



CAMPBELL

HEALTHCARE & SENIOR LIVING

Employee Handbook

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Welcome

We are pleased to have you join the Campbell Healthcare & Senior Living family and look forward to a long and rewarding partnership. Our goal is to provide exceptional care to our residents, creating a warm and welcoming environment that meets their physical, emotional, spiritual, and medical needs.

We believe that dedicated and committed employees are key to achieving success in providing the ultimate care for our residents, ensuring their well-being, and meeting their needs.

Every employee plays a vital role in our facility's success. We invite you to join our team and take pride in contributing to our growth and achievements!

1. Introduction

1.1 Functions of this Handbook

The contents of this handbook are not intended to be, nor do they constitute a contract of employment. We are an “employment at will” Facility in which either the Facility or the employee may terminate the employment relationship at any time.

We have developed this Employee Handbook to inform you of the policies, benefits, and regulations, which are an integral part of maintaining a smooth-running facility. This handbook is designed give you helpful information about our facility, the expectations we have of our employees and to outline the policies, programs, and benefits available to eligible employees. This handbook is a general guide and reference and is not intended to be a comprehensive listing of all the benefits, policies, procedures, and regulations under which we operate. If you have a specific question about a facility policy or any aspect of your job, please discuss with your supervisor.

Benefits, policies, and current procedures can and will be changed from time to time by management at its discretion, with or without advanced notice.

1.2 Employment Relationship

Completing an employee's appraisal or granting regular status does not alter an employee's at-will employment status or limit management's right to terminate. Only the Administrator and designated management team members have the authority to enter into or modify employment agreements. The handbook's discipline and termination policies are guidelines, not binding contracts. No other documents, including policy manuals, employment applications, or memoranda, can modify employment terms and conditions. Inquiries about at-will employment should be directed to the Administrator or Human Resource Officer.

2. Employment

2.1 Equal Employment Opportunity Statement

The Facility does not exclude, deny benefits to, or otherwise discriminate against any person on the grounds of race, color, or national origin, sex, sexual orientation, marital status, military status, religion or creed, method of payment, or on the basis of disability or age in admission to, participation in, or receipt of the services and benefits of any of its programs and activities or in employment therein, whether carried out by the Facility directly or through a contractor or any other entity with whom the Facility arranges to carry out its programs and activities.

This statement is in accordance with the provisions of all applicable federal, State, and local laws.

This policy, extends to all terms, conditions, and privileges of employment, including hiring, introductory period, training, orientation, placement and employee development, promotion, transfer, compensation, benefits, educational assistance, layoff and recall, social and recreational activities, employee facilities, termination and retirement.

This Facility will make reasonable accommodations, wherever necessary, for all employees or applicants with disabilities, provided that the individuals are otherwise qualified to safely perform the essential duties and assignments connected with the job and provided that any accommodations made do not require significant difficulty and or expense in accordance with the law.

Harassment, retaliation, coercion, interference, or intimidation of any employee due to that employee's race, religion, ancestry, marital status, color, national origin, sex, age, disability, veterans' status, or any other protected status is strictly forbidden, and any employee who experiences such activity should report it immediately to his or her supervisor or Administrator. If an applicant or employee cannot report such discrimination to the supervisor or Administrator, then he/she may communicate directly or through a third party to Human Resources.

2.2 Non-Harassment Policy

It is our policy to promote a productive work environment and not to tolerate verbal or physical conduct by any employee that harasses, disrupts, or interferes with another's work performance, or that creates an intimidating, offensive, or hostile environment.

Employees are expected to maintain a productive work environment that is free from harassing or disruptive activity. Harassing or disruptive activity can include, but is not limited to any unwelcome jokes, remarks, pictures, cartoons, slurs, insults, or other speech or conduct. No form of harassment will be tolerated, including but not limited to harassment for the following reasons: race, national origin, religion, disability, pregnancy, age, marriage status, military status, sex or sexual orientation.

All workers, at every level, will be subject to discipline, up to and including discharge, for any violation of this policy. Employees are prohibited from harassing others both on and off the employer premises and during or outside of work hours. This includes guest and other persons visiting our facility.

Defining Sexual Harassment

Sexual harassment is unwelcome conduct of a sexual nature that is persistent or offensive and interferes with an employee's job performance or creates an intimidating, hostile or offensive work environment. Sexual harassment is defined by the federal Equal Employment Opportunity Commission as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when, for example: a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or c) 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. Sexual harassment can be physical and psychological in nature. An aggregation of incidents can constitute sexual harassment even if one of the incidents considered on its own would not be harassing.

Examples of prohibited conduct

Though sexual harassment encompasses a wide range of conduct, some examples of specifically prohibited conduct include the following:

- Physical assaults of a sexual nature, such as rape, sexual battery, molestation or attempts to commit these assaults, and intentional physical conduct that is sexual in nature, such as touching, pinching, patting, grabbing, brushing against another employee's body or poking another employee's body.
- Unwelcome sexual advances, propositions, or other sexual comments, such as sexually oriented gestures, noises, remarks, jokes, or comments about a person's sexuality or sexual experience.
- Preferential treatment or promises of preferential treatment to an employee for submitting to sexual conduct, including soliciting or attempting to solicit any employee to engage in sexual activity for compensation or reward.
- Subjecting, or threats of subjecting, an employee to unwelcome sexual attention or conduct or intentionally making performance of the employee's job more difficult because of that employee's sex.
- Sexual or discriminatory displays or publications anywhere in the facility workplace by the Facility employees.
- Retaliation for sexual harassment complaints.

Responding to Conduct in Violation of Policy Employees

If an employee feels that he or she is being subjected to sexual harassment he or she may immediately inform the harasser that the conduct is unwelcome and needs to stop. If the inappropriate conduct does not cease, or if the employee is unable to or uncomfortable with addressing the alleged harasser directly, he or she should report the incident to his or her own supervisor or to the human resource (HR) director. It is helpful, but not required, to provide a written record of the date, time and nature of the incident(s) and the names of any witnesses. It is important to report all concerns of sexual harassment or inappropriate sexual conduct to the HR director or a supervisor/manager as soon as possible. Management must be made aware of the situation so that it can conduct an immediate and impartial investigation and take appropriate action to remediate or prevent the prohibited conduct from continuing.

Managers and supervisors

Managers and supervisors must deal expeditiously and fairly when they have any knowledge of sexual harassment within their departments, whether or not there has been a written or formal complaint. They must:

- Take all complaints or concerns of alleged or possible harassment seriously no matter how minor or who is involved.
- Report all incidents to HR immediately so that a prompt investigation can occur.
- Take any appropriate action to prevent retaliation or prohibited conduct from recurring during and after any investigations or complaints.

Managers and supervisors who knowingly allow or tolerate sexual harassment or retaliation, including the failure to immediately report such misconduct to HR, are in violation of this policy and subject to discipline.

Complaint Resolution Procedures

Complaints should be submitted as soon as possible after an incident has occurred, preferably in writing. The HR director may assist the complainant in completing a written statement or, in the event an employee refuses to provide information in writing, the HR director will dictate the verbal complaint.

To ensure the prompt and thorough investigation of a sexual harassment complaint, the complainant should provide as much of the following information as is possible:

1. The name, department and position of the person or persons allegedly committing harassment.
2. A description of the incident(s), including the date(s), location(s) and the presence of any witnesses.
3. The effect of the incident(s) on the complainant's ability to perform his or her job, or on other terms or conditions of his or her employment.
4. The names of other individuals who might have been subject to the same or similar harassment.
5. What, if any, steps the complainant has taken to try to stop the harassment.
6. Any other information the complainant believes to be relevant to the harassment complaint.

Discipline

Employees who violate this policy are subject to appropriate discipline. If an investigation results in a finding that this policy has been violated, the mandatory minimum discipline is a written reprimand. The discipline for very serious or repeat violations is termination of employment. Persons who violate this policy may also be subject to civil damages or criminal penalties.

Confidentiality

All complaints and investigations are treated confidentially to the extent possible, and information is disclosed strictly on a need-to-know basis. The identity of the complainant is usually revealed to the parties involved during the investigation and the HR Director takes adequate steps to ensure that the complainant is protected from retaliation during and after the investigation. All information pertaining to a sexual harassment complaint or investigation is maintained in secure files within the HR department.

Other Available Procedures

The procedures available under this policy do not preempt or supersede any legal procedures or remedies otherwise available to a victim of sexual harassment under local, State, or federal law.

Prohibition of Retaliation:

The Facility forbids retaliation against anyone for reporting harassment, registering a complaint pursuant to this policy, assisting in making a harassment complaint, participating in an investigation, filing a charge of discrimination, or otherwise pursuing his/her rights under applicable municipal, county, state, and federal Equal Employment Opportunity laws. Anyone experiencing or witnessing any conduct he or she believes to be retaliatory should immediately report it to the Administrator or HR.

2.3 Americans with Disabilities Act & Reasonable Accommodation Purpose

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act (ADAAA) are federal laws that require employers with 15 or more employees to not discriminate against applicants and individuals with disabilities and, when needed, to provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

It is the policy of the Facility to comply with all federal and State laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is the company policy not to discriminate against qualified individuals with disabilities regarding application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions, and privileges of employment.

Procedure:

When an individual with a disability requests accommodation and can be reasonably accommodated without creating an undue hardship or causing a direct threat to workplace safety, he or she will be given the same consideration for employment as any other applicant. Applicants who pose a direct threat to the health, safety and well-being of themselves or others in the workplace when the threat cannot be eliminated by reasonable accommodation will not be hired.

The Facility will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation or if the accommodation creates an undue hardship to the Facility. Contact HR with any questions or requests for accommodation.

All employees are required to comply with the company's safety standards. Current employees who pose a direct threat to the health or safety of themselves or other individuals in the workplace will be placed on leave and ultimately terminated unless the threat is eliminated.

Individuals who are currently using illegal drugs are excluded from coverage under the company ADA policy.

Terms Used in This Policy

As used in this ADA policy, the following terms have the indicated meaning:

- **Disability:** A physical or mental impairment that substantially limits one or more major life activities of the individual, a record of such an impairment, or being regarded as having such an impairment.
- **Major life activities:** Term includes caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working.
- **Major bodily functions:** Term includes physical or mental impairment such as any physiological disorder or condition, cosmetic disfigurement or anatomical loss affecting one or more body systems, such as neurological, musculoskeletal, special sense organs, respiratory (including speech organs), cardiovascular, reproductive, digestive, genitourinary, immune, circulatory, hemic, lymphatic, skin and endocrine. Also covered

are any mental or psychological disorders, such as intellectual disability (formerly termed “mental retardation”), organic brain syndrome, emotional or mental illness and specific learning disabilities.

- Substantially limiting: In accordance with the ADAAA final regulations, the determination of whether an impairment substantially limits a major life activity requires an individualized assessment, and an impairment that is episodic or in remission may also meet the definition of disability if it would substantially limit a major life activity when active. Some examples of these types of impairments may include epilepsy, hypertension, asthma, diabetes, major depressive disorder, bipolar disorder, and schizophrenia. An impairment, such as cancer that is in remission but that may possibly return in a substantially limiting form, is also considered a disability under EEOC final ADAAA regulations.
- Direct threat: A significant risk to the health, safety, or well-being of individuals with disabilities or others when this risk cannot be eliminated by reasonable accommodation.
- Qualified individual: An individual who, with or without reasonable accommodation, can perform the essential functions of the employment position that such individual holds or desires.
- Reasonable accommodation: Includes any changes to the work environment and may include making existing facilities readily accessible to and usable by individuals with disabilities, job restructuring, part-time or modified work schedules, telecommuting, reassignment to a vacant position, acquisition or modification of equipment or devices, appropriate adjustment or modifications of examinations, training materials or policies, the provision of qualified readers or interpreters, and other similar accommodations for individuals with disabilities.
- Undue hardship: An action requiring significant difficulty or expense by the employer. In determining whether an accommodation would impose an undue hardship on a covered entity, factors to be considered include:
 - The nature and cost of the accommodation.
 - The overall financial resources of the Facility or the Facilities involved in the provision of the reasonable accommodation, the number of persons employed at such Facility, the effect on expenses and resources, or the impact of such accommodation on the operation of the facility.
 - The overall financial resources of the employer; the size, number, type, and location of facilities.
 - The type of operations of the company, including the composition, structure, and functions of the workforce; administrative or fiscal relationship of the Facility involved in making the accommodation to the employer.
- Essential functions of the job: Term refers to those job activities that are determined by the employer to be essential or core to performing the job; these functions cannot be modified.

The examples provided in the above terms are not meant to be all-inclusive and should not be construed as such. They are not the only conditions that are considered to be disabilities, impairments or reasonable accommodations covered by the ADA/ADAAA policy.

2.4 Employment Application Process

Any person seeking employment should fill out an Employment Application Form developed by the Facility. Application forms are available from the business office and on-line. Willfully falsifying information, material omission, data, physical condition as part of the application process, can result in the disqualification of the applicant or termination of employment.

In an effort to meet the goal to employ individuals of good moral character and as required by State and federal regulation, this facility conducts employment background screenings for all individuals seeking employment or volunteering at this facility. Background checks may include verification of any information on the applicant's resume or application form. All background checks are conducted in conformity with the Federal Fair Credit Reporting Act, the Americans with Disabilities Act, and State and federal privacy and antidiscrimination laws. Reports are kept confidential and are only viewed by individuals involved in the hiring process.

Should any check disclose a disqualifying condition, as described by State or federal regulation, or any misrepresentation on the employment application/resume as to the qualifications, skills or education listed the facility reserves the right to rescind an offer of employment or to terminate an individual's employment. The results of all checks will be kept on file.

Criminal Background Checks

Criminal Background Checks are mandated by Federal and State regulation and prohibit the facility from employing individuals who have been convicted, plead guilty to, or nolo contendere to a disqualifying crime, unless the individual has received a waiver issued by the State giving them eligibility to work. All applicants who have received an offer of employment are required to consent to a criminal background check. Unless otherwise stipulated by regulation employees will be required to assume the cost of the background check not to exceed the actual cost charged to the facility by the agency or vendor providing the information. Should the results of the criminal history check reveal a disqualifying crime then the facility may rescind any offer of employment or terminate an employee unless they can produce a valid waiver from the State giving them the ability to work. The Eligibility for a waiver is not a guarantee of continued employment.

Registry and Database Checks

The facility conducts checks of various registries and online databases in an effort to verify credentials, certifications, licensure and any potential conditions that would disqualify an individual from employment or continued employment. Checks are conducted, as outlined below, either prior to an offer of employment, following a conditional offer of employment and/or periodically thereafter in accordance with facility policy. Applicants hired will be responsible for the costs, where applicable, associated with any required database check not to exceed the costs charged by the agency providing the information. Current employees will not be charged for any repeat checks following the initial checks performed at time of hire. The Facility checks all required Databases and Registries.

2.5 Probationary Period

All new and re-hired employees work on a probationary basis for the first ninety (90) calendar days after their date of hire. There may be an extension of this probationary period at the discretion of the Administrator. The Facility uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or employer may end the employment relationship at any time during or the introductory period, with or without cause or advance notice.

2.6 Hiring of Relatives

Relatives will not be allowed to supervise or evaluate each other. An administrator's written approval must be obtained prior to hiring relatives. A relative is defined as any person related to the employee by blood, marriage, or adoption in the following degrees: Parent, spouse, child, grandparent, grandchild, brother, sister, brother-in-law, sister-in-law, aunt, uncle, niece, nephew, or first-cousin.

2.7 Employee Classifications

Full Time Employees

Full-time employees are those who are hired for placement in regular positions. Regular employees are scheduled to work in each pay period (except when in an authorized paid or unpaid leave status). A regular employee is eligible for fringe benefits and has seniority status. Eligibility for full-time fringe benefit status requires that an employee be regularly scheduled to work an average of at least 30 hours per week over a 90-day period and at least 1,000 hours per year.

Part-Time Employees

Part-time employees are those who work in a regular position and are routinely scheduled to work less than 30 hours per week and at least 550 hours per year. Part-time employees share weekends, holidays and shift assignments as scheduled by the Department Supervisor. Fringe benefits are adjusted for part-time employees.

Per Diem Employees (PRN)

A per diem employee is one who is hired on an "as needed" basis and who does not normally appear on the regular work schedule due to the substitute nature of the work assignments. A per diem employee may be employed periodically and still retain his or her per diem status. A per diem employee is not eligible for vacation accrual and fringe benefits, except holiday pay and as required per ACA stability periods and cannot acquire seniority. A per diem employee must attend in-services or provide proof of equivalent training. All per diem employees must work a full shift (or shift equivalent) each month, to maintain their per diem status. A change from full time to per diem status does not qualify as a termination and vacation is not paid out.

Employees who are not working their scheduled hours will be re-classified by default. Employees who change classifications will maintain their seniority date, however benefit eligibility will apply accordingly.

EXEMPT employees are not eligible for overtime pay under applicable laws. **NON-EXEMPT** employees are eligible for overtime pay under applicable laws. On occasion, employees may be asked to work overtime to meet the needs of the residents. Overtime **MUST** be approved. Federal and State laws determine exempt and non-exempt status.

2.8 Emergency / Temporary Transfers

It is the facilities policy to make emergency / temporary transfers when deemed necessary by the Administrator or Supervisor. Insofar as practical, employees will be assigned to a regular job position. However, because of the nature of our work, employees may be temporarily transferred to another position when illness, absenteeism, weather, disasters, or other circumstances require such action. Employees will be given the opportunity to volunteer for the temporary transfer. However, the Facility reserves the right to make such transfers when deemed to be in the best interest of the Facility.

2.9 Employee Performance Evaluations

Through a performance evaluation process, employees receive feedback concerning their performance, overall skills, and contributions. The evaluation process consists of the following types of evaluations:

End of Appraisal Period Evaluation

At the end of your 90-day probationary period, your skills and work habits may be evaluated by your immediate supervisor and reviewed by the Administrator. Completion of the appraisal period does not guarantee employment, nor does it create an employment contract for any duration.

Annual Evaluation

Annual performance evaluations are used to assess employee's careers, personal developments, the level of job performance, and the need, if any, for corrective actions. The evaluation may be prepared by a department supervisor. Evaluations do not constitute an increase in wages. The goal of the evaluation is to provide employees with feedback to help them provide the best possible care for our residents. The evaluation may be in writing and the employee may have an opportunity to review it and add comments. Evaluations will be discussed in confidence and the evaluation may then be placed in the employee's personnel file.

2.10 Personnel Records

This Facility maintains personnel records for applicants, employees, and past employees to document employment-related decisions, evaluate and assess policies, and comply with government record keeping and reporting requirements. The personnel file may include such information as the employee's job application, resume, records of training, discipline, performance evaluations, and salary information. Employees have a responsibility to make sure their personnel records are up to date and should notify the HR Manager of any changes. In addition, employees who have a change in the number of dependents or marital status should complete a new Form W-4 within ten days of the change. If it is required by state law, employees may inspect their personnel records and may copy, but not remove, documents in the file. Appropriate fees may apply.

2.11 Termination of Employment

Employment can be terminated for any reason at the discretion of the Facility. It can also be because of an employee's resignation, discharge, or retirement, disciplinary proceedings, or a permanent reduction in the work force. Discharge is at the will of the employer and for any reason not prohibited by law. Employees are free to resign at any time and for any reason, and management reserves the right to terminate employment at any time and for any reason. Employees are requested to give written notice of their intent to resign. The following guidelines are expected:

- Supervisory and managerial employees should give four weeks' notice.
- Clerical and administrative employees should give at least three weeks' notice, and
- All other employees should give at least two weeks' notice.

At the time of termination, employees must return keys and any other equipment before final payment is made. The employee is also required to provide current personal information such as address, phone number, etc. If the employee participated in any benefit programs, paperwork is necessary either to stop the benefits or continue them at the employees' expense. An employee who resigns will receive his /her final paycheck on the next regular payday.

2.12 Layoffs

Our staffing and scheduling of employees depends upon our census and level of care required. Although we do not anticipate any layoffs, from time-to-time cutbacks do become necessary. Layoffs are based upon job performance and given equal record of performance; seniority shall guide.

3. Pay Practices

3.1 Paychecks and Pay Periods

Employees will be paid by check or direct deposit every other week on Friday.

Direct deposit is available to all employees. We reserve the right to stop direct deposit for a final paycheck.

- Employees will be expected to cash their paychecks on their own time.
- Early pick-up of paychecks is not permitted, unless authorized by the Administrator.
- If you participate in the direct deposit program, you still need to pick up your pay stub.
- Checks returned to the Facility will be returned to the State in compliance with the State Unclaimed Funds rules.
- No advance payment of wages or salaries will be made unless approved by the Administrator.
- If a paycheck is lost, report the loss to the HR Office immediately, so that a stop payment order can be issued to the bank. The payroll processor will issue a new check upon authorization. The employee is responsible for any stop payment expense.

3.2 Payroll Deductions

Mandatory deductions are taken from all employee paychecks in accordance with current and applicable federal and State laws, and voluntary deductions as requested in writing by the employee. Inquiries concerning payroll deductions should be referred to the HR Manager.

3.3 Overtime

Nonexempt employees, as defined under applicable Federal and State regulations, who work more than forty (40) hours in the regularly scheduled work week are entitled to overtime compensation at the rate of 1.5 times per hour worked more than the normal forty (40) hour workweek. (Holiday, vacation, and sick time are excluded.) Payment of earned overtime will be in the next pay period in which overtime was worked. The workweek begins on Sunday and ends Saturday.

- Overtime pay does not apply to employees who are exempt (i.e., executives, administrative, professional outside Sales, and Computer Employees paid on a salary basis as defined by the applicable law.)
- Overtime work must be approved in advance by the Department Supervisor.

3.4 Time Records

A computerized time clock is the basis from which all employees' paychecks are computed. It is the employee's responsibility to punch in and out on the time clock. Employees forgetting to punch in or out will be subject to disciplinary action. Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

Employees should punch in to work no more than seven (7) minutes prior to their scheduled starting time and clock out no more than seven (7) minutes after their scheduled stop time. If an employee misses a punch or if the clock is not working, the employee must receive a signed approval form, by a supervisor during that shift, and have it submitted to HR on the next possible business day in order to be paid for the time.

Exempt employees are required to clock in for the purpose of determining presence or absence only.

Failure to clock in/out appropriately may result in errors in processing payroll and may cause delays in the issuance of pay. The Facility does expect occasional errors in the use of the time clock, however employees, who consistently or repeatedly miss entries, violate clock in/out procedures, clock in/out outside the time frames established above, or who perform work "off" the time clock may be subject to disciplinary action.

Employees who leave the premises for personal reasons or meal periods are expected to clock out upon leaving the facility and clock in upon their return. Employees should not leave unless authorized to do so by their supervisor. Failure to do so may be considered job abandonment and may result in corrective action up to and including involuntary separation upon a first offense. Employees conducting business on behalf of the facility do not need to clock out/in when leaving the facility. Such time will be considered work time.

3.5 Work Schedule

The work schedule is prepared in advance so that you can plan your personal time off. Most job classifications require weekend work. The work schedule is normally posted at least one week in advance. Each department determines the hours of work required to fulfill its respective needs. Each employee must carefully check the schedule on a regular basis. As most departments operate on a continuous schedule, it is necessary for employees to work weekends and holidays. As much as possible, weekend and holiday scheduling will be rotated equitably among all employees in the department.

The Facility reserves the right to make adjustments in the work schedule when circumstances are beyond our control. The resident comes first!

3.6 Expense Reimbursement Policy

The Facility understands that there may arise a situation that an employee will incur an expense for the benefit of the facility. For all reimbursement request, prior approval must be received directly from the administrator or management. Each department has their own reimbursement policy, if you anticipate any expenses for which you feel you will need to be reimbursed, please reference your department's specific policy.

Employees must request advance approval before incurring any expense not expressly provided for in this policy. All receipts or proof of expense must be submitted within thirty days.

4. Employee Benefits

4.1 Holidays

Our Facility operates 24 hours a day, 365 days a year. When scheduling permits, we will grant employees time off on Holidays on a rotation basis. This Facility recognizes seven (7) holidays:

New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day

- Employees are paid at time & half only for Holidays that are worked.
- Holiday pay is calculated and paid at your primary base rate of pay and does not include shift differentials.
- Holiday pay begins at the start of the day shift on the recognized holiday and ends before the start of the day shift the following morning.
- Salary and Management employees are entitled to paid time off based on their schedule. In the event the Salary or Management employee works on a Holiday, an alternate day may be provided for time off.

4.2 Blank

4.3 Insurance

The Facility offers insurance benefits to eligible employees. Eligibility and employee contribution requirements will depend on the specific requirements of the plans and the State and Federal law.

Medical Insurance

Full-time employees are eligible to participate in the health insurance plans and are subject to all terms and conditions of the agreement between the Facility and the insurance carrier. Details of the health insurance plan are described in the Summary Plan Description (SPD). An SPD and information on cost of coverage will be provided in advance of enrollment to eligible employees. Premium payments will begin in the pay period prior to the month of enrollment.

A change in employment classification that would result in loss of eligibility to participate in the health insurance plan may qualify an employee for benefits continuation under the Consolidated Omnibus Budget Reconciliation Act (COBRA). Contact the HR Department for more information about health insurance and COBRA benefits.

Worker's Compensation

This Facility strives to provide a safe and healthy environment. All accidents or incidents, regardless how minor, occurring on facility premises must be reported to the Administrator or supervisor on duty. An employee witnessing an accident or incident must report such occurrence to his or her immediate supervisor as soon as is practical. Failure to complete an Employee Incident Report before the completion of the shift can result in disciplinary action.

Injuries may also require a drug and/or an alcohol screening. If employee gets hurt outside of the facility, they must report this information to their Department Supervisor.

Reports

The injured employee must fill out an Employee Incident Report immediately, regardless of the severity of the injury, unless absolutely unable. The charge nurse and/or Department Supervisor must conduct an immediate investigation of the accident/incident. All workman's compensation papers should be filled out before the end of the shift and submitted to HR.

All Staff will be responsible for notifying their supervisor of any medical needs, any follow-up care required, i.e., appointments, therapies, work restrictions, etc. This will need to be in writing and provided to HR within 24 hours. Delay in reporting to a supervisor may hold up or even prevent an employee from workers compensation. The Facility may offer alternate (or light duty) jobs to those employees who have doctor's orders as a result of work-related injuries only. These positions will be provided at the discretion and convenience of the Facility and are limited in number according to the size of the Facility.

Disciplinary action will follow if any of the above steps are not met. Disciplinary action will also follow if the employee does not follow his/her job description.

4.4 Vacations

Vacations are given to provide relaxation and rest. Employees will not be granted additional pay in lieu of vacation. All vacation must be approved in advance by your department head and HR. Vacation request will only be granted for in lieu of scheduled hours. Vacation will not be allowed prior to completion of the 90-day probationary period. Please refer policy 6.4 for vacation request.

When resigning from the Facility, the accrued but unused vacation time may be paid out, as long as the recommended notice (policy 2.11) was given or based on State law. Time spent on leave of absence shall not count for the purpose of accrued vacation eligibility. Vacation pay is calculated at the regular wage, not including differential.

Vacation will be accrued based on the following for Full-time, and Part-time employees:

- Tier 1 = Less than 1 year of Service = .0192/hour worked
- Tier 2 = 1-10 Years of Service = .0384/hour worked
- Tier 3 = 11-15 Years of Service = .0461/hour worked
- Tier 4 = 16+ Years of Service = .0575/hour worked

The overall maximum vacation balance for Tier 1 is 80 hours. For Tier 2 is 120 hours. For Tier 3 is 160 hours. For Tier 4 is 200 hours.

4.5 Sick Leave

Eligible employees may use sick leave benefits for an absence due to an illness or injury, or for the purpose of receiving medical care, treatment, diagnosis, or preventative medical care; a family member who is ill or injured, or to care for a family member receiving medical care, treatment, diagnosis, or preventative medical care. Family is defined as an employee's child, stepchild, spouse, domestic partner, sibling, parent, mother-in-law, father-in-law, grandchild,

grandparent, or stepparent. For each hour an employee works, an employee can accrue .0193 hours to be credited to their "sick leave bank." Employees can accumulate a maximum of 48 sick hours per year with a maximum sick balance of 48 hours. Employees begin earning "sick leave bank credits" on the first day of employment and it is available after the 90-day probationary period. There is a one-day waiting period before paid sick leave begins for all Non-exempt employees. This waiting period is the first scheduled working day that an employee misses from their regular schedule. Paid sick leave will begin the second scheduled workday missed. Employees must use paid sick leave in minimum increments of four (4) hours per day.

An employee who knows that they will be absent from work for sick leave related reasons must call in to notify their supervisor at least 2 (two) hours before their regular scheduled shift. The employee must State the reason for such a request and the estimated number of days expected to be absent. Each employee on a leave of absence must contact their supervisor each day they are absent unless the supervisor waives this requirement. Failure to contact the supervisor may result in the denial of sick leave time.

Employees who are absent 3 or more consecutive working days, must obtain and present to HR a doctor's note covering the first three days of absence, and any continuing days.

Employees out on FMLA must designate their sick use or FMLA specific paid sick leave, thirty (30) days in advance. Unspecified sick leave designation will default to regular use-sick leave carryover guidelines in accordance with the Sick Leave policy. Sick leave benefits will be calculated based on the employee's base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, or shift differentials. Unused sick leave benefits will not be paid to employees upon termination of employment. If a full-time employee goes on part-time status, they will no longer earn sick leave hours but, may use the hours that they have accumulated until those hours are used. Sick leave will not accrue during leaves of absences.

4.6 Family and Medical Leave

Employees who have completed 12 months of employment of at least 1,250 hours of work are eligible for leave of absence for illness, including pregnancy, or injury. Employees are required to submit leave notification thirty (30) days in advance unless unforeseen circumstance prevents this. Such leave shall begin when the employee is no longer able to perform the required work and shall end when the employee is again able to perform the required work. The Facility may require medical certification of the employee's inability to perform the work and/or the employee's ability to return to work. Failure to submit documentation or submission of incomplete medical certification may result in delay or denial of leave.

The provisions of this handbook shall be interpreted and applied in conformance with all applicable requirements of the Federal Family and Medical Leave Act (FMLA) & Uniformed Services Employment and Reemployment Rights Act (USERRA). To the extent any provision of this handbook or any policy or practice of this employer is contrary to the FMLA & USERRA, such provision, policy, or practice shall be deemed modified so as to conform to the requirements of the FMLA & USERRA. In the event an employee takes a leave of absence for which he/she is eligible pursuant to FMLA, and not pursuant to a specific provision of this handbook, the

employee must first exhaust all unused vacation and sick time towards the twelve (12) weeks FMLA period.

Permissible and Prohibited Activities While on Leave

As a general rule, an employee who is on FMLA leave/absence is expected to engage in only those activities that are necessary for, consistent with, and appropriate for the purposes of the leave, and the employee is not permitted to engage in other activities. Employees are prohibited from engaging in gainful employment while on authorized leave unless permission is granted in writing by the Administrator. Engaging in gainful employment while on authorized leave can result in disciplinary action, up to and including termination.

Military Leave

If an employee covered by this handbook shall be called for active duty in the Army, Navy, Marine Corps, or any other branch of the United States military service, their rights to their job, upon return shall be in accordance with the federal law on this subject.

Benefits and Insurance

During the period the employee is on leave, they will pay the same insurance premium that active employees have deducted from their paycheck. This premium is due on the first day of each month. The allowable grace period will be provided. In the event the payment is late, the employee will receive one notice in writing requiring payment within two weeks. If payment is not received, the employee may be removed from active status and offered COBRA, if applicable. After the allotted coverage time expires, the employee on leave will be offered COBRA if applicable.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the period of unpaid leave, and will resume upon return to active employment. If an employee fails to return to work on the agreed upon return date, The Facility will assume that the employee has resigned.

VESSA

In accordance with the VESSA leave laws, the Facility offers eligible employees unpaid leave to attend to certain legal and personal matters if the employee or the employee's family or household member has been a victim of domestic, sexual, or gender violence.

4.7 Break and Meal Periods

The facility offers the following paid rest breaks and unpaid meal breaks outlined in the chart below. These meal period times shall coincide with the Missouri Department of labor rules.

Shift Hours	Paid Rest Breaks	Unpaid Meal Breaks
4:00 to 4:59 hours	1 (max 15 Min)	0
5:00 to 12:00 hours	1 (max 15 Min)	1 (30 Min)

Unless approved by the supervisor or manager, breaks may not be taken at the beginning or end of the shift or added to a meal ("lunch") period. Breaks may not be taken in resident areas,

at workstations or in other locations where other employees are actively performing their job functions. Employees are authorized to leave the premises for a meal period and must clock-out at the beginning of the lunch break and clock back in at the end of the lunch break.

Employees may not, at their discretion, forfeit a meal period in lieu of pay. Meals and breaks are scheduled by the supervisor so that the needs of the residents can be met. Meal periods & 15-minute breaks cannot be broken into segments. Employees scheduled for less than 4 hours in any day do not receive a break unless a reasonable accommodation is made under the ADA or other applicable laws. Employees are trusted to return to work after break periods, without clocking in and out. Employees exceeding the authorized length of break periods are subject to disciplinary action.

Employees are expected to take their full uninterrupted meal period unless there is a valid reason that prevents them from doing so. The employee must notify the supervisor or manager any time they anticipate missing their meal period, their meal period is interrupted, or it is missed entirely. If the supervisor or HR is not informed by the next shift of a missed meal period, then it will be recognized as the employee took the meal period.

Please do not eat or drink in front of those we serve who are not doing the same

4.8 Funeral / Bereavement Leave

Employees who wish to take time off due to the death of an immediate family member should notify their supervisor. Up to three (3) days of paid bereavement leave will be available to full and part time employees who have completed their probationary period, paid up to a maximum of eight hours per scheduled day.

In order to obtain payment in the event of a death, the employee may be required to present evidence of the death and of the relationship of the deceased. Immediate family is defined as the employee's father, mother, brother, sister, father-in-law, mother-in-law, brother-in-law, sister-in-law, spouse (as defined by State law), child, stepchild, and maternal or paternal grandparents.

4.9 Voting Time Off

We encourage all personnel to exercise their right to vote. Voting stations open early and close late. Team members are requested to schedule their voting time so it will not interfere with scheduled work, however we do comply with the voting leave laws of this state.

4.10 Jury Duty or Witness Leave

Employees in an eligible classification (full/part time) may request up to 10 days of paid jury duty leave (less the pay received for jury service) over any two-year period. If employees are required to serve jury duty beyond the period of paid jury duty leave, they may use any available paid time off (i.e., vacation benefits) or may request an unpaid jury duty leave of absence. Employees must show the jury duty summons to their supervisor as soon as possible so that the supervisor may make arrangement to accommodate their absence. Employees are expected to report for work whenever the court schedule permits.

Either the Facility or the employee may request an excuse from jury duty if, in the facility's judgment, the employee's absence would create serious operational difficulties.

5. FACILITY PREMISES AND WORK AREAS

5.1 Resident Rights

The Facility's goal is to provide each resident the necessary care to attain or maintain his or her highest practicable physical, mental, and psychosocial well-being, in accordance with the resident's comprehensive assessment and plan of care.

- Residents have the right to safety and good care including services to keep the resident's physical, mental health, and sense of satisfaction with self at the highest practical levels.
- Residents have the right to participate in their own care, including the care plan conference, choosing their own doctor, refusing any medical treatment and the right to complete information about their medical condition and treatment and advance directives.
- Residents have the right to privacy, including when staff renders care and when making phone calls in private. Staff must knock before entering resident's room and not give information about residents or resident's care to unauthorized persons without the resident's permission.
- Residents have the right to manage their money.
- Residents have personal property rights including the right to keep and wear their own appropriate clothing, using their own property, the right to expect the Facility to have a safe place where residents can keep small valuables, which residents can get to daily.
- Residents who qualify, may pay for their care through the Medicare or Medicaid programs.
- Discharges of residents shall be in accordance with applicable federal and/or State regulations.
- Residents have the right to be told if a resident's room or roommate is being changed.
- Residents have rights as citizens and Facility residents. These include: the right to see reports of all inspections by the State Regulatory agency, freedom of religion, the right to vote for the candidate of resident's choice, the right to participate in social and community activities that do not interfere with the rights of other residents, the right to meet with the Long-Term Care Ombudsman, community organizations, social service groups, legal advocates and members of the general public who come to the Facility, and the right to present grievances and to get a prompt response.
- The Facility may not threaten or punish residents in any way for asserting resident's rights or presenting grievances.

Copies of our resident rights are posted on the bulletin board, and a copy is provided to each employee upon hire. Violations of these rights can result in disciplinary action.

5.2 Safety

It is our policy to provide a safe and healthy work environment for all employees, residents, and visitors. All personnel, including residents and visitors, are expected to comply "with all safety and health requirements whether they are established by the Facility or mandated by federal, State, or local laws or statutes. Any unsafe acts by employees may result in disciplinary action with a minimum of a written warning up to and including termination.

Wander-guard System (if applicable)

The wander-guard alarm system exists on all our exit doors to ensure safety for residents at risk of elopement. **All Staff need to respond to the wander-guard alarms IMMEDIATELY!**

Gait Belts

Gait belts are to be used to promote safety during all resident transfers. Gait belts must be always worn, so that it is available at all times. Each employee is required to have their own gait belt. If it is lost, another one will be issued at the employee's expense and will be deducted from payroll.

5.3 Communicable/Contagious Diseases

An employee with a communicable or infectious disease(s) will be restricted from providing direct care or services. Any employee who has or develops symptoms or signs of a communicable or infectious disease(s), or who has infected skin lesions, must report such information to his/her department supervisor immediately.

Employees with communicable or infectious diseases and/or infectious disease and/or infected skin lesions may be placed on a non-paid leave of absence until the employee can provide their Department Supervisor with a signed and dated physician's statement certifying that the employee is free of any contagious, communicable, or infections disease(s) and that the employee is physically able to resume his/her assigned duties.

Our goal is to provide all employees with a safe and healthful work environment. Therefore, certain work restrictions may apply and will need to be implemented.

5.4 Facility Vehicle & Property

When using company property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines. Employees are required to notify their supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of employment.

5.5 Smoking

This facility complies with all applicable federal, State, and local regulations regarding smoking in the workplace and provides a work environment that promotes productivity and the well-being of our employees. To comply with many States smoking laws, this facility adopted a no smoking policy in and around the Facility or in company vehicles. This includes e-

cigarettes. The Facility does have designated smoking areas which are marked accordingly, along with noncombustible receptacles to dispose of cigarettes which must be used.

The Administrator is responsible for implementing and monitoring smoking regulations, and supervisors and are expected to enforce the regulations. The smoking policy applies to employees, residents, and visitors while on facility premises.

5.6 Solicitation Policy

In order to preserve and protect the comfort and convenience of our residents and their visitors, as well as to enable our employees to give their undivided attention to the tasks of resident care, the following rules involving solicitation and distribution are enforced.

1. Solicitation of any kind is discouraged at all times on company premises.
2. Distribution of literature of any kind that is not expressly work related is discouraged on company premises at all times.

5.7 Care of Facility Property

All personnel are to properly use and care for the property, equipment, and supplies, which are assigned for use in their work. All employees are required to exercise due care and safety in the use of all Facility property, equipment, and supplies. Property, equipment, and supplies may be used only for the purpose for which they are intended. Deliberate misuse, abuse, or damage to our Facility's property, equipment, or supplies will be grounds for disciplinary action, including termination of employment. Employees will be required to pay for any facility property, equipment, or supplies deliberately damaged or destroyed resulting from deliberate misuse or gross carelessness. All facility property used off the premises must be pre-authorized and checked out through the Administrator. Violation of this policy may be grounds for disciplinary action including termination of employment. Use only the supplies that are necessary to complete a task. The wasting of supplies can be grounds for disciplinary action. All equipment used during the course of the shift must be cleaned and disinfected prior to returning to use. Some equipment can be assigned to specific employees for regular use. This will be documented and kept in their personnel file. Employees assume responsibility for this equipment and if lost or damaged, they will be replaced at the employee's expense. It is the employee's responsibility to immediately report any damaged or defective equipment to his supervisor.

5.8 Drugs, Narcotics, and Alcohol

The Facility is committed to providing a safe, healthy, and productive workplace that is free from alcohol and unlawful drugs as classified under local, State, or federal laws while employees are on the employer's premises (either on or off duty) and while operating employer-provided vehicles. Employees who work while under the influence of drugs or alcohol pose a safety risk to themselves and others with whom they work. In furtherance of this commitment, the Facility maintains a policy in which employees may be requested or required to submit to drug and alcohol testing in certain situations. This policy is intended to comply with applicable laws regarding drug and alcohol testing and employee privacy rights. Employees may be asked to submit to a drug and alcohol test if an employee's supervisor or other person in authority has a reasonable suspicion, based on objective factors such as the employee's appearance, speech, behavior, or other conduct and facts, that the employee possesses or is under the influence of

unlawful drugs or alcohol, or both. Employees who take over-the-counter medication or other lawful medication that can be legally prescribed under both federal and State law to treat a disability should inform their supervisors if they believe the medication will impair their job performance, safety, or the safety of others, or if they believe they need a reasonable accommodation before reporting to work while under the influence of that medication. Employees will be compensated at their regular rate of pay for time spent submitting to a drug or alcohol test required by the Facility. Employees suspected of working while under the influence of drugs, including marijuana or alcohol, will be suspended without pay until the Facility receives the results of the drug or alcohol test from the testing facility. The Facility may require an appropriate investigatory determination.

Employees involved in any work-related accident or incident involving the violation of any safety or security procedures may be required to submit to drug and alcohol testing. This applies even if the incident did not result in injury to any person or any property damage. All drug and alcohol testing under this policy will be conducted by an independent testing, which will obtain the individual's written consent prior to testing. The Facility will pay for the full cost of the test.

All records relating to an employee or applicant's drug and alcohol test results will be kept confidential and maintained separately from the individual's personnel file.

Positive Test

Employees who test positive with showing blood levels that would indicate impairment, will be subject to discipline, up to and including immediate termination of employment. Employees may contest a determination that they were under the influence or impaired by submitting a written statement to the Administrator.

Refusing to Submit or Failing to Complete the Test

Employees who refuse to submit to testing as required by the Facility or who fail to complete the test will be subject to discipline, up to and including immediate termination of employment.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisor or the Human Resources Department without fear of reprisal.

5.9 Workplace Violence Prevention Policy

The Facility is committed to preventing workplace violence and to maintaining a safe work environment. The Facility has adopted the following guidelines to deal with intimidation, harassment, or other threats or violence that may occur on its premises.

- Refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited on Facility premises without proper authorization.
- Conduct that threatens, intimidates, or coerces another employee, resident, family, or a member of the public at any time, including off-duty periods, will not be tolerated and may be subject to termination.
- All threats or acts of violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This

includes threats by employees, as well as threats by residents, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

- The Facility will promptly and thoroughly investigate all threats or acts of violence. The identity of the individual making a report will be protected as much as is practical.
- Anyone determined to be responsible for threats or acts of violence that is in violation of these guidelines will be subject to prompt disciplinary action and may be the subject of a police investigation.
- The Facility encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the Administrator before the situation escalates into potential violence. The Facility is eager to assist in the resolution of employee disputes and will not discipline employees for raising such concerns.
- All employees are responsible for knowing which residents have a potential for violent behavior. All employees are also responsible for knowing proper procedures for interacting with residents who have a potential for violent behavior.

5.10 Security Camera Monitoring Policy

The Facility reserves the right to install security cameras in work areas for specific business reasons, such as security, theft protection or protection of proprietary information.

The Facility may find it necessary to monitor work areas with security cameras when there is a specific job or business-related reason to do so. Employees should not have any expectation of privacy in work-related areas. Employee privacy in non-work areas will be respected to the extent possible. The facilities reasonable suspicion of onsite drug use, physical abuse, theft, or similar circumstances would be possible exceptions. Legal advice will be sought in advance in such rare cases where non-work-area privacy must be compromised.

6. Personal Conduct

6.1 What Is Expected of Employees

Outstanding employees are the driving force behind our Facility's success. As members of our team, we each deserve to be treated with dignity and respect. Additionally, each employee is accountable for their own actions and behavior. No one has the authority to coerce or influence another employee to breach this code of conduct, and any attempts to do so are strictly prohibited.

This code outlines the broad principles of legal and ethical business conduct that has been accepted by the Facility. It is not a complete list of legal or ethical codes that an employee might face in the course of business, and therefore, this code must be applied using common sense and good judgment.

Code of Conduct and Professional Ethics

- I will respect and promote the unique identity of each person and refrain from stereotyping based on gender, race, ethnicity, religion, or disability.
- Maintaining confidentiality is a must. Personnel records, financial information and other related information are considered confidential. I am required to protect this information by safeguarding it when in use, filing it properly when not in use, and discussing it only with those who have a legitimate need to know.
- I will use positive methods of guidance that do not engage in corporal punishment, emotional or physical abuse, humiliation, isolation, or the use of food as punishment or reward or the denial of basic needs.
- I will not solicit or accept gratuities, favors, or anything of significant value for personal use or enrichment from anyone who provides service or materials to the Facility.
- Employees are to treat residents, their family and visitors, and fellow workers with kindness, dignity, and respect. Employees are expected to conduct themselves in a manner that is conducive to the Facility's operational policies and procedures. Personal problems between fellow workers, residents, or visitors should be handled in accordance with our established grievance procedures. Informal terms of address to the individual are acceptable when permission has been given.

Professional Conduct

The Facility expects professional conduct from its employees. Improper conduct may be grounds for dismissal. Infractions listed below may result in a reprimand, probation, or dismissal, depending upon the severity and whether such infractions occurred previously; this is in no way intended to be an exhaustive list:

- Discourtesy to a resident or visitor.
- Falsehood, starting or spreading rumors creating unrest and/or dissension amongst employees or residents.
- Inability to maintain work standards listed in the job description.
- Accepting tips.
- Repeated tardiness.
- Excessive absenteeism.
- Falsifying records.
- Eating, drinking, or smoking on duty in off limits places.

Communications and Computer Systems Policy

All communication and computer systems are Facility property intended for business use. This includes voice mail, email, and internet systems. Employees who have access to or use the facility's communication and computer systems are required to follow this policy. Employees have no legitimate expectation of privacy in regards to their use of the Facility's systems. To ensure compliance with this policy, computer, voice mail, and email usage may be monitored.

The Facility reserves the right to monitor electronic mailmessages and their content, as well as the use by employees of the internet and of computer equipment used to create, view, or

access email and internet content. Employees must be aware that the electronic mail messages sent and received using company equipment or company-provided internet access are not private and are subject to viewing, downloading, and inspection by the Facility at all times.

All work emails received on personal phones/tablets/personal computers must be locked and protected even when not in employee possession. Upon any type of termination, all work emails must be deleted from personal devices no later than last day of employment. Refusal to comply with the terms of this policy will result in loss of email access on personal devices.

The Facility's policies prohibiting harassment, in their entirety, apply to the use of the facility's communication and computer systems. No one may use any communication or computer system in a manner that may be construed by others as harassing or offensive based on race, national origin, sex, sexual orientation, age, disability, religious beliefs, or any other characteristic protected by federal, State or local law.

No employee may access, or attempt to obtain access to, another employee's computer systems without appropriate authorization.

Violators of this policy may be subject to disciplinary action, up to and including discharge.

Social Media Policy

The Facility recognizes that the internet provides unique opportunities to participate in interactive discussions and share information on particular topics using a wide variety of social media. However, employees' use of social media can pose risks to the Facility's confidential and proprietary information, reputation, and brands, can expose the company to discrimination and harassment claims, and can jeopardize the company's compliance with business rules and laws.

To minimize these business and legal risks, to avoid loss of productivity and distraction from employees' job performance, and to ensure that the company's IT resources and communications systems are used appropriately as explained below, the Facility expects its employees to adhere to the following guidelines and rules regarding social media use.

Compliance with Related Policies and Agreements

Social media should never be used in a way that violates any other policies or employee obligations. If your social media activity would violate any of the Facility's policies in another forum, it will also violate them in an online forum. For example, employees are prohibited from using social media to:

- Violate the communication and computer systems policies.
- Circumvent the Facility's code of conduct policies.
- Engage in unlawful harassment.
- Circumvent policies prohibiting unlawful discrimination against current employees or applicants for employment.

Employees who violate this policy may be subject to discipline, up to and including termination of employment.

Infection Control

Employees play a critical role in preventing and controlling infection. It is necessary for all employees to practice good infection control techniques. This includes following universal precautions, proper hand washing and following all isolation procedures. Additionally, to prevent the spread of infection, food and drinks are prohibited in all work areas.

The Facility has established extensive infection control measures to protect our patients and staff. To enhance worker protection, risk classification for all routine and reasonably anticipated job-related tasks have been established. These categories and measures are part of orientation and ongoing staff training. Staff that do not follow these measures will be disciplined and or terminated.

Safety

The Facility has made a commitment to the safety and well-being of all employees, trainees and others who visit the Facility. This includes management involvement, an active safety committee, planned inspections and other procedures. The Facility provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications.

Employees and supervisors receive periodic workplace safety training. The training covers potential safety and health hazards and safe work practices and procedures to eliminate or minimize hazards. Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

6.2 Disciplinary Procedures

The Facility strives to train, provide feedback and coach employees to be successful at their job. In the event these measures do not result in meeting acceptable standards of performance, it may be necessary to take corrective disciplinary steps. **The progressive corrective discipline steps outlined here are only a guide.** Discipline may be initiated at any level determined by the organization.

Progressive corrective discipline refers to the concept of increased severity in disciplining if an employee repeatedly violates rules. In general, discipline will be meted out in accordance with the severity of the infraction committed.

Penalties for Violations

Group I Offenses

1st Offense – Verbal Warning

2nd Offense – Written Warning

3rd Offense – Final Discipline Warning

4th Offense – Termination of Employment

Group II Offenses

1st Offense – Final Discipline Warning

2nd Offense – Termination of Employment

Group III Offenses

1st Offense – Termination of Employment

The following list provides examples of serious offenses, but is not necessarily all-inclusive:

Group I Offenses

- Unsatisfactory work and/or attitude.
- Unintentional failure to observe written or oral instructions.
- Attending to personal affairs on Facility time.
- Not wearing your uniform, name tag, or otherwise not meeting the Facility's dress code.
- Forgetting to record your time properly, neglecting to punch in or out.
- Creating or contributing to minor unsanitary conditions.
- Horseplay (boisterous non-work-related activity).
- Failure to attend scheduled meeting and/or in-services.
- Stopping work before time specified.
- Overstaying and/or overuse of break or meal periods.
- Visiting other parts of facility or leaving the facility other than in the line of duty or with the permission of supervisor.
- Unauthorized use of cell phones or similar devices or telephones or other equipment for personal needs.
- Unauthorized use of camera/recording devices; videoing or taking pictures of residents and staff providing care.
- Neglect or mishandling of medical equipment or any other supplies.
- Waste or personal use of institutional supplies.
- Failure to attend to job responsibilities by reading books, newspapers, or magazines, using the telephone, watching television, or other conduct not directly related to performance of job duties.
- Using the eating, drinking, and designated smoking areas except on break or at meal break.
- Failure to comply with the Cell Phone/Computer Policy.
- Inappropriate behavior towards other people.
- Improper notification in scheduling/use of sick and/or vacation days.
- Use of computers/internet for personal matters, including social networking sites, i.e. Facebook, Twitter, etc. during work hours.
- Violation of the Facility's Solicitation/Distribution Policy; Posting, altering, or removing any material on Facility bulletin boards unless specifically authorized to do so.
- Playing radios, etc., loudly to disturb residents or others.
- Loitering on in work area when not on duty.
- Smoking in unauthorized areas

Group II Offenses

- Negligence, including leaving a duty station at Facility premises during work hours without authorization.

- Arguing with another team member.
- Failure to perform the requirements of the job.
- Failure to complete an incident report for on-the-job accidents within twenty-four (24) hours of the occurrence.
- Interfering with the job performance of another employee.
- Inability or refusal to support Facility goals and programs.
- Eating food intended for residents.
- Unauthorized overtime.
- Deliberate or repeated failure to use the time clock properly or accurately.
- Breach of HIPAA Confidentiality (e.g. release of information, not necessary for emergency care or treatment purposes.)
- Concerted or deliberate restriction of output (slow down, delaying other employees work, etc.)
- Improperly discussing or disclosing resident or Facility confidential information
- Inconsiderate, rude or discourteous treatment of residents or visitors may result in 3 day suspension.
- Disorderly conduct and other acts detrimental to the welfare or reputation of the Facility.
- Negligence of duty.
- Use of a resident's personal property, including telephone, radio, etc.
- Failure to follow chain of command.
- Failure to utilize proper personal protective equipment.

Group III Offenses

- Any deviation from a resident's course of treatment creates the risk of, or results in serious or substantial harm to the resident.
- Violation of the Facility's Bill of Rights.
- Failure to maintain, or loss of, professional license or certifications.
- Harassment of a resident, visitor, staff member, based upon sex, race, national origin, color, religion, age, disability, or any other protected characteristics protected by federal, State, and local law.
- Theft (regardless of the amount) from resident, visitor, other employee or facility or dishonesty (regardless of the severity).
- Verbal or written threat to injure or harm any other person, including residents, staff, or visitors.
- Failure to verbally report an incident involving a resident or staff.
- Use of vile, foul, or abusive language toward a supervisor, resident, family member or other staff member.
- Sleeping on the job.
- Absent for one working day without notifying the Facility, unless an emergency prevented the employee from giving notice.
- Gambling on Facility premises.
- Refusal to work when needed, in the event of an emergency call in, disaster, resident emergency, etc.

- An act of sexual or other unlawful harassment having the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.
- Breach of confidentiality or professional ethics.
- Recording, videoing, or taking pictures of residents and staff providing care, without authorization.
- Arguing with a resident, family member, doctor, or visitor.
- Physical or verbal abuse, neglect, or attempting to injure residents or other person, including any other staff member, supervisor, or manager.
- Omission or falsification of information on your employment application, resume, in a resident medical record, or any other facility record.
- Recording another person's timecard or asking another to record your time.
- Violation of safety standards.
- Using, selling, transferring, possessing, consuming, or being under the influence of illegal drugs or alcohol on the premises or in Facility vehicles.
- Continued inability or refusal to meet standards of performance.
- Insubordinate acts or statements or willful failure to carry out orders.
- Conviction or pleading guilty to a crime that impairs an employee's ability or suitability to work for the Facility.
- Fighting or other acts of aggression.
- Any act that is immoral, unethical, or illegal, regardless of whether such acts occurred at the Facility.
- Violation of the Facility's Substance Abuse Policy
- Refusal to allow employer to conduct an inspection of personal property and/or locker.
- Physical violence of any kind toward resident, staff, or visitors.
- Sabotage or vandalism, willful destruction or damage of property to the Facility or persons.
- Verbal, physical, or mental abuse of a resident or neglect in resident care or failure to report suspected resident abuse or neglect.
- Failure to report suspected criminal activity.
- Gross negligence of duty.
- Borrowing money or accepting tips, loans, gratuities or gifts from residents or visitors.
- Possession of firearms, weapons or other illegal weapons.
- Refusal to accept any reasonable work assignment.
- Failure to comply with the Anti-Harassment Policy.
- Job Abandonment.
- Not meeting health test requirements within 7 days of required date.
- Employee named on any federal Exclusions list or abuse registry.
- Violation of the Facility's Computer, Internet, or recording device Policy.

Reasons for discharge presented in the Handbook are illustrative and not all inclusive. Management will use discretion and investigative techniques to determine if discharge is warranted.

6.3 Limited Lift Facility

This Facility is considered a Limited Lift Facility and a Material Limited Lift Facility. This is for the safety and protection of our residents and our employees. Employees are to follow guidelines for which a lift is to be used on each resident. Violation of this could result in disciplinary action and termination. (Please refer to Limited Lift Policy found in the Nursing Office.)

6.4 Attendance and Punctuality

As a valued member of our team, your presence is crucial to maintaining high-quality patient care. Absences, tardiness, or early departures place a significant burden on your colleagues and can compromise our standard of care. It is your responsibility to adhere to attendance policies and make necessary arrangements to report to work as scheduled. Failure to do so may result in disciplinary action, up to and including termination.

This policy is to give clear guidelines and assist employees in understanding how the scheduling process works.

Master Schedules:

Employees will receive a master schedule and maintain that schedule until a change is required. When needing a change in your template schedule, you must place the request in writing to the scheduler or supervisor. The scheduler/supervisor will review and will try to accommodate if possible. Changes in a master schedule can take up to 45 days to take effect.

Time Off:

Vacation requests must be received by the scheduler/supervisor at least 10 days prior to the rollout of the schedule that the vacation will fall on. Supervisor or scheduler will try to accommodate on a first come first serve basis. If the need arises after the deadline, employees can follow the “Shift Trade Policy & Procedure”. Staff with non-variable schedules may request time off prior to the date of absence.

Calling In for Absence or Tardy:

When an employee cannot avoid being late to work or is unable to work as scheduled, they must notify the supervisor directly as soon as possible in advance of the anticipated lateness/absence. You must call in at least 2 hours prior to the shift beginning and speak directly to the Supervisor or department manager. If your absence extends beyond one day, you must keep your supervisor informed on a daily basis, or as instructed. Each shift you are not be able to work a call must be made.

Trading of Shifts:

If time off is needed and it is past the time allowed to request for approved time off, you are allowed to trade shifts with another employee if applicable. If a staff member is in need for personal time off, they can choose to replace themselves with another employee and not have the time be considered as an attendance occurrence. See “**Shift Trade Policy and Procedure**” for more details.

Holiday Staffing:

The Holiday Scheduling Policy determines holiday schedules. Please see “**Holiday Scheduling Policy and Procedure**” for more details.

Staffing Open Positions

There may be occasions to request to work extra shifts that no one is currently scheduled for. Please follow instructions in the “**Staffing Open Positions Policy and Procedure**” to request these shifts.

Absence

Failure to work one or more scheduled shifts without sick or approved vacation or FMLA, attend or make-up any mandatory in-service within the month it is offered, for any reason. Such an instance is considered one “absence.” Working at least half the scheduled shift time is half an absence.

The purpose of this policy is to establish a check-in system to facilitate efficient scheduling and ensure continuous quality care for our residents. Since unavoidable absences do sometimes occur, we acknowledge and accommodate within the system with an allowance of up to nine instances.

Additionally, failure to attend or make-up mandatory in-services within the month they are offered will also result in denial of vacation time until employee is deemed compliant.

Procedure

- A. The employee is to notify their supervisor at least 2 hours prior to each day absent from a scheduled workday following the supervisor’s specified protocol. If the employee cannot locate their supervisor, they must contact the shift supervisor and leave their name and telephone number. Barring an unforeseeable emergency, the employee must report the absence themselves. A reason for the absence must be given. Two (2) instances of improper notification will result in disciplinary action. Failure to notify the Facility of an absence prior to the scheduled start time, but before the 2 hour no call/no show threshold, four (4) times within a twelve (12) month period may be considered a voluntarily resignation.
- B. An employee’s failure to call in as noted above or call/show up for work no later than two (2) hours later than the start of his/her scheduled shift, may be a no call/ no show voluntary resignation. A courtesy call may be given one time to try to locate the employee. Leaving your shift without supervisor permission is considered job abandonment and a voluntary resignation.
- C. Any absence of three (3) or more consecutively scheduled days must be supported by acceptable physician’s certification to verify the absence and its relationship to infection control. An employee will be permitted to return to work only when a statement has been properly presented to his/her direct supervisor or department head.
- D. If an employee calls off work on a weekend or holiday, he/she may be required to work a future re-assigned weekend or holiday, to be determined by management according to Facility needs and in accordance with applicable laws.

- E. Anyone developing a pattern of absenteeism (i.e., weekends, day before or after days off, day after payday, etc.) may be subject to additional disciplinary action according to applicable laws.
- F. If an employee calls off work without medical verification after having been denied a request for vacation or personal days off, it will result in disciplinary action according to applicable laws.
- G. Failure to maintain good attendance will be reflected in the annual job performance evaluation.

Record Period

- A. Corrective disciplinary action will be based on an employee's record over a consecutive period up to, but not exceeding, twelve (12) consecutive months, three hundred sixty-five (365) days measured forward from the first absence.
- B. Records will be kept and appropriate action will be taken based on absenteeism records. Record keeping is the responsibility of the Facility and will be managed in a consistent manner.
- C. Progressive discipline will continue for repeated offenses up to and including discharge in accordance with the provisions of the facilities progressive discipline policy.

Corrective Action – The 12-month period will be measured as a rolling period starting with the date of the first attendance occurrence.

- A. Three (3) absences within a twelve (12) month period may result in a First Written Warning according to applicable laws.
- B. Five (5) absences within a twelve (12) month period may result in a Second Written Warning according to applicable laws.
- C. Seven (7) absences within a twelve (12) month period may result in a Final Written Warning according to applicable laws.
- D. Nine (9) absences within a twelve (12) month period may result in Termination according to applicable laws.
- E. Three (3) absences within the first 90 (ninety) days may result in termination according to applicable laws.

Cancelling Absences

After an employee has successfully completed their 90-day probationary period, an employee may make-up a full shift to cancel an absence for a call in, one time per pay quarter. This must be done within the payroll period in which the absence occurred. The employee must receive approval from their supervisor and submit the approval to the HR Department. The absence will not come off until the make-up shift is successfully worked, and bonus pay will not be available for this make-up shift. This can only be done one time per pay quarter and cannot put the employee into an overtime situation unless approved by the supervisor. Further, an attendance

occurrence for failure to attend/view an in-service within the month it is offered will fall off once the in-service is made up.

Shift Trades

It is the policy of the Facility to provide employees an opportunity to trade shifts, to give employees the opportunity to take off a regularly scheduled workday.

- Employees may trade shifts with one another by filling out a shift trade request form, receive approval from the scheduler or department head.
- Shift trades must not result in overtime, unless approved in advance by the scheduler/supervisor.
- All other shift trade requests must be made at least 24 hours in advance.
- The employee who is accepting to trade the shift, once approved, is considered scheduled and is responsible for the shift. Inability to work the shift without finding a trade will result in an absence.

Clock In/Out Variance Policy

Employees are expected to be present in the workplace, in assigned area, prepared to start their assignments at their scheduled time. Employees are considered to have improperly clocked in/out if employee clocks in or out early or later than 15 minutes. Later than 15 min. is considered a tardy and over 30 is a half an absence.

- In the rare instance when an employee cannot avoid being late to work or is unable to work as scheduled, s/he must notify the supervisor directly as soon as possible in advance of the anticipated lateness.
- Excessive lateness is disruptive and unproductive and may lead to disciplinary action, including dismissal.

6.5 HIPAA Rules

The protection of confidential information is vital to the interests of the Facility and its residents. The Health Insurance Portability and Accountability Act of 1996 (HIPAA) mandated regulations that govern privacy, security and electronic transaction standards for health care information. On August 14, 2002, The Department of Health and Human Services published specific rules governing the privacy of personal health care information. These rules are designed to protect all medical records and other health information held or disclosed by entities such as hospitals, whether communicated electronically, on paper or in oral communication. Failure to comply or breach of a rule can result in penalties, including fines and imprisonment.

Employees will be provided with specific instructions on the use and permitted disclosure of patient health care information. It is a condition of employment that all employees comply with the privacy of patient health care information.

Such confidential information includes, but is not limited to, the following examples:

- Resident names
- HIPAA protected information
- Financial information

- Proprietary information
- Scientific data
- Technological data
- Computer processes
- Video or pictures of residents and staff providing care
- Computer programs and codes

Employees who improperly use or disclose any confidential or HIPAA related information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

By signing this handbook employees agree to the following:

1. Will abide by the rules on privacy and disclosure of health care information.
2. Acknowledge it is a condition of employment to abide by the Facility's rules on privacy and disclosure of health care information.
3. Will treat all patient health care information as private and confidential.
4. Will report any known breaches of privacy rules to both the Director of Nursing and the Administrator. The Administrator must clear all requests for health care information.

6.6 Appearance and Dress Code

Employees that appear for work inappropriately dressed will be sent home and directed to return to work in proper attire. Under such circumstances employees will not be compensated for the time away from work. Employees are required to wear nametags at all times.

Cleanliness is necessary for a good appearance. Follow good hygiene practice in your daily grooming. You are expected to dress in clean appropriate clothing that is in good repair. It must be of an acceptable style and fit properly. Slacks, capris (cropped pants), shirts, sweaters, socks, skirts & dresses of appropriate length are appropriate. In addition, shorts that are clean and in good repair and at least knee-length will be permitted as appropriate to the employees' position. T-shirts and polo shirts that are clean, in good repair and carry an approved company logo will be permitted.

Inappropriate clothing would include, but not limited to torn or patched clothing of any kind, observable lack of undergarments, or exposed undergarments, non-company logoed t-shirts with pictures/lettering, halter tops, tube tops, tank tops, spaghetti straps, clothing with any type of inappropriate pictures or lettering, spandex outfits, sweatshirts and sweatpants.

Specific clothes may be required per Department Policy.

The following is a guide to ensure that your appearance complies with health requirements, good taste, and professionalism. This list is meant to be a guideline and does not cover all areas of appearance. The Facility reserves the right to modify other areas of appearance as deemed appropriate and necessary.

- Nametags are to be always worn when on duty.
- No blue jeans or sweatpants.
- Blue jeans may be allowed on special dress days.

- Safe, comfortable shoes are necessary, and should be kept in good repair. The following footwear is not permitted in Nursing, Dietary, Laundry, Housekeeping, & Maintenance departments. Open-toed, platforms, high heels, shoes with porous fabrics or footwear without backs. Footwear must be always secured on the foot. All non-office staff must wear shoes with slip resistant soles & good tread.
- Avoid wearing large heavy jewelry or long chains.
- Employees are asked to cover any visible tattoos which the company deems to be inappropriate.
- Clothes and body, including hair, must be kept clean and free from perspiration odor.
- Hands must be clean, and fingernails cut short.

6.7 Gifts, Gratuities, and Payments

Employees may not offer, give, or accept a gratuity from a resident, a resident's relative, a resident's friend or visitor, a vendor, or a representative of a vendor either in pursuance of business or in conjunction with negotiating business on behalf of the Facility. Gratuities are defined as anything of value. Expenses for meals as part of a seminar, convention, or business meeting are not within the definition of gratuities for purposes of this policy.

Employees shall not solicit, receive, or accept from any person or entity, nor offer or give to any person or entity, anything of material value if that person or entity is in a position to refer business to the Facility or if the Facility is in a position to refer business to that person or entity except as permitted by law.

6.8 Personal Visitors

Visitors cannot interfere with the operations of the Facility, safety, or rights of residents and/or anyone's ability to perform his or her work functions. Should it become necessary to see a friend or relative, the employee must receive permission from his/her supervisor. Employees are responsible for the actions of their children. Visiting children must be supervised at all times. Employees violating this policy can be subject to disciplinary action.

6.9 Grievances and Complaints

If you have a complaint, discuss it with your immediate supervisor. No corrective measures or solution can be expected to eliminate a problem unless we know it exists. Problems will arise no matter how much planning is done or how many precautions are taken. We welcome your honest opinions and constructive ideas. If your immediate supervisor cannot handle your complaint, then submit it in writing to the Department Supervisor.

If you are not satisfied with the response from the Department Supervisor, you may appeal to the Administrator by submitting a summary of the facts in writing and keeping a copy. The Facility may, at its discretion, refuse to proceed with any complaint it determines is improper under this policy. Further, this policy does not alter the employment at will relationship in any way.

6.10 Cell Phones & Texting

Cell phone use cannot interfere with resident care, and personal use must be restricted to break times. In cases of phone outages or emergencies, employees may be asked to use personal cell phones for Facility purposes.

7. MISCELLANEOUS

7.1 Genetic Information Nondiscrimination

The Facility strictly prohibits discrimination based on genetic information. GINA prohibits employers and other entities covered by GINA Title II from requesting or requiring genetic information of employees or their family members. In order to comply with this law, we are asking that you not request or provide any genetic information in the workplace, or to representatives of the company at any time. 'Genetic information,' as defined by GINA, includes an individual's family medical history, the results of an individual's or family member's genetic tests, the fact that an individual or an individual's family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services." Exceptions include information necessary for compliance with the Family Medical Leave Act, and any other relevant exceptions detailed in the law.

7.2 Lactation Breaks

As part of our family-friendly policies and benefits, and in compliance with the Patient Protection & Affordable Care Act and the PUMP for Nursing Mothers Act, supports breastfeeding mothers by accommodating the mother who wishes to express breast milk during her workday when separated from her newborn child. The provisions of this Lactation Policy meet the requirements of the Fair Labor Standards Act and the PUMP for Nursing Mothers Act, as it relates to breaks for nursing mothers.

For up to one year after the child's birth, any employee who is breastfeeding her child will be provided reasonable break times to express breast milk for her newborn. The Facility has a designated room for this purpose. Nursing mothers wishing to use this room must request/reserve the room by contacting the receptionist during normal business hours, or the charge nurse after hours. Additional rules for use of the room are posted in the room. Employees who work off-site or in other locations will be accommodated in a private area as necessary.

Breaks will run concurrently with any break time already provided to the employee.

Acknowledgment and Receipt

This Handbook's contents reflect a general description of the policies, procedures, rules, services, and benefits of employment at **Campbell Healthcare & Senior Living**. It is intended that this be an informational booklet for guidance only. Nothing herein shall be deemed a contractual right or a condition of employment. Management reserves the right to change any of its policies, services, or benefits at any time with or without notice.

I acknowledge that the Personnel Manual has been reviewed with me. I can access the Personal Policy Manual via my supervisor, or any department supervisor, or on our web site. I agree to regularly re-familiarize myself with these policies, procedures, and rules and to comply with their provisions at all times while a Facility employee.

I also understand and agree that I am an "at-will" employee and that the Personal Policy Manual is not an employment contract in that employment may be terminated either by me or by the facility for any reason or no reason at any time with or without notice.

The undersigned hereby states that they have read the Personnel Policy Manual. This Personal Policy Manual is the property of The Facility and may not be reproduced in part or in whole without the written permission of the Administrator.

Employee's Signature _____

Employee's Name (Print) _____

Date _____