



mtnvalleyhospice.org

Employee Handbook

Effective: January 1, 2019

Disclaimer

It is Hospice of Surry County, Inc., DBA Mountain Valley Hospice and Palliative Care's (MVHPC) intention this handbook provides information to you, the employee, regarding the Organization's policies and benefits applicable to your employment with the Organization. It is not intended to constitute a contract and the Organization reserves the right to amend, add to, repeal, or deviate from any or all of the policies and benefits described or referred to in this handbook whenever the Organization, acting through its Executive Director, believes it is necessary or desirable to do so.

Employment with the Organization is by mutual agreement of the employee and the Organization and can be terminated, at will, by either the Organization or the employee at any time for any reason with or without cause or notice. No employee of the Organization has an employment contract which is not terminable at the will of either the Organization or the employee unless it is in writing, clearly states that it is not terminable at will, is signed by the Executive Director of the Organization, and is expressly approved by the Board of Members. No officer, manager or supervisor of the Organization has any authority from the Organization to alter this policy unless as approved by the Executive Director of Board of Members. This policy may not be modified by any statements contained in this handbook, employment applications, recruiting material, or any other materials provided to applicants or employees.

All references to "employees" or "employees" should be read to include all officers and employees and volunteers of MVHPC, unless otherwise indicated. The term "company" includes any and all companies, including subsidiaries and divisions that use the resources of MVHPC. "Patient" refers to anyone receiving care performed by a Hospice employee; "Residence" refers to any location where patients receive service.

Welcome

It is a pleasure to personally welcome you as an employee of Mountain Valley Hospice and Palliative Care. You have joined an organization that has established a reputation for providing quality and compassionate care to terminally ill patients and their caregivers in our communities since 1983. I hope you will find working for MVHPC to be satisfying, interesting and rewarding.

This handbook should provide you with answers to most of your questions about employment, benefits, policies and procedures, and work performance expectations.

Your friendly and caring actions while working will always be admired and appreciated by MVHPC and our patients. Remember, to our patients and their families, in many ways, YOU are Mountain Valley Hospice and Palliative Care.

Sincerely,

Denise Watson, MSN, MBA/HC

Denise Watson, MSN, MBA/HC
Executive Director



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Introduction

This employee handbook outlines policies and benefits applicable to your employment as an employee with Mountain Valley Hospice and Palliative Care ("Organization"). It is intended as a guide to attempt to achieve consistent treatment of employees in recurring situations. It is not intended to constitute a contract, and the Organization reserves the right to amend, add to, repeal, or deviate from any or all of the policies and benefits described or referred to in this handbook whenever the Organization, acting through its Executive Director, believes it is necessary or desirable to do so. The policies contained in this handbook supersede and replace any and all prior published or unpublished policies concerning the same or a similar subject.

Employment with the Organization is by mutual agreement of the employee and the Organization and can be terminated, at will, by either the Organization or the employee at any time for any reason, with or without cause or notice. No employee of the Organization has an employment contract which is not terminable at the will of either the Organization or the employee unless it is in writing, clearly states that it is not terminable at will, is signed by the Executive Director of the Organization, and is expressly approved by the Organization's Board of Members. No officer, manager or supervisor of the Organization has any authority from the Organization to alter this policy. This policy may not be modified by any statements contained in this handbook, employment applications, recruiting material or any other materials provided to applicants or employees.

All of the policies currently contained or referred to in this handbook, or which may be added or otherwise established by the Organization in the future, represent the policies established by the Organization for its employees in relation to the particular subject addressed by the policies. It is the intention of the Organization that its policies be used by its employees in meeting their responsibilities to the Organization. Violation of a policy can be the basis for discipline or termination of employment; however, because these policies relate to the establishment and maintenance of high standards of performance, under no circumstances shall any policy be interpreted or construed as establishing a minimum standard, or any evidence of a minimum standard, of the safety, due care, or any other obligation which may be owed by the Organization, or its employees, to another person.

Each employee has access to a copy of this handbook for reference during his or her employment with the Organization. The handbook is available at each office and on the Organization's website. When updates or changes are made the handbook will be updated promptly, so it remains current. All copies of this handbook remain the property of the Organization. Any reference in this handbook to a supervisor or any other member of management includes that person's designee.

For further information or clarification of anything contained or referred to in this handbook,

employees should contact the Director of Human Resources and Payroll. If there is any disagreement or misunderstanding concerning the meaning or application of any of the policies or benefits contained or referred to in this handbook, the decision of the Organization's Executive Director shall control and shall be final.

History

MHVPC provides care for terminally ill patients with a concept of care that believes every individual has the right to die with dignity, pain free, and in the comfort of homelike environment with loved ones. Hospice services include: nursing, social work, home health aide, chaplain, volunteer, palliative, and bereavement. A wider spectrum of programs are also offered by MVHPC, such as: Kids Path, Palliative Care, Pet Peace of Mind, Transitions, and We Honor Veterans. Hospice services are reimbursed by Medicare, Medicaid, and most private insurance companies, but also receive funding for donations, gifts, grants, and United Fund organizations. In addition the organization holds regular fundraisers to support its mission.

Hospice of Surry County, Inc., a non-profit 501(c) 3, began providing services in 1983. On April 1, 1996, the Organization became an affiliate of Hugh Chatham Memorial Hospital. On July 1, 1997, Hospice of Yadkin County merged with Hospice of Surry County, Inc. and continued to provide services as Hospice of Yadkin County. Hospice of Yadkin County began providing services in 1985.

On October 1, 2005, Hospice of Surry County, Inc. merged with Northern Hospice creating a larger and stronger entity. As part of the merger, the corporate entity, Hospice of Surry County, Inc. was maintained and a new business name was selected known as Mountain Valley Hospice and Palliative Care (MVHPC) to represent the combined entity. The organization is jointly owned by Hugh Chatham Memorial Hospital and Northern Hospital of Surry County. MVHPC is a freestanding entity and no employees are employees of either hospital entity.

On December 15, 2005, MVHPC expanded services and opened an office in Hillsville, Virginia. In 2010, MVHPC identified a need to expand services in Virginia, and opened a location in Stuart, VA. In August 2015, MVHPC opened a new office in Martinsville, Virginia.

On March 9, 2009, MVHPC opened the Joan and Howard Woltz Hospice Home in Dobson to serve patients and families at the end of life. There are 16 inpatient beds and 4 residential beds. In August 2017, MVHPC opened the SECU Hospice Care Center of Yadkin, where there are 4 inpatient beds and 2 residential beds.

Currently hospice services are provided from 9 locations serving 17 counties as shown below:

North Carolina:

Mount Airy
Elkin
Dobson (Woltz Hospice Home)
Pilot Mountain
Yadkinville
Yadkinville (SECU Hospice Care Center of Yadkin)

Virginia:

Hillsville
Stuart
Martinsville





Our Mission, Vision, and Values

Our Mission: *we are committed to...*

- Creating **THE** best experience for those facing serious illness – every patient, every family, every time.

Our Vision: *we will be recognized as...*

- Expert providers of hospice care, palliative care, management of advanced disease, and grief support, and to be the Organization of choice for the provision of hospice care and services
- Leaders in all aspects of end of life care and resources to influence perceptions within the community and among medical professionals so that end of life is accepted as a meaningful component of the human experience

Our Values: *we believe...*

- That death is a natural part of life's journey
- That honesty and integrity must be ever present
- In providing compassion to those we serve and to each other
- In hiring professional, competent, and motivated staff
- Being responsible stewards of our resources
- In providing ongoing education to families and communities about care options and resources, to empower them to make decisions regarding their care
- Teamwork will help to achieve our vision and mission



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Standards of Conduct

MVHPC has adopted standards of ethical conduct to provide expectations for employees to follow in the conduct of their jobs for the Organization, to establish financial integrity throughout the Organization, and to assure compliance with laws and regulations applicable to the operations of the Organization. These standards include, but are not limited to:

- Honesty
- Following laws, regulations, and guidelines
- Discouraging unlawful practices
- Never engage in misuse of funds
- Never engage in abusive practices
- Not offering or accepting anything of value or favor
- Always use sound business and clinical practices

Commitment

It is MVHPC's, (hereinafter called "the Organization") goal to provide quality health care while complying with all federal and state statutes and regulations governing the provision of hospice care, including fraud and abuse laws, false claims laws, and physician self-referral laws. The Organization is committed to not only obeying the law, but to maintaining ethical standards in its professional and business practices throughout its organization, from the Board of Members through management to the employees.

Purpose

The Standards of Conduct have been adopted by the Organization to provide standards for the Board of Member Representatives, officers, managers, employees, contractors, volunteers, and anyone else providing services on behalf of the Organization (hereinafter called "Individuals Subject to this Standards of Conduct") to follow in the conduct of their jobs and/or assignments for the Organization, to establish organization-wide integrity, to help assure the Organization's compliance with all state and federal laws and regulations applicable to hospice and other program operations of the Organization and to assist the Organization in fulfilling its mission.

Mountain Valley Way

Our Culture

Our organization does things “The Mountain Valley Way”. We want to provide the same quality experience with everyone we serve. Learning and teaching are the primary drivers of “The Mountain Valley Way”.

Learn Well. Teach Well.

We have also identified 4 areas that create the Mountain Valley Experience. They are:

Creating an Extraordinary Experience

- Teach Well!
- Never pass work on that doesn't meet 100% of MCHPC Standards.
- All phone calls answered within 3 rings by a competent, real person in the MVHPC way.
- A MVHPC Visit/Phone Interaction is done in all cases/contacts.
- 100% attainment of the Clinical and Operational Standards. Voice mails, texts, and e-mails are checked at least every 2 hours for emergent needs. For non-emergent needs, a response is required within 24 hours.
- Dress in MVHPC apparel according to our Standards of dress code, hygiene, and grooming.
- Team rooms and workplaces are maintained and setup to MVHPC Standards. Everything has a place.
- Time to Meet, Be in the Seat!
- Meetings run according to the MVHPC amazing meeting systems.
- A Hot List is used for all ongoing needs and priorities.
- 100% retention of accounts unless authorized by the CEO.
- Report all service failures to Leaders. Remedy within 24 hours.

Financial & Time Management Excellence

- Live the NPR (Net Patient Revenue) percentages and productivity Standards.
- Financial/Operational Reports and Performance Compensation on time. Financials out on the 10th day after month end.
- Contracted services are processed with approved vendors/partners.
- All expenses/purchases are pre-approved.
- All patient-related expenses are managed according to the MVHPC Standards.

Compliance Excellence

- 100% documentation to MVHPC Standards – point of care, complete, and accurate.
- Internal EMR audit requests (from QAPI department) are turned around within 1 business day.
- ACHC accreditation without deficiencies.

Professional & MVHPC Personal Development/Evolution

- Live the MVHPC Way and the Description of Culture.
- All staff credentials/CME/CEU/CPE, annual certifications, and education are completed on time.
- No teaching has been considered done without testing.
- All teaching is done according to System MVHPC “Teaching Well” based on the methods of master teachers.
- Spiritual values, meaning & purpose are formally nourished bi-weekly.
- Practice respect with all contacts.

Self-Control and Empowerment! Everyone at MVHPC should understand our way and has the power to address ANY activity or behavior that deviates from our Standards. It is everyone’s duty to help others adhere to MVHPC Standards as well as to regulate one’s own behavior within our incredibly positive, life-giving culture. If any person identifies a deviation from any Standard, immediately and tactfully address the deviation with the person responsible first. For recurring issues or for major breaks in protocol, such as breaching confidentiality, always notify the manager. We are all essential and valuable contributors to the whole...dependent upon each other to create the MVHPC Experience for every patient, every time!

Business Ethics

Generally

All staff are required to practice good business ethics with those we serve which includes: patients, families, contract staff, facilities and referral sources.

Legal Integrity

The Organization is subject to numerous federal and state laws governing its operations. The Organization is committed to obeying these laws. Individuals Subject to the Standards of Conduct are required to be aware of these requirements and to abide by them in performing their duties. Violating the law is grounds for disciplinary action, up to and including termination of employment.

Health Care Fraud and Abuse

Federal law and state law prohibit requesting or providing remuneration in exchange for referrals of hospice or palliative services that are reimbursable under a federal health program, including Medicare and Medicaid. This includes offering or accepting, bribes or kickbacks. Individuals Subject to the Standards of Conduct may not offer anything of value to a referral source, potential referral source, or a beneficiary of the Organization to induce the referral of a patient. Individuals subject to

the Standards of Conduct may not accept anything of value to induce their referral of a patient to another provider. Either action will result in disciplinary action, up to and including termination of employment.

Any Individuals Subject to the Standards of Conduct, who qualify as a “physician” under the federal “Stark” law, shall not refer patients to the Organization for care from the Organization, without first obtaining approval from the Organization’s compliance officer.

False Claims

Federal and state laws prohibit submitting claims for services that were not provided. Individuals subject to the Standards of Conduct who submit documentation for services they did not perform, or who are aware that documentation is fraudulent, but accept the documentation and submit claims anyway, are submitting false claims and are violating the law. Similarly, submitting documentation for services that did occur, but for which the documentation has been modified to show longer or more services rendered or that are in some other way intentionally inaccurate is a violation of the law. Submitting false or altered documentation regarding service provided or the need for services is grounds will result in disciplinary action, up to and including termination of employment.

Discounts

Individuals Subject to the Standards of Conduct shall not discount charges to patients or waive co-payments from patients, unless approved in advance by the Executive Director. Doing so is grounds for disciplinary action, up to and including termination of employment.

Conflicts of Interest

Each Individual subject to the Standards of Conduct shall fulfill his or her obligations to the Organization in accordance with a duty of undivided and unqualified loyalty to the Organization. Each employee shall perform his or her obligations to the Organization free of conflict arising from regard for his or her personal gain, profit or advantage, including, but not limited to, receipt of gifts or gratuities from patients or vendors that is not permitted by the Organization policies and procedures, self-dealing which conflicts with the interests of the Organization, misuse of the Organization’s confidential, proprietary and/or trade secret information, or professional or personal interests which place the Organization at risk of non-compliance with any or all of the laws and regulations which govern the operation of its business.

Ethical Considerations – Corporate Integrity

The Organization provides care while operating in compliance with all applicable laws and regulations, but also provides services while adhering to professional and business ethical standards. The Standards of Conduct outlines specific conduct standards the Organization expects to be maintained by Individuals Subject to the Standards of Conduct.

Gifts and Gratuities

No Individual Subject to the Standards of Conduct may accept or offer a gift or gratuity to a vendor, referral source, or patient unless the gift or gratuity is offered or accepted in accordance with the Organization's policies and procedures governing gifts and gratuities.

Protection of the Organization's Assets

Each Individual Subject to the Standards of Conduct shall preserve and protect the Organization's assets and property. Each Individual Subject to the Standards of Conduct shall act to use the Organization's resources and property in the most efficient and cost effective manner possible.

Costs and Expenses

Each Individual Subject to the Standards of Conduct shall accurately report costs and expenditures charged to the Organization. Travel and entertainment expenses shall be consistent with the employee's job responsibility, the Organization's policies concerning costs and expenses, and, where applicable, properly authorized by management.

Personal use of the Organization's Assets

Each Individual Subject to the Standards of Conduct shall not use the Organization's assets for personal use or personal gain except as permitted by the Organization's policies and procedures.

Duty to Report

Every Individual Subject to the Standards of Conduct has an affirmative duty to report any violations of the Standards of Conduct or any statute or regulation governing the conduct of the Organization of which they become aware.

Reporting Illegal Conduct

Any Individual Subject to the Standards of Conduct shall report to the Organization's compliance officer any known or suspected violation of state or federal law by the Organization, by anyone acting on behalf of the Organization, or by anyone providing services to or for the Organization. This duty to report illegal conduct shall include, but is not limited to, any known or suspected violations of federal or state fraud and abuse laws, self-referral laws, the false claims law, any fraudulent submission of clinical or billing documentation, or any violation of the Medicare Conditions of Participation or the statutes and rules governing the Organization's license to operate or approval to provide services as a provider in any state, federal, or private insurance program.

All reports of known or suspected illegal activity shall be and remain confidential. The Organization's compliance committee shall investigate all reports and take action in accordance with the Organization's policies and procedures.

The Organization shall not retaliate against any individual making a report of suspected illegal conduct. Any individual retaliating against or taking retributive action against an individual for making a report required by this section shall be subject to disciplinary action by the Organization, up to and including termination of employment.

Reporting Quality Concerns

Complaints

Individuals subject to the Standards of Conduct shall report any patient or patient family member's complaint or any other concern relating to the quality of care provided to the Organization's patients to the Chief Clinical Officer and the Quality department.

Incident Reports

Individuals subject to the Standards of Conduct shall report any incidents regarding patients or patient care to their supervisor and Quality department.

False Reporting

It is a violation of the Standards of Conduct to submit a false report relating to a reportable incident. Any individual making a false report of a violation of the Standards of Conduct shall be subject to disciplinary action, up to and including termination of employment.

Conflicts of Interest

A conflict of interest can occur when you are involved in a business or other situation that is doing business with the Organization and might promote personal gain for you, your family, friends or relatives. Examples of a conflict of interest are as follows:

- You or are a close family member receive personal gain from any purchase or business decision made by the Organization.
- Operating or dealing with any business that provides, leases, or rents equipment, products or services to the Organization.
- Borrowing money from suppliers, customers, patients, individuals or companies with whom the Organization does business.
- Acquiring any real property interest in which the Organization has or may have an interest.

- Having a financial or business interest as follows:
 - owner
 - consultant or employee
 - stockholder
 - Employee or paid consultant to organization that provides services to the Organization
 - In competition with the Organization

Employees are required to discuss any potential conflicts of interest that are present upon hire and ongoing. If you are concerned that a conflict of interest is possible, there are two important steps necessary to resolve a conflict of interest: 1) disclosing the conflict or perceived conflict to your supervisor and completing a Compliance and Disclosure Form then, 2) remove yourself from participating in any decisions regarding the competing interest. The conflict of interest will be reported to the compliance officer for review and follow-up. This will ensure all interests are represented and promoted fairly.

Fraud - Medicare/Medicaid Fraud and Abuse

All employees are reminded that, with a few narrow exceptions, it is a federal crime to knowingly and willingly offer or receive any kind of remuneration, in cash or in kind, direct or indirect, overt or covert, one purpose of which is to induce referrals of Medicare or Medicaid patients or the purchasing, leasing, ordering, or arranging of any good, facility, service, or item paid for by Medicare or Medicaid or any other federal health program. All employees are prohibited from engaging in such conduct. Any employee who violates this prohibition will be subject to disciplinary action up to and including discharge.

False Claims - Federal and State False Claims Laws

It is a violation of federal law to knowingly submit false or fraudulent claims for payment to the United States or to the state of North Carolina and the Commonwealth of Virginia. It is also a crime to knowingly make or use a false statement to get a claim paid or approved. False claims are prohibited by a number of state and federal laws, including the federal False Claims Act and North Carolina/Commonwealth of Virginia State False Claims Act

Both the Federal and state False Claims Acts, and other statutes, provide very severe civil monetary penalties for submitting false claims. Submitting false claims can also lead to being excluded from participation in Medicare, Medicaid and other state or federal health care programs. In addition to these civil penalties, parties submitting false claims may be subject to criminal prosecution under state and/or federal law.

The applicable federal laws are set forth in 31 U.S.C. §§ 3729 – 3722 and 31 U.S.C. § 38. North Carolina False Claims Act state laws is set forth at N.C.G.S. §§1-605 through 1-618. Commonwealth of Virginia state False Claims Act is set forth at Standards of Virginia § 8.01-216.3-216.19. Both the federal and state False Claims Acts include “whistleblower” provisions. These provisions provide protection for employees who investigate or report an allegedly false claim. They also protect

employees who provide testimony or otherwise assist in a false claim prosecution.

The protections afforded to whistleblowers includes prohibiting terminating, suspending, harassing or otherwise discriminating against an employee who cooperates with or participates in a false claims investigation. Employees who suffer such retaliation are entitled to reinstatement, back pay, two times back pay, and interest on back pay.

Under both the Federal and state of False Claims Acts, an employee with independent knowledge of a false claim may file suit on behalf of the government to enforce the state or federal act.

The Organization maintains detailed policies and procedures related to fraud and abuse. These policies and procedures address preventing, detecting, and eliminating waste, fraud, and abuse. The Organization's policies and procedures contain a process for you to report suspected non-compliance or false claims. If you would like to review these policies and procedures, you may do so by contacting the Organization's Compliance Officer at (336) 789-2922 ext 1113.

Applicability

The policies contained or referred to in this handbook apply to all employees of the Organization.

Exempt salaried employees are those who are exempt from minimum wage and overtime pay requirements as executive, administrative or professional employees or on another basis. Nonexempt (hourly) employees are those who are entitled to receive at least minimum wage and overtime pay for hours worked in excess of forty (40) hours in a workweek.

Clinical staff employees are those employees who have direct contact with patients in the patient's homes or other places of residence. Office staff employees are those employees who normally spend the majority of their workday in the Organization office and have little, if any, direct contact with patients.

As used in the policies contained or referred to in this handbook, unless the context indicates otherwise, the words "employee" or "employees" means all employees to which these policies apply.

Because the Organization maintains offices in several geographic locations, the policies contained or referred to in this handbook may be supplemented or modified from time to time by additional or different policies applicable only to employees at a specific Organization office.

Organizational Chart

See Appendix A in this handbook for the organizational chart.

Organizational Certification and Accreditation

The Organization is certified by the Centers for Medicare and Medicaid Services (CMS) and accredited by the Accreditation Commission for Health Care (ACHC).

Mountain Valley Hospice and Palliative Care is an approved provider of continuing nursing education by the North Carolina Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Compliance Issues

Questions may arise about how our standards apply to situations you may face, or what to do when a conflict of interest arises. Use the Four-Step Compliance Communication Process below to get answers to your questions.

Four-Step Compliance Communication Process

The four step communication process is your guide to handling compliance issues. If you have a compliance concern or simply want guidance regarding an issue, you should use this process. You should also use this process to report suspected violations of our Standards of Conduct.

Most questions or issues can be, and should be, handled at the local level. Thus the Four-Step Process has been designed to give those closest to you the opportunity to address matters as they arise. The process then allows for matters to be advanced as appropriate.

Step 1 First talk with your supervisor. He or she will be familiar with the laws, regulations and policies that relate to your work and will be able to handle most matters.

Step 2 If you are not comfortable talking with your supervisor (for example, if you are questioning the actions of your supervisor) talk to your supervisor's supervisor (follow the chain of command). Talk to a Human Resources representative about employment policies, procedures, or benefits.

Step 3 If you feel the matter cannot be handled at your local level, please contact the compliance officer directly as follows:

Tracey Dobson, Interim Compliance Officer 789-2922 ext 1113
tdobson@mtnvalleyhospice.org

The compliance officer will consult with the Executive Director on all matters warranting an investigation unless the situation warrants otherwise.

Step 4 If none of the above steps resolves your questions or concerns, or if you prefer, call the toll-free **Compliance Hotline at 1-866-273-5213**. All calls are confidential, and you may choose to remain anonymous.

When Should You Not Call The Hotline?

If you have questions about employment policies or procedures, talk to your supervisor or a Human Resources representative. For questions about medical, dental or disability plans or claims, call the Human Resources Office at 336-789-2922 ext 1114 or 1105.

Problem Solving - Non-Disciplinary Matters

This Problem Solving Procedure is to ensure that all employees will have an open channel of communication to their supervisor and to other managers when they have a question, concern, or complaint about any aspect of their relationship with the Organization, other than to appeal a disciplinary or discharge action or claim of unlawful discrimination or harassment. This Problem Solving Procedure is not to be used to appeal a disciplinary or discharge action; a disciplinary or discharge action must be appealed, if at all, as stated in "Appeal of Disciplinary Action". Nor should it be used to report a claim of unlawful discrimination or harassment; claims of unlawful discrimination or harassment should be reported as stated in "Non-Discrimination." Although it focuses on resolving differences, the intent of this Problem Solving Procedure is that the "doors" of management are open to each employee for any reasonable purpose. For example, if an employee has questions about the Organization's policies, or wants guidance concerning training and development or career opportunities, or if the employee wishes to discuss any other matter, he or she is encouraged to talk with his or her supervisor. The employee should understand, of course, that using this Problem Solving Procedure will not always result in the action desired by the employee. However, it does provide each employee the opportunity to review concerns not only with his or her supervisor, but if necessary, with higher levels of management. It also provides an opportunity for review of each employee's situation.

To use the problem solving procedure, the employee should follow the steps below:

- a. Talk with his or her supervisor as soon as a concern or question arises. It is the supervisor's responsibility to take time to discuss any questions or concerns related to employment. Experience has shown that open and direct communication between an employee and his or her supervisor is the best way to resolve questions, concerns, and misunderstandings quickly and effectively.
- b. If the employee and his or her supervisor cannot resolve the problems, the employee's supervisor will help the employee seek resolution through the supervisor's immediate superior.
- c. If the employee's questions or concerns have not been resolved satisfactorily by the supervisor's immediate superior, or, if the supervisor reports directly to the Executive Director, the employee is free to request a further review by the Executive Director of the Organization. The request to the Executive Director should be made in writing. The Executive Director will make the final

determination for the Organization. The employee's question or concern will be reviewed with the employee and management, and the employee will receive a written response.

When using this Problem Solving Procedure, an employee will be assured of active assistance from management to attempt to resolve the employee's concerns at the lowest possible level in a timely manner. If an employee desires, he or she may request another employee of the Organization to accompany him or her through any step of the process. This procedure is designed to give each employee an answer in approximately five (5) calendar days. Should the employee request a review by the Executive Director, an effort will be made to reach a final determination within approximately ten (10) calendar days. The policy is designed to protect an employee from improper treatment by assuring each employee an open channel of communication and a review of the facts and circumstances surrounding the situation.

Non-Discrimination

Equal Employment Opportunity

The Organization is committed to providing a work environment which is free from unlawful discrimination. The Organization provides equal employment opportunity for all employees and applicants for employment without unlawful discrimination on the basis of race, creed, color, religion, sex, age, handicap, disability, citizenship, national or ethnic origin, current or future service in a uniformed service, or other basis prohibited by law. Equal employment opportunity includes, but is not limited to, hiring, promotion, transfer, demotion, termination and training.

Harassment

MVHPC is committed to providing a work environment that is free from harassment. Harassment behavior of any kind by any hospice employee at work or at work-related events is cause for disciplinary action, up to and including termination of employment.

Harassment: Unwelcome behavior or statements related to an individual's race, color, sex, sexual orientation, disability, religion or national origin. Harassment includes behavior that creates a work environment that is intimidating, hostile, or offensive because of unwelcome or unwanted conversations, jokes, suggestions, requests or demands, physical contacts or attentions, whether sexually oriented or otherwise.

Harassment based on some innate or personal characteristic, such as race, color, religion, sex, age, disability, national or ethnic origin, or other basis prohibited by law, is prohibited. Harassment is unwelcome conduct that interferes with an employee's job performance. It can be spoken or written, graphic or physical. It can be done to offend or simply as insensitive joking.

Sexual harassment deserves special mention. Sexual harassment infringes on an employee's right to a comfortable working environment and undermines the integrity of the employment relationship. No employee, male or female, should be subjected to unsolicited and unwelcome sexual overtures or conduct.

It is illegal for an employee, male or female, to sexually harass any other employee. Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct or communication constitutes sexual harassment when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; and,
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment by verbal, physical or visual conduct of a sexual nature.

Examples of sexual harassment include, but are not limited to: unwanted sexual advances; demands for sexual favors in exchange for favorable treatment or continued employment; repeated sexual jokes, flirtations, advances or propositions; verbal abuse of a sexual nature; graphic verbal commentary about an individual's body, sexual prowess or sexual deficiencies; leering; whistling; touching; pinching; assault; coerced sexual acts; suggestive, insulting, obscene comments or gestures; and display in the workplace of sexually suggestive objects or pictures.

Conduct constituting harassment will not be tolerated in the workplace or in other work-related settings. If you feel you have been subjected to harassment, tell the offending person that you want the activity to stop immediately. Because some conduct may be considered offensive by some and not by others, you should put your fellow employees and managers on notice if you are offended by any of their conduct or comments.

Reporting Incidents of Unlawful Discrimination and/or Harassment

Any employee who believes he or she has been unlawfully discriminated against, including unlawful harassment, by a coworker, supervisor, manager, volunteer or agent of the Organization, or by a visitor, patient, physician or other person served by the Organization, should promptly report the facts of the incident or incidents and the names of the persons involved to his or her supervisor, the Non-Discrimination Coordinator, or to the Executive Director. Supervisors should promptly report such incidents to the Executive Director. All claims of unlawful discrimination and/or harassment will be investigated and appropriate corrective action taken. In the event an employee of the Organization engages in unlawful discrimination, including unlawful harassment, corrective action may include disciplinary action, up to and including termination of employment.

Accommodation of Disability

Notwithstanding anything in this handbook to the contrary, as required by applicable law, the Organization will make reasonable accommodation to the known physical or mental limitations of a qualified applicant or employee with a disability, unless the accommodation would cause an undue hardship on the operation of the Organization or the individual would pose a "direct threat" to the health or safety of himself/herself or of others that cannot be eliminated or reduced below the level of a "direct threat" by reasonable accommodation which does not constitute an undue hardship to the Organization.

Disability Grievance

To facilitate handling of complaints of disability discrimination, the Organization has established a disability or "Section 504" Grievance Procedure. Section 504 is a federal law that prohibits disability discrimination. The Organization's Section 504 Grievance Procedure is included in this handbook below. The Organization has identified a Section 504 Grievance Procedure Coordinator who is responsible for overseeing the Organization's Section 504 Grievance Procedure. The Section 504 Grievance Procedure Coordinator is identified in that Procedure.

Disability Grievance Procedure

Any person(s) who believes that he or she or any class of individuals has been subjected to discrimination as prohibited by Section 504 of the Rehabilitation Act of 1973 may file a complaint pursuant to the procedures set forth below, on his or her own behalf, or on behalf of another person or on behalf of disabled persons as a class. All persons are encouraged to file grievances in order to resolve any disputes arising under Section 504. Your filing a complaint will not subject you to any form of adverse action, reprimand, retaliation or otherwise negative treatment by the Organization personnel.

Accordingly, the Organization has adopted an internal grievance procedure providing for the prompt and equitable resolution of complaints alleging any action prohibited by the United States Department of Health and Human Services regulations (45 CFR Part 84), implementing Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794). Section 504 states, in part, that "no otherwise qualified individual with disabilities ... shall, solely by reason of his or her disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance...." The law and regulations may be examined in the office of Human Resources. The Director of Human Resources and Payroll has been designated as the Organization's "Section 504 Coordinator" to coordinate the efforts of the Organization to comply with the regulations.

- (1) Complaint processing procedures are as follows:
 - a. All complaints involving matters prohibited by Section 504 shall first be filed with Supervisor, who shall render an initial determination and resolution within five (5) days of receipt of the

complaint.

- b. If satisfactory resolution is not achieved at Step A, the complainant may request a hearing with Executive Director for a final determination. The final determination will be made within five (5) days of presentation.

- (2) A complaint should be in writing, contain the name and address of the person filing it, and briefly describe the action(s) alleged to be prohibited by the Section 504 regulations.
- (3) All complaints should be filed as set forth above within three (3) days after the complaining party becomes aware of the action(s) allegedly prohibited by the Section 504 regulations.
- (4) All complaints should also be referred to the office of the Section 504 Coordinator, who shall maintain the files and records of the Organization relating to complaints filed under this Section 504 Grievance Procedure. The Section 504 Coordinator may assist persons with the preparation and filing of complaints, participate in the investigation of complaints, and advise the Executive Director concerning their resolution.
- (5) The Executive Director, or his or her designee, shall take steps to insure an appropriate investigation of each complaint to determine its validity. These rules contemplate formal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to the complaint.
- (6) The right of a person to prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of a Section 504 Complaint with the Office for Civil Rights of the United States Department of Health and Human Services. Utilization of this grievance procedure is not a prerequisite to the pursuit of other remedies.
- (7) These rules shall be liberally construed to protect the substantial rights of interested persons, to meet appropriate due process standards, and to assure the Organization's compliance with Section 504 and the regulations.

No Fraternization

In order to promote the efficient operations of the Organization and to avoid any misunderstandings, conflicts of interests, complaints of favoritism or sexual harassment, and/or employee morale and dissension problems that can result from romantic and/or sexual relationships, all employees of the Organization are prohibited from becoming involved in a romantic or sexual relationship with a fellow employee of the Organization, when in the opinion of the Supervisor or Executive Director their romantic or sexual relationship may create a conflict of interest, negative or unprofessional work environment,

cause disruption to the operations of the Organization or present concerns regarding supervision, safety, security or morale.

It is the responsibility of each of the employees involved to fully disclose such a relationship to the Supervisor or Executive Director so a determination can be made as to whether the relationship violates this policy. Any employee who violates this policy is subject to disciplinary action up to and including termination of employment.

Employee Referrals

Employees are encouraged to refer anyone they think would be a good addition to our organization as long as the person meets the qualifications for an existing open position.

Employee referrals will be monitored through the application process in ADP Applicant Tracking.

See Employee Referrals policy for referral amounts awarded for a successful new hire with MVHPC.

Hiring

Applications for Employment

Employees are chosen based on the Organization's evaluation of their qualifications, including knowledge, training, demonstrated ability, skills, previous work experience, attitude, dependability, and applicable licensure, registration or certification, if any. They must have a genuine liking for people and a real desire to help them achieve quality end of life care. They must be able to read, write, follow directions, have maturity and ability to deal effectively with demands of the job and pass any required examinations. They must have reliable transportation (some jobs require an automobile) and a telephone number through which they can be reached. They must be able to operate electronic equipment such as laptop computers, desktop computer, smart phones, and wireless devices to perform job duties.

An application for employment must be fully completed by each applicant for employment. If a vacancy does not exist, the application will be kept on file for six (6) months and considered when an appropriate vacancy becomes available. After six (6) months, the application will become inactive and, to be considered thereafter, a new application must be fully completed and submitted.

An applicant may be asked to submit a copy of his or her transcript or diploma with his or her application form.

Applicants are required to complete a questionnaire related to their discipline through the Care Profiler system before interviewing for a position.

Three (3) employer references are required. If the applicant has no prior work experience, three (3) personal references must be provided. Applications are reviewed, and selected candidates will be interviewed by the hiring supervisor and selected peers before the decision to hire, or not to hire, is made.

An omission or misrepresentation of any information on an application for employment may result in the applicant not being hired, or, if already employed when the omission or misrepresentation is discovered, may result in termination of his or her employment.

Written confirmation of employment will be given to each new employee stating the employee's employment status, job title, date of employment, rate of pay, first day of work, the date, time, and place of the employee's orientation, and other basic information.

Prior to employment, the applicant must:

- (a) Have employment reference checks satisfactory to the Organization;
- (b) Complete the necessary verification of identity, eligibility to be employed, and Form I-9 as required by the Immigration Reform and Control Act of 1986;
- (c) If the job requires licensure, registration or certification, present an original of his or her current license, registration or certification; a copy will be made for the Organization's file;
- (d) Present an original of his or her current driver's license and proof of motor vehicle insurance satisfactory to the Organization.

Prior to the first day of work, the applicant must:

- (a) Have successfully completed a criminal history and other background checks (e.g., whether the individual is excluded from participation in the Medicare or Medicaid programs) satisfactory to the Organization
- (b) Have successfully completed the health requirements
- (c) Completed pre-employment drug screen
- (d) Sign the relevant job description
- (e) Document that he or she carries automobile insurance with at least the amount required by the Organization.

All employees must attend an employee orientation program and sign appropriate forms acknowledging that policies of the Organization are understood.

Employment of Relatives

The Organization will not give preferential consideration or treatment to applicants for employment based on a family relationship.

An individual will not be hired in a position having substantial direct or indirect decision making influence upon the employment, progress, compensation or supervision of a member of his or her immediate family. Nor will an individual be hired in a position in which a member of his or her immediate family would have substantial, direct or indirect decision making influence upon the employment, progress, compensation or supervision of that individual.

Employees who become married or romantically involved are required to promptly notify their supervisor and the Executive Director if their current position conflicts with the provisions of policy.

In the event two (2) persons employed by the Organization become members of the same immediate family after they are employed by the Organization and one has substantial direct or indirect decision making influence upon the employment, progress, compensation or supervision of the other, then the Organization will attempt to transfer the employee with the least seniority within thirty (30) calendar days after the relationship arises. If this is not feasible, then one or the other must resign from their employment with the Organization effective within thirty (30) calendar days after the relationship arises. If a transfer is not possible, and neither one resigns effective within that thirty (30) calendar day period, then both will be considered to have resigned from their employment with the Organization and both of their employment with the Organization will automatically terminate effective on the thirtieth (30th) calendar day after the date on which the relationship arose.

In the event there is any dispute concerning whether a "substantial direct or indirect decision making influence" exists between two positions, the decision of the Organization's Executive Director shall control and shall be final. As used in this section concerning "Employment of Relatives," the term "immediate family" means: spouse; child; father; mother; brother; sister; father-in-law; mother-in-law; son-in-law; daughter-in-law; grandfather; grandmother; grandchildren; step-child; step-father; stepmother; step-brother; step-sister; step-grandfather; step-grandmother; and, step-grandchildren. This includes both current relatives and relatives from a prior marriage.

The prohibitions contained in this section concerning "Employment of Relatives" may be waived by the Executive Director in the event of special or unusual needs of the Organization.

Employment of Minors

Minors will be employed only in accordance with applicable federal and state law. No one under eighteen (18) years of age will be employed.

Re-Employment

An individual whose employment with the Organization terminates and is eligible for re-hire will be treated the same as any other applicant for employment. Former Organization employees who are re-employed by the Organization will be treated as new employees for all purposes, e.g., serving in an introductory period, length of service, benefit participation. Former Organization employees who are re-employed within six (6) months of termination are not required to complete the new hire orientation process.

An employee who is re-employed within ninety (90) calendar days of termination from a long term lay off will retain his or her length of service, benefit participation, etc. as long as he or she returns to the same job title as he or she was employed at the time of the layoff.

Employees not eligible for re-employment may re-apply and be considered per approval by the Executive Director.

CPR Certification

MVHPC requires all paid personnel with direct patient contact to be competent in Basic Life Support Healthcare Provider level according to American Heart Association or the American Red Cross Standards.

CPR certification is a condition of employment for all clinical staff employees and their supervisors that are expected to respond to medical emergencies, perform resuscitative measures including CPR, and call 911 in the absence of a do not resuscitate order or upon request of the patient/or authorized caregiver. Proof of CPR certification must be presented to the Organization before the first day of independent patient contact.

If the clinical staff employee does not present proof of CPR certification upon hire and fails to attend CPR certification offered by the Organization or other approved entity, the employee will not be allowed to have independent patient contact. If the employee fails to provide proof of CPR certification within two (2) weeks of hire date, the employee may be terminated or suspended without pay.

CPR Recertification

It is the responsibility of each employee to obtain recertification of CPR on a timely basis. The Organization offers CPR certification sessions during the new hire process and at least monthly. CPR certification sessions will be posted on the education section of the internal website, the monthly internal e-newsletter, and provided to the Director at each MVHPC location.

If the employee does not obtain timely CPR recertification: (a) until the employee obtains the CPR recertification, he or she will be suspended from active employment; and, (b) if the employee does not obtain the CPR recertification within five (5) calendar days after the date his or her CPR certification

expires, the employee will be considered to have voluntarily resigned from his or her employment with the Organization without the notice required by the Organization. The Organization is not responsible for scheduling additional CPR classes for employees who are non-compliant. Employees may at their own expense secure CPR certification from an approved program (American Heart Association or the American Red Cross Standards).

Online CPR certification is not acceptable. An employee may study and prepare for certification online, however the critical skills performance must be demonstrated, and the written test must be taken in the presence of an approved certified CPR instructor.

Job Openings

Except as stated below, all routine job openings with the Organization will be posted to give current employees an opportunity to be considered for the job. A "job opening" refers to any full-time, part-time or PRN opening.

Posting of Job Openings

When a full-time or part-time job opening occurs with the Organization, the opening usually will be posted at the Organization's website. This allows employees an opportunity for consideration for the job. To be eligible for such consideration, an employee must submit a written notification of interest for the job to Human Resources and direct supervisor and must have worked in their current position a minimum of 6 months. Exceptions must be approved by Executive Director.

Posting of the job in-house and to the public, *e.g.*, newspapers, may occur simultaneously.

Award of the Job

The determination of whether or not to award a job to a particular applicant who is an employee of the Organization involves the Organization's evaluation of a variety of considerations, including the applicant's qualifications, knowledge, training, demonstrated ability, skill, efficiency, work experience, attitude, attendance and disciplinary records, Care Profiler results, and Organization length of service, if any. It should be remembered that length of service and good care giving skills do not necessarily mean that an individual possesses all of the qualities desirable for a particular job (*e.g.*, supervisory abilities are very important for supervisory positions). The actual award or non-award of a job to any person, in all instances, is at the discretion and judgment of the Organization.

Limitation on Transfers

Once an employee has been awarded a job with the Organization, either as a result of his or her initial hire or as a result of a job posting, the employee may not apply for another job with the Organization for six (6) months after beginning the job. To qualify for transfer, employee status must be without

performance or discipline issues, and must meet the physical and educational requirements, and any other skills required to accurately perform the functions of the position. The six (6) month restriction may be waived by the Executive Director.

Positions Not Posted

Notwithstanding anything in this section concerning job openings to the contrary, a job opening will not be posted if the Executive Director determines in advance there are no employees of the Organization who have the necessary qualifications or experience to fill the position, necessary restructure of positions, or, due to the circumstances involved, the position must be filled more quickly than is contemplated by this posting procedure. Nor will a job opening be posted if the Executive Director concludes it should be filled by an employee returning from leave of absence or short term layoff. The position of Executive Director and other select senior level management will not be posted.

Categories of Employment

Categories of Employment

All employees are employed in one of the following categories of employment:

A full-time employee is one who is employed to work on a regular basis for thirty two (32) or more hours per workweek and who is not a temporary employee.

Exempt full-time employees are managers, executives, supervisors, professional staff, technical staff, officers, directors, and others whose duties and responsibilities allow them to be “exempt” from overtime pay provisions.

Non-exempt full-time employees are those in certain types of jobs that are entitled to overtime pay for actual hours worked in excess of 40 hours per week.

Part-Time Employee is one who is employed to work on a regular basis for less than thirty two (32) hours per workweek and who is not a temporary employee.

PRN Employee is one who works as needed based on the census, workload and available staffing. Hours will vary based on need.

Temporary Employee is one who is employed for a specific project or for a specific period of time and whose employment will automatically terminate at the end of that project or that period of time. A temporary employee may be assigned to work either a full-time schedule or a part-time schedule.

Change of Employment Category

An employee is specifically employed to work in a particular category of employment. Any change in an employee's category of employment occurs only by formal, written personnel action request signed by the Executive Director, Supervisor, and Human Resources which expressly states an employee's category of employment is being changed, e.g., the fact that an employee's actual hours of work may vary from that of his or her category of employment for a significant period of time does not change the employee's category of employment.

Benefit Participation

Full-Time Employees

Subject to any conditions stated in this handbook, full-time employees are eligible for: the paid time off, health, and dental plans and subject to any conditions stated in the plan documents and to any underwriting requirements, are eligible to apply to participate in the Organization's group insurance plans. Subject to eligibility requirements stated in the Plan documents, they are eligible to participate in the Organization's retirement plan.

Part-Time and Temporary Employees

Part-time employees working at least twenty (20) hours per week are eligible for the Organization's paid time off benefit but are not eligible to participate in the Organization's health plan or other benefits. Temporary employees are not eligible for the Organization's paid vacation benefit or to apply to participate in the Organization's group insurance plans. Subject to eligibility requirements stated in the Plan documents, they are eligible to participate in the Organization's retirement plan.

Supervision

An employee is supervised by either an onsite director or offsite director depending on the duties the employee is performing. As used in the policies contained in this handbook, the term "supervisor" means either the Director or the Supervisor to whomever the employee is reporting at the time.

Orientation

All employees will participate in an orientation which covers:

- The Organization's Standards of Conduct
- The Organization's policies, procedures, and objectives;

- The Organization's programs and services;
- Compliance program;
- Disaster program;
- Performance Improvement/QAPI;
- Job description and responsibilities;
- Personnel policies;
- The functions of other the Organization personnel and how they relate to each other in providing services for the patient;
- The relation of the Organization to other community agencies;
- Confidentiality, including the HIPAA privacy and security rules and policies;
- Patient rights, safety and satisfaction;
- Employee health;
- Proper lifting techniques;
- Dress standards;
- Charting and documentation;
- Reimbursement criteria and restrictions;
- Timekeeping procedures;
- Organizational Ownership;
- Hazard Communication Standard requirements;
- Employee benefit information;
- The Organization's Exposure Control Plan for Occupational Exposure to Bloodborne Pathogens;
- Universal precautions to be followed when an employee has direct contact with blood or other body fluids;
- Abuse and neglect; and,
- Safety.

Employees receive their usual salary for time spent in orientation.

Job Titles and Descriptions; Temporary Assignment to Other Duties

Job Titles and Descriptions

All employees are employed to work in a specific job title. A written job description exists for each job title. Each employee is given a copy of the job description for his or her job title and must sign a copy of the job description prior to the first day of work in that job description. Each employee is responsible for any duties referred to in his or her job description.

Temporary Assignment to Other Duties

An employee may be temporarily assigned to perform duties in a job title other than the one in which the employee is employed. While working in the temporary assignment, the employee receives his or her usual salary. There is no limitation as to the maximum amount of time spent in a temporary assignment.

Introductory Period

An employee is considered to serve an "introductory period" for the first ninety (90) calendar days or 480 hours after his or her date of last hire in a job title by the Organization. The length of an employee's initial introductory period may be extended with supervisor approval at any time for an additional specified period of time, not to exceed thirty (30) calendar days, by the giving written notice of the extension to the employee. For purposes of the policies contained or referred to in this handbook, an employee is considered to be in his or her introductory period, in "introductory status" or "introductory" during the basic ninety (90) calendar day introductory period through to the end of any extension of that basic period.

If an employee is hired to work in a different job title, he or she will serve a new introductory period from the date he or she is hired in the different job title. Furthermore, if employment terminates for any reason and the employee is rehired at a later time as an employee of the Organization, he or she will serve a new introductory period from the date he or she is rehired (the "date of last hire").

The introductory period is a "getting acquainted" period. It permits the employee to adapt to his or her position and become acquainted with policies and procedures. It permits management to determine from actual performance the employee's suitability for his or her position. Being introductory or non-introductory, however, does not affect the fact that employment at all times is at the mutual consent of the Organization and of the employee and either may terminate the employment relationship at will at any time for any reason, with or without cause or notice. Introductory status, however, does mean the employee may not appeal a disciplinary or discharge action which occurs while he or she is in introductory status. In addition, in the event of a long term layoff, employees in the affected job title who are in introductory status normally will be released first.

Performance Reviews

The performance review policy of the Organization is designed to evaluate work performance and to set goals related to work performance and job priorities. Each employee will be given a formal evaluation using criteria relevant to his or her job title and job performance. Application of skills and knowledge, quality of work, productivity, attitude, dependability, ability to perform new skills, initiative, judgment, punctuality, attendance and overall performance are included. The reviews are based on

input from the Organization's patients and their families, and other persons involved with services for the patient, as well as first hand observation by other Organization employees and agents.

A written performance review will be conducted at the following intervals:

- In conjunction with completion of the ninety (90) calendar day introductory period for the purpose of continuing employment only. (For purposes of the policies contained in this handbook, if termination of employment results from this evaluation it shall be deemed to have occurred while the employee is in introductory status even though the effective date of the termination is after the introductory period, *i.e.*, the employee may not appeal the termination of employment.)
- In conjunction with completion of an extended introductory period for the purpose of continuing employment only. (For purposes of the policies contained in this handbook, if termination of employment results from this evaluation it shall be deemed to have occurred while the employee is in introductory status even though the effective date of the termination is after the introductory period, *i.e.*, the employee may not appeal the termination of employment.)
- In conjunction with the first anniversary of the employee's date of last hire in the job title and annually thereafter in conjunction with each anniversary date of employment in that job title; however, if the employee is on leave of absence during an anniversary of employment, the evaluation may be conducted after the employee returns to work.
- At any other time at the discretion of Supervisor or Executive Director.
- At the completion of the written performance review, the supervisor and the employee will discuss the review. At the end of that discussion, both the supervisor and the employee are to sign the review. The employee's signature does not imply agreement or disagreement with the performance review; it only verifies that the review occurred. The employee may request and receive a copy of the performance review after it has been signed.

Health Requirements

Applicants for Employment

Post Offer Medical Examination

A medical history form, is required for each employee after the offer of employment is made but before the first day of work. If requested by Organization the employee must have a medical examination by his or her physician. The employee is responsible for all costs related to the medical examination. The Organization's offer of employment is conditional based on the satisfactory outcome of the medical examination.

The purpose of the post offer medical examination is: (a) to determine whether or not the individual currently has the physical and mental qualifications necessary to perform the job with or without accommodation which does not constitute an undue hardship on the Organization; and, (b) to determine

whether or not the individual can perform the job without posing a "direct threat" to the health or safety of the individual or others or that cannot be eliminated or reduced below the level of a "direct threat" by reasonable accommodation which does not constitute an undue hardship to the Organization.

Tuberculosis (TB)

After the offer of employment is made but before the first day of work, at the Organization's cost, all employees must have had a Mantoux test (or other tuberculosis evaluation) in accordance with the Organization's Respiratory Exposure Control Plan for TB Exposure incidents. New hire employees will complete a two-step process for TB testing. If they employee can provide proof of TB testing in the 12 months prior to hire, a second test will not be performed. New hire employees who have ever tested positive will not receive TB test. A TB screening and review with occupational health nurse is required. If a positive test occurs, appropriate clinical follow up will be required to determine whether or not the individual poses a "direct threat" to the individual or others that cannot be eliminated or reduced below the level of "direct threat" by reasonable accommodation which does not constitute an undue hardship to the Organization.

Employees must have an annual TB screening at the Organization's cost in accordance with the Organization's Respiratory Exposure Control Plan. Based on the screening, a TB test or chest x-ray may be required. If the TB test or x-ray is positive clinical follow up will be required to determine whether or not the individual poses a "direct threat" to the individual or others that cannot be eliminated or deduced below the level of "direct threat" by reasonable accommodation which does not constitute an undue hardship to the Organization.

Drug Free Work Place

MVHPC is committed to ensuring that all employees work in a drug free environment and implements a drug free workplace policy in accordance with pursuant to requirements under F.S. 440.102 and administrative rules 59A-24 of the Department of Labor and Employment Security, Division of Worker's Compensation.

Because the Organization provides services to individuals who may be frail and unable to care for their own needs and pursuant to programs regulated by state and federal laws, it has a compelling obligation to eliminate substance abuse from its workforce. Alcohol or drug abuse adversely impacts an employee's job performance, as well as endangers other employees, our patients and the general public. It is therefore necessary that the Organization maintain a work environment that is free from the effects of alcohol and drugs.

It is the policy of the Organization that the unlawful manufacture, distribution, possession, sale or use of a controlled substance is prohibited in all our workplaces. The Organization will periodically inform employees about: (1) the dangers of substance abuse in the workplace; (2) the Organization's policy of maintaining a drug-free workplace; (3) any available substance abuse counseling, rehabilitation, and employee assistance programs; and, (4) the penalties that may be imposed upon an employee for

substance abuse violations occurring in the workplace.

Use of Alcohol and Drugs

Use Prohibited

Employees shall not illegally use, distribute, manufacture, dispense, possess, buy, or sell controlled substances or alcohol during working hours, in the Organization's offices or on premises, in any vehicle provided by the Organization for employee use, personal vehicle, or while in the home of any patient or contracted facility.

Employees shall not work or report to work at the Organization's office, a patient's home, or any other facility or location on behalf of the Organization under the influence of alcohol or controlled substances.

Notification of Drug Offense

Employees including managers, supervisors and officers of the Organization, are required to notify the Organization of any arrest or criminal charge made against the employee of any criminal statute involving the manufacture, distribution, dispensing, possession, purchase, sale or use of any controlled substance. This notification must be provided no later than five (5) days after such arrest or charge. The Supervisor, in his or her sole discretion and based on all circumstances known at the time may place the employee on immediate unpaid leave, pending the Organization's investigation and determination of the matter. Such leave may or may not be extended until such time as the proceedings stemming from the charge are concluded. Actions which would constitute a criminal offense will result in disciplinary action up to and including termination of employment.

Use of Prescription Controlled Substance for an Ongoing Medical Condition

An employee undergoing medically prescribed treatment by a licensed physician with a controlled substance that may limit the employee's ability to perform the essential functions of the employee's position in a normal and safe manner must report the treatment to their Supervisor. Information must also be recorded in Employee Health File. If there is evidence that the employee would not be able to perform the essential functions of the employee's position and/or would pose a risk of imminent harm to the employee or to others, the employee may be requested to submit to testing for over medication or for over the counter and/or prescribed medications interactions. If an employee refuses to be tested, the employee will be immediately discharged.

REMINDER: Off-the-job use of alcohol or controlled substances will have a residual effect in the person's system which will influence the results of any testing. Employees are warned that this makes no difference in the Organization's assessment of the appropriate discipline action which may include discharge.

Treatment for Substance Abuse

Employees are urged to request assistance with any substance abuse problems before disciplinary action is necessary. If an employee seeks assistance with a substance abuse problem, the employee will be offered the opportunity to receive appropriate counseling and, if necessary and appropriate, may be granted leave of absence, under the Organization's Family and Medical Leave, PTO, or unpaid medical leave policies, as applicable, to receive the recommended treatment. However, a substance abuse related problem will not excuse any violation of the Organization's rules or standards.

Chemical dependency is a treatable disease. Employees covered by health care insurance benefits may have some coverage for treatment of chemical dependency. However, costs associated with treatment not covered by such benefit programs remains the responsibility of the employee. Regardless of the treatment program chosen, the employee remains responsible for the successful completion of the treatment and assertion that a counselor failed to consider certain factors shall not constitute an excuse for continued substance abuse or a defense to disciplinary action if the employee does not successfully complete treatment.

Testing

Drug screening will be conducted in the following instances:

Pre-Employment Testing

Any applicant offered employment with the Organization and/or any person offered reemployment or reinstatement will be subject to a drug screen. The applicant will be required to sign a consent form agreeing to submit to this testing and to release of the results to the Organization. Applicants who refuse to sign the consent form or refuse to submit to testing will be removed from consideration for employment, reemployment or reinstatement.

All prospective employees and persons offered reemployment or reinstatement must pass the drug screen as a condition of employment, reemployment or reinstatement.

Post-employment Testing

Employees also may be required to submit to drug screen test under the following circumstances:

- a. Where state or federal regulations require controlled substance and alcohol testing.
- b. Where an employee is offered assignment to job titles that require physical examinations.
- c. Where the employee's supervisor believes there is reasonable suspicion that an employee is in violation of this policy.
- d. Where the employee's supervisor believes there is reasonable suspicion that the use of alcohol or a controlled substance has adversely affected an employee's job performance, or may result in a risk of imminent harm to the employee, other employees, patients, or the public.

- e. Where an employee is involved in or contributes to (by action or inaction) a work-related accident or unsafe practice involving actual or potential physical harm, death, property loss or liability, including automobile accidents in which the employee is involved while working for the Organization.
- f. Random selection.

Any person who refuses to submit to the screening tests will be subject to disciplinary action up to and including discharge.

Testing Procedures

Samples

Testing will require that the employee or applicant provide a breath, saliva, urine, blood or other scientifically acceptable sample. The Organization will test for alcohol and for controlled substances including those that have been declared unlawful to use or possess under the federal Controlled Substance Act, including but not limited to marijuana, cocaine, amphetamines, opiates and phencyclidine (PCP). When possible, samples will be obtained on-site without notice by a qualified testing organization. Employees will be escorted to the lab when there is reasonable suspicion of substance abuse or alcohol. The samples will be tested by a certified laboratory, and test results will be treated confidentially. Results will be distributed only on a need to know basis to the extent necessary to protect a legitimate interest of the Organization.

Expenses

The Organization will pay the costs of the initial screening and confirmatory test. No employee will suffer lost compensation while undergoing such test.

Confirmation

Positive drug test results will be confirmed by gas chromatography/mass spectrometry (GC/MS) or another medically accepted testing method. An employee may also request a confirmatory retest of the original sample, at the employee's expense, after notice that a positive test result has been confirmed. The employee must request this within five (5) working days after receiving notice of the confirmatory test result.

Consequences of a Positive Test Result

Pre-Employment

An applicant who tests positive for current use of an illegal drug will be refused employment. Provided, however, such applicant may provide a written statement from his or her physician explaining any medically necessary use of a prescriptive controlled substance. The Organization will then evaluate the

applicant's ability to perform the essential functions of the position for which the applicant is applying and determine if: (1) the applicant is otherwise qualified for the position; and, (2) if any accommodation is necessary so that the otherwise qualified applicant may perform the essential functions of the position. If the Organization determines, however, that no accommodation is possible because such accommodation would cause undue burden or because the applicant cannot perform the essential functions of the position with or without accommodation due to the use of the prescriptive controlled substance, the applicant will be refused employment.

Reasonable Suspicion

If an employee is sent for a drug screen due to reasonable suspicion, employee may be suspended from work without pay. If the test is deemed negative, pay for lost regularly scheduled hours will be reinstated.

Employees Positive Tests

An employee who tests positive will be immediately suspended from work without pay. The employee will have the right to explain the positive test result to his or her supervisor and may, as described above, request a confirmatory retest.

If there is no confirmatory retest, or if the retest result is positive, the employee will have two (2) alternatives to choose from unless the Supervisor in his or her sole discretion, determines that more severe discipline is warranted.

- a. The employee may choose to seek professional help for a drug/alcohol related problem. The employee will automatically be placed on Family and Medical Leave. As a condition of continued employment the employee is responsible for obtaining Family and Medical Leave documentation. Employee must provide proof of successfully completing an accredited treatment program. An employee granted leave for substance abuse treatment (or who uses paid leave time) may return to work if: (1) the Organization receives written notification from the accredited treatment program that the individual has successfully completed the course of treatment; (2) the employee satisfactorily passes an alcohol/drug/controlled substance screening test; and, (3) the employee secures a return-to-work clearance from a physician.
- b. The employee may choose not to seek professional help. If the positive test indicated the use of illegal controlled substances, the employee shall be immediately terminated unless the Executive Director, in his or her sole discretion, determines that circumstances warrant a lesser form of discipline.

Rehabilitation

The Organization encourages employees who suffer from substance abuse problems to seek assistance. However, it is the responsibility of each employee to seek assistance before alcohol or controlled substance problems lead to disciplinary action. Once a violation of this policy occurs, seeking

rehabilitation assistance may have no bearing on the determination of the appropriate disciplinary action.

The Organization may grant Family and Medical Leave or an Unpaid Medical Leave for treatment of a substance abuse problem within any one (1) year period (starting with the date of the leave) if the employee is eligible. The employee may also use accumulated PTO and must exhaust the balance of such paid time before unpaid leave is taken.

Searches

All motor vehicles, packages, lunch boxes, containers, handbags, and other employee property are subject to systematic or random inspection as a condition to bringing them onto the Organization or patient property or anywhere into the work environment. In addition, lockers, desks, and work spaces are subject to inspection when there is reasonable suspicion to believe that such a search may reveal violation of the Organization's policies. Employees are required to cooperate in these inspections. Failure to comply with a reasonable inspection request will subject the employee to disciplinary action up to and including discharge.

Confidentiality

All records and information obtained by the Organization as part of substance abuse policy including test results, treatments for substance abuse and information concerning employee medical condition will be confidentially maintained by allowing direct access only to those specifically designated by management with the need to know. Copies of substance screening test results will be furnished to an applicant or employee only on his or her written request.

Vaccination for Hepatitis B

Vaccination for Hepatitis B is provided in accordance with the Organization's Exposure Control Plan for Occupational Exposure to Bloodborne Pathogens. The Hepatitis B vaccine is available to all employees whose job functions put them at risk for potential exposure to the Hepatitis B virus. Employees are required to either accept or decline the Hepatitis B Vaccine within 10 days of employment.

Influenza Immunization

All MVHPC employees, licensed independent practitioners, contract staff, volunteers, and students (who receive training/education or provide service with MVHPC) who physically work for one or more days during October 1st through March 31st must be immunized against influenza each year unless granted an exemption (according to CDC guidelines, ACIP recommendations, and/or this policy). Personnel include, but are not limited to, those with and without direct patient care/contact. This policy also applies to all new employees, licensed independent practitioners, contract staff, volunteers and students between October 1st and March 31st.

Medical Screening

A medical examination may be required of an employee whenever the Organization determines it is desirable due to evidence of problems related to job performance or safety or to determine whether or not the employee continues to be fit for duty such as: (a) when an employee is having difficulty performing his or her job effectively; (b) when an employee becomes disabled; (c) when necessary to avoid the employee being a direct threat to the safety of the employee or others; and (d) when necessary to help identify reasonable accommodation to a disability. The medical examination will be performed by a physician selected by the Organization. An examination form approved by the Organization must be signed by the examining physician. The Organization will pay for the medical examination.

Change of Job Title

In the event an employee is offered a position in another job title, a medical examination at the Organization's cost may be required after the offer of employment is made but before the first day of work in the new job. The Organization's offer of employment in the new job title is conditional on the satisfactory outcome of the medical screening. The Organization will pay for the medical examination provided it is performed by a physician selected by the Organization.

The purpose of the medical screening after a current employee is offered a position in a different job title is: (a) to determine whether or not the individual currently has the physical and mental qualifications necessary to perform the new job with or without accommodation which does not constitute an undue hardship on the Organization; (b) to determine whether or not the individual can perform the new job without posing a "direct threat" to the health or safety of the individual or others or that cannot be eliminated or reduced below the level of a "direct threat" by reasonable accommodation which does not constitute an undue hardship to the Organization.

Licensure/Registration/Credentialing

As a condition of employment, certain employee job titles require licensure, registration, or credentialing.

It is the responsibility of the employee in any of those job titles to maintain and renew his or her license, registration or credentials on a timely basis and to present written proof thereof to Human Resources whenever the license, registration or credentialing is renewed. Failure to comply with this requirement will result in suspension from active employment. This suspension will then result in termination of employment if the employee fails to comply within a time period specified by the Supervisor. Termination of employment under these circumstances is not a disciplinary action, but rather, will be considered a voluntary resignation without the notice requested by the Organization

The Organization regularly verifies an employee's licensure, registration or credentialing.

Workweek; Office Hours; Hours of Work; Scheduling; Inclement Weather

Workweek

The workweek for purposes of calculation of overtime pay begins at 12:00 a.m. on Sunday and ends at 12:00 Midnight on the following Saturday.

Office Hours

Normal Organization office hours are Monday through Friday, 8 a.m. to 5 p.m. An answering system is utilized outside of normal office hours to provide twenty-four (24) hour a day emergency contact and/or home visits seven (7) days a week.

Hours of Work

Exempt and non-exempt employees are usually assigned to work during the Organization's normal office hours, or based on an assigned shift, but depending on the employee's duties other hours of work may be assigned. Furthermore, various factors may require variations in an employee's schedule and, at times, may require work outside of, or in addition to, the employee's normally scheduled hours.

Inpatient Units

Facilities are operational 24 hours a day, 7 days a week.

General Scheduling

Full-time and part-time employees are scheduled for work consistent with their employment status. Temporary employees are scheduled for work consistent with their full-time or part-time schedule.

An employee may not rearrange or change his/her schedule without the prior approval of Supervisor. An employee must notify supervisor of any proposed change in the employee's assigned schedule and obtain prior approval for the change.

Weekend and Weekday Night Scheduling

Any full-time, part-time or temporary employee may be required to work on a weekend (5 p.m. on Friday through 8 a.m. on Monday) and on weekday nights (Monday, Tuesday, Wednesday, Thursday, 5 p.m. to 8 a.m. the next day). Weekend and weekday night assignments will be made by the Supervisor.

Holiday Scheduling

Any full-time, part-time, PRN or temporary employee may be required to work on a day observed by the Organization as a holiday or on the actual holiday if it is different than the day observed as a holiday.

Inclement Weather

It is the responsibility of the Organization to provide its regularly scheduled patient services whenever reasonably possible. When severe or dangerous weather or other conditions prevail, however, the following shall apply:

- The decision of whether or not to close or delay opening an Organization office or otherwise suspend Organization activities due to severe or dangerous weather or other condition is made by the Executive Director. Notification of the closure/delay/suspension will be made by phone or email.
- If an employee is at a patient's and no one is scheduled to relieve the employee at the end of the assignment, the employee must remain at the patient's to the end of the assignment. At the end of the assignment, the employee is free to leave the patient and to return home whenever the employee can. If the supervisor approves, the employee may leave early.
- If an employee is at a patient's and a relief is scheduled to relieve the employee at the end of the assignment, but the relief does not arrive, the employee must remain at the patient's until relief arrives. When relief arrives, the employee is free to leave the patient and to return home whenever the employee can.
- Employees are expected to travel to work in all types of weather. The final decision as to whether a specific employee should attempt to travel to work in light of existing weather, road or other conditions is for that employee and Supervisor with consideration given to the needs of the patients, the needs of the Organization, the safety of the employee, and the availability of alternate transportation.
- If the office is closed or delayed opening employees may choose to use their available PTO benefits or choose time off without pay.

Patient Assignment

Assignments of clinical staff employees are made based upon patient needs, geographical location, staff availability, staff qualifications, and caseload demands.

Always arrive by the scheduled time so you are ready to work as assigned. If you are told when reporting for duty that you were not scheduled or that you are not needed, notify your supervisor before leaving the assignment.

Whenever someone is to relieve you at the end of an assignment and that person has not arrived by the end of your assignment, under no circumstances are you to ever leave the assignment unless prior

permission to do so is given by Supervisor. In the event your relief, if any, does not arrive on time, you must notify the office and receive the approval of Supervisor before leaving the patient alone. Leaving without proper relief, notification and approval can result in termination of your employment.

If you are unable to find the location of your assignment, you must notify the office from the area you have become lost in. Do not return home and then call the office. If you return home, the Organization will expect you to go back out to your assignment. If you refuse, disciplinary action will be taken.

Tardiness and Absenteeism

Supervisor must be notified if you are going to be running late for any assignment or work time. If Supervisor is informed you are not at your assignment at the scheduled time and you have not notified the Supervisor of your being late, the Organization can only assume you are not going to make the assignment or report to work. The office will then attempt to find someone to cover for you, and, when you do arrive, you will be asked to leave.

Tardiness or absenteeism may result in disciplinary action being taken and can result in termination of your employment. A pattern of Friday-Monday absenteeism, excessive absenteeism or tardiness may result in termination of employment. Three (3) unscheduled absences or tardiness in a ninety (90) day period will be considered excessive.

An employee who is absent for two (2) or more days is required to provide a physician's excuse for the absence to return to work with or without restrictions unless it is determined by the occupational health nurse that a physician's note is not required for a particular illness or absence.

It is essential that each employee's attendance be regular and punctual.

Notification of Absence

Your Supervisor must be notified a minimum of one (1) hour in advance of your scheduled starting time for home care, and two (2) hours for Hospice Home if you are not able to work. The Supervisor must be informed of the reason for the absence, when the employee expects to return to work, and the employee's work assignments for the day. If the office is closed, employees should contact their supervisor for direction. Emergency situations will be dealt with on a case-by-case basis.

Unless the employee is hospitalized or severely incapacitated, the Organization will not accept a call-in from anyone other than the employee.

Employees must remember they are required to have reliable transportation; recurring "car trouble" is not an acceptable excuse.

Unless the employee is on an approved leave of absence or an agreed upon return to work date has been arranged between the employee and supervisor, an employee unable to work is required to give the required notice daily.

If an employee does not notify the supervisor as required or is a “no show,” his or her employment may be terminated.

An employee who is absent from work without proper notice for two (2) consecutive days, will be considered to have voluntarily terminated his or her employment with the Organization.

Employees are expected to remain at home when sick/contagious to prevent the spread of illness to other employees. For direction the employee should contact the occupational health nurse or supervisor prior to reporting to work sick.

Employees may not bring sick/contagious children to work to prevent the spread of infection to others.

Right Not to Participate in Care or Treatment

Employees should discuss all anticipated objections to assignments with the supervisor to avoid conflicts before they occur. Employees must consider their participation in the work assignments that are required within the Organization and not accept employment if they are unable to deliver the patient services or assignment that is expected.

If an employee objects to specific patient services or a work assignment for cultural or religious reasons (e.g., implementation of an advance directive), the employee should notify the supervisor in writing of the employee’s objections immediately upon hire.

If the objections arise following hire, the employee should notify the supervisor in writing of the employee’s objections as soon as possible but no later than the beginning of the work assignment which would give rise to the objection. Failure of an employee to so notify the supervisor may result in disciplinary action up to and including discharge. The supervisor will discuss alternatives with the employee including;

- Giving up the patient to another employee.
- Sharing the patient with another employee, performing only those activities that are not in conflict.
- Reassignment to another caseload/geographic area.
- Alternatives will be developed only if there are assurances the patient service will not be negatively affected. If no alternative can be developed, the employee will be expected to continue the service to the patient.
- If an employee cannot deliver service to the patient without negatively affecting the service, the employee is subject to disciplinary action up to and including discharge.

- Employees who do not perform work assignments as required are subject to disciplinary action up to and including discharge.

Meal Periods; Breaks

General Guidelines

- State and Federal laws do not require meal and/or breaks.
- It is a standard of expectation that each employee take a meal periods within the guidelines of this policy.
- Exempt, executive or salaried employees are not scheduled for formal meal periods or breaks during the workday, however are expected to take a 30-60 minute meal period each day.
- A part time employee whose schedule is less than five hours, and this period constitutes his/her full working day at MVHPC, need not be given a meal period. Where part time schedules are in excess of five hours, meal periods may be scheduled, other factors permitting.
- Meal periods for full time employees will be coordinated by the employee's Manager or Supervisor.
- Employees are not permitted to combine their break or meal periods or to use these periods to shorten their work day.
- While on breaks or meal periods, employees are not permitted to interfere in any way with the normal operations and efficiency of employees who are working.

Employees who abuse the break and meal period privileges will be subject to disciplinary action, up to and including termination of employment.

Meal Periods

Employees working greater than five (5) consecutive hours who generally receive a duty free uninterrupted meal period (at least 30 consecutive minutes) will have this time automatically deducted from payroll after five consecutive hours are worked.

The meal period will be unpaid unless an employee is interrupted for any amount of time during the 30 consecutive meal period by work related duties or activities. Examples of work related duties or activities include, without limitation: work related questions from coworkers, managers, physicians, etc., work related calls or pages, or being called back to work at any time during the 30 minute meal period. In no instance can an unpaid meal period be less than 30 consecutive minutes. Any meal period less than 30 consecutive minutes of interrupted time will be paid.

If the meal period is interrupted for any work related duty or activity, it is the employee's duty to report by end of day/shift that he or she did not receive their full 30 consecutive minute uninterrupted meal period.

Department Managers/Supervisors should be notified of interrupted meal periods of a frequent nature giving opportunity to better schedule meal breaks.

If an employee subject to this policy normally carries a communication device the employee is encouraged to not carry the communication device or to turn the device off during their meal period. In

the event their Manager/Supervisor either authorizes or requires the employee to carry a communication device that is operational during their meal period, then the employee must be paid for this time.

The location where employees take their meal breaks is determined as follows:

- Employees working in home care/office are allowed to leave the office for meal periods and are required to sign in and out.
- Generally, an employee working in the hospice home must remain on the facility premises unless specific permission to leave the facility premises is granted by their supervisor.
- The consumption of meals is to be in designated areas. Meals are not to be consumed in the view of our public or our guests unless eaten in an approved area. Approved areas for meal consumption are the dining room, break room, staff retreat or outdoor picnic area. Snack foods, coffee, tea, and soft drinks are permitted in the offices as long as they are secured with a lid.
- Under normal conditions, employees are not allowed to take their meal period at their work areas and must leave their work areas during their meal period. However, in certain specialized situations or situations where it would be impractical for employees to leave their work areas, and only upon the approval of the employee's supervisor, meal periods may be taken in their work areas. Employees required to remain in their work area and on duty during their meal period will be paid for such time.
- Field staff meal periods should be taken between scheduled visits for 30-60 minutes and cannot be taken at the end of the day.

Breaks

Employees may be granted two 15-minute breaks during each regular workday. These paid breaks are to be taken on premises. Employees must notify their supervisor before taking a break offsite which will be unpaid.

- Employees may not receive a break until they have worked a minimum of at least one and half hours. Additionally, breaks may not be accumulated or taken at the end of a shift or the workday.
- The break will be counted as time worked for pay purposes.
- Field staff breaks may be taken at current location or between visits.
- Employees are prohibited from combining a break with their meal period.
- Breaks taken off-site are unpaid and employee must sign in and out.
- Breaks may be taken as indicated in policy but are not approved for taking "smoke breaks".

It is the responsibility of the Director/Supervisor to make sure that his/her department or work unit is staffed properly at all times to handle such business, services or other activity which normally comes within the scope of the department's responsibilities during breaks or meal periods.

Compensation

In establishing the salaries for employee job titles, the Organization considers the relationship of the job to other jobs in the Organization and attempts to be competitive with the rates paid by other employers in the community for similar types of jobs. Generally, when an employee is hired to work, he or she is paid the minimum rate for that job title but may be paid more due to relevant prior experience, education and other factors. The employee may then advance based on the employee's individual merit as shown through the annual or a special performance review.

Salary

All employees are paid a weekly salary (every two weeks) which is compensation for all hours worked/PTO used during the workweek. Exempt employees, are not entitled to receive overtime pay.

Deductions from Salary

Whenever under these policies an exempt employee's salary is reduced due to an absence of one or more workdays, the amount of the reduction is calculated on the number of workdays which constitute the employee's usual workweek. For example, if the employee works a five (5) day workweek, the amount of the reduction is 8 hours for each daily absence. The daily amount thus calculated is applicable regardless of the number of hours the employee is scheduled to work. PTO can be used for full day absences.

For exempt clinical employees, a minimum of five and one half (5.5) hours must be worked to be paid for an eight (8) hour day; nine and one half (9.5) hours for a twelve (12) hour day. PTO must be used to make up any hours less than the minimum. The various types of paid and unpaid time off for employees serve as a control for purposes of accountability. An impermissible absence or abuse of time may subject the employee to disciplinary action up to and including termination of employment.

When an employee takes intermittent Family and Medical Leave, the employee will be paid a proportionate part of his or her full salary for the time actually worked. PTO must be used at the employee's discretion.

Improper Deductions from Salary

It is the Organization's policy to comply with the salary basis of payment requirements of the federal Fair Labor Standards Act in paying its full-time exempt employees. Improper deductions from the salaries of exempt employees are prohibited. We want our exempt employees to be aware of this policy and that the Organization does not allow deductions that violate the Fair Labor Standards Act.

If an employee believes an improper deduction has been made from his or her salary, the employee should immediately report that information to Human Resources. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, you will be promptly reimbursed for any improper deduction made.

Extra Work

An exempt managerial employee who performs extra work in addition to and outside of his or her usual hours of work will not be paid additional compensation or overtime, except for on-call assignments.

Non-Exempt (Hourly) Employees

A non-exempt employee will be paid for all hours worked and are eligible for overtime pay.

Weekday Night/Weekend Work

An exempt employee who is required to work on a weekday night or weekend does not receive extra compensation for doing so unless they are performing on call duties related to patient care.

Holiday Work

Exempt employees who are approved to work on a day observed by the Organization as a holiday, or on the actual holiday if it is different than the day observed as a holiday, do not receive extra compensation for doing so unless they are providing required patient care.

Non-exempt employees who are required to work on a holiday will receive additional Holiday Pay.

Block Pay

Full time exempt registered nurse employees who are asked to cover additional shifts over and above their full time roles will be paid a premium block rate. Block pay is separate from the employee's regular salary. Specific block pay information can be obtained from your supervisor.

On Call Service and Pay

Additional Compensation

Exempt and non-exempt employees may be required to perform on-call services outside of the Organization's normal office hours when assigned to do so by the Organization. The employee must perform on-call services as assigned. While serving in on-call status, the employee is available by phone or pager so the employee can respond when contacted.

While serving in on-call status, employee is paid a fixed on call stipend for the on call hours. If patient visits are made the exempt employee is paid a per visit rate of pay for visits actually made while serving in on-call status. The non-exempt employee is paid an hourly rate and overtime pay worked.

Pay Period; Payday; Timekeeping; Charting and Billing Forms; Paychecks; Errors in Paychecks

Pay Period

The pay period for employees is a two week period from Sunday-Saturday beginning at 12:00 am Sunday and ending Saturday at 12:00 Midnight.

Payday

Employees are paid on Friday for compensation earned during the pay period ending on the preceding Pay Period. If the usual payday falls on a day observed by the Organization as a holiday, the payday will be the immediately preceding workday.

It is the policy of the Organization not to grant any pay in advance of it being earned.

Timesheets/Daily Activity Record (DAR)

Employees of MVHPC are required to submit a daily or weekly timesheet to the payroll department, regardless of salary or hourly status.

Non-management employees of MVHPC are required to log into ADP Workforce Now to log their time regardless of salary or hourly status.

All hourly employees must log into ADP Workforce Now and clock in and out. This will maintain a time card that will be approved by supervisors on a daily basis with final time card approved Monday by 5:00 p.m.

Employees and supervisors should refer to Human Resources HR.P10 Paid Time Off (PTO) for policy regulations of use of PTO when completing and approving time cards.

It is the employee's responsibility to ensure that any punches missed are alerted to their supervisor for correction in order to receive correct pay.

All time cards must be complete and approved by 5:00 p.m. every Monday for Payroll to pay in the current pay period. Late changes and approvals will be paid in the following pay period.

Mileage

Any mileage performed in a personal vehicle and incurred for business purposes must be submitted into Company Mileage to be reimbursed. Mileage not submitted or approved before the 10:00 a.m. Monday cut-off will be forfeited.

Company Cars

Company cars will be offered to employees that qualify based on miles driven monthly and annually. Employees may choose to continue using their personal car and be reimbursed at a lower mileage rate for business related and approved mileage. Mileage will be entered into company mileage as noted above. Those who accept the company car may choose “business only” or “business and personal”. If personal use is desired by the employee, employee must pay a monthly premium which will be payroll deducted. Specified company car information can be found in the Company Car Policy.

Documentation and Record Keeping

Each employee has an obligation for accurate and true record keeping. Employees are prohibited from making false or fraudulent statements in any documentation or record. This documentation may include but is not limited to clinical documentation, billing documents, expense reports, incident reports, complaints, contracts, receipts, etc. Information that has been entered and needs to be corrected or changed must be completed by the original author. If the original author is unavailable the supervisor will direct the changes to be made and the new author will be responsible for the amendments or changes. For handwritten documentation errors, employees are expected to make one line through the error, date and initial the change. Employees should never enter information into a record or sign a document for another employee.

Clinical staff is expected to document patient related visits and supporting documents at the bedside to ensure that documentation is available promptly to others members of the team or supervisor. If documentation cannot be completed at the bedside due to an emergency or computer problem, the employee is responsible to notify his or her supervisor and complete any outstanding documentation within 24 hours of the visit. Visit records must be verified by the supervisor.

Failure to complete documentation on time means billing may be impacted for services, patient care, and compliance. If you fail to submit documentation as required, it will be reflected in your personnel file and you will be subject to disciplinary action up to and including discharge. In addition, the Organization may hold you personally responsible for any loss, expense or damage the Organization suffers as a result of your failure to submit documentation as required.

Paychecks

Direct deposit of paychecks to an employee's bank account is required. Paper checks will not be issued unless an error was made in the payroll process. Direct deposit forms are completed as part of the new hire process. Pay stubs are issued annually as a process for employees to confirm elected deductions.

Errors in Paychecks

Any payroll questions, including perceived errors in a paycheck, should be submitted to Human Resources as soon as possible to ensure prompt correction of the error.

Payroll Deductions; Garnishment; Wage Assignment

Payroll Deductions

Deductions are withheld from an employee's paycheck each pay period as a result of federal and state tax laws. Those deductions are: federal income tax; state income tax; Social Security (FICA); and Medicare. The income tax deductions are made according to standard government tax tables and can vary according to the amount of your compensation and the number of dependents you claim. The Social Security and Medicare deductions are based on a percentage of your compensation.

In addition, payroll deduction will be offered to employees periodically for approved vendor purchases. Other payroll deductions may include United Fund, benevolence fund, medical flex plan, etc. as authorized by the employee.

Garnishment and Support Orders

Employees are responsible for their own debts and are encouraged to make arrangements to work out their financial affairs before a wage garnishment or support order is necessary. A garnishment or support order causes a considerable amount of paperwork and expense for the Organization. Employees' cooperation in avoiding the need for such orders is appreciated.

Length of Service

Organization Length of Service

Organization length of service is defined as all continuous service as an employee of the Organization, including, as applicable, periods of short-term layoff and of leaves of absence, commencing on the date the employee was last hired as an employee of the Organization.

Holidays

Holidays Observed

MVHPC observes holidays during the calendar year in which the homecare hospice offices and Re-Sale Shoppe are closed. Observed holidays include:

1. New Year's Day (January 1st)
2. *Easter Sunday for those scheduled to work*
3. Memorial Day (Last Monday in May)
4. Independence Day (July 4th)
5. Labor Day (First Monday in September)
6. Thanksgiving (Fourth Thursday in November)
7. Christmas Day (December 25th)

The holidays are observed on the days set forth above; provided, however:

- a. If a holiday falls on a Saturday, it will be observed on the preceding Friday;
- b. If a holiday falls on a Sunday, it will be observed on the following Monday.
- c. If an employee desires time off to observe a religious holiday which is not an observed holiday of the Organization, the employee may request paid or unpaid special leave of absence for that day.
- d. At the IPU holidays are observed on the actual holiday.
- e. At the Re-Sale Shoppe, holiday closings will follow the office closing schedule but may be adjusted based on the day of the week the holiday falls on, and business needs.
- f. Holidays observed may be changed at the discretion of the Executive Director. Timely notice will be provided should any changes occur.

Holiday Scheduling

Any employee may be required to work on a day observed by the Organization as a holiday or on an actual holiday if it is different than the day observed as the holiday. Failure to accept holiday work when assigned can result in disciplinary action up to and including discharge.

Employees Who Work on a Holiday

Holiday Pay

An employee who is required to work to provide patient care on any day observed as a holiday, or on the actual holiday if it is different than the day observed as the holiday, and who actually

works on that day, will be paid holiday pay. See Holidays Policy for additional information regarding Holiday Pay calculations.

A holiday shall begin at 12:01 a.m. on the holiday and shall end at 12:00 midnight twenty-four (24) hours later.

Approval to Work on a Holiday

Work on an observed or actual holiday by an employee must be approved in advance by their direct supervisor before it is worked. No additional holiday pay will be paid.

Scheduling Vacation

All vacation time off must be scheduled with and approved by Supervisor in advance through Time Off Request in ADP.

An effort will be made to accommodate individual preferences as to vacation time consistent with the needs of the Organization. In the case of conflict between employees for a specific vacation time, fairness will be the principal consideration.

In all cases, the work requirements of the Organization must take priority in the scheduling of vacation.

The Supervisor may cancel vacation previously scheduled if he or she determines unforeseen circumstances have occurred which requires the cancellation.

If an employee is absent without advance approval by Supervisor, the employee generally will be considered on unapproved absence and will be subject to disciplinary action up to and including discharge. The Supervisor may, however, allow time off which was not scheduled in advance to be approved if the Supervisor, in his or her discretion, judges the circumstances to have been an emergency or unforeseen.

Paid Time Off (PTO)

Purpose of Paid Time Off

The Organization provides paid time off benefits to full-time and part-time employees. Eligibility is based on an employee's status, tenure and scheduled hours.

The purpose of the Organization's paid time off benefit is to provide the opportunity for the employee to take actual time off from work for personal reasons, business, medical appointments,

holidays, illness, vacation, etc. No additional vacation or sick time benefits are provided. Holiday pay applies to employees who are required to work on a holiday to meet patient needs only.

Any regular full-time or part-time employee who is scheduled to work 20 hours or more weekly is eligible to accrue PTO. PTO accrues on hours worked and does not accrue on PTO taken. PRN employees do not accrue PTO. The following tables describe PTO accruals.

Amount of Paid Time Off

Full-time employees (40 hours) receive paid time off as follows:

Length of Service	Hours Accrued	Days Accrued/Year
0-5 Years	6.47/Pay Period	21 Days/Year
6-10 Years	8.00/Pay Period	26 Days/Year
11-15 Years	9.23/Pay Period	30 Days/Year
15 Years or More	9.54/Pay Period	31 Days/Year

Full-time employees (36 hours/.9) receive paid time off as follows:

Length of Service	Hours Accrued	Days Accrued/Year
0-5 Years	5.82/Pay Period	19 Days/Year
6-10 Years	7.20/Pay Period	23 Days/Year
11-15 Years	8.31/Pay Period	27 Days/Year
15 Years or More	8.59/Pay Period	28 Days/Year

Full-time employees (32 hours/.8) receive paid time off as follows:

Length of Service	Hours Accrued	Days Accrued/Year
0-5 Years	5.18/Pay Period	17 Days/Year
6-10 Years	6.40/Pay Period	21 Days/Year
11-15 Years	7.38/Pay Period	24 Days/Year
15 Years or More	7.63/Pay Period	25 Days/Year

Part-time employees (20 or more hours) will accrue paid time off as follows:

Hours Per Week	Hours Accrued	Days Accrued/Year
.5 (20 hours/week)	3.24/Pay Period	11 Days/Year
.6 (24 hours/week)	3.88/Pay Period	13 Days/Year

Accruing and Using PTO

An employee's paid time off begins accruing in the first pay period worked. PTO cannot be used by the employee until completion of the (90) ninety day introductory period. Accrued PTO will be used to complete a less than regular scheduled pay period/day for eligible employees. For all scheduled or unscheduled time off, unexcused absences and call-ins must use PTO. Employees may choose whether to use PTO for office closings due to inclement weather or due to low census. PTO may not be used beyond the hours normally worked in a day, week, or pay period.

An employee changing from an ineligible status to an eligible status will accrue PTO beginning the effective date of this change, plus the employee must work 90 days in his/her new position before eligible to use PTO.

An employee whose status changes from full-time or part-time to PRN prior to completing at least one year of continuous employment forfeits all accrued PTO.

A former employee who is re-employed will begin accruing PTO in the same manner as a new employee. No credit will be given for prior service.

The PTO accrual is based on length of service and scheduled work hours. PTO is calculated on a maximum of 80 hours per pay period.

Time off from work, whether paid through PTO or unpaid, must be requested, approved and scheduled as far in advance as possible, through the employee's supervisor, in accordance with the following:

- The employee will complete a Request for Time Off Form in ADP and submit to their supervisor,
- Time off will be approved based on staffing requirements, fairness, holidays worked in past, previous time off and in the order that requests are received by the supervisor; and

Termination/Resignation

An employee who terminates employment for any reason prior to one year of successful employment from the date of hire is not eligible to receive payment for any PTO accrued. Any outstanding PTO hours are forfeited.

An employee who voluntarily resigns must give proper notice to be eligible for any PTO payout. For all PTO earned payout will not exceed 80 hours regardless of amount accrued. Any PTO hours greater than 80 will be forfeited. If proper notice is not given the employee forfeits all accrued PTO remaining.

A contracted employee termination notice is governed by the contract which supersedes this policy.

An employee terminated for cause is not eligible for payment of accrued PTO.

Severance packages are not generally given to employees at termination. Any and all exceptions may be made by the Executive Director in conjunction with the Board of Members. Request for severance is to be directed to the Executive Director.

PTO Sellback

Two opportunities are provided each year to sell back accumulated PTO during the months of June and December during a calendar year in lieu of taking time off.

An employee may carry over a maximum of 160 hours from one year to the next. In lieu of taking time off the employee may sell back any hours greater than 120 as long as the employee has taken at least 40 hours of time off in a calendar year. If PTO is not used or sold back by December, all hours greater than 160 will be automatically paid out to the employee. In the event the employee did not take at least 40 hours of PTO that year all PTO hours greater than 160 will be forfeited. Human Resources will notify employees in early December who are at risk for losing PTO. A PTO form must be completed for PTO hours sold.

PTO sold or paid out will be reimbursed at 100% of the employee's base rate of pay for each hour.

Gifting PTO

PTO hours may be given as a gift to other benefit accruing employees in extreme situations such as personal illness, family crisis, etc. The recipient can receive up to their maximum allowable PTO hours. A PTO transfer form must be completed and signed by the employee before any PTO hours can be gifted. The giving employee must have at least 40 hours of remaining PTO after the gift. Prior to gifting PTO, the employee must consult with their supervisor. PTO hours gifted will be converted to wages and is taxable income for the recipient. PTO may not be given to other employees during the employee's termination period.

An effort will be made to accommodate individual preferences as to PTO consistent with the needs of the Organization. In all cases, however, the work requirements of the Organization must take priority in the scheduling of PTO for a purpose other than medical condition. The Supervisor may cancel PTO previously scheduled if he or she determines unforeseen circumstances have occurred which requires the cancellation.

Unpaid Family and Medical Leave of Absence (FMLA Leave)

www.gpo.gov/fdsys/pkg/FR-2013-02-06/pdf/2013-02383

Qualifying Reasons for FMLA Leave Generally

Under this policy and in compliance with the Family Medical Leave Act of 1993 ("FMLA"), as amended, certain employees may take leave for the following reasons:

- a. The birth or adoption of a child or legal foster care placement of a child with the employee,

and to care for the newborn child. (Leave must be taken within the first 12 months of birth, adoption or placement of and to care for a newborn child.)

- b. The serious health condition of the employee's spouse, child, or parent which requires the employee's care.
- c. The employee's own serious health condition that makes them unable to perform their job duties.
- d. Qualifying Exigency-The employee's spouse, son, daughter, or parent is a military member on covered active duty (or has been notified of an impending call or order to covered active duty status).
- e. To care for a covered service member with a serious illness or injury if the employee is a spouse, son, daughter, parent, or next of kin of the covered service member.

Eligible Employee

An "eligible employee" is an employee who has been employed for a total of at least twelve (12 months) (not necessarily consecutive) and has worked at least 1,250 hours in the past 12 months on the date on which the FMLA leave is to commence.

FMLA Leave for the Serious Health Condition of the Employee

An eligible employee who is unable to work due to his or her own serious health condition that makes the employee unable to perform the functions of the employee's job is entitled to take a leave of absence up to a maximum of twelve (12) workweeks in a twelve (12) month period. The leave is unpaid except to the extent the employee chooses to use PTO benefits. An employee requesting FMLA leave for a serious health condition is required to submit a medical certification of the need for such leave.

An employee is "unable to perform the functions of the employee's job" where the health care provider finds that the employee is unable to work at all or is unable to perform any one of the essential functions of the employee's job within the meaning of the Americans with Disabilities Act. An employee who must be absent from work to receive medical treatment for a serious health condition is considered to be unable to perform the essential functions of his or her job during the absence for treatment.

Eligible employees who are absent from work due to a serious health condition covered by worker's compensation shall automatically be on an FMLA medical leave for any unused leave benefit up to the maximum leave benefit of twelve (12) workweeks in a twelve (12) calendar month period. Eligible employees on such leave covered by worker's compensation are not required to exhaust their PTO, if any, prior to receipt of unpaid FMLA leave.

FMLA Leave to Care for a Family Member with a Serious Health Condition

An eligible employee is entitled to take a leave of absence up to a maximum of twelve (12) workweeks in a twelve (12) month period to care for the employee's spouse, son, daughter, or parent who has a serious health condition. The leave is unpaid except to the extent the employee chooses to use PTO benefits. An employee requesting FMLA leave for a serious health condition of a family member is required to submit a medical certification of the need for such leave.

FMLA Leave for the Birth of and to Care for a Newborn Child

An eligible employee is entitled to take a leave of absence up to a maximum of twelve (12) workweeks in a twelve (12) calendar for the birth of a son or daughter and to care for the newborn. An employee's entitlement to FMLA leave for birth and to care for a newborn child expires at the end of the twelve (12) month period beginning on the date of birth. The leave is unpaid except to the extent the employee chooses to use PTO benefits. An employee requesting leave for the birth of a son or daughter and to care for the newborn may be required to submit evidence of the birth.

FMLA Leave for Placement for Adoption or Foster Care

An eligible employee is entitled to take a leave of absence up to a maximum of twelve (12) workweeks in a twelve (12) calendar month period for placement with the employee of a son or daughter for adoption or foster care. An employee's entitlement to FMLA leave for birth expires at the end of the twelve (12) month period beginning on the date of the placement. The leave is unpaid except to the extent the employee chooses to use PTO benefits. An employee requesting leave for the placement with the employee of a son or daughter for adoption or foster care may be required to submit evidence of the placement.

FMLA leave for a Qualifying Exigency Related to a Covered Military Member

An eligible employee shall be entitled to a total of twelve (12) workweeks of leave during a twelve (12) calendar month period because of any qualifying exigency arising out of the fact that the spouse, or a son, daughter, or parent of the employee is on active duty or has been notified of an impending call or order to active duty in the Armed Forces, including the National Guard or Reserves, in support of a contingency operation. The leave is unpaid except to the extent the employee chooses to use PTO benefits. An employee requesting FMLA leave is required to submit a certification of the qualifying exigency and/or the contingency operation in accordance with applicable law.

FMLA Leave for a Covered Service Member with a Serious Injury or Illness

An eligible employee who is the spouse, son, daughter, parent, or next of kin of a covered service member is entitled to a total of twenty-six (26) workweeks of leave during a twelve (12) calendar

month period to care for the service member. This leave is available only during a single twelve (12) calendar month period beginning on the first day the employee takes FMLA leave for this purpose and ends twelve (12) months after that date. The leave is unpaid except to the extent the employee chooses to use PTO benefits. An employee requesting FMLA leave to care for a covered service member is required to submit a certification of the covered service member's serious injury or illness.

Intermittent or Reduced Leave Schedule

FMLA leave may be taken intermittently or on a reduced leave schedule. Intermittent and a reduced leave schedule may be taken in increments of one (1) hour. Except as otherwise stated in the policy, for intermittent leave or a reduced leave schedule because of the employee's own serious health condition, to care for a family member with a serious health condition, or to care for a covered service member with a serious injury or illness, there must be a medical need for the leave and it must be that such medical need can be best accommodated through an intermittent or a reduced leave schedule.

Unless the leave is due to the serious health condition of the mother or of the child, eligible employees are not entitled to Intermittent or a reduced schedule leave after the birth of a healthy child or placement of a healthy child for adoption or foster care, except at the sole discretion of the Organization.

Leave due to a qualifying exigency may be taken on an intermittent or a reduced leave schedule basis.

When leave is needed intermittently or on a reduced leave schedule for planned medical treatment, then the employee must make a reasonable effort to schedule the treatment so as not to disrupt the Organization's operations.

An eligible employee requesting intermittent leave or a reduced leave schedule that is foreseeable due to a planned medical treatment may be transferred temporarily by the Organization to an available alternate position for which the employee is qualified, and which has equivalent pay and benefits, and which better accommodates the recurring periods of leave than the employee's regular position.

If the Organization agrees to permit intermittent or a reduced leave schedule for the birth of a child or the placement of a child for adoption or foster care, the employee may be transferred temporarily by the Organization to an available alternate position for which the employee is qualified, and which has equivalent pay and benefits, and which better accommodates the recurring periods of leave than the employee's regular position.

Employee Notifications to Organization

Employee's Notice to the Organization for FMLA Leave

An employee must provide the Organization at least thirty (30) days advance notice before FMLA leave is to begin if the need for the leave is foreseeable based on an expected birth, placement for adoption or foster care, planned medical treatment for a serious health condition of the employee or of a family member, or for a serious injury or illness of a covered service member. If the employee is unable to give thirty (30) days advance notice because the leave is not foreseeable, then the employee must give as much notice as practical.

For foreseeable leave due to a qualifying exigency, notice must be provided as soon as practical, regardless of how far in advance such leave is foreseeable.

The notice should be given to the employee's supervisor. The employee must consult with their supervisor and make a reasonable effort to schedule medical treatments so as to not unduly disrupt the operations of the Organization.

An employee who fails to give the requisite notice may be delayed in receiving authorization for the leave.

The notice to the Organization should provide sufficient information for the Organization to reasonably determine whether the FMLA may apply to the leave request.

Employee's Duty to Inform the Organization of Status During FMLA Leave

An employee on FMLA leave pursuant to this policy must contact the Supervisor at intervals of at least (30) calendar days or at such reasonable intervals determined by the Supervisor to report concerning the employee's status and intent to return to work. A statement of intent to return to work must be submitted to the Supervisor no more than (7) calendar days before the anticipated return date.

Organization Notifications to Employee

Eligibility and Rights and Responsibilities Notice

Absent extenuating circumstances, the Organization will notify an employee in writing if he or she is eligible for FMLA leave within five (5) business days after: (a) receiving the employee's request or notice for such leave; or, (b) when the Organization has knowledge that the employee's leave may be for an FMLA-qualifying reason. The Organization also will provide to the employee written notice detailing the specific expectations and obligations of the employee and explaining the consequences of a failure to meet these obligations.

Designation Notice

Absent extenuating circumstances, within five (5) business days after the Organization has enough information to determine whether the leave is being taken for FMLA-qualifying reasons (e.g., after receiving a certification), the Organization will give written notice to the employee whether the leave will be designated and will be counted as FMLA leave.

Certifications

Medical Certification for Employee's Own Serious Health Condition

The employee requesting FMLA leave must provide the Organization with a medical certification of his or her own serious health condition within fifteen (15) days after the Organization's request for certification unless it is not practical to do so under the circumstances despite the employee's diligent, good faith efforts to do so. The certification shall be on the Organization form for this purpose which must be sufficient and fully completed by the health care provider to be acceptable. Failure to return this fully completed, sufficient certification in a timely manner may result in the employee being precluded from taking FMLA leave.

Medical Certification to Care for a Family Member's Serious Health Condition

The employee requesting FMLA leave to care for a family member must provide the Organization with a medical certification of the family member's serious health condition within fifteen (15) days after the Organization's request for certification unless it is not practical to do so under the circumstances despite the employee's diligent, good faith efforts to do so. The certification shall be on the Organization form for this purpose which must be sufficient and fully completed by the health care provider to be acceptable. Failure to return this fully completed, sufficient certification in a timely manner may result in the employee being precluded from taking FMLA leave.

Additional Opinions Concerning Serious Health Condition

The Organization may require a second medical certification of the employee's or the employee's family member's serious health condition in circumstances where the Organization has reason to question the validity of a medical certification. The Organization will designate the health care provider who will furnish the second certification opinion and will pay the costs of the certification.

In the event the second certification opinion conflicts with the original certification submitted by the employee, the Organization may require certification of the serious health condition by a third health care provider approved jointly by the employee and the Organization. The Organization will pay the cost for the third certification, which will be binding on both parties and finally resolve the issue of the need for leave.

Re-certifications of Serious Health Condition

With certain exceptions, the Organization will request a recertification of serious health condition only in connection with an absence by the employee and no more often than every thirty (30) days.

The exceptions are:

- a. If the medical certification indicates that the minimum duration of the condition is more than thirty (30) days, the Organization will wait until that minimum duration expires before requesting a recertification of medical condition unless (b) below applies; provided, however, in all cases, the Organization may request a recertification of medical condition every six (6) months.
- b. The Organization may request recertification of medical condition in less than thirty (30) days if:
 - i. The employee requests an extension of leave;
 - ii. Circumstances described by the previous certification have changed; or,
 - iii. The Organization receives information that casts doubt upon the employee's stated reason for the absence or the continuing validity of the absence.

The employee must provide the recertification to the Organization within the timeframe requested by the Organization which will not be less than within fifteen (15) days after the Organization's request for certification unless it is not practical to do so under the circumstances despite the employee's diligent, good faith efforts to do so.

Any recertification requested by the Organization will be at the employee's expense. No second or third opinion of a recertification will be required.

Extension of FMLA

A medical leave of absence is not usually granted for more than 12 weeks. Beyond that time, an employee is absent without leave and will be terminated. An extension of leave may be granted if extenuating circumstances exist and are verified by the employee's physician. The immediate supervisor and Executive Director will determine if additional leave will be granted. The employee may be terminated at any time during the extension of leave. An extension of leave becomes a COBRA qualifying event and the employee will be notified of their rights to continue their insurance coverage in accordance with COBRA regulations.

During the extension of leave the employees vacated position may be filled at any time. Factors such as diagnosis, prognosis, ability to project a return to work date, work load in department will be considered prior to filling the position. The employee will have the right to the first available position for which he or she is qualified upon return from leave. The employee may also interview for other vacancies that he or she may be qualified for. The employee will have the option of

remaining in a part-time employment status until a position for which he or she is qualified for becomes available or resigning.

Certification of Qualifying Exigency

The employee requesting FMLA leave because of a qualifying exigency arising out of the active duty or call to active duty status of a covered military member must provide to the Organization a copy of the covered military member's active duty orders or other documentation issued by the military which indicates that the covered military member is on active duty or call to active duty status in support of a contingency operation and the dates of the covered military member's active duty service. This information will be required to be provided to the Organization only once for the same active duty or call to active duty status. This certification must be provided to the Organization within fifteen (15) days after the Organization's request for certification unless it is not practical to do so under the circumstances despite the employee's diligent, good faith efforts to do so. The certification shall be on the Organization form for this purpose which must be sufficient and fully completed by the health care provider to be acceptable. Failure to return this fully completed, sufficient certification in a timely manner may result in the employee being precluded from taking FMLA leave.

Certification to Care for a Covered Service Member

The employee requesting FMLA leave to care for a covered service member with a serious injury or illness must provide the Organization with a certification of the covered service member's serious injury or illness within fifteen (15) days after the Organization's request for certification unless it is not practical to do so under the circumstances despite the employee's diligent, good faith efforts to do so. The certification shall be on the Organization form for this purpose which must be sufficient and fully completed by the health care provider to be acceptable. Failure to return this fully completed, sufficient certification in a timely manner may result in the employee being precluded from taking FMLA leave.

As provided in FMLA regulations, the Organization will accept an "invitational travel order" ("ITO") or "invitational travel authorization" ("ITA") issued to the employee to join the injured covered service member in lieu of the Organization form for certification for the period of covered by the ITO or ITA.

Maximum Aggregate Leave Available; Transitional Duty Work

Maximum Aggregate Leave Available

Except for leave take to care for a covered service member's serious injury or illness, an eligible employee is entitled to take up to twelve (12) workweeks of aggregate paid or unpaid FMLA leave during a twelve (12) calendar month period. Except as stated below, the leave year within which an eligible employee may take his or her twelve (12) weeks of FMLA leave will be calculated as

a “rolling” twelve (12) month period measured backward from the date an employee uses this leave.

In the case of leave taken for the birth, adoption or foster placement of a new son or daughter, spouses employed by the Organization will be limited to an aggregate total leave for both employees of twelve (12) workweeks during twelve (12) calendar months following the birth, adoption or foster placement.

In cases of leave taken to care for a sick parent with a serious health condition, spouses employed by the Organization will be limited to an aggregate total leave of twelve (12) workweeks in a twelve (12) month period.

In the case of leave taken to care for a covered service member’s serious injury or illness, spouses employed by the Organization will be limited to an aggregate total leave of twenty-six (26) workweeks of leave in a single twelve (12) calendar month period. For this purpose, the “single twelve (12) calendar month period” shall be measured forward from the date an employee’s first FMLA leave to care for the covered service member begins.

Transitional Duty Work

Time spent by an employee performing transitional duty work does not count against the employee’s FMLA leave entitlement. If an employee is voluntarily performing transitional duty work, the employee is not on FMLA leave.

Use of PTO Benefits

Full-time and part-time employees who are granted FMLA leave may choose to use their available but unused PTO benefits. Any amount of those benefits used pursuant to this Section shall apply toward the aggregate benefit of twelve (12) workweeks (or twenty-six (26) workweeks) of leave in a twelve (12) calendar month period. The employee may choose the order in which he or she will use PTO.

Maintenance of Health Insurance by the Organization

If at the time FMLA commences, an employee participates in the health insurance benefit offered by the Organization, the Organization will maintain its responsibility for such health insurance coverage for the employee, including payment of cost of such coverage at the same level and under the same conditions that coverage would have been provided if the employee had continued his or her regular employment with the Organization. In addition, if at the time leave commences, an employee participates in the dental insurance coverage offered by the Organization, the Organization will maintain its responsibility for such dental insurance coverage for the employee, including payment of cost of such coverage at the same level and under the

same conditions that coverage would have been provided if the employee had continued his or her regular employment with the Organization.

Employee Contribution for Health and/or Dental Insurance

Any contribution regularly paid by the employee for health and/or dental insurance benefits remain the employee's responsibility while on unpaid FMLA leave. The employee shall submit payment of his or her contribution to the Organization pursuant to the Organization's policies for employees on leave.

Employees Not Participating in the Organization's Health and/or Dental Insurance

The Organization shall not be responsible for any contribution to maintain health and/or dental insurance benefits for employees who do not participate in that benefit under the Organization's health or dental insurance at the time the request is made for FMLA leave pursuant to this policy. Provided, however, if the employee becomes eligible for participation in the Organization's health and/or dental insurance benefits during the period of FMLA leave, the Organization will offer the employee the opportunity to participate in the health and/or dental insurance benefits and shall maintain the benefits at the regular contribution rate for the remainder of the FMLA leave period.

Coverage Offered Through Section 125 Plan

If at the time FMLA leave commences, an employee purchased health and/or dental insurance with all or a portion of the pre-tax dollars supplied under the Organization's Section 125 Plan, the Organization shall maintain such coverage, including the cost of such coverage, at the same level and under the same conditions that coverage could have been purchased by the employee had the employee continued his or her regular employment with the Organization.

PTO Accrual During Leave

Eligible employees who use PTO benefits for their normal and customary scheduled hours during family or medical leave will not continue to accrue PTO time at their usual rate while such benefits are used. Employees should consult Human Resources for information concerning continuation of all other employee benefits.

Return to Work; Restoration to Position; Certification of Fitness

An employee who is granted FMLA leave is expected to return to active employment upon the expiration of the approved amount of FMLA leave.

Restoration to Position

Upon an employee's return from the approved amount of FMLA leave under this policy, he or she will be restored to the same position the employee when the leave commenced or to an equivalent position with equivalent benefits, pay, and other terms and conditions of employment. Provided, however, an employee has no greater right to reinstatement or to other benefits and conditions of employment than if the employee had been continuously employed during the FMLA leave period.

Key Employee Exception

If the Organization makes a good faith determination that its operations will suffer substantial and grievous economic injury if it has to reinstate a "key employee" (an employee who is salaried and among the highest paid ten percent (10%) of the Organization's employees within seventy-five (75) miles of an Organization facility) at the conclusion of his or her FMLA leave, the Organization will notify the employee in writing of his or her status as a "key employee" at the time the employee gives notice of the need for FMLA leave (or when FMLA leave commences, if earlier). The Organization will further provide in its notice denying reinstatement an explanation for the basis of its determination and a reasonable opportunity for the key employee to return to work so as to avoid termination of employment. In the event the key employee does not return to work within the time permitted by the Organization, the employee nevertheless remains entitled to the continued health care benefits, if any, through the term of his or her FMLA leave.

Certification of Fitness to Return

In the event that the employee's need for FMLA leave was occasioned by the employee's own serious health condition that made the employee unable to perform the employee's job, restoration to the employee's former position is conditioned upon the employee obtaining and presenting to the Organization a certification from the employee's health care provider that the employee is able to resume work with or without reasonable accommodation.

Such a certification will not be required if the employee's absence was taken on an intermittent or reduced leave schedule. Provided however, the Organization may require such a certification for such absences up to once every thirty (30) days if reasonable safety concerns exist regarding the employee's ability to perform his or her duties based on the serious health condition for which the employee took the leave.

The Organization may delay restoration until a required certification is provided. Unless the employee provides either the fitness-for-duty certification or a new medical certification for a serious health condition at the time FMLA leave is concluded, the employee may be terminated.

Transition Duty Exception

An employee on leave pursuant to this FMLA policy due to work-related injury or illness may be offered the opportunity to return to a paid position in transition duty, if available according to the Organization's discretion. Transition duty may include a job modification and/or reduced-hour schedule or a temporary reassignment to a position comparable with the employee's physical abilities. An employee who chooses to return to work in "transition duty" following a work related injury does not relinquish his or her right to restoration of his or her former position upon complete recovery from his or her injury or serious health condition. Rather, an employee will be eligible for complete restoration upon certification by a health care provider of his or her fitness to return to the former position.

Other Employees

Employees who are not eligible for FMLA leave may be eligible to participate in the Organization's unpaid medical leave of absence.

Interpretation of this Policy

The Organization's intent is to comply with the requirements of the federal Family and Medical Leave Act of 1993 (the FMLA), its regulations and other federal and state laws impacted by this FMLA policy, as any or all of them may be amended from time to time. In all instances, the provisions of this FMLA policy shall be interpreted and construed to be consistent with the requirements of the FMLA, its regulations, and all applicable laws. In the event of any conflict between this FMLA policy and the FMLA, its regulations, or any other applicable law, the FMLA, its regulations, or the other applicable law shall control. This FMLA policy does not repeat all of the provisions of the FMLA, its regulations and all other applicable laws, and, consequently, provisions of the FMLA, its regulations, and any applicable law shall apply even though not set forth in this FMLA policy.

Non-Discrimination and Non-Retaliation Policy Statement

Under no circumstances will the Organization interfere with, restrain or deny an employee's exercise of any right provided under this FMLA leave policy. The Organization will not discharge or discriminate against any employee for opposing any practice made unlawful by the FMLA. Nor will it discharge or discriminate against any employee for his or her involvement in any proceeding under or relating to the FMLA.

Unpaid Workers Compensation Leave of Absence (Non-FMLA)

Workers Compensation Leave of Absence

Any employee who is temporarily disabled and unable to work due to a condition covered by Workers Compensation law shall automatically be on FMLA simultaneously as eligible. The employee may be entitled to compensation under the Workers Compensation law for all or a portion of the absence.

Return to Work

An employee returning to work from a Workers Compensation leave of absence must have a physician's written statement confirming that, in the physician's opinion, the employee is able to perform the duties of his or her job title without posing a "direct threat" to the health or safety of himself/herself or of others or that any "direct threat" which may exist can be eliminated or reduced below the level of "direct threat" by reasonable accommodation which does not constitute an undue hardship to the Organization. The determination of whether or not an employee can return to work is the responsibility of the Organization. The Organization reserves the right, in any instance, to delay or prevent an employee returning to work whenever the Organization determines it is necessary to protect patients, fellow employees, or visitors. The Organization may require an employee to be examined by a physician of the Organization's selection to assist the Organization in making this determination. The cost of such an examination, when required by the Organization, will be paid by the Organization. If the employee is not permitted to return to work by the Organization, the additional time off will continue to be considered as Workers Compensation leave of absence.

An employee on Workers Compensation leave of absence is not guaranteed that the employee's former position will be held open and be available to the employee upon expiration of the leave. If the employee's position is filled while he or she is on leave, the employee will be placed in the first comparable position that becomes available with the Organization within thirty (30) calendar days after the end of the leave. For this purpose, "comparable position" means a position of the same job title with the same days of work per workweek. If the employee cannot be placed in a comparable position within that calendar day period or if the employee refuses to accept such a comparable position, termination of employment will result.

Expiration of Leave. Failure to Return

An employee who is on Workers Compensation leave of absence is expected to return to active employment upon expiration of the leave of absence. If the employee does not return for work at the end of leave, his or her employment is terminated.

Inability to Return Without Restrictions

If the employee is still unable to return to work without posing a "direct threat" to the health or safety of himself/herself or of others that cannot be eliminated or reduced below the level of a "direct threat" by reasonable accommodation that does not constitute an undue hardship to the Organization, his or her employment is terminated.

Unpaid Other Medical Leave of Absence (Non-FMLA)

Unpaid Other Medical Leave of Absence

An employee who is not eligible for FMLA leave and who is temporarily disabled and unable to work due to his or her own bona fide medical condition, which is not compensable under the Workers Compensation law, upon request, may be granted a leave of absence without pay for the period of his or her disability up to a maximum of thirty (30) calendar days in any twelve (12) month period. The term "medical condition" means all temporary medical disabilities, including illness, injury, pregnancy, childbirth and related conditions.

Each separate time such an employee is temporarily disabled he or she is eligible to request an unpaid other medical leave of absence.

Use of PTO Benefits

Full-time/part-time employees who are granted an unpaid other medical leave of absence can choose how to use their available but unused PTO benefits, if any, prior to the unpaid other medical leave of absence beginning.

Request for Unpaid Other Medical Leave of Absence; Physician's Certificate

An employee who requests an unpaid medical leave of absence for a condition not compensable by the Workers Compensation law must notify the Supervisor of his or her need for the leave as far in advance of the proposed beginning date of the leave as possible. The notice must be in writing and state: (1) the medical condition requiring the leave; (2) the date the employee desires the leave to begin; and (3) the length of the leave requested. The notice must be accompanied by a physician's certificate substantiating the medical condition and the need for the leave requested. A "physician" means a person licensed to practice medicine or surgery in the state in which the physician practices. The leave must be approved in writing by Human Resources. Absence without such approval is unauthorized and may result in disciplinary action up to and including discharge.

Return to Work

An employee returning to work from another medical leave of absence must have a physician's written statement confirming that, in the physician's opinion, the employee is able to perform the duties of his or her job title without posing a "direct threat" to the health or safety of himself/herself or of others or that any "direct threat" which may exist can be eliminated or reduced below the level of "direct threat" by reasonable accommodation which does not constitute an undue hardship to the Organization. The determination of whether or not an employee can do so is the responsibility of the Organization. The Organization reserves the right, in any instance, to delay or prevent an employee returning to work whenever the Organization determines it is necessary to protect patients, fellow employees, or visitors. The Organization may require an employee to be examined by a physician of the Organization's selection to assist the Organization in making this determination. The cost of such an examination, when required by the Organization, will be paid by the Organization, if not covered by insurance. If the employee is not permitted to return to work by the Organization, the additional time off will continue to be considered as unpaid other medical leave of absence.

If the employee desires to return to work before the approved medical leave of absence ends, he or she must contact Human Resources to determine if such a change is acceptable.

An employee on other medical leave of absence is not guaranteed that the employee's former position will be held open and be available to the employee upon expiration of the leave. If the employee's position is filled while he or she is on leave, the employee will be placed in the first comparable position which comes available at the office of the Organization within thirty (30) calendar days after the end of the leave. For this purpose, "comparable position" means a position of the same employment status and job title with the same number of scheduled hours of work per workweek, but the shift may vary. If the employee cannot be placed in a comparable position within that thirty (30) day period or if the employee refuses to accept such a comparable position, termination of employment will result.

Expiration of Leave

Failure to Return

An employee who is granted unpaid other medical leave of absence is expected to return to active employment upon expiration of the approved medical leave of absence. If the employee does not return for work at the end of the leave, his or her employment is terminated.

Inability to Return Without Restrictions

Upon expiration of the length of unpaid other medical leave of absence, if the employee is still unable to return to work without posing a "direct threat" to the health or safety of himself/herself or of others that cannot be eliminated or reduced below the level of a "direct threat" by reasonable

accommodation that does not constitute an undue hardship to the Organization, his or her employment is terminated.

Transitional Duty

Generally: Policy

It is the policy of the Organization to provide an employee injured in a work related incident covered by Workers Compensation an opportunity to return to a paid position at the same rate of compensation commensurate with his or her ability under this transitional duty program. The transitional duty program contributes to the prompt safe return of employees to their regular positions by accommodating work limitations in job modification, modified work schedules or temporary reassignment. The Organization's transitional duty policy is designed to improve the employee's morale and recovery time enabling an employee who is unable to perform his or her regular work assignment with reasonable accommodation to return to another position at the same rate of compensation as their former position. An employee's failure to accept and perform transitional duty may result in the denial of workers compensation lost time payments.

Procedure

Based upon a medical evaluation or certification by a health care provider, an employee who has suffered a work-related injury or illness will be evaluated by the Organization to determine if transitional duty is available. If the Organization determines based upon the medical certification that the employee is capable of returning to work in another position or in a reduced-hour capacity, the employee will be offered the opportunity to return to work in the "transitional duty" job at his or her regular rate of pay. If the employee is returned to work in a modified capacity, there must be certification from a health care provider of the type, nature, and duration of any work restrictions to properly accommodate the employee's needs. For this purpose, "health care provider" means a person licensed to practice medicine or surgery in the state in which the physician practices.

Types of Transitional Duty

Transitional duty may be available in the following manners:

Job Modification

A new transitional duty position may be temporarily established that has differences from the employee's regular work assignment that are designed to fit any restrictions imposed by the employee's health care provider.

Modified Work Schedule

A new transitional duty position may be temporarily established with less work hours to permit an employee to perform his or her duties within his or her current physical tolerance leave. The work hours may be gradually increased in anticipation of return to the pre-injury or pre-illness scheduled hours. Any reduction in hours worked under the modified work schedule may be charged to Family and Medical Leave, if eligible.

Temporary Reassignment

A temporary reassignment to a more appropriate position may be made to accommodate an employee's current physical abilities.

Duration of Transitional Duty

An employee's placement in transitional duty will be evaluated every thirty (30) days by the Organization to determine if the employee may return to his or her regular position or if the transitional duty should be continued. Transitional duty assignments are intended to be temporary and are designed to return the employee to his or her original position. If an employee is unable to return to his or her original position after an appropriate time in transitional duty, the employee may be considered for other vacated positions. Reasonable accommodation will be considered in any placement unless such accommodation causes undue hardship to the Organization.

Bereavement Leave of Absence

Paid Bereavement Leave of Absence

The Organization provides paid bereavement leave of absence for full-time employees who have been continuously employed for 90 days or more. Part-time and temporary employees are not eligible to receive paid bereavement leave.

Bereavement leave time is granted for making funeral arrangements, attending the funeral or burial, paying respects to the family at a wake or visitation, dealing with a deceased's family at a wake or visitation, dealing with a deceased's possessions and will, and any ancillary matters that employees must address after a loved one dies. Total consecutive work days taken cannot exceed a total of 24 hours.

Immediate Family

In the event of the death of full-time employee's immediate family, the employee will be permitted to be absent from work with pay for up to three (3) consecutive work days during the period

beginning on the date of death through and including the day after the funeral. For this purpose, the employee's immediate family means the employee's spouse/domestic partner, parents, child, step-parent, step-child, sibling, grandchild or grandparent. In all cases, an employee's immediate family means only current relatives – not relatives from a prior marriage.

Extended Family

In the event of the death of an extended family member of a full-time employee's family, the employee will be permitted to be absent from work with pay for one (1) scheduled work day during the period beginning on the date of death through and including the day after the funeral. For this purpose, the employee's extended family means the employee's aunt/uncle, niece/nephew, parent-in-law, son/daughter-in-law, or brother/sister-in-law. In all cases, an employee's extended family means only current relatives – not relatives from a prior marriage.

Bereavement Leave Pay

Paid bereavement leave is granted only when the employee is required to be absent from work to attend the funeral or to take care of personal business related to the death or the funeral. If the employee is not required to be absent from work for either of these reasons, the employee is not entitled to paid bereavement leave.

Provided the employee notifies his or her Supervisor as soon as possible that Bereavement Leave is needed, Bereavement Leave Pay will be provided for the day(s) during the pay period and is restricted to a regularly scheduled day of work.

Additional Absence

If a full-time employee desires additional absence or an absence in connection with the death of a person who is not a member of his or her immediate family, as defined above, the employee must use his or her available but unused PTO benefits, if any, or to receive unpaid special leave of absence. Such a request must be submitted to the Supervisor who will determine whether or not the special leave of absence can be approved given the needs of the operations of the Organization.

Other Employees

Part-time, PRN and temporary employees do not receive paid bereavement leave benefits. They may, however, request unpaid personal leave of absence.

Jury Duty Leave of Absence

Jury Duty Leave of Absence

Jury Duty means a service on the jury of any court or government unit (local, state, or federal) having power to summon jurors and impanel a jury. It includes examination of the employee for such service and any absence required by the court in connection with his/her service as a juror.

Whenever a full-time employee is required to be absent from work due to being called for jury duty, the employee will be considered to be on jury duty leave of absence.

Such absences are restricted to absences on scheduled workdays. Therefore, you may be required to work on days when you are not required to be serving on jury duty.

The Organization considers it a civic duty for employees to perform jury duty service if called. Therefore, the Organization will not provide excuses for employees to be relieved of jury duty because of their work unless their absence from work would vitally affect patients or the operation of the Organization.

Paid or Unpaid Leave

In order to be paid for jury duty, the employee must be full-time and the time must occur during regularly scheduled workday. For each day of jury duty, employees will be paid a day's wages at the employee's regular base rate of pay. The employee is responsible for submitting checks received from the court for jury duty to Human Resources for verification of jury duty. Checks submitted for jury duty will be signed over to the Organization. Employees are expected to communicate with their supervisor regarding return to their regularly scheduled hours when not in court.

Notification

An employee who will be absent from work due to jury duty must notify their Supervisor of the need for the absence as soon as possible, but not later than the beginning of the employee's scheduled hours of work on the workday on which the absence begins. The employee completes the jury duty request form and submits to supervisor. The employee may be required to present proof of the jury duty summons and of the days he or she was actually performing jury service.

Return to Work

An employee absent from work due to jury duty is expected to return to work each day when not in court or on his or her first regularly scheduled workday after the day his or her jury duty

obligation ends. The employee must keep the Supervisor informed as to the date the employee expects to be able to return to work.

Failure to Return to Work

If an employee does not return to work when not in court or on his or her first regularly scheduled workday after the day his or her jury duty ends, his or her employment may be terminated.

Subpoenaed Witness Leave of Absence

Subpoenaed Witness Leave of Absence

Whenever a full-time or part-time employee is required to be absent from work due to being subpoenaed as a witness before a court, grand jury, commission, regulatory Organization, or other public body with the legal power to issue subpoenas, the employee will be considered to be on an unpaid subpoenaed witness leave of absence unless the subpoena is related to the approved business of the Organization and/or civic duty.

Such absences are restricted to absences on scheduled workdays. Therefore, the employee may be required to work on days he or she is not required to be present in court, before the grand jury, etc.

Paid or Unpaid Leave

Full-time employees who are on subpoenaed witness leave of absence will not receive their usual salary or hourly rate for workweeks while on the subpoenaed witness leave of absence unless the subpoena is related to Organizational business and/or civic duty. Employees who are on unpaid subpoenaed witness leave of absence may, but are not required, to use their available PTO benefits, if any, for the period of the unpaid absence.

Notification

An employee who will be absent from work due to being subpoenaed as a witness must notify Supervisor of the need for the absence as soon as possible, but not later than the beginning of the employee's scheduled hours of work on the workday on which the absence begins. The employee may be required to present proof of the subpoena and of the days he or she was actually required to serve.

Return to Work

An employee absent from work due to being subpoenaed as a witness is expected to return to

work when not in court or on his or her first regularly scheduled workday after the end of his or her obligation under the subpoena. The employee must keep his or her supervisor informed as to the time the employee expects to be able to return to work.

Failure to Return To Work

If an employee does not return to work when not in court or on his or her first regularly scheduled workday after the day his or her obligation under the subpoena ends, he or she is subject to disciplinary action up to and including discharge.

Military Leave of Absence

Unpaid military leave of absence for performance of temporary duty with the United States Armed Forces, a reserve component, the National Guard, or other uniformed service is granted in accordance with applicable law.

An employee who will be absent due to military duty should notify his or her supervisor as far in advance of the leave as possible.

Contract and PRN employees are not guaranteed re-employment after military leave. Full time employees returning from military leave are usually guaranteed re-employment, if employee gave proper notice to employer and honorably discharged. Reinstatement decisions will be made in accordance with applicable federal, state and local laws.

Military leave of 90 days or less

When an employee returns to work after military leave of 90 days or less, the employee is entitled to return to the job he/she was employed if he/she had been continuously employed. If the position is no longer open, the employee can be placed in the position for which he/she is qualified that is next best to the position he/she held prior to service.

Military leave of 91 days or more

When an employee returns to work after military leave of 91 days or more, the employee is entitled to return to the job he/she employed continuously, or in a comparable job. If that is not possible, the employee is entitled to a comparable position provided that he/she is qualified for can become qualified after the employer puts forth reasonable effort. If that is not possible the employee should be placed in the position he/she is qualified for that is closest to his previous position. Employees who have taken military leave for more than 5 years are not guaranteed re-employment.

Unpaid Personal Leave of Absence

Unpaid Personal Leave of Absence

A full-time or part-time employee may be granted a personal leave of absence for a period of time not to exceed thirty (30) calendar days every year. If the initial period of absence is not sufficient, consideration will be given for a single extension of no more than thirty (30) days. An unpaid personal leave of absence will not be granted due to an employee's medical condition, nor will it be granted to extend a FMLA leave of absence. Each request will be approved on a case by case basis.

Request for Unpaid Personal Leave of Absence

An employee requesting an unpaid personal leave of absence must do so as far in advance of the proposed beginning date of the leave as possible, but not less than sixty (60) calendar days in advance. The request must be submitted in writing to the Supervisor. The written request must state: (1) the employee's reason for the requested unpaid personal leave of absence; (2) the date proposed for the leave to begin; and, (3) the date proposed for the leave to end. Whether or not the leave will be granted is at the discretion of the Executive Director.

Use of PTO Benefits

Full-time or part-time employees who are on unpaid personal leave of absence may, but are not required, to use their available PTO benefits for the period of the unpaid absence.

All benefit accruals including PTO and seniority will be suspended during the leave and will resume upon active employment. Employees are responsible for full payment of any premiums during this time.

Return to Work

An employee on unpaid personal leave of absence is not guaranteed that the employee's former position will be held open and be available to the employee upon expiration of the leave. If the employee's position is filled while he or she is on leave, the employee will be placed in the first comparable position that becomes available with the Organization within thirty (30) calendar days after the end of the leave. For this purpose, "comparable position" means a position of the same job title and days of work per workweek. If the employee cannot be placed in a comparable position within the thirty (30) calendar day period or if the employee refuses to accept such a comparable position, termination of employment will result.

Failure to Return to Work

If an employee does not return to work at the end of an approved unpaid special leave of absence, his or her employment will be terminated.

Retirement 403(b) Plan

The Organization has established a 403(b) Plan, to provide retirement benefits for eligible employees who participate in the plan.

Each year the Organization will contribute 2% for each eligible participant who contributes at least 4% of the participant's compensation and has been continuously employed for one year. When an eligible employee retires, the employee is eligible to receive the value of the amounts accumulated in the employee's account in the plan. Under the plan, eligible Organization employees may choose to reduce their compensation and have those amounts contributed to the plan.

Under the plan, an Organization employee becomes eligible to participate upon hire date and will become vested after completing five (5) years of continuous service. Information concerning the 403(b) plan can be obtained from Human Resources.

In the event of any questions concerning any aspect of the Plan, the terms and provisions of the official Plan document shall govern.

Group Insurances

Group Health Insurance

Upon completing ninety (90) calendar days of employment as a full-time employee, the employee is eligible to apply for enrollment in the group health insurance provided by the Organization.

The Organization pays a portion of the cost of a full-time employee's individual or family coverage under the group health plan; the employee must pay the remainder. Information concerning the group health benefit can be obtained from Human Resources.

Group Life and AD&D Insurance

Upon completing ninety (90) calendar days of employment as a full-time employee, the employee is eligible to apply for enrollment in group life and AD&D insurance provided by the Organization as part of the group health insurance.

The Organization pays the entire portion of the premium cost of a full-time employee's coverage under the group life plan. Information concerning the group life benefit can be obtained from Human Resources.

Group Dental Insurance

After completing ninety (90) days of employment as a full-time employee, the employee is eligible to apply for enrollment in the group dental insurance provided by the Organization.

The Organization pays a portion of the cost of a full-time employee's individual or family coverage under the group dental plan; the employee must pay the remainder. Information concerning the group health benefit can be obtained from Human Resources.

Long Term Disability Insurance

Upon completing ninety (90) calendar days of employment as a full-time employee, the employee is eligible to apply for enrollment in the group long term disability insurance provided by the Organization.

The employer pays the entire cost of the employee's coverage under the group long term disability insurance.

Information concerning the group health benefit can be obtained from Human Resources.

Continuation of Group Insurances

Information concerning the extent to which the group insurance benefits may be continued during leaves of absence, short term layoffs, and upon termination of employment can be obtained from Human Resources.

Policies Control

In the event of any questions concerning any of the insurance benefits made available by the Organization, the terms and provisions of the master policies or formal plan documents shall govern. Specific details concerning each of the benefits, its coverage, and eligibility for enrollment are stated in separately provided summary plan descriptions.

Other Employee Benefits

REACH Employee Assistance Program

The Organization offers clinical, educational, and professional counseling through the REACH

Employee Assistance Program. Employees and their families are eligible for services to assist with a broad range of issues that may interfere with job performance including crisis issues, health and mental health issues, chemical dependency problems, family, marital, and interpersonal situations, and other related issues.

REACH offers up to three (3) visits for assessment, referral, and short-term problem resolution. Sessions will be approximately one hour in duration. REACH also offers a toll-free 24/7 Crisis Line Service. Trained professional staff will respond to calls in a confidential manner.

Flexible Benefits Plan

The Organization makes available a "Medical Flex Plan" for full-time employees who participate in either the Organization's group medical insurance or group dental insurance or both. Such employees are eligible to participate in the Plan following completion of ninety (90) calendar days of employment as full-time employee. The plan is established under Section 125 of the Internal Revenue Standards. Under the plan, eligible employees may voluntarily set aside pre-tax dollars from his or her pay check to pay for either group family medical insurance or group family dental insurance, or both. Information concerning the "Medical Flex Plan" can be obtained from Human Resources.

Hospice Employee Advocate and Reward Team (H.E.A.R.T.)

H.E.A.R.T. exists to enhance the environment in which our employees work and serve. Team members include a diverse group of MVHPC staff who are committed to actively participate and seek opportunities to benefit their fellow employees.

H.E.A.R.T. accepts suggestions and positive comments, and relays them to organizational leaders. H.E.A.R.T. is not an avenue for grievance or complaint reporting. The following are types of the activities H.E.A.R.T. facilitates:

- Employee Benevolence
- Team Sponsorships
- Vendor Days
- Annual Christmas Party
- Discounted Family Activities

Social Security

The Organization contributes to social security (FICA) for each employee, according to rates established by the federal government, to provide for retirement funds and other social security benefits.

Medicare

The Organization contributes to the Medicare program for each employee, according to rates established by the federal government, to provide for Medicare benefits.

Workers Compensation

As an employee of the Organization, you are provided Worker's Compensation insurance for medical/surgical costs associated with on-the-job injuries or job-related illnesses and for compensation consistent with legal requirements. Employee injuries should be reported to their supervisor and Human Resources immediately or as soon as possible.

Employee Injury/Illness Reporting Instructions

1. Report all work-related accidents and/or illnesses immediately to your supervisor, incidents@mtnvalleyhospice.org, and Human Resources.
2. In the event that you need to be seen by a physician, Human Resources will schedule your appointment with an approved physician practice. Do not use your family physician or other doctor for any work-related injury.
3. Do not use the hospital emergency room unless you have been instructed to do so or have life threatening injuries. Vehicle incidents, dog bites, and needle sticks must go to the emergency room.
4. Post Accident Drug Testing will be performed on all personnel who receive a work-related injury. Human Resources may determine that drug testing is not needed in some situations. This drug testing will be performed in conjunction with medical attention. If you require treatment at a hospital, a drug test must be taken.
5. Employee is to return a statement from physician regarding disposition to Human Resources by the next working day/shift.
6. Any questions or concerns should be directed to Human Resource Representative at 336-789-2922 extension 1114.

NOTE: Failure to follow these procedures could result in a non-covered expense.

Quality Assessment & Performance Improvement

All employees are expected to participate in Quality initiatives throughout the organization. MVHPC has a QAPI program that develops, implements, and maintains an effective, ongoing, hospice-wide and data-driven plan. The program focuses on high risk, high volume or problem prone areas that affect palliative care outcomes, patient safety, and quality of care. Every employee is expected to report incidents and complaints and participate in activities that continually improve our processes. Employees can submit information to supervisor or pi@mtnvalleyhospice.org.

Staff Development

In-service Education

The Organization provides periodic in-service education. An employee may be required to attend in-service education sessions when directed to do so by the Organization. Supervisor will inform you of these in-services. An exempt, salaried employee does not receive extra compensation for time spent in a required in-service session. Failure to attend a required in-service session can result in disciplinary action up to and including discharge.

During the ninety (90) day introductory period and annually all employees are required to complete mandatory online education through the learn center portal. Periodically, new education may be added when needed. Failure to complete online education can result in disciplinary action up to and including discharge.

Workshops/Seminars

An employee who desires to attend a workshop or seminar outside of the Organization must submit a request to do so to their supervisor as far in advance of the date of the program as possible but at least thirty (30) calendar days in advance. The request must be submitted on the Organization form for that purpose, be signed by the employee, and be dated. Whether or not an employee's attendance at a continuing education program will be approved is at the discretion of Executive Director.

If the request is approved, the Organization will pay the registration fee and reimburse expenses as stated in the Organization's policy for reimbursement for attendance at continuing education programs/professional meetings.

When an employee attends sessions for any program paid for by the Organization, the employee may be requested to provide an oral or written report at a scheduled staff in-service session. This provides a method of sharing knowledge gained with other employees.

Expense Reimbursement

Continuing Education Expenses

The Organization will pay the registration fee for an employee attending continuing education/professional meetings when attendance at the program/meeting has been approved in advance by Executive Director. If attendance requires an overnight stay, the Organization will pay or reimburse the employee for the cost of overnight accommodations approved in advance

by the Executive Director. The Organization also will reimburse the employee for reasonable transportation. Meal allowance associated with the continuing education will be paid as follows:

- Breakfast-cost up to \$10.00
- Lunch-cost up to \$15.00
- Dinner-cost up to \$25.00

To obtain reimbursement, the employee must submit receipts for meals, room and transportation costs. Travel by personal automobile will be reimbursed according to the current Organization mileage reimbursement rate or the standard air/train/bus fare, whichever is lower. Employees may ask for meal allowance prior to attending education.

To obtain reimbursement, the employee also must complete the appropriate Organization form detailing travel expenses and substantiate the expenses to meet IRS and Medicare requirements. That form and the substantiation should be submitted to Accounts Payable within thirty (30) calendar days after returning from the program/meeting.

Other Expenses

To be reimbursed by the Organization for any other expense incurred for the Organization's benefit, the expense must be \$25.00 or less and approved in advance by the Supervisor and original receipts and other required documentation proving the expense must be submitted to Executive Director. Reimbursement for such expenses is paid by separate check on the next check write.

Travel Expenses

Employees who are required to use their own automobiles while conducting Organization business will be reimbursed for actual miles traveled. The reimbursement rate will be at a rate per mile established by the Organization. Mileage must be submitted by deadline using Company Mileage to be reimbursed. It is MVHPC's expectation that employees report mileage accurately and honestly. Mileage reimbursement is paid on the payday for the pay period in which the mileage report form is submitted.

No employee will be reimbursed for mileage from home to the office or from home to the first patient visit at the start of the day, or from the office or the last patient's residence to home at the end of the day, unless the distance is greater than traveling to the office. Employees who are called out for an unscheduled visit and travel from home to the patient's place of residence when serving in on-call duty will be paid the entire round-trip mileage. An employee will be reimbursed for mileage from the last patient's residence to the office at the end of the day only if the travel is necessary and approved. An employee is not reimbursed for mileage from home to the office to submit documentation.

Periodically, employees' mileage reimbursement requests will be audited for accuracy. Falsification of mileage reimbursement will result in disciplinary action up to and including discharge.

Liability Insurance

Professional and General Liability

Employees are included in the Organization's professional liability and comprehensive general liability insurance coverage. Employees are covered only while performing within the scope of their employment by the Organization.

For your personal protection, it is recommended that you have your own professional and general liability insurance to provide coverage for your personal liability in the event of a claim arising outside of the scope of your employment by the Organization.

Automobile Liability

Employees are not included in the Organization's automobile liability insurance coverage therefore, must maintain their own automobile insurance for coverage of their personal liability in the event of an automobile accident.

An employee is required to carry automobile insurance with limits of at least the amounts required by the Organization. Such an employee must present to the Organization proof of insurance verifying insurance coverage at the specified limits:

- (a) Prior to the first day of employment;
- (b) Upon renewal or replacement of the employee's auto insurance; and,
- (c) At any other time upon request of the Organization.

If such an employee fails to maintain insurance as required by this section or to provide certificates of insurance as stated in this section, the employee may be subject to disciplinary action up to and including discharge.

For your personal protection, it is very important that you have adequate automobile insurance which covers your personal liability in the event of an accident.

At any time an employee is driving a company owned vehicle for company business, automobile liability insurance coverage will be in place.

Other Licenses and Certifications

Maintaining current licenses, certifications and registrations is the responsibility of each employee as a condition of employment.

Safety

Generally

Each employee is responsible for performing his or her duties in a safe manner. Not following safe conduct and working procedures will not be tolerated and will subject the employee to disciplinary action up to and including discharge.

Each employee is instructed concerning safety precautions (during orientation and on-going). It is the employee's personal responsibility to notify their Supervisor if the employee believes his or her well-being is in jeopardy.

Sign-In and Sign-Out

Employees are expected to sign in and out of the Organization location they are working or visiting to ensure all individuals in the building are accounted for.

Hazard Communication

The Organization complies with the Hazard Communication Standard as regulated by OSHA. In accordance with the standard, the Organization has developed and implemented a written hazard communication program together with related documents. Copies of the program and related documents are kept at the office and online. Safety Data Sheets also are maintained at the office and online. The Occupational Health Nurse has overall responsibility for the program.

Occupational Exposure to Bloodborne Pathogens

The Organization complies with the Occupational Exposure to Bloodborne Pathogens standard as regulated by OSHA. That standard establishes requirements concerning education and training, use of personal protective equipment, work practices, engineering controls, immunization programs, disposal and handling of contaminated waste, housekeeping practices, post exposure evaluation and follow-up, and labeling and signs. Employees are informed of the requirements applicable to them. If an employee fails to follow the various requirements when required, the employee will be subject to disciplinary action up to and including discharge.

Respiratory Protection Plan

The Organization has adopted a "Respiratory Protection Plan" in compliance with the OSHA Respiratory Protection standard. The plan addresses identification of possible exposure incidents by an affirmative risk assessment and the protection of employees through use of employee training, employee screening, and work restriction programs for employees diagnosed as having TB. Employees are informed of the requirements of the plan which are applicable to them. If an employee fails to follow the various requirements when required, the employee will be subject to disciplinary action up to and including discharge.

Emergency Disaster Plan

MVHPC maintains an Emergency Disaster Plan designed to ensure patient, family, and staff safety; continuity of care and services before, during and after an emergency or disaster. The agency plan covers all office locations and the grounds of the Joan and Howard Woltz Hospice Home.

In the event of a disaster, each employee is responsible to report to work as soon as it is safe and possible. Supervisors will communicate disaster response to all employees. Education and training about emergencies and disasters is a part of the Annual Compliance Education Plan.

Fire Drills

Fire drills are done at least annually at each location to make employees familiar with escape routes in the event of a fire. Fire drills are required monthly for each shift at the Woltz Hospice Home. Employee questions regarding leaving the building, in the event of a fire or other emergency should be directed to the Director of Plant Operations or immediate supervisors. Please remember to sign in when entering the buildings and sign out when exiting the buildings.

Security Checks, Firearms and Weapons

Safety of employees, patients, caregivers and visitors to offices, the Woltz Hospice Home or in the homes is paramount. Firearms, weapons and/or explosives of any type are not allowed in any building of MVHPC. In addition, MVHPC will exercise its right to inspect all packages and parcels entering or leaving the premises. Possession and/or use of firearms in the workplace (including patient's home) is strictly prohibited. Violation may result in disciplinary action including immediate termination.

Violence in the Work Place

The Organization will not tolerate any violence in the workplace. Examples of workplace violence include threats or acts of violence, aggressive behavior, offensive acts, and threatening or offensive comments, etc. Employees are expected to promptly report any incidents of violence

to their supervisor and document the incident by completing an incident report and sending it to their Supervisor. The Organization wants to know about incidents or any potential incidents as soon as you are aware of them, so the appropriate incident management can be taken. No reprisals will be taken against an employee because the employee reports or experiences workplace violence.

Driver's License; Operation of Motor Vehicle

All applicants for employment and employees must submit a copy of his or her current, valid driver's license to the Organization. Whenever an employee receives a new driver's license, it is the employee's responsibility to submit a copy of the new license to Human Resources. Periodically, the Organization will randomly check driver's licenses with state authorities for verification of driving record and continued validity of the license. If an employee fails to submit a copy of his or her driver's license as required, if his or her driver's license is found to be invalid, or if the employee's driving record is unacceptable to the Organization, disciplinary action up to and including discharge may result.

When driving a motor vehicle as part of his or her duties for the Organization, an employee must comply with all applicable motor vehicle and traffic laws including the wearing of seat belts, no texting while driving, or involvement of distractive behaviors.

As part of our yearly audits Motor Vehicle Reports (MVRs) are checked for all employees who use their vehicle to do business on behalf of MHVPC. MVHPC expects and requires:

1. No more than 3 moving violations or more than 1 chargeable accident during the past 36 months.
2. No major convictions (DWI, reckless, etc.) within the past 7 years.
3. No license suspensions or revocations within the past 7 years.

Corrective action up to and including termination is possible for violations or any nature related to those listed above.

Incident Reports

If an employee witnesses an incident or an accident concerning a patient, an employee or a visitor, or sees anything which is considered out of keeping with proper procedure, he or she should immediately notify his or her Supervisor.

An employee who is injured while working should immediately notify his or her Supervisor to be directed to a location for care. Even if the illness or injury seems to be a minor one, it should be reported as soon as possible as it may turn out to be more serious than originally believed.

An incident report must be completed as soon as possible and be submitted electronically no later

than 24 hours after the incident/accident.

Other Policies

Behavior

A courteous and professional manner toward fellow employees, patients, patient's family members, and visitors is expected of all employees. All employees are expected to avoid conduct at work or elsewhere which could cause embarrassment to, or criticism of, the Organization. It is essential that employees' attitudes and actions both on and off the job bring credit to the Organization because the Organization's reputation is often dependent upon the attitude and actions of its employees.

Employees of the Organization are expected to accept responsibility for their duties, adhere to accepted business and professional principles in matters of personal conduct, and exhibit personal integrity at all times. An employee's responsibility not only involves sincere respect for the rights and feelings of others, but demands that both in professional and personal life employees refrain from any behavior that might be harmful to a patient, the employee, coworkers, or the Organization or that might be viewed unfavorably by current or potential patients of the Organization or by the public at large.

Insubordination will not be tolerated and will result in disciplinary action up to and including discharge.

Courtesy and Cleanliness

Each employee must be courteous and clean. Much of our reputation depends on the courtesy shown by our employees to patients, their families, physicians, and visitors. All employees are expected to speak in a polite manner to patients, family, physicians, visitors, and other employees.

All employees are expected to practice good personal hygiene to prevent halitosis and body odor. The odor of cigarette smoke should not be detected on staff at any time while on duty.

Dress Standards

Each employee is required to meet the dress standards of the Organization. Clinical, housekeeping, and dietary staff is expected to wear scrubs/uniforms colored by discipline with Organizational logo and closed toe shoes at all times. Clinical staff must keep a spare change of clothes at all times. Office and administrative staff is expected to adhere to appropriate business attire at all times. (See HR.P20 Personal Appearance policy for specifics.)

With permission, employees may dress down when performing work outside their norm such as during fundraising events, grief camps or other events that require alternate attire. With a physician's order, employees will be allowed to wear alternate footwear for medical necessity.

While providing patient service or while otherwise in contact with patients or the public during working time, jewelry and makeup should be kept to a minimum and non-jewelry pins and buttons worn on visible clothing shall be limited to small professional pins and the Organization name tag. Perfume, cologne, or aftershave should not be used prior to or during patient care.

Hair

Hair, side burns, mustaches and beards should be clean, nicely groomed, and at a professional length. Extreme or unusual hair colors are not permitted.

Fingernails

Fingernails should be trimmed and clean and at a professional length. Artificial nails are prohibited while providing patient care or working in the clinical setting. Fingernail polish should be clear or light color, not chipped and changed weekly.

Body Piercing

Minimal piercing of ears is permitted but is limited to three or less piercings. Other body piercing is not permitted to be displayed during work hours. Stretching or gauging hardware for ears is not permitted.

Tattoos

Tattoos 1" wide or less are permitted but should be approved. Tattoos with profanity, sexual content, or violence should not be visible while on duty or representing the Organization.

Name Tags

The Organization's name tags must be displayed at all times while on duty. The name tag is provided to the employee by the Organization. If an employee loses his or her Organization name tag, an additional name tag may be obtained from Human Resources.

Staff Meetings

Staff meetings are held periodically by the Organization. Employees are required to attend staff meetings when asked to do so. An exempt, salaried employee does not receive extra compensation for time spent in attending the meeting.

Interdisciplinary Group Meetings (IDG)

Clinical, Supervisory and Office employees are required to attend IDG concerning patients for whom they provide services when asked to do so. An exempt, salaried employee does not receive extra compensation for time spent in attending IDG.

Communications

It is the responsibility of each employee to keep abreast of all Organization functions. Please check messages, bulletin boards, voicemails, mailboxes, etc. for information.

Bulletin Boards

The Organization maintains a bulletin board at each office for posting of announcements and communications to employees. Employees may post community announcements, "for sale" notices, and similar items on the bulletin board if they wish to do so. Nothing obscene or unlawful will be permitted. The Organization will periodically remove posted notices to keep postings current.

Confidentiality

While working for our Organization, you will receive or may have access to confidential and sensitive information concerning patients, illnesses, deaths, discharges and accidents. You are expected to maintain strict confidence concerning these matters. Confidential information shared should be limited to those inside the Organization and to only what is minimally necessary to perform their job or duty. In addition, information concerning the management and operation of our business is generally not known to the public or our competitors and should be kept confidential. Examples include:

- Patient information (medical and financial)
- Future/pending sales, acquisitions and mergers
- Pricing and market information
- Customer and vendor lists
- Employee or volunteer personal or medical information
- Organizational strategic business plans
- Confidential data

Employees should never discuss confidential or sensitive information in a public place, with family, friends, or others. Documents that contain confidential or sensitive information must be secured at all times. Any request for information concerning a patient from an unapproved person or entity must be referred to the Privacy Officer who will determine the proper response.

Governmental Requests for Information

It is MVHPC's policy to cooperate with every reasonable request of federal, state and local authorities (such as: Medicare, Medicaid, CMS, state licensure and certification) seeking information concerning company operations. At the same time, we are entitled to the safeguards provided by law, including the representation of legal counsel from the first contact. MVHPC may be asked for patient information that is protected by privacy laws and may be obliged to ensure privacy in responding to such requests.

Responding to Governmental Inquiries

If a representative of a governmental agency requests an interview with company personnel or seeks data, copies of documents or access to files, he or she should be told that MVHPC intends to cooperate. All such requests, written or oral, must be reported to the Executive Director or designee by telephone immediately.

Information for Surveyors

Surveyors conducting licensure and certification surveys should have access to all routine information. If any question arises during a survey as to the propriety of the surveyor's requests for information, the Executive Director or designee should be contacted immediately.

Requests by surveyors that must be reviewed by the Executive Director or designee include:

- Request for information not routinely reviewed.
- Requests for interview not routinely sought.
- Requests for written statements.
- Any other non-routine requests.

Behavior at Company Sponsored Events

In addition to our Standards of Conduct, employees are expected to conduct themselves in a professional manner while attending or representing the Organization at company sponsored events. The following actions are strictly prohibited:

- No function that excludes a person's participation based on category or class.
- No activity that tends to demean any person based on any protected category or class.
- No practice that leads to uncomfortable situations or improper behavior.
- No pressure on anyone to engage in consumption of alcoholic beverages.
- No intoxication or use of illegal drugs.
- No profanity or use of offensive language.
- No violent or aggressive behavior.

Political Involvement

MVHPC believes strongly in the right of employees to participate in the political process. Employees are encouraged to be politically active as individual citizens on their own time and at their own expense in their community. Federal law prohibits MVHPC from contributing directly or indirectly in support of federal political candidates, parties or committees. Thus, while officers and employees may spend their own time and funds supporting political candidates and issues, MVHPC shall not reimburse or otherwise compensate such officers or employees in any way for their time or for their financial contributions to political candidates, parties or committees. Furthermore, company assets, services, facilities and resources (including telephones, computers, and fax or copy machines) may not be used for political purposes by MVHPC employees or in the name of the MVHPC. In addition, no employee may represent that he or she is making political contributions or providing support on behalf of the organization.

Information/Password Management Procedure

Purpose

Information contained in our electronic documentation systems as well as information contained in our manual information systems is confidential and proprietary which means it belongs to the Organization. The Organization holds the right to monitor any communication necessary to safeguard information and maintain confidentiality.

Removal of Charts From Office

Employees may not remove original patient charts from the Organization office. Any request for a patient chart must be referred to the Privacy Officer who will determine the proper response.

Passwords

Passwords will be used by all employees to authenticate themselves on the Organization's information systems and any electronic device used to access the system. The passwords are maintained in a manner that reduces the risks of unauthorized entry into the Organization's information systems.

Use of Passwords

All employees must comply with the Organization's password management procedure for all electronic devices. Passwords must be kept confidential and never shared.

Responsible Party

The Organization's Security Officer shall be responsible for ensuring that his procedure is followed by members of Organization's workforce.

Password Requirements

The Organization's information systems shall use passwords to authenticate individual users. Each user is required to create a strong, unique password. A password must be at least eight (8) characters long. A password may not be a word in the English language. A password must include uppercase letters, numeric or other non-alphabetic characters.

The Director of Information Systems or designee shall assign each user a password when the user account is created. This password will be given to the employee in a sealed envelope and may be used for up to six (6) months or changed by the employee at any time.

Passwords Expiration and Renewal

A user's password is valid for six (6) months from date of creation, at which time the system will prompt the user to create a new password. If a user is denied access to the system because the user failed to create a new password during the user's grace log-in period, the user shall notify the Director of Information Systems or designee who will then verify the user's access should remain active, reactivate the user's access, and assign the user a temporary new password, which must be changed at next log-in.

Any cell phones, company provided or personal, that are utilized to communicate agency or patient information must be password protected to ensure security and prevent unwanted access. This includes e-mails and text messages. Text messages must never include patient specific information. If such information should be sent, only initials may be used.

Safeguarding Passwords

- Users shall not write passwords down anywhere near their workstations.
- Users shall not share passwords with other users.
- Users should never disclose their passwords in an e-mail.
- Users should never share passwords with family.

Preventing unauthorized access to information

- Users should log off/lock computer or other device when unattended.
- Protect information/screens from being viewed by others
- Never text patient or sensitive information

- Never email patient or sensitive information using a non-hospice email address
- Ensure faxed documents are sent to the intended recipient
- Avoid bringing visitors into the workplace when possible

Violations and Penalties

Employees who violate information security policies are subject to disciplinary action, up to and including termination. Our Organization also retains the right to seek civil relief and to refer incidents for criminal prosecution. Violations that result in disruption of service may result in the employee being immediately disconnected from the system, pending investigation into the circumstances.

Miscellaneous

Sleeping While on Duty

Employees may not sleep while on duty unless the employee's assignment specifically allows the employee to do so.

Witnessing Documents

An employee may not act as a witness to the execution of any document except an Organization document. An employee may not witness any document or paper pertaining to the treatment or care of a patient unless it is an Organization document, such as a procedure consent form. No employee may witness a patient's advanced directive.

Smoke and Tobacco Free Workplace

The use of all smoking and tobacco products including cigarettes, chewing tobacco, electronic cigarettes, and vaping devices is banned from the MVHPC workplace. This applies equally to all employees, volunteers, clients, and visitors.

The use of all smoking and tobacco products including cigarettes, chewing tobacco, electronic cigarettes, and vaping devices or similar products is specifically prohibited at any point:

- during a workday, shift, or on call
- while on company business
- while in transit between work locations, visits or assignments
- while at patient/client locations
- while at contracted facilities
- on any part of a company premises, grounds, or parking lot
- in personal cars on company premises
- in company cars
- within 500 feet of company premises or contracted facilities

Breaks may be taken as indicated in policy for periods of rest but are not approved for taking “smoke breaks”.

Employees may choose to smoke off premises only during **unpaid** meal periods.

All employees must ensure that their person, clothing and any accessories do not have an odor of smoke, tobacco or other related odors at any time while working for MVHPC. In general, employees should not use or consume any substance, the effects or traces of which could interfere with the employee’s presentation of a clean and professional appearance to patients, families, coworkers, peers and the general public.

Using perfumes or other offensive means to offset the odor of smoke is prohibited.

The smoke and tobacco free policy is communicated to all personnel and visitors during orientation, and through posted signage at all locations.

Disciplinary action, up to and including termination, may be taken for violations of this policy.

Visitors may be asked to leave if they cannot comply with the smoke and tobacco free policy.

Telephones

Employees who work in patient's homes are expected to use the patient's telephone only to contact the office in emergency situations, for documenting visit information telephonically or other matters concerning that patient. Personal telephone calls are not to be made or received on patient telephones.

A telephone number through which you can be reached directly is required for employment with the Organization. The Organization will not give your telephone number to anyone. If we receive a telephone call for you in an emergency situation, we will attempt to reach you so you can return the call.

Organization telephones are for the purpose of conducting Organization business. Personal telephone calls are not to be made or received on office except for urgent or emergency matters. Any personal long distance calls must be placed on the employees’ personal phone or cell phone.

Employees are prohibited from sharing cell phone or personal phone numbers with patients and families. All contacts should be made through the hospice office or facility.

Cell Phone/Stipend/Expenses

Employees who are deemed eligible for a company issued cell phone or stipend will be given the option to use their own phone and receive a monthly stipend or request a company issued phone. The Supervisor is responsible for completing the necessary form for employees. Company issued cell phones are restricted to company business.

Employees who are not eligible for cell phone stipend or reimbursement may at times find it necessary to incur long distance telephone charges in conducting Organization business. The Organization will reimburse the employee for such charges at 10 cents per minute when a written request for reimbursement is submitted to the Organization with the employee's timesheet together with a copy of the telephone bill showing the charge.

Parking

Parking is available for employees in the lots adjoining the Organization office or facility. Parking is available on the first-come basis. Parking is at your own risk; the Organization is not responsible for damage or theft to automobiles while parked in the parking lots. You should place valuables out of sight and lock your vehicle each time you park.

Organization Property

The Organization's office equipment (including the copier, fax machines, phones and computers) and the Organization's stationary may be used only for Organization business; personal use of the Organization's office equipment and stationary is prohibited.

Certain property, such as telephones, cell phones and laptop computers, may be issued to some employees. Those employees must sign Organization provided documents establishing the employee's responsibility for the safety and return of the property.

Any Organization property in the possession of an employee must be returned to the Organization upon request of the Organization no later than the last day of employment. Such property includes but is not limited to: name badges, reference materials, policy manuals, equipment, instruments, patient records, supplies, pagers, keys, bags, bank cards, laptops and cell phones.

Theft of Organization property will not be tolerated. Anyone found in unlawful possession of Organization property will be subject to disciplinary action up to and including discharge. In addition, theft of property can legally be treated as a felony and violators may be subject to criminal proceedings according to state and federal laws.

Inspection of Organization Property

All offices, work spaces, desks, cabinets, closets, lockers, machinery, equipment, computers, cell phones, car supplies, or other Organization property furnished for employee use remain the property of Organization. All such property and its contents are subject to inspection by Organization authorized representatives at any time, with or without notice or cause, and with or without the employee being present. Accordingly, no employee should maintain on or in such property any items which are so personal in nature that the employee would not want to have them seen or examined by authorized Organization representatives.

Professional Boundaries

Professional boundaries are based on mutual trust and respect between patients, families, caregivers, and the Organization's employees that are participating in the provision of care and services. This relationship is based on their confidence in our integrity as individuals and as an organization. Each employee is expected to maintain professional boundaries and understand that it is his or her responsibility to maintain appropriate relationships with the patients, family and caregiver. Violations of professional boundaries are considered serious and warrant disciplinary action up to and including termination of employment.

Inappropriate Relationships

No employees may engage in a dating, romantic or sexual relationship with patient, family or caregivers. Engaging in such conduct will result in termination of employment even if the relationship is consensual.

Patient and Family Respect

Employees are expected to treat patients, families and caregivers with respect and dignity at all times. As our employee and as a caregiver you must work to promote an atmosphere favorable to excellent care.

Free from Abuse

Patients and their families have the right to be free from verbal, sexual, physical, and mental abuse, corporal punishment and involuntary seclusion. No employee shall engage in such behavior and must report any observed or reported abuse immediately to their supervisor and interdisciplinary team.

Items Purchased From Patients

No employee may purchase items from a patient or a patient's family member. Experience has shown that misunderstandings concerning such transactions arise at a later time, creating difficulties for all persons concerned. If a patient or family member repeatedly tries to sell you an item of property, report this to the Compliance Officer.

Financial Duties

You may not perform any financial duties for a patient, under any circumstances, without the prior approval of the Supervisor. If you are asked to do so, report the request to your Supervisor.

Patient's Property

You may not handle any money or credit cards of the patient or any of the patient's personal property that is of major value (e.g. heirlooms, crystal, expensive jewelry). If you have any questions in this regard, contact the Compliance Officer.

Patient's or Family's Automobile

If you are asked to drive the patient or family member's automobile, you may not do so.

Gifts; Tips; Gratuities; Loans

While a patient or family member may sincerely wish to give you a present one day, the patient or family member may later report it stolen. No employee may accept a tip, gratuity, jewelry, other valuables or loan of any amount from a patient, patient family member, referral source, or anyone who has an existing or potential business relationship with the Organization. Small tokens of appreciation (e.g., flowers, candy, cookies, and canned goods) valued at less than \$25.00 may be accepted. If a patient or family member repeatedly tries to give you a gift, tip, gratuity or loan, encourage them to make a donation to the Organization instead and report this to the Compliance Officer.

Patient Complaints or Accusations

If a patient or patient's family member has a complaint, employees should address the concern immediately, complete incident report, and report to their Supervisor promptly.

If an employee is accused of inappropriate behavior (e.g. theft, substandard care) by a patient or a patient's family member, the Supervisor usually will request a signed, written statement from the patient and/or family member concerning the accusation. If such a statement is obtained, the employee will then have the opportunity to respond to the accusation by giving a signed, written statement to the Supervisor. Both statements will then be placed in the employee's personnel file. Depending on the seriousness of the behavior, disciplinary action up to and including discharge may result. Accusations of theft or other crime also will be reported to the police for investigation as stated below.

Allegations of Theft

If you are with a patient and it becomes apparent to you the patient has unsecured sums of money, jewelry, or other valuables around the house, report this to Compliance Officer immediately.

In the event a patient or patient's family member alleges theft on the part of an employee or volunteer, the patient or family member will be asked to report the allegation to the police for investigation. Based upon results of the police investigation, and any other information available

to the Organization, disciplinary action up to and including termination of employment may occur. The Organization may suspend the employee from work until the Organization determines whether discipline or termination of employment is appropriate.

One of your best protections against allegations of theft is to follow the policies, above, for items purchased from patients, for gifts, tips, gratuities and loans, for performing financial duties for patients, for handling patient's personal property, and for reporting of unsecured property of the patient.

Transporting Patients

Employees may not transport a patient in the employee's or company owned automobile. If an employee does so, it is outside the scope of his or her employment by the Organization, at the employee's own risk of liability, and the Organization will hold the employee personally responsible for any expense, damage or loss the Organization may incur as a result of the employee's violation of this policy. Disciplinary action up to and including discharge also may result.

Patient Contact Outside of Visits

Employees must not contact patients or patient family members unless related to plan of care or is approved in advance by the Supervisor. Employees are encouraged to attend viewings or funeral services for patients they have served. If the funeral or visitation occurs outside of scheduled work hours the employee will be reimbursed for time or mileage. Call pay may apply to some disciplines.

Lost or Stolen Articles

The Organization is not responsible for lost or stolen articles. Employees are discouraged from bringing items of personal value to their assignments or to the Organization's office. If you believe it is necessary to have personal belongings with you, it is at your own risk and it is your responsibility to assure that they are stored in a secure place.

Personal Visitors

Employees may not have personal visitors while working at a patient's home or place of residence. This includes having someone wait outside while you are performing your duties unless the person waiting is driving for you and has been approved in advance by the Supervisor. You may never take a non-Organization employee into a patient's home or place of residence with you, unless otherwise approved in advance by the Supervisor.

Employees may have occasional personal visitors while working in the office. Visitors must sign in at the front desk, and employee should meet visitor in the lobby and if needed, should escort

visitor through work area.

Children in the Workplace

Children may not accompany an employee while the employee is working at a patient's home or place of residence. This includes having them wait outside while the employee is performing his or her duties with the patient. You may never take children into a patient's home or place of residence.

To maintain employee productivity and prevent possible injury in the workplace, children are permitted in the Organization office only with the prior approval of the Supervisor. When approved, such approved visitation should be for a short period only. Children who are sick are not permitted in the Organization office.

While in the Organization's office, children are not permitted to use or play with the telephones, copiers, computers, paper cutters, hole punches, etc. Children must be attended by the adult they accompany at all times. The adult is responsible for any and all damages caused by the child.

Leaving Work Early

All employees are expected to work the employee's assigned schedule for the day. Employees leaving work early without the prior approval of Supervisor are subject to disciplinary action up to and including discharge.

Hourly employees who have completed daily visits are expected to leave for the day unless their Supervisor provides an alternate assignment. Loitering is not permitted.

Outside Business/Employment

An employee may engage in an outside business or employment during non-working hours only if: (a) the employee's efficiency and job performance with the Organization is maintained; (b) there is no time conflict or conflict of interest with the employee's duties with the Organization; (c) the business or employment does not involve providing services to or on behalf of any patient, firm or business similar to or competitive with the Organization; (d) there is no conflict of interest with the Organization; and, (e) the Executive Director has approved the outside business or employment in advance in writing.

Solicitation and Distribution

Persons who are not employed by the Organization may not solicit or distribute literature or products on the premises of the Organization at any time unless prior authorization has been obtained.

Employees of the Organization may not solicit or distribute literature or products during working time for any purpose. Working time means the working time of both the employee doing the soliciting or the distributing and an employee to whom the soliciting or distribution is directed. Working time does not include periods such as meal or break times when the employees are not required to be working.

Distribution of literature or products is not permitted at any time in working areas. Working areas means patient's homes, facilities or places of residence and the Organization office.

Contacts with the Media; Authority to Speak on Behalf of the Organization

Any and all communications with the media (e.g. television, radio or newspaper reporters) concerning any aspect of the Organization's operations or services, a patient, or an employee shall occur only through the Development Department or Executive Director. An employee may not discuss those or similar matters with any media representative unless the discussion is approved in advance by the Development Department or Executive Director. An employee who is contacted by any media representative concerning those or similar matters must refer the media representative to the Development Department or Executive Director who will arrange for an Organization representative to respond as appropriate.

No employee has the authority to speak or write on behalf of the Organization in any public or private matter unless the employee's doing so has been approved in advance by the Development Department or Executive Director. An employee shall not, under any circumstances, represent or imply that he or she has the authority to speak or write on behalf of the Organization unless the communication has been specifically approved in advance by the Development Department or Executive Director.

Ownership of Copyrightable Works

Under the United States Copyright Law, the Organization is automatically the copyright owner of any work prepared by an employee within the scope of his or her employment by the Organization. The employee is not the owner of such a work unless the Organization transfers copyright ownership to the employee.

Any work created by an employee as an assigned project by the Organization as well as any other work created in whole or in part during the employee's working time for the Organization or with the use of the Organization's resources will be considered within the scope of the employee's employment by the Organization. Any employee who creates a work which he or she believes may be worthwhile to register copyright should bring it to the attention of the Development Department before copies are distributed outside of the Organization and preferably before it is actually created by the employee.

If an employee desires to create a work during the employee's working time or using the Organization's resources but the employee believes it should not be considered to be within the scope of his or her employment by the Organization, it is the employee's responsibility to raise the scope of employment and ownership question with the Development Department in advance of creation of the work to determine whether the Organization will approve ownership by the employee.

Marketing and Recruiting

The Organization's competitive appeal must be based on the quality and value of our services and the employment benefits we offer. The following guidelines govern our marketing practices:

- Advertising shall always be truthful.
- No employee or volunteer shall label or market our services in a way that may intentionally cause confusion between our Organization and our competitors.
- All employees should be alert to-and never enter into-any business arrangement or contract in which the Organization or employee pays or receives any compensation, or gives or receives any gift, in return for referral of business that may be subject to payment by a federal or state reimbursement program.
- Any attempt by competitors to mislead potential customers or employees about the identity of a service provider should be reported to your supervisor.
- Employees shall never pay any bribe, gratuity, kickback, excessive entertainment or any similar payment to anyone including agents of our patients and/or provision of its services.
- Employees should never speak negatively or provide comparisons about the facilities, services or employees of any of our competitors.
- Employees shall use the Organization's logo as approved by the Development Department.
- Employees shall not use gifts greater than nominal value, excessive entertainment, improper bonuses, finder fees or any other means of improperly influencing patients or referral sources.

Outstanding Job Performance

When an employee displays outstanding performance or attitude in his or her position, the Supervisor may document this in the employee's personnel file.

Housekeeping

The appearance of our workplace is important. We are proud of our workplace both inside and outside. Good housekeeping practices enhances our image, helps prevent accidents and improves morale. Every employee is responsible to maintain a clean, clutter free workplace. Any housekeeping issues should be reported to your supervisor or the Director of Plant Operations.

While the Organization provides janitorial services for each location, employees are expected to clean up after themselves at all times. When using the break room, kitchen or bathroom facilities employees are expected to wash any dishes they use, discard trash or food items, empty trash when needed, sanitize when needed and replace bathroom supplies when empty. It's everyone's responsibility. Cars used for patient care should also be free of clutter or distractions and cleaned periodically.

Personnel and Medical Files

Personal Changes

Each employee must notify their Supervisor immediately of any change of name, address, marital status, the telephone number through which the employee can be reached, number of dependents, or other information that would affect the employee's tax withholding or benefits.

Personnel File

The Organization is required by law to maintain individual records on each employee. When you begin employment, a personnel file is established in the office, which is for your and the Organization's protection and benefit. After employment, additional information may be requested in order to ensure compliance with all applicable laws and requirements.

An employee's personnel file contains the following documents which may be inspected and reviewed by the employee: Employment application; resume; social security card; driver's license; job description; evidence of qualification/licensure/ certification/registration; (I-9) Verification of Employment Form; W-4 tax form; proof of automobile insurance coverage; limited criminal history documentation; personnel action documents; legal name and address; emergency contact; contact phone numbers; training and orientation records; attendance records; recognition materials; evaluation forms; competency; disciplinary action documents; conflict of interest statement; confidentiality statement; orientation documents; consents; continuing education documents; insurance records (if any); contracts (if applicable) and, payroll records. Some of these documents may not be in the employee's personnel folder but will be considered to be part of the employee's personnel file for purposes of inspection and review.

The Organization also maintains the following documents, separate from an employee's personnel file, which are not available for inspection, review, or copying by the employee: interview, promotion and rehire evaluations; peer review evaluations; reference checks and letters; documents relating to ongoing or concluded investigations; attorney-patient communications; personal anecdotal notes used by management relating to incidents or investigations, and such other information which the Executive Director from time to time determines is confidential to the Organization.

Medical File

The Organization is required by law to maintain certain medical and health records on each employee, some of which must be maintained separate from the employee's personnel file. When you begin employment, a separate medical file is established in the office that contains your medical and health records; during employment, additional medical and health records may be added to the file as they are generated.

An employee's medical file contains the following documents which may be inspected and reviewed by the employee: medical examination forms; test results (e.g., TB tests, test for controlled substances.); Hepatitis B vaccine or declination; physician notes; medical information concerning use of paid sick leave and family and medical leave; medical information concerning unpaid leave of absence; records concerning exposure incidents to bloodborne pathogens; and, other information concerning the employee's health status.

Employee Inspection and Review; Copies.

Personnel File

An employee may inspect and review the contents of his or her personnel file by contacting the Human Resources. The request should be in writing and be received by Human Resources not less than seven (7) calendar days prior to day of inspection. An employee may receive copies of all or a portion of the contents of his or her own personnel file that are permitted to be inspected and reviewed. The request should be in writing and be received by Human Resources not less than seven (7) calendar days prior to the day the employee desires to receive the copies. There is a charge for each page copied which must be paid to the Organization prior to the Organization making the copies for the employee.

Medical File

An employee may inspect and review the contents of his or her own medical file by contacting the Occupational Health Nurse. The request should be in writing and received by the Occupational Health Nurse not less than seven (7) calendar days prior to the day of inspection.

An employee may receive a copy of any records contained in the employee's medical file. Whenever a copy of a record has been previously provided to an employee without cost, there will be a charge for the Organization's administrative costs for additional copies of that same record.

A request for a copy of a record in an employee's medical file must be in writing and be received by the Occupational Health Nurse not less than seven (7) calendar days prior to the day the employee desires to receive the copy.

Release of Information

An employee's name, job title, job duties, work schedule, and dates of employment are considered public information and may be released by the Director of Human Resources as he or she determines to be appropriate. Other information contained in an employee's personnel record will not be disclosed outside the Organization except: upon the employee's written authorization; in compliance with law; in compliance with a subpoena or court order; or, for legitimate business purposes of the Organization as determined by Human Resources. Requests for work reference on present or former employees of the Organization will be answered by Human Resources as stated below.

Work Reference Requests

Unless an employee authorizes the disclosure of other information, only the following information about a present or former employee will be released outside of the Organization in response to a request for a work reference:

- a. Employee name;
- b. Date of hire;
- c. Employment category, job title and job description; and
- d. Date of termination of employment.

The employee's authorization to release other information in response to a work reference request must be in writing and in a form and content satisfactory to the Organization.

Requests for work references on present or former exempt, salaried employees will be answered by the Human Resources or his or her designee.

Resignation

If an exempt, salaried employee or nursing professional wants to resign, he or she is asked to give written notice of this intent as far in advance as possible, but not less than thirty (30) calendar days prior to the date of termination of employment. A non-exempt employee excluding nurses who want to resign must give at least a fourteen (14) day notice. A resignation should state the reason and expected date of termination of employment and be given to their Supervisor. This procedure is necessary in order to maintain adequate, continuous staffing. An exit interview will be conducted.

Except in emergency situations, a resignation with less than the required number of days disqualifies the person from being rehired or receiving pay out of any remaining PTO.

In the event an employee resigns, rather than continuing to employ the employee during all or a portion of the period between the date the resignation is received and the date the employee resignation is effective, the Supervisor, at his or her discretion, may terminate the employee's employment at any time during that period.

Discipline and Discharge

Progressive Discipline

Except in a case where the Supervisor concludes the circumstances warrant discharge, a progressive discipline procedure may be used in an effort to give employees advance notice of unacceptable performance and an opportunity to correct problems. Under this approach, the following may occur:

Counseling Warning

A counseling warning is a verbal discussion between the employee and Supervisor regarding observation, expectations, information, policies, work performance, support or directions prior to a potential problem or issue occurs.

Verbal Warning

A verbal warning is given to the employee by the Supervisor regarding any unacceptable conduct, job performance or violation of Organizational policy or procedure. Two (2) or more active verbal warnings that occur within a (365) day/one year period will result in a written one (1) written warning.

Written Reprimand

A written reprimand will be issued to an employee who is being disciplined. If an employee at any time has three (3) active written reprimands, the employee's employment will be terminated. A written corrective action plan is to be collectively developed and signed by the employee and Supervisor. Time frames for correction are at the discretion of the Supervisor. Documentation and follow up is placed in the employee's personnel file. A written reprimand is considered to be "active" until the period of three-hundred-sixty-five (365) calendar days passes after the date of the written reprimand without the employee receiving another written reprimand.

Examples of the types of conduct for which a written reprimand may be issued, include but are not limited to:

- a. Unwillingness or failure to perform job requirements.
- b. Excessive absence or tardiness.
- c. Failure to maintain dress standards requirements and good personal hygiene.
- d. Discussing personal problems with patients or patient's family.
- e. Rudeness or discourtesy to patients, patient's family members, physicians, or Organization employees.
- f. Violation of the Organization's solicitation and distribution policy.
- g. Having visitors while working at a patient's home or place of residence without authorization.
- h. Unauthorized use of a patient's telephone.
- i. Failure to abide by any personnel policy or other Organization policy or procedure.
- j. Accepting or soliciting tips, gifts, gratuities or loans from patients or families.
- k. Purchasing any item from a patient without approval.
- l. Modifying work schedule without approval.
- m. Providing patients with the employee's own or another employee's phone number.
- n. Sleeping while on duty unless the assignment specifically allows the employee to do so.
- o. Unsatisfactory work performance.
- p. Poor work effort or attitude.
- q. Interfering with Organization employees in the execution of their duties.
- r. Gambling while on Organization premises or while on the property of a patient.
- s. Conducting personal business during working time.
- t. Minor insubordination.
- u. Minor failure to follow requirements concerning occupational exposure to blood borne pathogens;
- v. Minor failure to use universal precautions when the employee has direct contact with blood or other body fluid;
- w. Minor failure to follow requirements set out in the Respiratory Protection Plan.
- x. Foul or abusive language.
- y. Failing to complete documentation according to policy.
- z. Smoking on company or patient property or anywhere services or work are being provided.

The preceding list is not all inclusive. Other types of unacceptable conduct may occur for which written reprimands may be issued. Furthermore, under the circumstances of a particular case, a written reprimand may not be issued or discharge may occur. The exercise of this discretion by the Organization is not a waiver of the Organization's right to discipline or discharge the same employee or any other employee for the same type of offense in the future.

Probation

In addition to a written reprimand, progressive discipline may warrant probation for a specific time period. A detailed performance improvement plan with goals will be developed and monitored monthly.

Suspension

An employee may be suspended from duties for 3-5 days depending on conduct or unsatisfactory work performance. Suspension is unpaid and PTO cannot be used or accrued during the suspension period.

Discharge

It must be remembered that the employee's employment with the Organization at all times is at the mutual consent of the Organization and the employee, and either may terminate employment at will at any time for any reason. The Organization, therefore, may immediately discharge an employee without prior progressive discipline whenever the Organization believes the circumstances warrant discharge.

Examples of the types of conduct, which may result in an immediate discharge, include:

- a. Physical or mental abuse of a patient.
- b. Failure to report physical and/or mental abuse of a patient to Supervisor.
- c. Disclosing anything of a personal nature concerning a patient at any time, unless specific work duties require the giving or exchanging of such information.
- d. Stealing any Organization property, patient property, employee property, or property of visitors.
- e. Stating a false reason for absence from work.
- f. Leaving an assignment without permission.
- g. Three (3) complaints of poor work performance from patients or patient family members which the Supervisor determines to be valid complaints.
- h. Major insubordination.
- i. Actions that would constitute a criminal offense and could adversely affect the Organization's operations or reputation.
- j. Unauthorized possession of firearms or other weapons in the Organization office or in a patient's home or place of residence.
- k. Falsifying any patient or Organization record, including a timekeeping, charting, billing, mileage or application for employment form.
- l. Intentional damage to Organization property or a patient's property.
- m. Use of, possession of, or being under the influence of alcohol during working hours, in the Organization office, or in patient's home or place of residence.
- n. Illegal manufacture, distribution, possession, sale, or use of a controlled

- substance during working hours, in the Organization office, or in a patient's home or place of residence.
- o. Disorderly, immoral, or indecent conduct in the Organization office or in a patient's home or place of residence.
 - p. Failure to work a scheduled case without notifying a Supervisor, except in an emergency situation where contact is not possible.
 - q. Fighting on the job.
 - r. Threats, whether implied or actual, to patients, patient's families, visitors, or other employees.
 - s. Knowingly furnishing false information concerning the Organization to anyone.
 - t. Accusations by patients and families, whether implied or actual, of theft or other crimes.
 - u. Acts or omissions which endanger or injure a patient or another employee.
 - v. Engaging in malicious gossip.
 - w. Poor driving record.
 - x. Major failure to follow requirements established for occupational exposure to blood borne pathogens.
 - y. Major failure to use universal precautions when the employee has direct contact with blood or other body fluid.
 - z. Major failure to follow requirements set out in the Respiratory Protection Plan.

The preceding list is not all inclusive. Other types of unacceptable conduct may occur for which discharge may occur. Furthermore, under the circumstances of a particular case, a written reprimand may be issued rather than discharge or no disciplinary action may be taken. The exercise of this discretion by the Organization is not a waiver of the Organization's right to discharge or discipline the same employee or any other employee for the same type of offense in the future.

Appeal of Disciplinary Action

Who May Appeal

An employee who disagrees with a disciplinary or discharge action taken concerning the employee may appeal the action or decision to the employee's supervisor, to the supervisor's immediate superior, and ultimately to the Executive Director of the Organization. However, an employee in initial introductory status may not appeal a disciplinary or discharge action that occurs while he or she is in introductory status or as a result of the evaluation at the end of his or her introductory period or extended introductory period.

Appeal Procedure-Grievance

An appeal of a disciplinary or discharge action to which this appeal procedure applies shall be processed and disposed of in the following manner:

Step 1-Supervisor

To appeal a disciplinary or discharge action or decision, the employee must present the appeal in writing to the employee's supervisor within five (5) working days after the employee becomes aware or should have become aware of the circumstances giving rise to the appeal. The written appeal must state the specific action or decision appealed and the specific reason(s) the employee believes the action or decision was in error.

The supervisor will answer the appeal as follows:

- a. The supervisor will attempt to schedule a meeting between the supervisor and the employee to discuss the appeal, within three (3) calendar days after the date of that meeting.
- b. Five (5) calendar days after the date the supervisor receives the employee's written appeal.

Step 2-Administrative

If the appeal is not settled as a result of the supervisor's immediate superior's decision, the employee may appeal to the Executive Director of the Organization. The appeal must be in writing and be received by the Executive Director within three(3) working days after the date the employee receives supervisor's immediate superior's decision. The written appeal must state the specific reason(s) the employee believes the supervisor's decision was in error. The Executive Director will schedule a meeting with the employee to discuss the appeal within seven (7) working days of receiving the grievance. The Executive Director will then respond in writing to the employee grievance within five (5) working days of the meeting. The decision of the Executive is final and binding.

Significance of Time Periods

To settle discipline and discharge matters expeditiously, certain time periods are established in the appeal procedure stated, above. If an employee fails to comply with any of the time periods, the employee's problem shall be considered settled and he or she may not pursue the procedure further. Failure on the part of a supervisor or the supervisor's immediate superior to answer within the time periods established shall not be considered agreeable by the Organization, the supervisor or the supervisor's immediate superior, but the employee may appeal to the next step of the procedure upon expiration of the time period involved.

Suspension Pending Investigation

Whenever the Executive Director or designee believes circumstances warrant, an employee may be suspended from active work without reduction of his or her salary pending an investigation by management to determine whether disciplinary or discharge action should occur. In the event an

employee is so suspended, an effort will be made to complete the investigation expeditiously.

Layoff

Long Term Layoff

Order of Long Term Layoff

If the Executive Director of the Organization determines a reduction in the employee work force of the Organization in a particular employment category and job title of more than thirty (30) consecutive calendar days is necessary or appropriate (a "long-term layoff"). A reduction of employees in that employment category and job title who are in introductory status normally will be released first provided the employees remaining are able to perform the work to be done in a satisfactory manner.

The Executive Director will determine the exempt, salaried employees to be released in the affected employment category and job title based on the qualifications of the employees. The employees who are most qualified to meet the work requirements of the Organization will be retained. If the qualifications of two or more full time employees are determined by the Executive Director, in his or her discretion, to be relatively equal, then the order in which those employees will be released will be according to years of service and job performance.

In determining the relative qualifications of employees, the Executive Director will evaluate a variety of considerations, including the employees' knowledge, training, demonstrated ability, skill, efficiency, work experience, attitude, attendance and disciplinary records.

Effect on Employment of Long-Term Layoff

If an employee is placed on long-term layoff, that employee's employment with the Organization terminates when his or her long-term layoff begins.

Notice of Long-Term Layoff

The Organization will attempt to give an employee at least fourteen (14) calendar days prior written notice of his or her long-term layoff.

Short-Term Layoff

A reduction in the exempt, salaried employee work force for a period of thirty (30) consecutive calendar days or less (a "short-term layoff") may be undertaken other than as stated above for long term layoff.

Effect on Employment of Short-Term Layoff

An employee who is placed on short-term layoff remains employed by the Organization during the period of the short-term layoff (*i.e.*, the employee's employment does not terminate when his or her short-term layoff begins).

Benefits While On Short-Term Layoff

An employee who is placed on short-term layoff:

- (a) Will accumulate Organization and job title length of service.
- (b) Will maintain insurance coverage to which he or she was entitled at the time his or her short-term layoff began to the extent permitted by the policies and provided he or she pays the premiums. The employee must submit payment of his or her premium to the Organization pursuant to the Organization's policies for employee's on leave.
- (c) May use his or her available PTO benefits existing at the time the layoff began.
- (d) May not use or receive any type of unpaid time off or leave of absence.

Beginning Date

Any layoff (long-term or short-term) of an employee will be considered to begin on the day after the last day for which the Organization states work is available for that employee.

Termination of Employment

Termination of employment shall result for any of the following reasons:

- (a) If the employee resigns or is considered to have resigned;
- (b) If the employee is discharged;
- (c) If the employee is a temporary employee, upon completion of the project or period for which the employee was hired;
- (d) If the employee fails to return to work at the expiration of paid or unpaid time off or a leave of absence;
- (e) If the employee is released from employment as part of a long-term layoff.

Exit Interview

Upon termination of an employee's employment, Human Resources may contact the employee and schedule a mutually convenient time for an exit interview. Usually, the exit interview will be conducted during the terminating employee's final workweek.

The general purpose of this interview will be to:

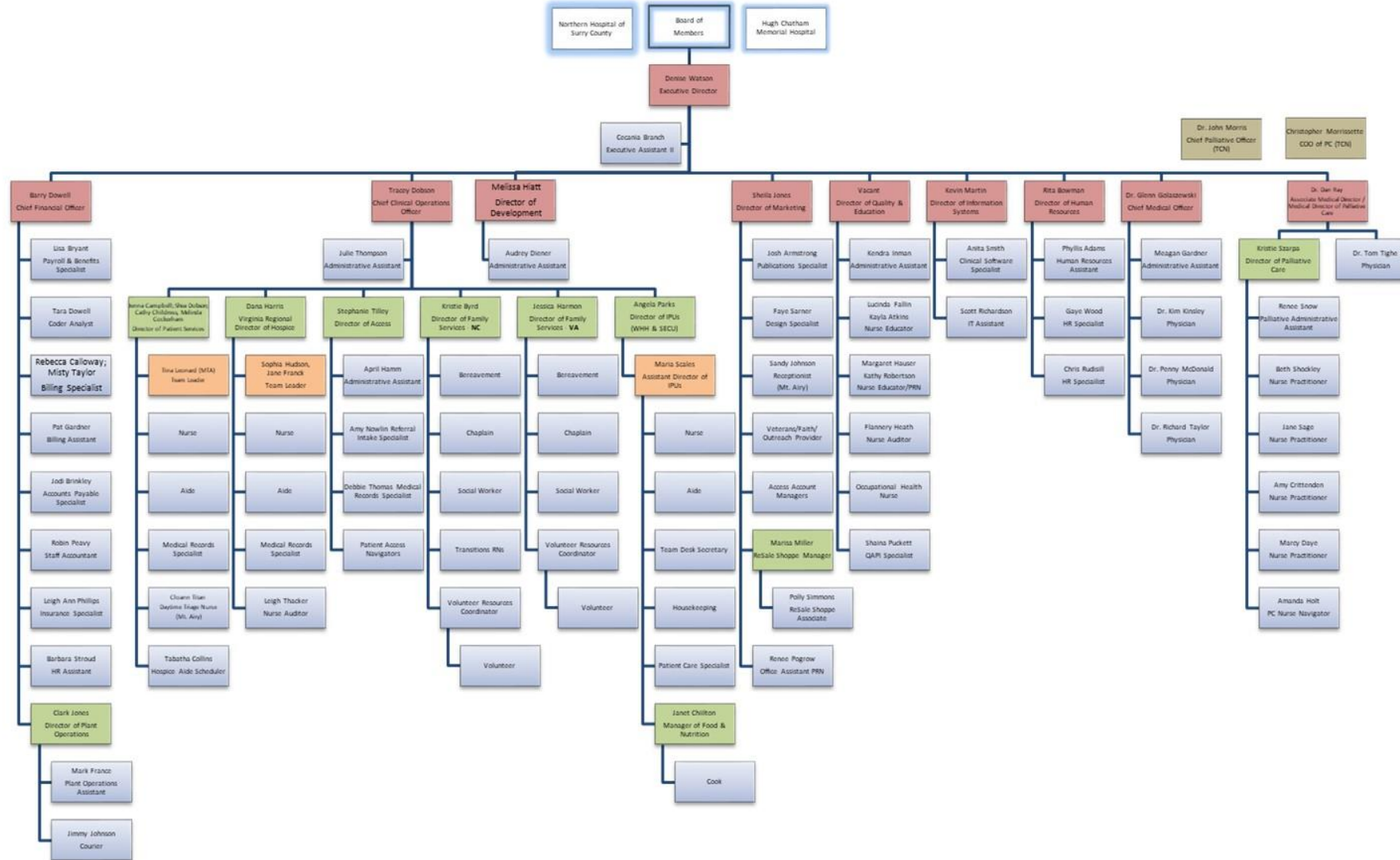
- (a) Give the employee an opportunity to express privately any reason for terminating employment;
- (b) Collect keys, name badges, policy manuals, and any other Organization property that may have been issued to the employee;
- (c) Obtain information (mailing address, etc.) concerning the disposition of the employee's final paycheck;
- (d) Review the status of any outstanding work and designate the time for completion;
- (e) For full-time employees, discuss the extent to which insurance may be continued following termination of employment.

Disclaimer and Amendment

None of the policies described or referred to in this handbook are intended to constitute a contract. The Organization reserves the right to amend, add to, repeal, or deviate from any or all of the policies described or referred to in this handbook whenever the Organization believes it is necessary or desirable to do so.

Appendix A

Organization Chart





Commitment to My Co-workers

As your Co-Worker and with our shared Mission & Values, I commit to the following:

I will accept responsibility for establishing and maintaining healthy interpersonal relationships with you and every other member of this team.

I will talk to you promptly if I am having a problem with you. The only time I will discuss it with another person is when I need advice or help in deciding how to communicate with you appropriately.

I will establish and maintain a relationship of functional trust with you and every member of this team. My relationships with each of you will be equally respectful, regardless of job titles or levels of educational preparation.

I will not engage in the "3Bs" (Bickering, Back-biting and Blaming). I will practice the "3Cs" (Caring, Committing and Collaborating) in my relationship with you and ask you to do the same with me.

I will not complain about another team member and ask you not to as well. If I hear you doing so, I will ask you to talk to that person.

I will accept you as you are today, forgiving past problems and ask you to do the same with me.

I will be committed to finding solutions to problems, rather than complaining about them or blaming someone for them, and ask you to do the same.

I will affirm your contribution to the quality of our work.

I will remember that neither of us is perfect, and that human errors are opportunities, not for shame or guilt, but for forgiveness and growth.

I commit to doing my best to maintain healthy interpersonal relationships with my co-workers as outlined in this "Commitment to my co-workers" statement.

Team Member Signature

Date