens. If you can't make it in to work, or can't perform your duties, notify your supervisor immediately.

If you do not contact your supervisor or report to work for three consecutive work days, you will be considered to have voluntarily resigned. Extenuating circumstances preventing an employee from personally contacting his or her supervisor may be taken into consideration.



Personal Appearance

Look your best.

ALSAC follows a casual-dress policy, which means employees can be casually dressed but must be neat, well-groomed and appropriately dressed while at work. There may be times when it's appropriate to dress up, for example for a special event or when we have guests. In general, just use your best judgment on when to be casual and when to dress up because you know what to expect from your day-to-day schedule and how to best prepare. Remember however, traditional business or business casual attire must be worn for meetings with outside professionals, when publicly representing ALSAC or when requested by ALSAC senior management.



Conflicts of Interest

Let's clear up what that means.

Ultimately, each employee is responsible for avoiding a conflict of interest and commitment, or the appearance of one in any way. ALSAC's [Conflicts of Interest and Commitment Policy](#) provides guidelines to help you appropriately assess and avoid situations that could become an unacceptable risk for a conflict.

In addition to helping determine whether a potential conflict exists, the policy helps manage, reduce or eliminate conflicts before they become a more serious problem for you or for ALSAC.

Protecting You and ALSAC

Upon employment, we require that you sign a [Conflicts of Interest and Commitment](#) statement to avoid or resolve any potential conflicts of interest. You must also submit a disclosure form annually about current outside activities, as well as those of immediate family members. We do this only to help identify and prevent any potential conflicts of interest or commitments and to manage, reduce or eliminate actual conflicts.

If You're Unsure, Still Report

When in doubt, ask us about a potential conflict, so we have the necessary information to conduct a proper review or approval about outside activities and any potential conflicts of interest that could arise. Employees must avoid any activity or outside interest that could reflect unfavorably upon the integrity or good name of ALSAC or St. Jude or affect business in any way.

Whenever there is a possible conflict of interest, or the appearance of one, report it through the Conflict of Interest process or to ALSAC's Chief Compliance Officer so that it can be reviewed and handled appropriately. It's better to be safe than sorry, as failure to disclose may result in disciplinary action.





Ensuring Excellence & Aiming Higher

Following the Code of Conduct: Today is a good day to do what's right.

By now you probably get the message: the reputation of ALSAC and St. Jude is our most valuable asset. When you become an employee, we're entrusting you to help us uphold this hard-earned reputation, so we can continue to do great work and build momentum for our mission.

We want you to join these amazing efforts by making a personal commitment to champion our values as well as practice ethical behavior in all business interactions.

How you conduct yourself professionally and perform your job must be in the spirit of promoting and preserving public trust, being good stewards of donor dollars and protecting the public's confidence in the integrity of ALSAC and St. Jude. These principles are embodied in The Codebook and in the ALSAC Code of Ethics.

We are personally accountable for our actions; therefore, each of us is expected to regularly review the ALSAC Code of Excellence. It defines our standards and references policies and resources to help you fully understand ALSAC's business values and your responsibilities to uphold them.

We want you to know that if you, in good faith, report a concern about another employee's conduct or cooperate in an investigation, you will not be retaliated against. Making a report in good faith does not mean you have to know if the action under investigation is right or wrong. You simply must be acting with good intention and believe that the information you provide is accurate.

***You are
leaders by
example.***



A Harassment-Free Workplace

Operating with respect and dignity.

You already know creating an environment of total inclusion is a core value at ALSAC. This means no matter who you are, what role you play, or where you're from, you will be welcomed and valued as an ALSAC employee.

Each of us has the right to work in a professional atmosphere that promotes equal employment opportunity and is free from unlawful discriminatory practices, including harassment and intimidation. We expect all employees' interactions in the office will be professional and free of bias, prejudice, intimidation and harassment.

Our core values insist upon equal employment opportunity without discrimination or harassment on the basis of race, color, religion, sex, national origin, age, sexual orientation, gender identity, transgender status, disability, veteran status, genetic information or other protected status.

We are committed to the spirit and letter of all federal, state and local laws and regulations pertaining to equal opportunity. Consistent with our policy, ALSAC will also work to accommodate employees with a disability in keeping with applicable law. For more information, see the Equal Employment Opportunity Policy.

If you seek an accommodation because of a disability, please make a request with HR.

Reporting Harassment

We encourage employees to report all perceived incidents of discrimination, intimidation or harassment. We will promptly and thoroughly investigate them. We also prohibit retaliation against anyone who makes a good faith report or who participates in an investigation of a report. If you think you or another employee have been subjected to harassment, immediately contact the HR department. Reports will be handled confidentially, to the extent possible. For more information, see the [Harassment-Free Workplace Policy](#).

Remember it's OK to report, even if you only suspect there's been a case of discrimination, intimidation or harassment, as long as it's in good faith.





Safety & Security



ALSAC Safety & Security Measures

Protecting the wellbeing of everyone, on and off our campus.

It's important to us that you feel safe and secure when you're at work. As a result, we take a lot of actions, some obvious and some not, so that we can foster a safe work environment for everyone. We also adhere to local, state and federal safety and health laws and regulations, Occupational Safety and Health Administration (OSHA) and National Fire Protection Association (NFPA) guidelines.

All employees are required to attend safety training in preparation for an emergency. Upon hire, each employee will receive an emergency response brochure and pocket guide. Employees should keep the pocket guide in a handy workplace location for easy reference.

If you find yourself in an emergency, these are some things you should know:

- If an urgent safety incident arises on campus, you should use one of the blue-light phones or contact Security, and then notify the Safety and Security, Business Continuity or Facilities departments.
- If you are at off-campus locations, you should use the local 911 emergency services and report the incident to your supervisor.
- You should immediately report unsafe work conditions and unsafe acts to the Safety and Security department, or immediately address the problem if appropriate to do so. Any work-related injury or illness must be reported to your supervisor.
- Each location has designated Safety Wardens to assist you in emergency situations, such as 911 medical calls, evacuations and shelter-in-place. Become familiar with department and position-specific safety requirements. *Ask your manager if you don't know about them.*
- You may also report non-urgent safety concerns to the Safety and Security or Business Continuity teams at staysafealsac@stjude.org.

In an urgent safety situation on campus, use a blue-light phone or contact Security at 901-595-4444.



Workplace Violence Prevention

An environment free from violent threats.

ALSAC has a zero tolerance policy for [workplace violence](#). We'll do everything we can to maintain a safe working environment where employees are free from the threat of any type of violence.

Workplace violence can be any act of violence against a person or property and includes, but is not limited to:

- Threats
- Intimidation
- Harassment
- Inappropriate and disruptive behavior that causes fear for personal safety

If you see or hear threats of violence or intimidating behaviors, report them immediately to a supervisor, member of management or HR. Complaints of harassment or intimidation should be reported in keeping with ALSAC's [Harassment-Free Workplace Policy](#).

There will be no retaliation or adverse treatment if you report concerns or incidents in good faith.

Please notify HR if you suspect retaliation by an employee for reporting, in good faith, a threat or act of violence.



Drug and Alcohol Use

ALSAC prohibits the illicit use, possession, sale, attempted sale, purchase, attempted purchase, conveyance, distribution, cultivation or manufacture of illegal or legal drugs, intoxicants or controlled substances in any amount or any manner. ALSAC also prohibits substance abuse of any kind, which includes the possession, use or sale of illegal drugs or the unlawful use or misuse of lawful substances, including alcohol and prescription drugs. For more information, see our [Drug and Alcohol Policy](#).

When you're on ALSAC premises, working anywhere on ALSAC's behalf, or driving a company car, or your own vehicle for company business, remember:

- ALSAC prohibits possession, purchase, sale, manufacturing or dispensing of illegal drugs (including possession of drug paraphernalia).
- ALSAC prohibits operation of a motor vehicle or working while under the influence of alcohol, illegal drugs, or prescription medication that impairs your ability to safely perform work or operate a motor vehicle.

You must refrain from using illegal drugs and must refrain from abusing lawful substances, including alcohol and prescription medication while conducting ALSAC business on or off ALSAC premises.



Severe Weather and Other Emergency Conditions

What to do during inclement weather.

We recognize that there may be days when getting to work becomes difficult due to inclement weather. If you are unsure about our office hours due to inclement weather, like snow, ice or severe storms, please check with your supervisor.

You should assume that ALSAC will operate under normal business hours unless you receive an ALSAC ALERT! notification or a message from regional senior management letting you know of delayed or closed operations.



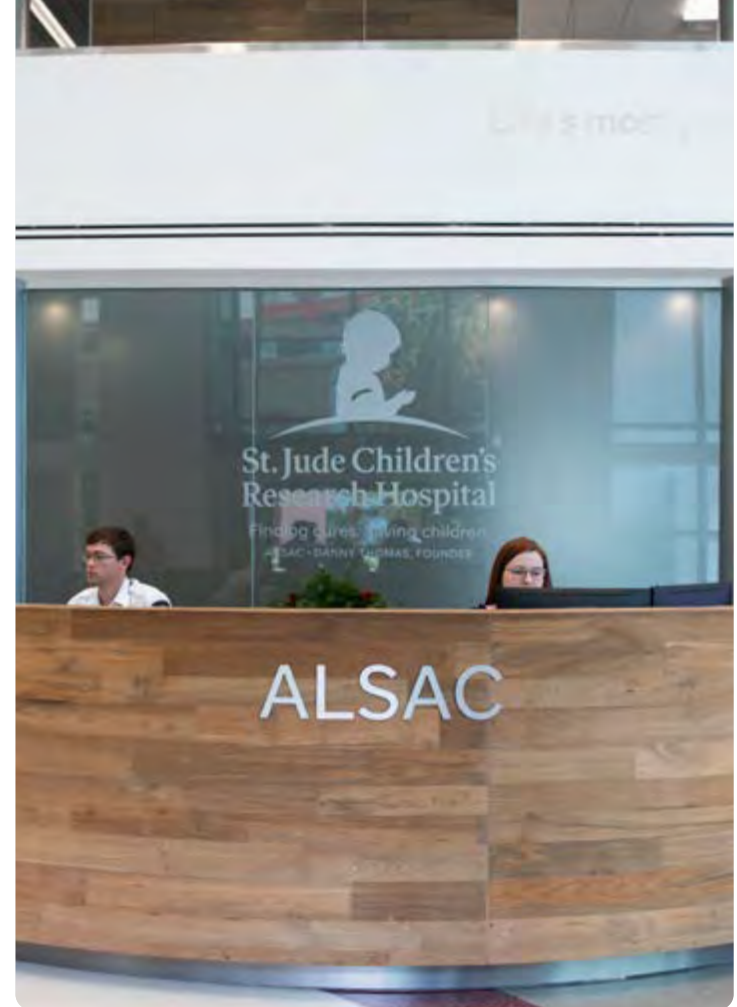
Building Security

Your safety is our first priority.

At ALSAC, the health and safety of our employees, guests, and others is our first priority. As a result, we have established policies and procedures designed to keep you safe and secure, but it's a team effort! Be sure to wear your identification badge when on ALSAC premises, whether on the main campus, in the Field, at Crosstown or at the University Center locations.



**Employee Information Line:
800-STJUDE (800-878-5833)**



Safe Driving

The meeting is important, but so is your safe arrival.

Many ALSAC employees must drive either their own cars or ALSAC vehicles as part of their job responsibilities. To drive on ALSAC business, you must maintain a safe driving record. If something happens that affects your driving record, like having an accident or getting traffic tickets, it is important that you know our ALSAC Vehicle Policy.



Social Media and Online Engagement

How to appropriately navigate online forums.

Let's face it, social media and online engagement are vital to how we engage in society and how we raise funds and awareness for St. Jude. Social media and online engagement includes all means of communicating or posting information or content of any sort on social channels. Examples include, but are not limited to, posting to an ALSAC website, a personal website, blog, video content site, social networking site, or online community forum.

The internet plays an important role in shaping public opinion about ALSAC and St. Jude. We recognize the value in exchanging information, expressing opinions and communicating with a global audience.

We want you to feel proud about—and to share—our mission and your work with ALSAC and St. Jude. But let's do it in ways that speak as one collective voice to maintain our good standing and professional reputation.

What we say and do online can significantly impact our reputation. To learn more about ALSAC's Privacy guidelines, refer to the [Social Media and Online Engagement Policy](#). These policies help you make appropriate decisions about sharing information in an online setting.

Here are just a few highlights we'd like you to remember about these policies:

Do

- Be transparent by always identifying yourself and your role at ALSAC when discussing ALSAC/St. Jude-related matters.
- Write posts, blogs, comments, etc. in the first person (speaking for yourself using "I" language)

- Include this disclaimer if you personally publish content about your work or the work of ALSAC: "The views expressed here are my own and do not represent the position or views of ALSAC/St. Jude."
- Share or forward only the organization's official posts
- Use your personal social account to share St. Jude's mission; personally creating a St. Jude- branded social media account, page or community is not allowed
- Respect copyright, fair use, financial disclosure and similar laws by obtaining approval before citing clients, partners or suppliers or using their marks or intellectual property

Avoid

- Posting discriminatory or harassing remarks, threats of violence or similar inappropriate or unlawful conduct
- Posting or sharing other photographs of St. Jude patients, families, employees or third parties
- Making statements or using photographs, video or audio that could reasonably be viewed as malicious, slanderous, obscene, disparaging, threatening, discriminatory, harassing or intimidating concerning St. Jude patients and patient families, employees, contractors, interns, supporters; inciting violence or illegal activities; or violating confidentiality, HIPAA or other laws or ALSAC policies
- Disclosing or misusing confidential, private, nonpublic or proprietary information including, but not limited to, ALSAC or St. Jude marketing and fundraising plans; strategies, supporter, patient or patient family information; or financial information



Protecting Company Information

ALSAC's data is the lifeblood for how we raise funds and awareness for St. Jude. It is a valuable asset and must be managed effectively and securely. Our supporters, suppliers and many others put their trust and confidence in us to maintain confidentiality when necessary.

Generally, organizational information is any information that you receive, acquire or record while performing your job duties, including information that is stored on ALSAC networks or other electronic storage devices.

What does that include? Documents like strategic plans, event and program designs, strategy papers, contracts, communications to the board of directors and management, agreements we have with supporters and others, patient or patient family data, and written memoranda, including handwritten notes, drawings, photographs, computer files, voicemail and email notes, to name a few.

You most likely will use ALSAC data to perform your role in the organization. You will need to treat designated data confidentially, and you will need to be responsible with data. Employees, supporters and other business partners expect that ALSAC will handle Personally Identifiable Information (PII) responsibly and that ALSAC will take reasonable and appropriate measures to protect PII from misuse.

(PII is any information that can be associated with a person or used to identify, locate or contact them.)

ALSAC has procedures and guidelines in place to protect the security of our information. Access, use and security of our nonphysical assets, like data, are outlined in ALSAC's process and procedures, so please make sure you read usage documents and follow the guidelines as outlined in [PolicyTech](#).

What About Your Computer and Phone?

Electronic assets, such as computers, mobile/smartphones, tablets, landline phones, fax machines, other hardware, software, electronic messaging and internet access are tools that ALSAC provides to assist you in your work.

These electronic resources and related access systems, including social network sites, can be proprietary property, and we have guidelines and terms of use for ALSAC business purposes.

The [Acceptable Use Policy](#), [Clean Desk/Clear Screen Policy](#), [Email Policy](#), [Social Media and Online Engagement Policy](#), and the [Data Classification Policy](#) are available, and should be read so that you understand these important guidelines and terms that direct how we manage the important assets.





Confidentiality

There are portions of your job at ALSAC that require you to learn information, or to see and use confidential data. This data or information must be kept confidential because it is vital to how we raise funds and awareness in order to support St. Jude. Not only must you keep this information confidential, but we need you to remember that this data or information belongs to ALSAC and may not be used for personal use of any type, including personal business(es).

Sharing confidential information with people who aren't authorized or entitled to such information and/or helping others to gain unauthorized use to ALSAC records or information are clear violations of the [Proprietary Information and Confidentiality Policy](#). Sharing proprietary and confidential information about ALSAC, St. Jude or its patients or patient families, supporters or employees hurts our brand and, therefore, impacts our ability to raise funds and awareness for St. Jude. Doing so actively works against the high standards we count on each other to uphold. If you have a question about whether to share data or information with anyone, please ask your manager or contact the Chief Compliance Officer.

As far as your personal data is concerned, we will collect only the personal information required to properly conduct business and comply with government reporting and disclosure requirements. It's a legal requirement, and ALSAC's philosophy, to safeguard the information in our possession and ensure confidentiality. If you have questions about this, contact HR.



Solicitation

Promoting ALSAC and outside programs.

We understand many employees have causes they support and would like others to join them in that support. The challenge is it can be overwhelming or financially impossible to help all the causes we are asked to consider by our colleagues. The good news is that ALSAC believes in Corporate Social Responsibility (CSR) and routinely sponsors efforts that allow employees to go into their communities to give time, talent and treasure to support worthy causes. These are the causes supported and approved by and promoted by the organization. We encourage you to support our communities by supporting these causes. Outside of approved community activities, please refrain from solicitation, distribution and/or posting of materials about other activities or other causes on or at ALSAC properties, during work hours, except in connection with ALSAC-approved or sponsored events. Solicitation includes using ALSAC's email system, or, other ALSAC communication systems, electronic or physical bulletin boards, or, in common areas.

Our bulletin boards will contain:

- Summary of important laws
- Organizational announcements
- Workers' compensation insurance information
- State disability insurance/unemployment insurance information
- Full details can be found in our [Solicitation Policy](#)



Artwork by St. Jude
patient **Cason**



Benefits

User Tip: Click section title to be sent back to the Table of Contents.



Time and Pay



Documentation and Accuracy Is Worth Your Time

Federal and state laws require ALSAC to keep an accurate record of time worked in order to calculate employee pay and benefits. That's why you must accurately record your time in the system in a timely manner by the payroll processing deadline and report any errors immediately to your supervisor.

Time worked is all the time you spent on the job performing assigned duties, including project management and administrative tasks.

Non-Exempt (Hourly) Employees

We want to pay you for all of the time you work, and the law requires that we do so. Therefore, you are required to record all time worked. ALSAC prohibits anyone working "off the clock." If you are asked or encouraged not to record time worked, or to underreport any hours worked, report it immediately to the HR Business Partner or to the **Ethics Hotline at 800-427-1918**.

Timekeeping is a serious matter, and we have very specific policies that govern how you must manage and record your time.

While it may occasionally be necessary to change your time manually or clock in from other locations before reporting for work, you should not do so without first obtaining approval from your supervisor. If approved, in advance and in writing by your supervisor, work performed remotely by a non-exempt employee will be counted as time worked, and must be recorded.

Adjusting your time manually or clocking-in remotely without your supervisor's approval could subject you to disciplinary action, up to and including termination. In the event of an error in time reported, employees must immediately report the error to HR.

Overtime

You will be paid overtime if you are hourly and your actual hours worked exceed 40 hours in a workweek (depending on the state or local laws where you work). Overtime compensation is paid to non-exempt employees based on actual hours worked. Overtime is paid according to federal, state and local wage and hour requirements at One and a half times your hourly rate.

Time off for sick leave, vacation leave, holiday, personal days, inclement-weather hours, leave of absence or any other paid or unpaid time off will not be considered hours worked for purposes of calculating overtime. If you have additional questions about how to record your time, please see our Timekeeping Policy.

Exempt (Salaried) Employees

Unless prohibited by applicable federal, state or local law, exempt employees should record use of accrued time in 8-hour increments according to our Timekeeping Policy. This includes time off for sick leave, vacation leave, holiday, personal days and other ALSAC allocated days. If you have additional questions about how to record your time, please see our Timekeeping Policy.

Again, the handbook is not a substitute for the full policies to which all employees are expected to adhere. For the most up-to-date policies possible, go to our [PolicyTech](#) site.

St. Jude patient

Melanie

pictured with her mom





The Benefits of Working at ALSAC

We want you to benefit from your employment with ALSAC. You have joined an awesome organization that cares about you and your loved ones. We do our best to offer the very best benefits possible so you can do your work and take care of your loved ones.

In this section, we will outline how our benefits work. A number of programs, such as Social Security, workers' compensation, and state disability and unemployment insurance, cover all employees as prescribed by law. However, other programs have eligibility requirements. Here, you'll see just a brief overview of some of our benefits that are for illustration purposes only and are not meant to provide benefit-plan details. Please read your policy and plan documents for detailed information. If there's any discrepancy between the descriptions in this handbook or any other ALSAC publication versus official policy or program documents, official documents take precedence in every case.

Full-time and part-time employees (with regular work schedules that average 30 hours or more every week) are eligible for the benefits described in this handbook, subject to eligibility rules.

Part-time employees (with regular work schedules that average less than 30 hours every week) are eligible for the part-time benefits package described in the Part-Time Benefits Overview, subject to eligibility rules.

Some benefit programs require contributions from the employee, but many are fully paid by ALSAC. All benefits are subject to change or may be modified or discontinued at-will by ALSAC. We may also modify or terminate contribution requirements at any time. Unless otherwise stated, these benefits are not vested, or given to employees as a matter of right. If you have questions about your benefits, refer to the Full-time Benefits Overview and Part-Time Benefits Overview or contact the Benefits Department.

Full-Time Employee Benefits Include:

- Medical Insurance
- Dental Insurance
- Supplemental Life Insurance
- Long-Term Disability
- Short-Term Disability
- Medical and Dependent Care Flexible Spending Accounts
- 401(k) Retirement Plan
- Business Travel Accident Insurance
- Credit Union
- Voluntary Benefits
- Vision Insurance
- Life Insurance
- Accidental Death and Dismemberment Insurance
- Personal Accident Insurance
- Vacation Benefits
- Holidays
- Sick Leave Benefits
- Employee Assistance Program
- Educational Assistance
- Adoption Assistance

Part-Time Employees Benefits Include:

- Vision Insurance
- Medical and Dependent Care Flexible Spending Accounts
- 401(k) Retirement Plan
- Employee Assistance Program
- Credit Union
- Voluntary benefits





Vacation

We want you to have time off to relax and renew. Time off with pay is available to regular, full-time and part-time employees. Learn more about your specific vacation plan in the Full-Time Benefits Overview or by contacting the Benefits Department.

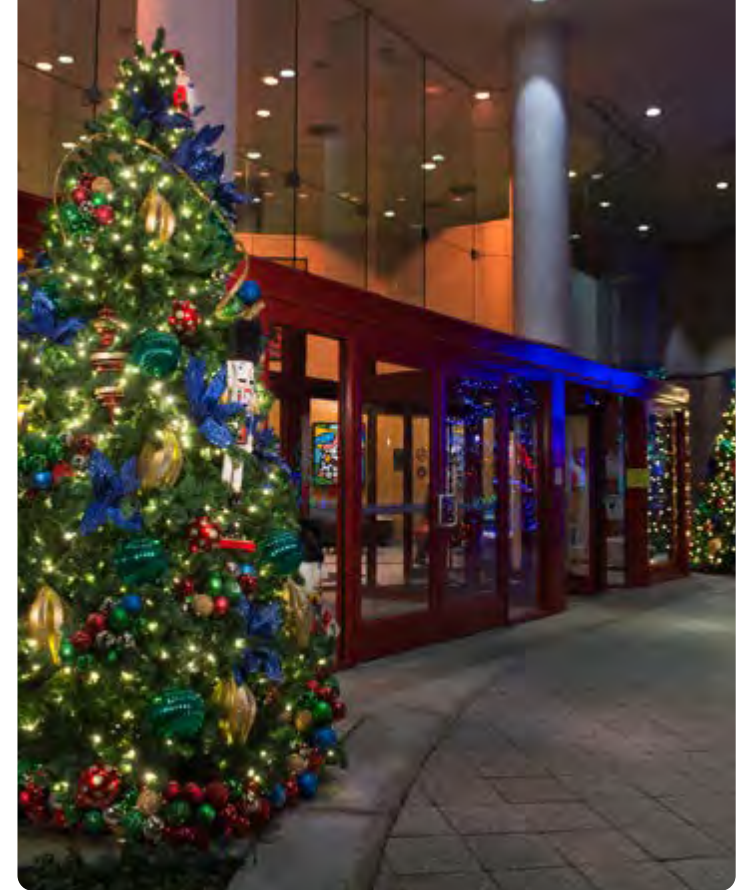


Holidays and Personal Days

In addition to vacation time, we also observe the holidays below, which means our offices are typically closed. Certain locations remain open on recognized holidays and allow employees to take time off at a later date to prevent disruptions to business operations. You should check with your manager to see how the following holidays are handled at your location.

ALSAC Observed Holidays:

- New Year's Day (January 1)
- Martin Luther King, Jr. Day (third Monday in January)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Thanksgiving (fourth Thursday in November)
- Day after Thanksgiving
- Christmas (December 25)
- Two (2) personal days each fiscal year



What if a recognized holiday falls on a Saturday?

The holiday will be observed on the preceding Friday.

What if a recognized holiday falls on a Sunday?

The holiday will be observed on the following Monday.

What about personal days or if I celebrate a holiday not found on the list?

In addition to our recognized holidays, eligible employees will receive two personal days each fiscal year (from July 1 to June 30) that may be used to celebrate other days of personal significance or to attend to personal business.



Sick Leave

We want you to take care of yourself when you're under the weather. Although your coworkers and team members enjoy working with you, they want you to properly rest and recover before coming back to work. If you are temporarily absent because you are ill or injured, we offer paid sick leave benefits for eligible, regular, full-time employees. You accrue personal sick time each pay period to use when you need time off for personal health reasons.

Because we know that you must care for your family too, we also offer family sick time for eligible, regular, full-time employees that accrues though the year. Please be aware that there are certain rules and procedures regarding the accrual and use of sick leave benefits, so take a look at the Full-Time Benefits Overview if you need more information.



Additional Time Off

We recognize that there may be times when you need to take time off outside of vacation and sick leave. Other leaves of absence may be available in accordance with applicable state or federal laws. For more information about what types of situations qualify, refer to the Full-Time Benefits Overview or contact the Benefits Department.

We provide time off with pay for voting, bereavement and jury duty, or if you are subpoenaed or otherwise requested to testify as a witness for ALSAC. Contact the Benefits Department for specifics.



Long-Term Disability: LTD

If you are an eligible, regular, full-time employee, we provide long-term disability (LTD) effective on your hire date to help cope with any illness or injury that results in a long-term absence from your job. LTD ensures a continuing income for you if you become disabled and unable to work due to sickness or injury. To learn more about LTD, including eligibility, specific benefits, limitations and restrictions, contact the Benefits Department.



Short-Term Income Replacement: STIR

We also provide short-term disability income replacement (STIR) for you if you are an eligible employee who is unable to work because of a qualifying personal illness or injury. To learn more about STIR, contact the Benefits Department.



Medical Insurance

If you are an eligible, regular, full-time employee, we are proud to offer you and your covered dependents access to comprehensive medical insurance benefits.

We offer two Preferred Provider Organizations (PPO) medical coverage plans, allowing you to choose the plan that best fits your needs.



Dental Insurance

We also offer comprehensive dental insurance for eligible, regular, full-time employees and your covered dependents.

We offer two dental coverage options, allowing you to choose the plan that best fits your needs.



Vision Coverage

If you need it, we provide the opportunity for eligible, regular, full-time and part-time employees to enroll themselves and their covered dependents in vision coverage.

We offer two vision coverage options, allowing you to choose the plan that best fits your needs. The plan is voluntary, which means it is an employee-pay-all benefit.



Life Insurance and Accidental Death and Dismemberment

We provide basic life and accidental death and dismemberment insurance coverage to eligible, regular, full-time employees at one and a half times your annual salary at no cost to you. This coverage provides protection in case you are seriously injured or die as the result of an accident.

You can also enroll in additional supplemental and dependent life insurance coverage at group rates if you are an eligible, regular, full-time employee. Details of the basic, supplemental and dependent life insurance plans, including benefit amounts, are available through the Benefits Department.





401(k) Retirement Plan

It's important to plan for retirement while you are working. ALSAC provides eligible, regular, full-time employees a 401(k) plan to help prepare for this day. This tax-qualified plan allows you to make pretax contributions to your retirement account, which lowers your taxable income and helps you save for retirement.

We Contribute to Your Retirement

When you complete one year of service, from the date of your hire, ALSAC will begin making biweekly contributions of 7 percent of your salary up to the FICA limit and 12.7 percent over the FICA limit.

Who Gets What, When?

You are always 100 percent vested in your own contributions and earnings to your 401(k). However, you become vested in ALSAC's contributions to your retirement plan according to a vesting schedule, with full ownership of ALSAC's contributions and corresponding earnings after four years of service.

You can direct how you would like your contributions and ALSAC's contributions invested by choosing from a variety of investment options. Additional details of the 401(k) plan are provided upon enrollment. For more information, contact the HR Benefits.

Note:

To receive the ALSAC contribution, you must have completed 1,000 or more hours of service for the 12-month period and be eligible to participate.

What Does Vested Mean?

Vesting refers to the ownership, or percentage of ownership, of your 401(k).





Flexible Spending Account

We also offer the opportunity to enroll in our Flexible Spending Account (FSA) program. Enrolling in the FSA program allows you to have pretax dollars deducted from your salary to pay for eligible medical and dependent care expenses not covered by your health plan and for predictable dependent care expenses during the plan year. This benefit is available to eligible, regular, full-time and part-time employees.

Tip:

Through the FSA program, you can reduce your taxable income without reducing your real income so that you can keep more of the money you earn.



Educational Assistance

It's important to continue learning and growing as a professional. In fact, this is key to your success at ALSAC. Our educational assistance program encourages personal development through formal education.

We encourage you to keep learning new things, so you can continue improving your job-related skills or enhancing your ability to compete for other positions within ALSAC.

If you're a regular full-time ALSAC employee, you may be eligible for educational assistance after being employed for one year. Grades of C or better will be reimbursed up to \$5,250 per year.

Check With Us Before You Enroll

Be sure to contact the Benefits Department and confirm reimbursement in writing before enrolling in a course of study, as certain restrictions apply. More information regarding eligibility criteria, reimbursement amounts and qualifying expenses is available from the Benefits Department.



Workers' Compensation

If you can't work due to an injury or illness arising out of and in the course of employment, we provide workers' compensation pursuant to applicable law. When you are released by your physician after a work-related injury, you are required to return to work as soon as possible. Unless otherwise prohibited by applicable law, any qualifying workers' compensation leave will be charged to an employee's federal and/or state Family and Medical Leave entitlement.



Adoption Assistance Program

Adoption is a beautiful way to share your love with a child and we want to support you. We assist eligible, regular, full-time and regular part-time employees with medical, agency and court fees incurred in connection with the legal adoption of a child less than 18 years old. Employees must have completed 12 months of service and worked at least 1,250 hours during the preceding 12 months.

Eligible, regular, full-time employees will be reimbursed 50 percent of eligible expenses up to a maximum of \$4,000 per child plus two weeks paid time off, which runs concurrently with the Family and Medical Leave Act (FMLA).

Eligible part-time employees will be reimbursed 25 percent of eligible expenses up to a maximum of \$2,000 per child plus one week paid time off, which runs concurrently with FMLA. For more information regarding eligibility criteria, reimbursement amounts and qualifying expenses, contact the Benefits Department.



Personal Leave of Absence

We may provide a leave of absence without pay if you wish to take time off from work duties to fulfill personal obligations and you are not eligible for paid or unpaid leave under any other policy. Requests will be evaluated on several factors, including anticipated workload requirements and staffing considerations during the proposed absence. More information about eligibility and how to request a leave is available from the Benefits Department.



Genetic Information Nondiscrimination Act of 2008

Genetic Information Nondiscrimination Act of 2008 (GINA) prohibits employers and other entities covered by GINA Title II from requesting or requiring genetic information of an individual or family member of the individual, except as specifically allowed by this law.

Genetic information, as defined by GINA, includes an individual's family medical history, the results of an individual's or family member's genetic tests, the fact that an individual or an individual's family member sought or received genetic services and genetic information of a fetus carried by an individual or an individual's family member receiving assistive reproductive services. To comply with this law, ALSAC asks that employees not provide any genetic information when responding to our requests for medical information.



Military Service

Do you serve in the National Guard, the United States Armed Forces or the Armed Forces Reserves? You still receive those benefits and rights as provided by applicable federal and state laws.

For more information or questions about your benefits as a service member, contact the Benefits Department.



Credit Union

St. Jude offers a full-service employee credit union with a payroll savings plan and other banking services for St. Jude and ALSAC employees. For more information about this service, contact the Benefits Department.



Benefits Continuation (COBRA)

The federal Consolidated Omnibus Budget Reconciliation Act of 1986 (“COBRA”) gives you and your qualified beneficiaries the opportunity to continue health insurance coverage under ALSAC’s group health plan when a qualifying event would normally result in the loss of eligibility.

Some common qualifying events are:

- Resignation, termination of employment or death of an employee
- A reduction in an employee’s hours or a leave of absence
- An employee’s divorce or legal separation
- A dependent child no longer meeting eligibility requirements

We will provide written notice to each eligible employee describing his or her rights granted under COBRA and obligations when you become eligible for coverage under ALSAC’s group health insurance plan. Eligible employees and qualified beneficiaries will receive an additional notice about electing COBRA, including the cost of COBRA coverage, upon the occurrence of a qualifying event. Need more information about COBRA? Contact the Benefits Department for details.





Artwork by St. Jude
patient **Santiago**



FMLA

User Tip: Click section title to be sent back to the Table of Contents.

St. Jude patient
Samantha
pictured with her dad



About FMLA



Protecting You

The Family and Medical Leave Act (FMLA) entitles eligible employees of covered employers to take unpaid, job-protected and benefit-protected leave for specified family and medical reasons.

Generally, job-protected leave means that, upon return from Family and Medical Leave, ALSAC will reinstate an employee to their prior position if available. Otherwise, they may be offered a comparable position they are qualified for as well.

Benefit-protected leave means that, generally, ALSAC will maintain coverage for an employee under the group plan while the employee is on leave.

Key points about Family and Medical Leave

- Any share of health premiums normally paid by the employee must continue to be paid by the employee during the Family and Medical Leave period.
- If an employee fails to return from leave, ALSAC may recover the health insurance premium the organization paid for the employee during the Family and Medical Leave, unless the failure to return to work is due to the employee's serious health condition or other circumstances beyond the employee's control.
- Upon return from Family and Medical Leave, an employee will receive the benefits they had prior to the start of the leave.

Making It Work For You

Under FMLA, an employee is eligible for Family and Medical Leave if he or she has worked for a company for at least 12 months and has worked at least 1,250 hours during the immediately preceding 12 months, and if the employee is employed at a worksite where the employer has 50 or more employees within a 75-mile radius.

However, ALSAC policy states that employees who have worked for ALSAC for at least 12 months and have worked at least 1,250 hours during the immediately preceding 12 months are eligible for Family and Medical Leave, regardless of the location where they work and/or how many employees are employed at that location.

When Family and Medical Leave is taken, in keeping with applicable law, we will first substitute unpaid leave with accrued paid leave (e.g., sick leave/vacation leave), which will be charged against the employee's outstanding Family and Medical Leave entitlement.

Note:

Family and Medical Leave runs concurrently with any applicable paid time off such as personal sick time, family sick time and vacation. When permitted by applicable law, workers' compensation leave will also run concurrently with Family and Medical Leave. This does not extend the length of the leave but rather renders a portion of it paid.

Once all applicable paid leave has been exhausted, the remainder of the leave will be unpaid. All employees on intermittent or reduced-schedule Family and Medical Leave will have their sick and vacation balances deducted based on the number of hours used while on such leave.

ALSAC may require appropriate medical or military certification before Family and Medical Leave is granted. In some instances, a second or third medical opinion may also be required.





Leave Overview

These qualifying events may entitle you to up to 12 workweeks of Family and Medical Leave during any rolling 12-month period, measured from the first date of any leave:

- The birth of a son or daughter, and to care for the newborn child within one year of birth.
- Placement with the employee of a son or daughter for adoption or foster care, and to care for the newly placed son or daughter within one year of placement.
- The care of the employee's spouse, son, daughter or parent with a serious health condition.
- A serious health condition (see definition below) that makes the employee unable to perform the essential functions of the employee's job.
- Any qualifying exigency (or urgent demand) arising out of the fact that the employee's spouse, son, daughter or parent is on (or has been notified of an impending call to) covered active duty in the Armed Forces.

Note:

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



Caring for a Service Member

Eligible employees may receive up to 26 workweeks of Family and Medical Leave during any single 12-month period to care for a covered service member if the employee is the spouse, child, parent or next of kin of the service member.

The single 12-month period shall be measured forward from the date that an employee's first FMLA leave to care for the covered service member begins.

A covered service member is:

- A member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation or therapy; is otherwise in outpatient status; or is otherwise on the temporary disability retired list, for a serious injury or illness.
- A veteran who was discharged or released under conditions other than dishonorable at any time during the 5-year period prior to the first date the eligible employee takes Family and Medical Leave to care for the covered veteran, and who is undergoing medical treatment, recuperation or therapy for a serious injury or illness.

Note:

The FMLA definition of "serious injury or illness" for current service members and veterans is distinct from the FMLA definition of "serious health condition." A serious injury or illness for current service members or veterans is one that was incurred in the line of duty on active duty in the Armed Forces or that existed before the beginning of the member's active duty and was aggravated by service in the line of duty in the Armed Forces that may render the service member medically unfit to perform the duties of his or her office, grade, rank or rating.



Benefits and Protections

While on Family and Medical Leave, ALSAC will maintain your health coverage under any group health plan on the same terms as if you were working. Upon your return from Family and Medical Leave, most employees will be reinstated to their original or equivalent positions with equivalent pay, benefits and other employment terms. You will not lose any employment benefit that accrued before the start of your Family and Medical Leave. Employees are responsible for paying their portion of the insurance premiums to maintain coverage during any unpaid portion of the leave period. If it's not paid in a timely manner, coverage may lapse during Family and Medical Leave.

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



What Constitutes a Serious Health Condition

An illness, injury, impairment or physical or mental condition consisting of:

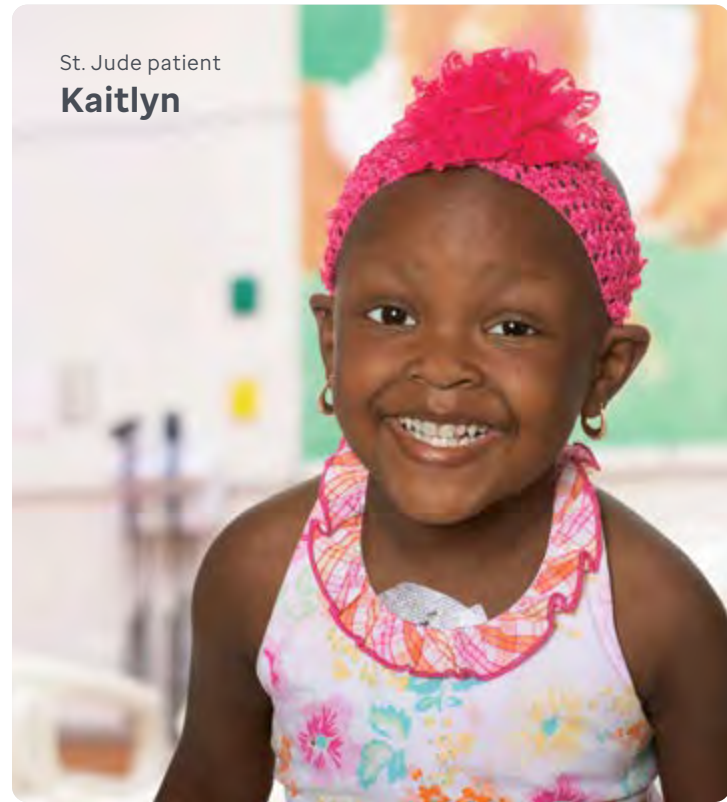
- Inpatient care of an overnight stay in a hospital, hospice or residential medical care facility or any subsequent treatment in connection with such inpatient care.
- Continuing treatment by a healthcare provider that either prevents the employee from performing the functions of the employee's job or prevents the qualified family member from participating in school or other daily activities and involves incapacity and treatment, pregnancy or prenatal care, chronic conditions, permanent or long-term conditions, conditions requiring multiple treatments and absences attributable to incapacity that are not otherwise covered.

Note:

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three consecutive calendar days combined with at least two visits to a healthcare provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a legally recognized chronic condition.

St. Jude patient

Kaitlyn





Using Family and Medical Leave: Considerations

Leave can be taken intermittently or on a reduced leave schedule when medically necessary.

- You must make a reasonable effort to schedule leave for planned medical treatment so as not to unduly disrupt ALSAC's operations.
- Leave due to qualifying exigencies (or urgent demand) can be taken on an intermittent basis.
- Your healthcare provider's statement supporting a leave due to qualifying exigencies must specifically state that intermittent or reduced schedule leave is medically necessary.
- If possible, consult with your manager and the Benefits Department before scheduling treatment in order to work out a treatment schedule that best suits the needs of both the employee and ALSAC.
- ALSAC may transfer an employee taking intermittent leave to an alternative position, with equivalent pay and benefits that better accommodates intermittent leave or a reduced schedule.



Leave Time: When Both Spouses Are Employed by ALSAC

Family and Medical Leave is limited to a combined total of 12 workweeks of leave in a 12-month period for the following FMLA-qualifying reasons:

- The birth of a son or daughter and bonding with the newborn child.
- The placement of a son or daughter with the employee for adoption or foster care and bonding with the newly placed child.
- The care of a parent with a serious health condition.

Family and Medical Leave is limited to a combined total of 26 workweeks of leave in a single 12-month period to care for a covered service member with a serious injury or illness (commonly referred to as "military caregiver leave") if the spouse is a parent, spouse, son or daughter, or next of kin of the service member.

When spouses take military caregiver leave as well as other Family and Medical Leave in the same leave year, each spouse is subject to the combined limitations for the reasons for leave listed above.

Spouses who are eligible for Family and Medical Leave are each entitled to up to 12 workweeks of leave in a 12-month period, without regard to the amount of leave their spouses use, for the following FMLA-qualifying leave reasons:

- The care of a spouse or son or daughter with a serious health condition.
- A serious health condition that makes the employee unable to perform the essential functions of their job.
- Any qualifying exigency (or urgent demand) arising out of the fact that the employee's spouse, son, daughter or parent is a military member on "covered active duty".



Your Role in Helping Family and Medical Leave Run Smoothly

- Employees are asked to provide at least 30 days' advance notice to the Benefits Department before Family and Medical Leave is to begin if the need for the leave is foreseeable. If 30 days' notice is not practical, employees should notify the Benefits Department as soon as possible, which in most cases is the same day or next business day after they become aware of the need for leave.
- For leave for a qualifying exigency (or urgent demand), or when the approximate time of the need for leave is not foreseeable, employees must provide notice to the Benefits Department as soon as possible. Generally speaking, you must provide notice no later than your starting time for work. Failure to provide adequate notice may lead to delay or denial of the leave request.
- Employees must report any absences due to unscheduled use of intermittent leave to their direct supervisor before the scheduled start of the work day.
- When completing required Family and Medical Leave forms, employees must provide sufficient information to the Benefits Department for the need for the FMLA-qualifying leave. Calling in "sick" without providing more information will not be considered sufficient notice to entitle them to Family and Medical Leave.
- Employees giving notice for the leave must explain the reasons for the needed leave to ALSAC to determine whether the leave qualifies as Family and Medical Leave.
- Employees also have an obligation to respond to ALSAC's questions to determine if a leave request is FMLA-qualifying. If employees fail to explain the reasons for the leave or fail to respond to reasonable inquiries concerning the leave request, and an appropriate opportunity to resolve any deficiencies has been provided, leave may be denied.
- Employees must also inform ALSAC if the requested leave is for a reason for which Family and Medical Leave was previously taken or certified.





ALSAC's Role in Helping Family and Medical Leave Run Smoothly

- The Benefits Department will inform employees requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the employees' rights and responsibilities.
- If employees are not eligible, the Benefits Department will provide the reason(s).
- The Benefits Department will inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement.
- If the Benefits Department determines that the leave is not FMLA-protected, the Benefits Department will notify the employee.



Certification

ALSAC will require employees seeking Family and Medical Leave for their own serious health condition or for a family member, or the serious illness or injury of a covered service member, to provide appropriate medical certification of the need for the leave.

We may also require certification of the need for leave for a qualifying exigency (or urgent demand) including, but not limited to, a copy of the covered service member's active-duty orders or other documentation that he or she is on active duty and the dates of service.

You must provide this certification no later than 15 calendar days from the date we request this documentation.



If the certification is incomplete or insufficient, employees will have up to a maximum of seven calendar days to correct the information or provide additional documentation.

Failure to provide complete and sufficient information may lead to delay or denial of the leave request. If necessary, ALSAC may request clarification or authentication of the medical certification from the healthcare provider or request an independent evaluation.

To request certification forms, please contact the Benefits Department.



Status Reports, Recertification and Returning to Work

While You're Away

ALSAC will request periodic status reports while you are on leave and may also require ongoing medical certifications about you or your family member's serious health condition.

Coming Back to Work

Contact the Benefits Department at least two weeks prior to the end of your Family and Medical Leave to inform ALSAC of your availability to return to work, so we can properly prepare for your return.

ALSAC may request a second medical opinion (at ALSAC's expense). If the second opinion differs from the first, a final and binding third medical opinion (at ALSAC's expense) will decide the matter.

You are expected to report to work on the next scheduled working day following the expiration of Family and Medical Leave and provide a doctor's release before returning to work.

When the last day of leave is not specified, or if you are able to return to work sooner than the date specified, ALSAC requests that you provide at least two business days' notice from the date you intend to return to work. This gives HR and your leadership team time to properly prepare for your return and tend to other scheduling matters.

You must also provide a fitness-for-duty certification verifying the ability to return to work, with or without restrictions. Failure to supply this certification will result in denial of reinstatement until certification is provided.

After returning to work, you will be reinstated to your original position, if it is available. If it is not, you will be reinstated to a comparable position with equivalent pay, benefits and other terms and conditions of employment for which you are qualified, if one is available.

If you do not return to work promptly from Family and Medical Leave, ALSAC will assume you have voluntarily resigned from your position. When absence is due to a leave that exceeds the maximum permitted number of weeks, there can be no guarantee of reinstatement. However, an effort will be made to return the employee to a position within the organization, if at all possible.

Questions about returning to work after Family and Medical Leave? Contact the Benefits Department.





Unlawful Acts by Employers

FMLA makes it unlawful for ALSAC to:

- Interfere with, restrain or deny the exercise of any right provided under FMLA.
- Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.



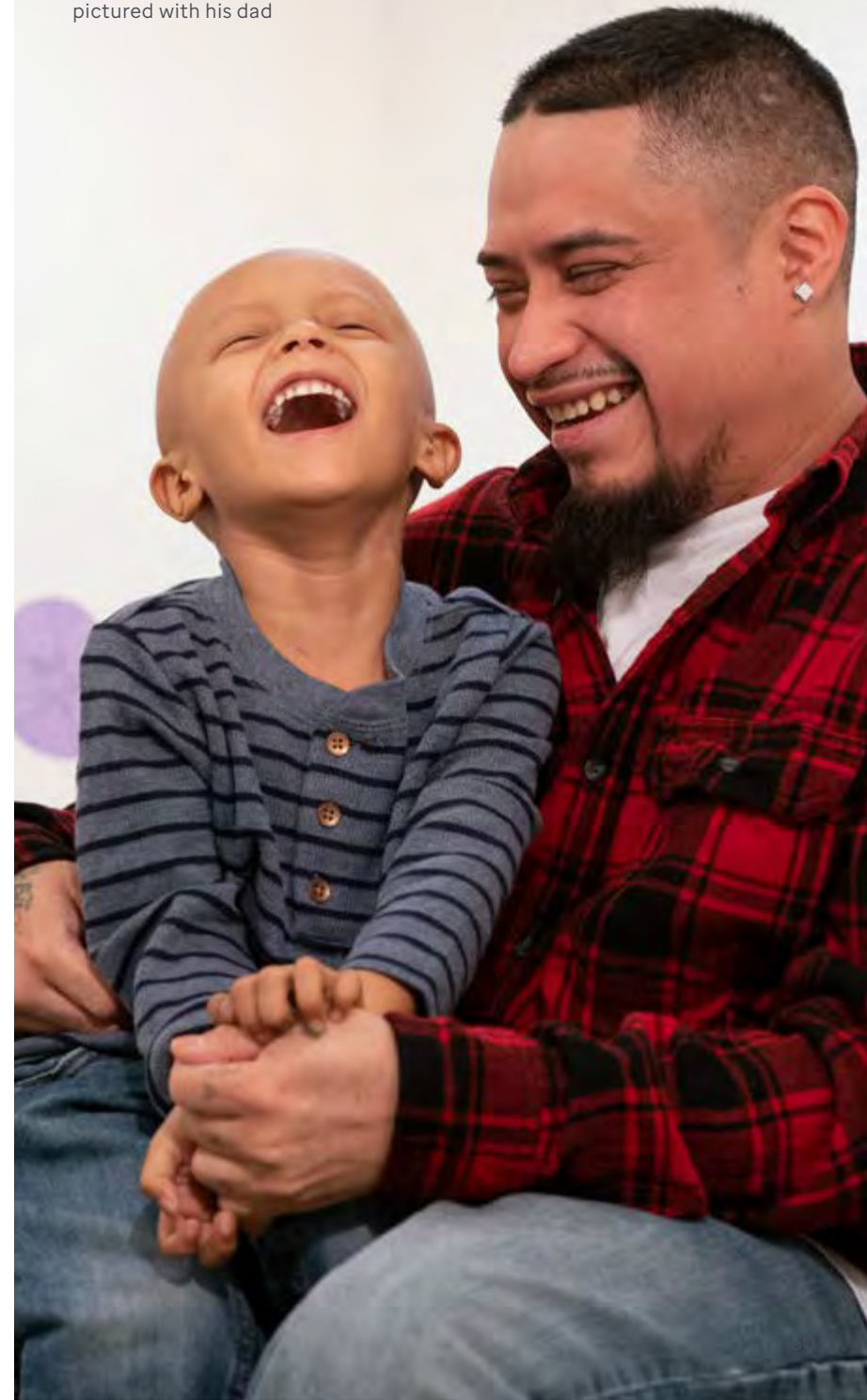
Enforcement of FMLA

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

St. Jude patient

Matthew

pictured with his dad





Care Center



**Thank you,
ALSAC team.**