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EMPLOYEE HANDBOOK

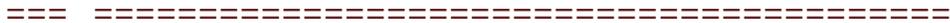
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**Welcome Aboard!**

On behalf of your colleagues, I welcome you to **Health Hybrid** and wish you every success here.

We believe that each employee contributes directly to our organization's growth and success, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees.

Employees should familiarize themselves with the contents of the employee handbook as

soon as possible, for it will answer many questions about employment with **Health Hybrid**.

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

Wilbert Lacy

CEO

### **INTRODUCTORY STATEMENT**

This handbook is designed to acquaint you with **Health Hybrid Inc. (HHI)** and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by **HHI** to benefit employees. One of our

objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. As **HHI** continues to grow, the need may arise and management reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. The only exception to any changes is our employment-at-will policy permitting you or **HHI** to end our relationship for any reason at any time. Employees will, of course, be notified of such changes to the handbook as they occur.

### **Our Purpose**

To conduct our personal lives in a manner that elevates standards and brings more creditability to our profession and industry.

Seek to earn the respect and good will of all monitoring agencies and the entire community.

As a home care agency, we are serving human beings that are in need of medical treatment, personal assistance and psychological guidance. Our patients and clients are deserving of the most courteous and attentive care we can offer. The residents we serve form the very essence of every facility and are the reason for our existence.

### **Attitude**

Patients, clients, and the community develop opinions and ideas about our agency by observing the staff's attitude, performance of their job, and communication with patients. It is important that you always treat them with respect and courtesy.

### **EMPLOYEE ACKNOWLEDGMENT FORM**

The employee handbook describes important information about **HHI**, and I understand that I should consult the Administrator regarding any questions not answered in the handbook. I have entered into my employment relationship with **HHI** voluntarily and acknowledge that there is no specified length of employment. Accordingly, either **HHI** or I can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur, except to the agency's policy of employment-at-will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate

existing policies. Only the chief executive officer of **HHI** has the ability to adopt any revisions to the policies in this handbook.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

-

EMPLOYEE'S SIGNATURE

DATE

-

EMPLOYEE'S NAME (TYPED OR PRINTED)

## **NATURE OF EMPLOYMENT**

This handbook is intended to provide employees with a general understanding of our personnel policies. Employees are encouraged to familiarize themselves with the contents of this handbook, for it will answer many common questions concerning employment with **Health Hybrid Inc.**

However, this handbook cannot anticipate every situation or answer every question about employment. It is not an employment contract and is not intended to create contractual obligations of any kind. Neither the employee nor **HHI** is bound to continue the employment relationship if either chooses, at its will, to end the relationship at any time.

In order to retain necessary flexibility in the administration of policies and procedures, **HHI** reserves the rights to change, revise, or eliminate any of the policies and/or benefits described in this handbook, except for its policy of employment-at-will. The only recognized deviations from the stated policies are those authorized and signed by the chief executive officer of the facility.

## **EQUAL EMPLOYMENT OPPORTUNITY**

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at **HHI** will be based on merit, qualifications, and abilities. **HHI**

does not discriminate in employment opportunities or practices based on race, color, religion, sex, national origin, age, or any other characteristic protected by law.

This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

### **HIRING OF RELATIVES**

The employment of relatives in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried into day-to-day working relationships.

Although **HHI** has no prohibition against hiring relatives of existing employees, we are committed to monitoring situations in which relatives work in the same area. In case of actual or potential problems, the management will take prompt action. This can include reassignment or, if necessary, termination of employment for one or both of the individuals involved.

For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

### **EMPLOYEE MEDICAL EXAMINATIONS**

To help assure that employees are able to perform their duties safely and also to meet the requirements of our clients, medical examinations may be required.

Current employees may be required to take medical examinations to determine fitness for duty. Such examinations will be scheduled at reasonable times and intervals and performed at **Health Hybrid's** expense.

Information on an employee's medical condition or history will be kept separate from other employee information and maintained confidentially. Access to this information will be limited to those who have a legitimate need to know.

### **IMMIGRATION LAW COMPLIANCE**

**HHI** is committed to employing only United States citizens and aliens who are authorized to work in the United States and do not unlawfully discriminate based on citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with **HHI** within the past three years, or if their previous I-9 is no longer retained or valid.

Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

### **OUTSIDE EMPLOYMENT**

An employee may hold a job with another organization as long as he or she satisfactorily performs his or her job responsibilities with **HHI**. All employees will be judged by the same performance standards and will be subject to **Health Hybrid's** scheduling demands, regardless of any existing outside work requirements.

If the management determines that an employee's outside work interferes with performance or the ability to meet the requirements of the facility as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with **HHI**.

Outside employment will present a conflict of interest if it has an adverse impact on care of the clients of our agency.

## **EMPLOYMENT CATEGORIES**

It is the intent of **HHI** to clarify the definitions of employment classifications so those employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and **HHI**.

Each employee is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws. An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notification by **HHI** management.

In addition to the above categories, each employee will belong to one other employment category:

REGULAR FULL-TIME employees are those who are not in a temporary or introductory status and who are regularly scheduled to work **Health Hybrid's** full-time schedule 32 hours or more. Generally, they are eligible for **Health Hybrid's** benefit package, subject to the terms, conditions, and limitations of each benefit program.

PART-TIME employees are those who are not assigned to a temporary or introductory status and who are regularly scheduled to work less than 24 hours per week. While they do receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for all of **Health Hybrid's** other benefit programs.

INTRODUCTORY employees are whose performance is being evaluated to determine whether further employment in a specific position or with **HHI** is appropriate. Employees who satisfactorily complete the introductory period will be notified of their new employment classification.

CASUAL employees are those who have established an employment relationship with **HHI** but who are assigned to work on an intermittent and/or unpredictable basis. While they receive all legally mandated benefits (such as workers' compensation insurance and Social Security), they are ineligible for all of **Health Hybrid's** other benefit programs.

### **ACCESS TO PERSONNEL FILES**

**HHI** maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of **HHI**, and access to the information they contain is restricted. Generally, only supervisors and management personnel of **HHI** who have a legitimate reason to review information in a file are allowed to do so.

With reasonable advance notice, employees may review their own personnel files in the agency's offices and in the presence of an individual appointed by **HHI** to maintain the files.

### **EMPLOYMENT REFERENCE CHECKS**

To ensure that individuals who join **HHI** are well qualified and have a strong potential to be productive and successful, it is the policy of the agency to check the employment references of all applicants.

The management will respond in writing only to those reference check inquiries that are submitted in writing. Responses to such inquiries will be limited to factual information that can be substantiated by the agency's records. No employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry.

### **PERSONNEL DATA CHANGES**

It is the responsibility of each employee to promptly notify the agency of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of emergency, educational

accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the Administrator.

### **INTRODUCTORY PERIOD**

All new employees will be given a general orientation of the agency. The purpose of the orientation program is to welcome the new employee to the agency; and present policies and procedures; to explain in-service education requirements; to summarize the benefits package; and to complete all personnel and payroll processing. It also includes a tour of the agency, and the opportunity to meet with other departments and employees. **HHI** uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or the agency may end the employment relationship at will at any time during or after the introductory period with or without cause or advance notice.

All new and rehired employees work on an introductory basis for the first 90 calendar days after their date of hire. Any significant absence will automatically extend an introductory period by the length of the absence. If the management determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period.

Upon satisfactory completion of the introductory period, employees enter the "regular" employment classification.

During the introductory period, new employees are eligible for those benefits that are required by law, such as workers' compensation insurance and Social Security. After becoming regular employees, they may also be eligible for other Hermitage-provided benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific benefits program for the details on eligibility requirements.

### **EMPLOYMENT APPLICATIONS**

The **HHI** relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the agency exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

### **PERFORMANCE EVALUATION AND ADVANCEMENT**

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Additional formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job

tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Each employee's potential, leadership ability and interest in job knowledge and training are periodically evaluated to determine promotion potential. Employees will be considered for vacant positions that they are qualified for by training, experience, and education.

### **PERSONNEL HEALTH REQUIREMENTS**

1--MEDICAL EXAMINATIONS: Governmental authorities having jurisdiction over medical facilities require that as a condition of employment, each employee, whether full or part time, present a current statement from his physician or an approved medical clinic stating that he is free from communicable diseases and submit the results of a chest x-ray that he/she is free from communicable diseases and submits the results of negative chest x-rays or TB Tests dated within 12 months of employment or submit to a 2-step TB screening on the first day of employment.

2-- EMPLOYEE ILLNESS: Employees are required to report to their supervisor any illness, including infections, boils, fever blisters, excessive sneezing, etc. which they may have.

Symptoms of any nature should be reported immediately. Employees with infections or contagious diseases will not be allowed to work until a physician's statement had been obtained which states the staff member is no longer a hazard to residents or other employees.

### **VACATION BENEFITS**

Vacation time off with pay is available to eligible employees to provide opportunities for rest, relaxation, and personal pursuits. Employees in the following employment Classifications are eligible to earn and use vacation time as described in this policy:

Regular full-time employees

The amounts of paid vacation time employees receive each year increases with the length of their employment as shown in the following schedule.

#### VACATION EARNING SCHEDULE

-----  
 YEARS OF ELIGIBLE SERVICE      VACATION DAYS

EACH YEAR

-----  
 Upon initial eligibility      4 days

    After 5 years      8 days

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The length of eligible service is calculated based on a "benefit year." This is the 12-month period that begins when the employee starts to earn vacation time. An employee's benefit year may be extended for any significant leave of absence except military leave of absence. Military leave has no effect on this calculation. (See individual leave of absence policies for more information.)

Once employees enter an eligible employment classification, they begin to earn paid vacation time according to the schedule. Earned vacation time is available for use in the year following its accrual.

Paid vacation time can be used in minimum increments of one week. To take vacation, employees should request advance approval from their supervisors. Requests will be reviewed based on a number of factors, including business needs and staffing requirements. Vacation request will be granted on a first come first serve basis. In the event that two or more requests are submitted on the same date, the request will be granted based on seniority.

Vacation time off is paid at the employee's base pay rate at the time of vacation. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials.

As stated above, employees are encouraged to use available paid vacation time for rest, relaxation, and personal pursuits. In the event that available vacation is not used by the

end of the benefit year, employees will be paid for the unused time bringing the benefit balance to zero. Vacation time accruals will begin again in the next benefit year.

Upon termination of employment, employees will be paid for unused vacation time that has been earned through the last day of work. However, if **HHI**, in its sole discretion, terminates employment for cause, forfeiture of unused vacation time may result.

### **PARKING**

Employees may park in areas designated as employee parking areas. Reserve parking is not available. The agency is not responsible for any damage to or theft of any vehicle parked on the agency's premises or the premises of our clients.

### **WORKERS' COMPENSATION INSURANCE**

**HHI** provides comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work-related injuries or illnesses should inform their supervisor immediately. No matter how minor an on- the-job injury may appear it is important that

it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

### **GRIEVANCE PROCEDURES**

In order to give an employee the opportunity to discuss freely problems or complaints connected with his/her position, the following procedures will be followed:

- 1 The employee should discuss the complaint with his/her Supervisor. If the problem is still unresolved,
- 2 The employee should discuss the complaint frankly and sincerely with his immediate Supervisor. If this fails to provide a satisfactory resolution,
- 3 The employee should request an appointment to discuss the problem with the administrator. The Administrator may request additional persons he would like present so that factual and circumstantial information can be obtained. The decision of the administrator will be the final and will be made known to the employee and the Supervisor no later than three days after the meeting.

An employee using this authorized procedure for handling problems will not be discriminated against or in any way be penalized for so doing.

**BEREAVEMENT LEAVE**

A full time permanent employee may be granted 7 days without pay due to the death of an immediate family member, the employee should notify his or her supervisor immediately. Unpaid time off will be granted to allow the employee to attend the funeral and make any necessary arrangements associated with the death.

Approval of bereavement leave will occur in the absence of unusual operating requirements. Any employee may, with the supervisor's approval, use any available paid leave for additional time off as necessary.

The management defines "immediate family" as the employee's spouse, parent, child, sibling; the employee's spouse's parent, child, or sibling; the employee's child's spouse.

**JURY DUTY**

HHI encourages employees to fulfill their civic responsibilities by serving jury duty when required. Employees may request unpaid jury duty leave for the length of absence. If desired, employees may use any available paid time off (for example, vacation benefits).

Employees must show the jury duty summons to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate their absence. Of course, employees are expected to report for work whenever the court schedule permits.

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

Vacation, sick leave and holiday benefits, will continue to accrue during unpaid jury duty leave.

### **SICK LEAVE**

Regular full time employees will be eligible for sick days with pay under the following terms and conditions.

- 1 The employee of the agency must have been employed as a full time employee for six months before he or she becomes eligible.
- 2 The formula for determining the sick day benefit will be one-half day for every complete month worked, for a maximum of 6 days per year.

- 3 Sick days will not accumulate from year to year, however; if an employee does not use his sick days during the year, he will receive 1/2 day's wages for every day not used.
- 4 Doctors' excuse for absence from work is required to be eligible for the benefit.
- 5 Paid sick leave can be used in minimum increments of one day. Eligible employees may only use sick leave benefits for an absence due to their own illness or injury, or the illness or injury of their child.

### **MODIFIED DUTY**

It is the policy of this agency, when practical and medically advisable; "Modified Duty" will be offered and approved by the Administrator to employees who have sustained a work related injury occurring within the scope and course of employment. If it is determined, that "Modified Duty" is not practical or cannot be offered the Administrator must be consistent with all employees in reference to his/her decision.

If the decision is rendered to offer and approve "Modified Duty", then those employees with a **certified** physician's statement for "Modified Duty" outlining specific limitations will be provided with a job description of such nature as to not violate those restrictions. However, please note that the facility will offer a limited number of "Modified Duty" positions compatible with the normal and appropriate staffing patterns for the department.

In accordance, the following rules will apply upon receipt of a “Return To Work” physician’s statement:

- “Modified Duty” positions will be offered on a first come, first serve basis to individuals who have sustained a work-related injury while working as an employee of our agency.
- The Administrator will determine the number of positions available.
- All “Modified Duty” job positions are temporary and are not intended to be permanent in nature.
- At the beginning of each calendar quarter, the Administrator or their designee will conduct a conference with the agency worker’s compensation adjuster to review the “Modified Duty” status of each employee nearing or exceeding six weeks of “Modified Duty”. At a minimum, this conference will cover the employee’s medical recovery, future duty status, and the ability of the employee to return to full duty.

“Modified Duty” will be consistent with the quality of care and services rendered to residents.

### **TIMEKEEPING**

Accurately recording time worked is the responsibility of every nonexempt employee.

Federal and state laws require **HHI** to keep an accurate record of time worked in order to

calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Nonexempt employees should accurately record the time they begin and end their work. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always be approved before it is performed.

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.

Nonexempt employees should report to work no more than three minutes prior to their scheduled starting time nor stay more than three minutes after their scheduled stop time without expressed, prior authorization from their supervisor.

If corrections or modifications are made to the time record, both the employee and the supervisor must verify the accuracy of the changes by initialing the time record.

## **PAYDAYS**

Payroll checks are issued every two weeks on **Fridays** following the end of the pay period. The pay is established on a 40-hour workweek, paid every two weeks. The pay period begins on **Sunday** First Shift and ends the following **Saturday** third shift.

All employees will receive their checks from the manager, supervisor, secretary, or administrator. If the employee is absent, the check may be picked up on the following day. If the employee is on an extended absence or vacation, the pay will be delivered by mail. In either case, someone else may be authorized to pick up the paycheck, but such authorization must be personally written and presented before the check will be released.

Paychecks for the previous pay period will be available on payday after 1:00pm. No payroll checks will be issued in advance due to vacation, holidays, or days off. After discharge or resignation, the employee's earned wages to date of discharge will be issued on the next regularly scheduled payday.

### **EMPLOYMENT TERMINATION**

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

RESIGNATION - voluntary employment termination initiated by an employee.

DISCHARGE - involuntary employment termination initiated by the organization.

LAYOFF - involuntary employment termination initiated by the organization for non-disciplinary reasons.

RETIREMENT - voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

Since employment with **HHI** is based on mutual consent, both the employee and **HHI** have the right to terminate employment at will, with or without cause, at any time.

#### **ADMINISTRATIVE PAY CORRECTIONS**

**HHI** takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the Administrator so that corrections can be made as quickly as possible.

#### **PAY DEDUCTIONS AND SETOFFS**

The law requires that the agency make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. The agency also must deduct Social Security taxes on each employee's earnings up to a specified limit that is called the Social Security "wage base." **HHI** matches the amount of Social Security taxes paid by each employee.

Pay setoffs are pay deductions taken by **HHI**, usually to help pay off a debt or obligation to **HHI** or others.

If you have questions concerning why deductions were made from your paycheck or how they were calculated, your supervisor can assist in having your questions answered.

### **WORK SCHEDULES**

Work schedules for employees vary throughout our organization. Supervisors will advise employees of their individual work schedules. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week. Schedules should be posted by the end of the month for the upcoming month. All special requests for time off must be in the department heads office or the administrator's office by the **7th** of the month to be honored on the next schedule.

### **USE OF PHONE AND MAIL SYSTEMS**

Personal use of telephones is not permitted at our agency or the premises of our client during work hours. Employees may be required to reimburse the facility for any charges resulting from their personal use of the telephone. The use of a resident's private **PHONE** is **strictly forbidden**.

The mail system is reserved for business purposes only. Employees should refrain from sending or receiving personal mail at the workplace.

To ensure effective telephone communications, employees should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller and hang up only after the caller has done so.

### **SMOKING**

In keeping with **Health Hybrid's** intent to provide a safe and healthful work environment, smoking in the workplace is prohibited except in those locations that have been specifically designated as smoking areas. In situations where the preferences of smokers and nonsmokers are in direct conflict, the preferences of nonsmokers will prevail.

This policy applies equally to all employees and visitors.

### **REST AND MEAL PERIODS**

Each workday, full-time nonexempt employees are provided with two rest periods. Supervisors will advise employees of the regular rest period length and schedule. To the extent possible, rest periods will be provided in the middle of work periods. Since this time is counted and paid as time worked, employees must not be absent from their workstations beyond the allotted rest period time.

All full-time employees are provided with one meal period each workday. Supervisors and work site supervisors will schedule meal periods to accommodate operating requirements. Employees will be relieved of all active responsibilities and restrictions during meal periods and will be compensated for that time.

### **OVERTIME**

When operating requirements or other needs cannot be met during regular working hours, employees could be required to work overtime assignments. All overtime work must receive the supervisor's prior authorization. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all nonexempt employees in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked. Time off on sick leave, vacation leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

Failure to work assigned overtime may result in disciplinary action, up to and including possible termination of employment.

### **EMPLOYEE SUGGESTIONS**

All employees are encouraged to submit to their supervisor in writing suggestions pertaining to improvements, cost reductions, duplication, limitation, labor and time saving methods, resident comfort, changes of personnel practices and similar matters.

### **POLICY FOR PURCHASING SUPPLIES AND EQUIPMENT**

As an employee, you have no authority to purchase equipment and/or supplies or to sign contractual agreements of any kind as a representative of this company without authorization from the owners. A statement regarding limited authorization will be posted in the office area for the attention of all sales persons.

Our equipment and supplies are expensive. Your assistance in helping us to protect and to care for our equipment and supplies is anticipated. In case of a malfunction or an accident to either equipment or supplies, report the fact to your supervisor to turn in the broken and damaged article for replacement.

### **PERSONAL BELONGINGS**

The agency will not be responsible for personal effects of employees. Do not leave purses and pocketbooks in unlocked area. Money should be carried on you person.

### **PACKAGES**

Employees are not to bring packages or bundles of any kind into the facility or client work sites. **Packages taken from the agency or work sites are subject to inspection by the administrator, an authorized individual or work sites supervisors.**

### **INTERPRETATIONS**

Any confusion or misunderstanding of the intent or meaning of the policies and statements made in this Employee Handbook will be clarified and resolved by the Administrator or management.

### **USE OF EQUIPMENT AND VEHICLES**

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify the supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment or vehicles used on the job.

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.

### **VISITORS IN THE WORKPLACE**

To provide for the safety and security of employees at our agency and work sites, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

Because of safety and security reasons, family and friends of employees are discouraged from visiting. In cases of emergency, employees will be called to meet any visitor outside their work area.

All visitors should enter the agency at the reception area. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

If any unauthorized individuals are observed on the agency's premises employees should immediately notify their supervisor or, if necessary, direct the individual to the reception area.

### **HARASSMENT POLICY**

It is the policy of **Health Hybrid** to provide an environment that is free from unlawful harassment. Therefore, all forms of harassment related to an employee's race, color, religions, sex, age, national origin, disability or veteran status constitute violations of this policy. In furtherance of this policy, this agency will not tolerate the use of racial, religious, sexual, age-related, ethnic or disability-related epithets, innuendoes, slurs or jokes. In addition, all forms of verbal and physical harassment based on the above categories are prohibited.

With regard to sexual harassment in particular, unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature are considered instances of sexual harassment when:

- Such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or creates an intimidating, hostile or offensive work environment;
- An employee's submission to or rejection of such conduct is used as the basis of employment decisions that affect the employee; or
- Submission to such conduct is implied or stated to be a term or condition of the employee's employment.

It is important to remember that behavior which one individual considers innocent or harmless may be regarded as sexual harassment by another person. Beyond being in violation of the facility's policy, sexual harassment is against the law, and **HHI** will not tolerate sexual harassment of its employees by anyone, including **HHI** management, other employees or individuals conducting business with **HHI**. Any employee who violates this harassment policy or our commitment to equal employment opportunity will be subject to disciplinary action, up to and including termination of employment.

If at any time an employee feels that he or she has been subjected to or has observed verbal or physical harassment, of a sexual nature or otherwise, the employee must report such conduct to his or her supervisor immediately so that an investigation can be initiated and appropriate action can be taken. If for any reason the employee does not feel comfortable contacting his or her supervisor about the matter, the employee must report the matter to the Administrator or any other member of Management. The confidentiality of all such inquiries will be respected to the fullest extent possible. Employees will not be retaliated against in any manner for reporting perceived harassment pursuant to this policy.

### **MEDICAL LEAVE**

**Health Hybrid** provides medical leaves of absence without pay to eligible employees who are temporarily unable to work due to a serious health condition or disability. For purposes of this policy, serious health conditions or disabilities include inpatient care in

a hospital, hospice, or residential medical care facility; continuing treatment by a health care provider; and temporary disabilities associated with pregnancy, childbirth, and related medical conditions.

Employees in the following employment classifications are eligible to request medical leave as described in this policy:

#### Regular full-time employees

Eligible employees may request medical leave only after having completed 365 calendar days of service. Exceptions to the service requirement will be considered to accommodate disabilities.

Eligible employees should make requests for medical leave to their supervisors at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events.

A health care provider's statement must be submitted verifying the need for medical leave and its beginning and expected ending dates. Any changes in this information should be promptly reported to the facility. Employees returning from medical leave must submit a health care provider's verification of their fitness to return to work.

Eligible employees are normally granted leave for the period of the disability, up to a maximum of eight weeks within any 12-month period. Any combination of medical leave and family leave may not exceed this maximum limit. If the initial period of approved absence proves insufficient, consideration will be given to a request for an extension.

Employees will be required to first use any accrued paid leave time before taking unpaid medical leave.

Employees who sustain work-related injuries are eligible for a medical leave of absence for the period of disability in accordance with all applicable laws covering occupational disabilities.

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

So that an employee's return to work can be properly scheduled, an employee on medical leave is requested to provide **HHI** with at least two weeks advance notice of the date the employee intends to return to work. When a medical leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to report to work promptly at the end of the medical leave, the management will assume that the employee has resigned.

## **FAMILY AND MEDICAL LEAVE (FMLA LEAVE) POLICY**

### **A. Eligibility**

Employees must have been employed for a minimum of 12 months and must have worked at least 1,250 hours in the proceeding 12 months immediately before the date when they would begin to be eligible for family and medical leave.

## **B. Types of Family And Medical Leave Covered By This Policy**

Eligible employees are entitled by law to the following unpaid leaves of absence:

1. Birth/Adoption/Foster Care Leave: An employee may take up to the maximum family and medical leave for the birth of the employee's natural child or the placement of a child with the employee for adoption or foster care. Birth leave may be a combination of parental leave and pregnancy leave. Parental leave is time off work for employees who are physically able to return to work but choose to stay home and care for newborn children. Pregnancy leave is characterized by physical disability because of childbirth or a related medical condition.
2. Family Care Leave: An employee may take up to the maximum family and medical leave to care for a family member suffering from a serious health condition. For these purposes, the term "family member" means an employee's spouse, parent or child under the age of 18, as well as any other individual with a serious health condition who is considered to be a "family member" under applicable federal or state regulations.
3. Medical Leave: An employee may take up to the maximum family and medical leave if he/she suffers from a serious health condition that renders the employee unable

to perform his/her duties. A "serious health condition" means an illness, injury, impairment or condition involving any of the following:

- Inpatient care in a hospital, nursing home or hospice, including any period of incapacity or subsequent treatment in connection with or consequent to such inpatient care; or
- Outpatient care that requires continuing treatment or supervision by a health care provider for:
  - a. A period of incapacity of more than 3 consecutive calendar days that also involves treatment 2 or more times by a health care provider or treatment by a health care provider on at least 1 occasion which results in a regimen of continuing treatment;
  - b. Any period of incapacity due to pregnancy or for prenatal care;
  - c. A chronic condition, which requires periodic visits for treatment by a health care provider, continues over an extended period of time and may cause a periodic rather than a continuing period of incapacity;
  - d. A period of incapacity which is permanent or long term due to a condition for which treatment may not be effective (the employee or

family member must be under the continuing supervision of, but need not be receiving active treatment by, a health care provider);  
or

- e. Any period of absence to receive multiple treatments (including any period of recovery there from) by a health care provider, either for restorative surgery after an accident or other injury, or for a condition that would likely result in a period of incapacity of more than 3 consecutive calendar days in the absence of medical intervention or treatment.

**C. Maximum Period for Leave**

1. In General: Leave may not exceed 12 weeks in any 12-month period, measured on a rolling basis. The time period within which leave may be taken for birth, adoption or foster care placement extends until 1 year from the birth or placement of the child.

2. Intermittent Leave: Intermittent leave or reduced working hour arrangements may be provided for family care leaves or medical leaves when required as part of a medically necessary course of conduct, provided adequate medical certification of such need is obtained. Intermittent leave or reduced working hours for birth, child placement or other non-health-related reasons is at the discretion of the management. The

Management reserves the right to transfer temporarily an employee to an alternative position with equivalent pay and benefits to accommodate intermittent leaves.

3. Two Employee Households: If a husband and wife both work for **HHI** and each wishes to take leave for the birth of a child, adoption or placement of a child in foster care, or to care for a parent with a serious health condition, the husband and wife together may only take a combined total of 12 weeks leave.

**D. Scheduling and Notice**

1. Scheduling: A leave of absence request must be completed and turned in to the employee's supervisor for all leaves of absence whether paid or unpaid. An employee intending to take leave must give 30 days advance notice to the agency if the leave is foreseeable. If not foreseeable, the employee must provide as much advance notice as possible. In situations involving leave for a medical condition, every reasonable effort to schedule medical treatment so that it does not disrupt the facility operations must be made before a leave will be considered.

2. Certification: An employee requesting medical leave must provide medical certification indicating that a serious health condition exists and other information as requested within 15 days after the employee makes the request for leave. The certification needs to include:

- a. The date on which the serious health conditions commenced;
- b. The probable duration of the condition;
- c. The appropriate medical facts within the knowledge of the health care provider regarding the condition, including a diagnosis of the particular condition involved and a brief description of the prescribed regimen of treatment;
- d. Indication of whether hospitalization is required; and
- e. For an employee's own illness or serious health condition, a statement that the employee cannot perform the essential functions of his/her job.
- f. The signature of the physician or other health care provider.
- g. If the leave is to care for a child, parent or spouse, the certification must state that the employee is needed to care for the family member and provide an estimate of the amount of time the employee will be needed to provide care or assistance.
- h. The management is entitled to request a second opinion at its expense. If necessary to resolve a conflict between the original certification and the second opinion, the management will require the opinion of a third doctor. The management and the employee will jointly select the third doctor, and the facility will pay for the opinion. This third opinion will be considered final. The facility has a form, which may be presented to your physician in order to provide medical certification. The management reserves the right to seek periodic medical rectification during an employee's medical leave.

3. Return to Work: The management may require an employee on family and

medical leave to report periodically on his/her status and intent to return to work. If the employee is able to return to work earlier than anticipated, he/she must provide the agency with at least 2-business days' notice. Failure to return to work after the scheduled end of family and medical leave without notifying the agency in advance shall be considered a voluntary resignation of employment. If medical reasons require extension of leave beyond a scheduled date of return, and if the employee retains accrued but unused family and medical leave, the employee must give the facility as much advance notice as possible of the need for additional leave. The management may require additional certification to demonstrate the medical need for the additional leave.

Prior to returning to work at the conclusion of an FMLA leave for the employee's own serious health condition, the employee must furnish a fitness-for-duty certification from a health care provider stating that the employee is able to return to work. **HHI** reserves the right to delay reinstatement until the employee submits the required fitness-for-duty certification and terminate the employee upon conclusion of the FMLA leave if the required certification has not been submitted by that time.

**E. Use of Sick Leave and Vacation Days During Family And Medical Leave**

1. If the employee has accrued paid time off; the employee must use that accrued-paid time off days first and take the remainder of the 12 weeks as unpaid leave.
2. An employee who is taking leave because of the employee's own serious

health condition or the serious health condition of a family member must, in addition to using accrued paid time off; use paid sick leave prior to taking unpaid leave for the remainder of the 12 weeks.

3. An employee taking leave for the birth of a child must, in addition to using accrued paid time off use paid sick leave for physical recovery following childbirth, prior to taking unpaid leave for the remainder of the 12 weeks.

**F. Rights upon Return To Work**

1. Employees who return to work within the approved family and medical leave period and who are capable of performing all essential functions of their position will be reinstated to their same position or to an equivalent one in accordance with applicable federal and state laws. The agency reserves the right not to reinstate employees who exceed the maximum family and medical leave, who would not otherwise be employed at the time reinstatement is requested due to layoff or other reasons, or those highly compensated "key employees" defined as exempt from reinstatement rights under federal law. Key employees are those salaried employees among the highest paid 10% of all the facility employees. If reinstatement of a key employee from leave causes substantial and grievous economic injury to **HHI, Health Hybrid Inc** reserves the right not to reinstate such employee.

2. This policy is meant to comply with applicable federal and state laws. It is

not intended to provide benefits beyond those required by such laws.

### **MILITARY LEAVE**

A military leave of absence will be granted to employees, except those occupying temporary positions, to attend scheduled drills or training or if called to active duty with the US armed services.

The leave will be unpaid. However, employees may use any available paid time off for the absence.

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

Employees on two-week active duty training assignments or inactive duty training drills are required to return to work for the first regularly scheduled shift after the end of training, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with all applicable state and federal laws.

Every reasonable effort will be made to return eligible employees to their previous position or a comparable one. They will be treated as though they were continuously

employed for purposes of determining benefits based on length of service, such as the rate of vacation accrual and job seniority rights.

### **PREGNANCY-RELATED ABSENCES**

**HHI** will not discriminate against any employee who requests an excused absence for medical disabilities associated with a pregnancy. Such leave requests will be made and evaluated in accordance with the medical leave policy provisions outlined in this handbook and in accordance with all applicable federal and state laws.

Requests for time off associated with pregnancy and/or childbirth (apart from medical disabilities associated with these conditions) will be considered in the same manner as any other request for unpaid personal or family leaves.

### **EMPLOYEE CONDUCT AND WORK RULES**

Certain rules and standards of conduct are essential to performing your job efficiently and safely. You should have little difficulties adapting to our rules. Employees who fail to abide by established rules and regulations may be reprimanded or penalized by suspension or dismissed depending on the seriousness of the offense. An employee may be discharged immediately when his conduct is detrimental to the facility, residents, or fellow workers. The following are reasons that may lead to immediate discharge or reprimand.

- 1 Dishonesty, including falsification of employment applications forms, time cards, medical or other records, and omission of pertinent information or giving false testimony.
- 2 Acts of dangerous or destructive nature, including careless or willful damage to the agency's property or client property, or personal property of the patients.
- 3 Bringing, possession, or using alcoholic beverages on the agency's property or client property or any degree of intoxication on the premises.
- 4 Unauthorized possession or illegal use of narcotics or drugs.
- 5 Participating in or being present at gambling activities on the premises.
- 6 Possession of firearms or other unauthorized weapons on the premises.
- 7 Insubordination, including willful negligence or refusal to perform work in the manner designed.
- 8 Loafing, wasting time, sleeping on the job, or leaving the work area during normal shift hours without authorization.
- 9 Knowingly harboring a communicable disease, this could endanger residents or co-workers.
- 10 Voiced or inferred threats or assaults toward anyone in the facility including members of the staff, residents or the public.
- 11 Conduct, which would be widely regarded as immoral, improper, or inappropriate in a work group.

- 12 Lack of courtesy to the public, patients and their families, physicians, or fellow employees.
- 13 Unauthorized use of patients' television, clothing, food, etc. at work sites
- 14 Self-medicating with the medications of any patients(prescription or standard)
- 15 Violation of patients' Bill of Right, , safety regulations, or other established policies and procedures.
- 16 Discussion of pay rate, or job performances with other personnel.
- 17 Acceptance of gratuities or soliciting tips from patients or families/responsible parties.
- 18 Sexual or other unlawful or unwelcome harassment.
- 19 Violation of these personnel policies.
- 20 Unsatisfactory performance or conduct
- 21 If an employee notifies the agency that he/she will be absent from work due to illness or a family member's illness, written documentation from a doctor's office or appropriate health care facility will be required.

### **DRUG AND ALCOHOL USE**

It is **Health Hybrid's** desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on **HHI** premises and while conducting business- related activities off **HHI** premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

"Illegal Drug" means any drug (1), which is not legally obtainable, or (2), which is legally obtainable but has not been legally, obtained. The term includes prescribed drugs not legally obtained and prescribed drugs not being used for prescribed purposes.

Violations of this policy may lead to disciplinary action, 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 Administrator without fear of reprisal.

### **ATTENDANCE AND PUNCTUALITY**

To maintain a safe and productive work environment, the agency expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees, the agency and our clients. In the rare instances when employees cannot avoid being late to work or are unable to work as

scheduled, they should notify their supervisor at least 3 hours (or earlier if possible) in advance of the anticipated tardiness or absence.

### **BEHAVIOR**

Quietness is necessary and expected at our agency and client's premises. Personnel are to avoid loud talking and calling through corridors, patient's rooms, and all areas of the facility.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

### **PERSONAL APPEARANCE**

Cleanliness is a vital consideration in resident care. The patients and public have every right to expect neatness and cleanliness. Working uniforms, including shoes, should be clean and in good condition. Hair should be neat and well groomed

Personal appearance will be regarded as an important aspect of an employee's overall effectiveness. All employees will wear uniforms as designated by the administrator.

### **NAME TAGS**

Management provides nametags for employees. Your FIRST name tag will be free. Any replacement will be at the expense of the employee. Nametags are to be worn while on duty.

**RESIGNATION**

When you resign from your position you are expected to give at least two weeks written notice to the Administrator or supervisor. The exception to the two-week period is for Management and you are expected to give a 30-day written notice to the Administrator. All property issued to you (keys, name pins, uniforms, etc.) must be returned before your final check is issued.

After termination of employment by resignation, the employee's earned wages to date will be mailed on the next regularly scheduled payday.

Any employee failing to work at least one week of the required two-week notice will forfeit all vacation pay. The exception to the two-week notice is for Management and you must work two weeks of the four-week written notice of forfeit all vacation pay.

**SOLICITATION**

In an effort to assure a productive and harmonious work environment, persons not employed by the agency may not solicit or distribute literature in the workplace at any time for any purpose.

The management recognizes that employees may have interests in events and organizations outside the workplace. However, employees may not solicit or distribute literature concerning these activities during working time. (Working time does not

include lunch periods, work breaks, or any other periods in which employees are not on duty.)

Examples of impermissible forms of solicitation include:

- The sale of goods, services, or subscriptions outside the scope of official organization business
- The distribution of literature not approved by the employer

In addition, the posting of written solicitations on company bulletin boards is prohibited.

Bulletin boards are reserved for official organization communications on such items as:

- Affirmative Action statement
- Employee announcements
- Internal memoranda
- Workers' compensation insurance information
- State disability insurance/unemployment insurance information

### **COURTESY**

You as an employee, play a vital part in creating favorable or unfavorable attitudes in the community toward your agency. Our reputation depends a great deal upon the organization, efficiency, and courtesy of the staff. Make the best of all situations, listen to criticism, and be patient with all requests.

### **WARNING NOTICES**

A warning notice is a written reprimand. It is given to employees who violate rules and regulations of this agency. Three warning notices are given. The first warning is given to employee and a copy is placed in his/her personnel file. The second warning notice is treated the same. The third warning notice may be cause for immediate dismissal.

When you violate company policy, you could be forfeiting employment rights. It is the policy of the agency to be fair with all employees. It will be the decision of the administrator as to whether a violation of company policy will be cause for immediate discharge. Employees discharged for cause will be paid for the number of hours worked to the time of discharge and are not eligible for any benefits accrued up to the time of discharge.

### **GRATUITIES**

Employees shall not accept tips from patients or visitors for work performed while on duty. Penalty is dismissal. Gifts of personal items, e.g. furniture, appliances, etc., may not be accepted by employee unless approved by the Administrator.

### **DRUG TESTING**

HHI is committed to providing a safe, efficient, and productive work environment for all employees. Using or being under the influence of drugs or alcohol on the job may pose serious safety and health risks. To help ensure a safe and healthful working

environment, employees may be asked to provide body substance samples (such as urine and/or blood) to determine the illicit or illegal use of drugs and alcohol. Refusal to submit to drug or alcohol testing may result in disciplinary action, up to and including termination of employment.

The agency will utilize drug and/or alcohol testing, including the following types of testing, to help administer this policy:

- A. Employees will be tested for cause.
- B. Employees will be tested following accidents.

The agency will maintain confidentiality for all testing.

This policy applies to all employees of the agency. All employees will be required to complete, sign, and date a chemical screening Consent and Release form and submit to testing.

The company prohibits the unlawful manufacture, distribution, dispensation, presence, or use of drugs, other controlled substances or alcohol, while on its property is or at its work sites. Employees violating this prohibition will be disciplined up to and including termination.

The unlawful possession, manufacture, distribution, dispensation, sale or use of drugs, or other controlled substances while off duty and off company property is prohibited. Employees violating this prohibition will be disciplined up to and including termination.

If an employee is arrested or convicted for driving under the influence, or for violating a criminal statute, **HHI** will investigate to determine whether cause exists for drug testing. **HHI** may take disciplinary action up to and including discharge, whether or not a drug test is conducted, in the event that an employee is arrested or convicted, for driving under the influence, or for violating a criminal statute.

For-Cause Testing- Current employees may be asked to submit to a test if reasonable cause exists to indicate that their health or ability to perform work may be impaired.

Factors, which could establish cause, include, but are not limited to:

- a. Sudden changes in work performance
- b. Repeated failure to follow instructions or operating procedures.
- c. Violation of company safety policies.
- d. Involvement in an accident, or near-accident
- e. Discovery or presence of substances in an employee's possession or near the employee's work place
- f. Odor of alcohol and/or residual odor peculiar to some chemical or controlled substances.
- g. Unexplained and/or frequent absenteeism.
- h. Personality changes or disorientation.
- i. Arrest or conviction for violation of criminal drug statutes.

For-Cause Testing also applies to employees who have had an accident without an injury. Employees involved in an accident resulting in death or any property damage will be drug tested for the use of controlled substances, including a blood test for alcohol as soon as possible after the accident. Any employee who is seriously injured and cannot provide a urine or blood specimen at the time of the accident shall be required to provide the necessary authorization for obtaining hospital records and other documents that would indicate whether there were on controlled substances in the employee's system.

Each employee will be required to sign a Chemical Screening Consent and Release Form upon implementation of this policy. If the employee refuses to sign the Chemical Screening Consent and Release Form when knowingly able, he or she will be terminated.

A confirmed positive test result will result in disciplinary action up to and including discharge.

Employees with confirmed positive test results may result in disciplinary action up to and including discharge.

Employees with confirmed positive test results may, at their option and expense, have a second confirmation test made on the same specimen. An employee will not be allowed to submit another specimen to replace the original specimen submitted for testing.

An employee waiting pending test results may be placed on probationary status, and may be sent home without pay during the time required for a specimen to be evaluated.

At the request of the management based upon suspicion of evidence of sale, possession, or use of controlled substances, and employee shall be required to:

- A. Submit to the search of their person and/or any personal articles brought upon company premises, companies work sites, or while on company business.
- B. Submit to seizure any controlled substance found in their possession. Suspected illegal substances will be turned over to appropriate law enforcement authorities. Employee will be required to furnish the company with a physician's name and/or prescription for confirmation of a legal substance found in the employee's possession.
- C. Submission to a personal search or search of personal articles as used above shall include the search of any vehicles brought upon company premises, work sites, or used in company business. A personal search also includes a search of items within the employee's work area, including desks and lockers.
- D. Failure to submit to a search will result in termination.

This Substance Abuse Policy in no way creates an obligation or contract of employment.

The management reserves the right to alter or amend the policy at any time at its sole discretion.

If any part of this policy is determined to be void or unenforceable under state or federal law, the remainder, to the extent possible will remain in full force and effect.

Any violation of failure to comply with the terms of this policy by any employee may result in disciplinary action up to and including termination.

## **SUGGESTIONS FOR HEALTH CARE PERSONNEL**

- Always be courteous and respectful to a patient.
- Teasing or “picking at” a patient should be avoided.
- Always use appropriate language when speaking to a patient.
- Never scold or belittle a patient.
- Never threaten a patient jokingly or otherwise.
- Never use slang, terms or words, directed at a patient.
- Always be calm and gentle when caring for a patient.
- Always respect the reasonable wishes of the patient.
- Make sure you have been thoroughly trained on operating equipment before attempting to use it. (Lifts, scales, whirlpools, etc.)
- Never try to force a patient to try to do something. Back off, come back later and try again or try a different approach.
- Never use “psychological tricks” to get a patient to cooperate.
- If the patient attempts to hit you, move away. It is never acceptable to hit a patient. Even “light pops” or “taps” can be abusive.
- Always find out what the plan of care is for your patient.
- Check the plan of care frequently for updates, especially when there has been a change in the patient’s condition.
- If your patience wears thin with a patient let your charge nurse know. If you don’t get help, go up your chain of command.
- Ask for periodic reassignment.
- Request in-service education on specific areas in which you want to improve.
- Resist the urge to take or use any of the patient’s belongings or property.
- Don’t borrow money or property from a patient, even if the patient is willing.
- Remember forgery is against the law. Don’t sign the patient’s name for him/her.
- Share approaches that work well with difficult patients with your co-workers.

- Treat each patient in the same manner you would want to be treated if the roles were reversed.
- Check frequently on each patient.
- Act promptly on each request for assistance.
- Always report falls or injuries, no matter how minor they may seem at first.
- Make sure you are familiar with your facility/agency's abuse policy and procedure.
- If you witness abuse, neglect or misappropriation of property, report it immediately.
- Stay out of trouble.
- Report honestly all observations and actions.
- Strive for a higher standard of care.
- Enjoy your work. Smile. You make a valuable contribution to each patient's life.