

HANDBOOK

WELCOME TO THE ST. JOSEPIC COTTAGE HOSPITAL

Welcome to the St. Josepic Utawala Cottage Hospital “the Facility”. We are so excited to have you join the team. Our mission is to provide quality care to the patients we serve. We provide compassion, understanding, respect and a person-centered approach to all we do. We are committed to those we serve and the Team Members who care for them. Our team members are the reason we can realize our mission and provide exceptional care. We recognize their contributions, celebrate their achievements, and commit to take care of them, just as they take care of our patients.

INTRODUCTION.

We hope you find this handbook helpful in understanding and complying with the policies, practices, and procedures of the Facility. This handbook is a summary of the Facility’s personnel practices and is provided for your information and reference. It is not intended to create, nor is it to be construed to constitute, a contract of employment for any certain term with any employee. The Facility reserves the right to change, add to, or rescind for any of the policies contained in this handbook at any time.

The Facility is an “at-will” employer. This means you have the right to discontinue your employment at any time for any reason. Likewise, the Facility has a similar right to terminate the employment relationship for any reason. No company representative has the authority to enter into an agreement contrary to this at -will relationship or create an employment contract for any set period, except in a written contract signed by the administrator of the Facility. By accepting or continuing employment with the Facility, you agree to comply with the policies in this handbook that set forth any team member performance or conduct expectations regardless of where those policies are in the handbook. The Facility has developed practices and routine procedures for dealing with common occurrences.

These practices do not create an entitlement to continued employment or adherence to a specific procedure outlined. Not all practices are summarized in this handbook.

The Facility retains the sole discretion to modify, amend, or rescind any or all provisions of this handbook at any time for any reason, with or without notice as allowed by law. The Facility reserves the right to interpret any of the policies set forth herein at any time and in any manner it

deems appropriate. The Facility's interpretation of a provision may vary from time to time if, in its opinion, the circumstances require such variation.

For our Team members covered by a collective bargaining agreement (CBA) to the extent any policy or procedure set forth in the Handbook directly contradicts with the applicable CBA, the terms of the CBA shall prevail.

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SECTION 1. EMPLOYMENT PRACTICES

1.1 EQUAL EMPLOYMENT OPPORTUNITY

It is the Facility's policy to provide equal opportunity to all team members and applicants for employment in accordance with all applicable local laws, rules, or regulations.

The Facility, in recognition of its responsibilities to the community, Team members, customers, and vendors, does not and will not discriminate against team Members, prospective team members, customers, or vendors and will make all employment and business decisions in accordance with all applicable State and local laws.

It is the policy of the Facility to afford equal opportunity regardless of race, color, religion, creed, sex, gender identity, genetic status, marital status, familial status, sexual orientation, membership or activity in a local commission, citizenship status, or and employment relationship including but not limited to hiring, promotion, transfer, demotion, termination, discipline, benefits, and other terms and conditions of employment.

Employees or applicants for employment who believe the Facility has discriminated against them should contact a human resources representative.

1.2 HARASSMENT, DISCRIMINATION, AND OFFENSIVE BEHAVIOR.

All team members have a right to work in an environment free from discrimination, including harassment, based on a legally protected characteristic. The Facility, mission is best accomplished in an atmosphere of professionalism which, in turn, is supported by mutual respect and trust.

Discrimination, including harassment, based on a person's race, color, creed, religion, national origin, sex, disability, age, sexual orientation, gender identity, receiving public assistance status, familial status, or any other legally protected characteristic is strictly prohibited by the Facility.

Definitions

Discrimination consists of an adverse employment action based on a person's race, color, creed, religion, national origin, sex, gender identity, disability, age, sexual orientation, gender identity, public assistance status, familial status, marital status, or any other legally protected characteristic.

Harassment is one type of discrimination and consists of unwelcome conduct based on a person's race, color, creed, religion, national origin, sex, disability, age, sexual orientation, gender identity, public assistance status, familial status, marital status, or any other legally protected characteristic when submission to such conduct:

- A condition of employment; or
- A basis for an employment decision affecting your job; or
- Interfering with your job performance; or
- Creating an intimidating, hostile, or offensive work environment
- Conduct, whether deliberate or careless, which creates an intimidating or offensive work environment interfering with a Team Member's work.

One form of prohibited harassment is sexual harassment. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, sexually motivated physical contact, or other verbal or physical conduct or communication of a sexual nature when submission to such conduct is:

- A condition of employment; or
- A basis for an employment decision affecting your job; or
- Interfering with your job performance; or
- Creating an intimidating, hostile, or offensive work environment.

The Facility prohibits harassment, including verbal, physical, and visual harassment. In addition, the Facility prohibits harassment, including sexual harassment, regardless of the sex, sex orientation, or gender identity of the individuals involved.

While not exhaustive, some examples of conduct that may constitute harassment in violation of this policy if based on someone's sex or another legally protected characteristic include:

- Saying, texting, emailing, posting, or otherwise distributing unwelcome abusive, intimidating, insulting, degrading, or offensive remarks, epithets, jokes, or slurs.
- Displaying objects, cartoons, pictures, or other material which may be perceived as offensive or demeaning.
- Unwelcome conduct of sexual nature, such as unwelcome leering, sexual gestures, sexual advances; or
- Unwelcome physical conduct of a sexual nature.
- Threats, demands, or suggestions that a team member's work status, advance, or terms of employment are contingent on the team member tolerating or agreeing to submit to unwelcome sexual advances; or
- Unwelcome physical conduct of a sexual nature.

The Facility encourages team members to report any conduct that may violate this policy in accordance with the reporting procedure discussed below.

Scope of policy

This prohibits discrimination or harassment by any individual, including officers, managers, supervisors, coworkers, and third parties such as clients, customers, consultants, contractors, or vendors who deal with the Facility's applicants or team members.

The Facility reserves the right to act in response to conduct, whether on or off company property, that occurs during working time, during other activities sponsored or sanctioned by the Facility, which otherwise relates to the facility or its business, or that the Facility otherwise determines has a continuing effect on a team member's work environment.

Consensual relationships

The Facility strongly believes that work environment where employees maintain clear boundaries between employee personal and business interactions is necessary for effective business operations. Although this policy does not prevent the development of friendships or romantic relationships between co-workers, it does establish boundaries as to how relationships are conducted during working hours and within the working environment.

Team members are strictly prohibited from engaging in physical contact that would in any way be deemed inappropriate in the workplace by a reasonable person while anywhere on company premises, whether during working hours or not. Team Members who allow personal relationships with co-workers to adversely affect the work environment will be subject to Facility disciplinary policy.

Individuals in supervisory or managerial roles are prohibited from engaging in romantic and/or sexual relations with a subordinate employee, regardless of whether that supervisor directly or indirectly supervises the subordinate.

Reporting potential policy violations

All team members are encouraged to report potential policy violations, and, as set out further below, directions, managers, supervisors, and human resources team members are required to make such reports. The Facility wants to resolve any potential violations of this policy but can do so only if it is aware of a potential violation. If at any time you feel you or a colleague are experiencing discrimination or harassment, you should immediately contact your human resource representative.

If you have made a report of a potential policy violation to your human resources representative and have not heard back promptly from the Facility of your report, the Facility asks to contact the administrator to ensure the facility is on notice of your report. Again, the Facility wants to resolve any potential policy violations to ensure a nondiscriminatory and respectful workplace.

Team members should understand this policy applies to each team member of the Facility, including, management; all full-time, part-time, and locum team members; and any individuals who provide services to the Facility under a contract. The Facility requires customers, vendors, and visitors to the Facility communities observe this policy when dealing with the Facility and its team members.

A failure to comply with reporting responsibilities under this section may lead to corrective action, including possible discipline up to and including termination.

Obligation to act in good faith.

Individuals making reports of a violation of this policy must do so in good faith.

Investigation of potential policy violation

When the Facility is made aware of potential violation of this policy, it will investigate the potential policy violation as it deems appropriate. All team members are expected, upon request, to cooperate during any investigation. All team members have an obligation to be truthful during any investigation.

The Facility may, as it finds appropriate, implement measures during an investigation designed to balance the Facility's business and operational needs with its policy of providing a safe and nondiscriminatory work environment, including but not limited to changes in a team member's schedule, duty, work location, reporting relationship, and / or parking.

Upon conclusion of the investigation, a team member alleged to have experienced conduct violating this policy and a team member accused of having violated this policy will be informed

of the results of the Facility's investigation and the Facility's decision as to whether a policy violation occurred. When an individual is found to have violated this policy, the Facility reserves the Facility deems appropriate.

Confidentiality

The Facility will strive to maintain the confidentiality of a report and investigation of a violation of this policy to the extent possible, subject to the Facility's need to investigate and respond to potential policy violations and its operational needs.

No retaliation

Retaliation against any individual for making a good faith complaint under this policy, for opposing harassment, or for participating in an investigation of any potential policy violation is strictly prohibited. If you feel you have experienced such retaliation, you should immediately report to a human resources representative. An individual found to have engaged in retaliation in violation of this policy will be subject to corrective action, including possible discipline up to and including termination, regardless of whether any underlying matter being investigated by the Facility is found to involve a violation of this policy.

Corrective action

Anyone who is found to have engaged in behavior prohibited by this policy will be subject to corrective action up to and including termination. The Facility has the sole right to determine whether conduct violates this policy or is otherwise inappropriate.

1.3. Disability and religious accommodations

The Facility is committed to making reasonable accommodations to qualified persons with a disability in accordance with applicable law. The Facility is also committed to complying with applicable laws that may require the Facility to grant a reasonable accommodation based on a sincerely held religious belief. All employment practices and activities are conducted on a nondiscriminatory basis.

An individual who wishes to request a reasonable accommodation from the Facility should contact the human resource department. On receipt of a reasonable accommodation request, the Facility will engage in an interactive process with the team member to determine if the team member is entitled to a reasonable accommodation and if one can be granted. In the case of a disability accommodation request, the Facility may ask for information from a medical provider to determine if an accommodation is needed and what accommodation would be effective.

The law requires an employer to provide a reasonable accommodation to qualified team members, and a reasonable accommodation may take many forms. An employer is not required to grant an accommodation that would be an undue hardship or to grant a team member's first choice of an

accommodation. Rather, the law requires the grant of an effective reasonable accommodation that does not cause an undue hardship to the Facility.

1.4. Pregnancy accommodation.

The Facility is committed to providing reasonable accommodations for health conditions related to an eligible team member's pregnancy, childbirth, or related health conditions. The Facility reserves the right to request medical or other certification of the need for the accommodation in accordance with applicable law.

An individual who wishes to request a reasonable accommodation for a health condition related to pregnancy or childbirth should contact the human resources department. On receipt of a reasonable accommodation request, the Facility will engage in an interactive process with the team member to determine if the team member is entitled to a reasonable accommodation and if one can be granted without being an undue hardship.

1.5. Immigration law compliance

The Facility is committed to employing only persons who are authorized to work in Kenya. The Facility does not unlawfully discriminate based on the citizenship or national origin.

In compliance with the immigration, each new team member, as a condition of employment, must comply with all applicable work authorization requirements, and present documentation establishing identity and employment eligibility.

1.6. Team member classifications

All team members are designated as either locum or contract under state and local wage and hour laws. Team members should be aware their classifications as exempt or non-exempt may change at any time as the facility considers appropriate.

In addition to being classified as either locum or contract, all team members are classified as one of the following:

- **Locum:** Team member who is employed for a defined period or for a defined project, scheduled and works 12 hours per day. The locum team members are not eligible for company-sponsored benefits plans.
- **Contract:** Team member who is on consistently and regularly scheduled to work every 4 months (Quarterly). Team members on contract must have their contract renewed every 3 months based on the performance evaluation.

1.7 Hours of work

Scheduled work hours are assigned by a team member's immediate supervisor or appropriate management. Hours of work may vary by department. You are expected to be on the job ready to work at the time scheduled. Regular and punctual attendance is considered an essential function of your job. Except for approved breaks, you must remain on duty at your work site for your entire

work period, unless otherwise directed by your entire work period, unless otherwise directed by your supervisor.

1.7 Open door policy

The Facility believes effective communication is essential to a productive working relationship. Therefore, team members are encouraged to bring questions, problems, or concerns to their supervisor. If a team member feels the supervisor's response does not appropriately address the questions or concerns, if the concerns or questions relate to the team member's supervisor, or if the team member prefers not to address the issue with his/her supervisor for some other reason, the team member may bring their questions or concerns to the human resources department.

1.9. Performance review

To ensure the highest possible level of team member/supervisor communication and team member performance, the Facility has established a formal performance review process.

Performance review: The Facility will endeavor to provide a formal written review of your performance quarterly. The performance review is designed to provide feedback to you on your performance and to provide a formal opportunity for dialogue with your supervisor / Administrator. In addition to a quarterly review, your supervisor / Administrator may provide you with formal or informal performance feedback from time to time. Your formal written performance reviews become part of your personnel record. A copy of the completed review will be provided to you upon request.

1.10. Promotions

The Facility strives to promote from within whenever possible. The Facility will endeavor to post a listing of internal openings. You are encouraged to apply for positions for which you are qualified by completing an internal application, which must be signed by your supervisor / Administrator and submitted to a human resource representative.

Internal candidates with satisfactory performance in their current position will be considered for posted positions if they meet the listed qualifications. Supervisors may consider internal and external candidates simultaneous for an available position and reserve the right to select the most qualified candidate available. In most cases you must have been in your current position for at least 6 months without any formal discipline on your record to be eligible for a promotion.

1.11. Absenteeism and tardiness policy.

Each team member's job is important and necessary. We must all work together to meet our customers' needs. To care properly for the health and wellbeing of our customers, and out of respect for each other, you are expected to be to work on time, in good health, and as scheduled. Regular and punctual attendance at work is considered an essential function of your job. If you are habitually absent or late, or are no-show no call, you create an unnecessary burden on those team members who are at work, which in turn may impact the delivery of care to our customers.

You will be scheduled to work depending on customer and community needs. It is important for you to plan for any time you may have to be away from work. Excessive absenteeism, no-call /no show and/or tardiness may lead to disciplinary action.

1.12. Breaks

A team member dining room, team member break room, or designated area is provided for your breaks. You may bring bag lunches or use the Facility provided. Beverages and food are to be consumed in designated areas only. Meals breaks are scheduled by your supervisor to accommodate departmental needs. If you work at least 6 hours on a given shift, you will receive a 1-hour unpaid meal break.

Before taking meal breaks off premises, you must obtain supervisory approval and punch in and out on the time clock. It is your responsibility to notify your supervisor if emergency departmental needs limit your ability to take your scheduled meal break. In some situations, the supervisor may interrupt breaks to meet operational needs. Non-meal breaks may not be added to meal breaks or subtracted from the end of the shift without supervisory approval. You should see your supervisor regarding departmental/community guidelines.

1.13. Team member break rooms

Team members may take their scheduled breaks in designated breaks areas only. Please check with your supervisor for breakroom locations. Coats and other personal items are not allowed in the work areas or rooms. The Facility is not responsible for loss, theft, or damage of any personal belongings placed in team member break rooms. Team members may change from street clothes into scrubs or similar uniforms either at home or at the Facility. However, regardless of where a team member changes clothes, such time shall not be considered as work time for any progress. Team members should see their supervisors regarding departmental /Facility guidelines.

1.14. Common areas

Lounges and courtyards belong to the customers and their invited guests. Team members use of these areas should be with discretion and in accordance with community rules and expectations. Abuse or misuse of furniture and grounds does not reflect well on the Facility. Team members who litter or misuse any area may be subject to disciplinary action.

1.15. Name and badges

The Facility issues name badges to all team members. These badges must be worn and visibly always displayed while on duty.

1.16. Personnel files

The Facility maintains the personnel files for each team member. This file includes information regarding employment records, performance reviews and other pertinent information concerning employment. Team members may review their personnel files by making a written request to the

human resource representative or designee, who will schedule a time to review the file upon acknowledgement from the Directors. Review of personnel files is limited to the team member and is not available to the team member's relatives or representatives. Timelines for access and release of records is governed by labor law.

When a team member disagrees with information in their personnel file, they may request copies of the disputed information may be removed from the file upon mutual agreement.

1.17 Appearance and uniforms

It is important all Facility team members project a positive, neat, professional image to our patients, families, and any other external or internal customers. This policy provides standards for dress and appearance to convey that image. Hairstyles, clothing, and jewelry are to conform to business, professional, and departmental standards. Senior leaders and/or executive directors may establish dress requirements as appropriate to their respective work-related duties. It is each team member's responsibility to know and abide by their departmental dress standards.

Policy:

Personal cleanliness:

Personal grooming is important. Hair, including facial hair (beards, mustaches, sideburns), is expected to be well-groomed and clean. Fingernail length must be professional and no create any health or safety risks. Team members in direct care positions should refer to department specific guidelines. In addition, each team member is expected to tend to his/her personal hygiene as part of their professional appearance as a team member of the Facility.

2. piercing/tattoos:

Some facial piercings and jewelry may create patient safety concerns. Small stud piercings are permitted. Management reserves the right to enforce removal of any piercing and jewelry deemed to be unsafe or unprofessional. Tattoos must be in good taste. Management reserves the right to require a team member to cover a tattoo deemed to be inappropriate. Team members should speak with their manager or human resource with any questions.

3. Clothing

Team members are not permitted to wear revealing attire or clothing that is too tight. Tops must be long enough to cover back and midriff when arms are raised above one's head. Athletic clothing, shorts, tank tops, sleeveless tops, exercise leggings, sweatpants, hats or logged t-shirts (other than approved Facility logoed shirts) is not acceptable attire at any time. Furthermore, tops and face masks may not contain symbols, political statements, or phrases (exception is any Facility logo). Head wear is prohibited except for religious or medical reason with prior approval from human resources. Please see the community-specific guideline regarding casual attire.

4 Footwear:

Footwear should be appropriate to the workplace in terms of appearance and team member safety. Shoes must be clean and in good condition with no holes or tears. Open-toed shoes are not to be worn by team members assigned to direct patient care as well as dietary and environmental services departments. In addition, direct care, dietary, and environmental services team members are expected to wear socks in patient care areas. Team members in non-clinical positions may wear workplace appropriate sandals or open toes shoes except for shower/beach wear type flip-flops or sandals. Management reserves the right to enforce removal of any footwear deemed to be unsafe or unprofessional.

5. Team member identification:

The Facility will provide a name badge which should be visibly always worn on the upper torso. A team member reporting to work without their badge must get a temporary badge before the start of the shift. If a team member sees an individual without a Facility badge, they should direct them to the concierge desk to get a temporary badge. If that individual does not cooperate, they should be reported immediately to a supervisor. The badge is property of the Facility and must be returned at termination or anytime upon request. The badge replacement cost is your responsibility, and you will be charged accordingly.

6. Fragrances

Heavy scented colognes, perfumes, and lotions must not be worn because many individuals have sensitivities and potential adverse reactions to them.

Note: aroma therapy diffusers may be used in appropriate designated areas. Individuals are expected to be respectful of co-workers and customers' potential sensitivity to fragrances.

7. compliance

The department manager is responsible for monitoring and enforcing this policy. Team members should see their supervisor regarding department / community specific guidelines. Any disregard for this policy or other department / community specific policies may result in disciplinary action.

8. Reasonable accommodation

The Facility will consider any requests for a deviation from this appearance policy based upon a disability or sincerely held religious belief in accordance with the applicable law.

1.18 Change of personal information

When you change your name, address or telephone number, or emergency contact telephone number, you must immediately notify the Facility's human resources department to keep the payroll and personnel file current. Any change in your family, dependent, or marital status must be communicated to human resources, as certain changes may affect payroll deductions and benefits coverage.

1.19 References

No information regarding employment, other than verification of job titles and dates of employment will be released in response to a verbal request for reference. In some circumstances, when written requests are submitted and team member has signed a release authorization, information related to a team member's salary / wages and job performance may be released. All request for information on current and former team members should be forwarded to human resources. You may not give personal or professional references about team member or former team member without prior authorization from human resources. The Facility accepts no responsibility for personal references given by its team members.

1.20 smoking

The Facility is a restricted-smoking community. Tobacco use, smoking, and simulated smoking are prohibited in company vehicles and on company premises, except during work breaks in designated outdoor smoking areas, if any. Smoking in undesignated areas may result in disciplinary action. This prohibition applies to all forms of tobacco use, smoking, or simulated smoking, including but not limited to cigarettes, cigars, pipes, smokeless tobacco, personal vaporizers, and electronic nicotine delivery system such as but not limited to e-cigarettes.

1.21. Solicitation and distribution procedures

You may not solicit for any non-Facility purpose or cause during working time. You may not post or distribute literature or public areas. This rule is established for the purpose of preventing interference with work and applies to team members doing the soliciting or distributing as well as team members being solicited or receiving distributions. Non-team members may not solicit team members or distribute literature on any the Facility premises at any time.

1.22 Phone calls and cell phones

You are prohibited from using a personal cell phone while on duty unless your job role requires it, cellular phones and other communication devices for personal use may be used only during break times and in designated break areas for emergency purposes only. Personal phone calls while on duty must be kept to a minimum and must not interfere with customer care. The private phones of patients may never be used for your personal calls.

1.23. Resignation

Unless you are subject to a collective bargaining agreement, you are employed at-will which means you are free to resign at any time, without notice and without cause. Likewise, the Facility reserves the right to terminate employment for any legal reason, without notice and without cause.

The Facility may initiate a termination because of unsatisfactory performance, unacceptable behavior, a layoff, or any other lawful reason it deems appropriate and is not required to provide notice of performance problems or other information in advance.

Although not required to do so because of the at will nature of your employment, you are asked to give your immediate supervisor written notice of resignation at least 2 weeks in advance. Doing so will give the department the opportunity to hire a replacement and have your work turned over in conscientious manner. If you are as supervisory or management level team member, the facility requests a 4 weeks' notice.

Upon the cessation of your employment, you must return all Facility property. The Facility property includes items used by you or in your possession including but not limited to the photo identification badge, name badge, keys, phones, pagers, company documents, and other confidential information. Your badge should be given to human resources or designee who will forward it to human resources. The Facility expects departing team members to continue to respect its confidential information after ending your employment. The team member's supervisor and human resource/site designee shall notify the information technology department of the date of your termination so your computer / phone access can be terminated.

You will receive information on how to contact the benefits manager. You will receive your final paycheck in accordance with applicable laws.

1.24 Conflicts of interest

The Facility has a policy of strict compliance with all applicable laws, rules, and regulations. In addition, the Facility expects team members to avoid influences, interest, or relationships that might adversely affects the Facility's business or distort a team member's business judgement. Business decisions should be based on the Facility's best interest and not the interest of any individual. As such, team members are expected to avoid any situation where the team member's personal interests could conflict with, or create the appearance of conflicting with, the interest of the Facility. It is not possible to develop a comprehensive list covering all conflicts of interest; however, the following are examples of activities which could be considered a conflict of Interest:

- Owning, directly or indirectly, substantial interest in, or providing services to, any outside concern that does business with the Facility or is in a competing business (excluding normal investment in publicly held companies).
- Holding outside employment that may interfere with a team member's duties to the Facility.
- Representing the Facility in any transaction with a person or organization in which you a member of your household, or another close relationship has a direct or indirect personal interest or may derive a benefit.
- Representing the Facility in any transaction with a person with whom, you, a member of your household or another close relationship with you is romantically involved.
- Competing directly or indirectly with the Facility.
- Improperly disclosing or using the Facility's confidential information or intellectual property.
- Taking advantage of any business opportunity which would rightfully belong to the Facility.
- Soliciting or accepting any bribe kickback intended to influence business conduct or;

- Soliciting any gifts from a business contact.

1.25 Nepotism

Relatives of the Facility team members will not be assigned to positions where actual or perceived conflicts may exist. For purposes of this policy, relatives include spouses / domestic partners, parents, children, siblings, grandparents, and the corresponding in-law and step relations.

1.25. Confidentiality; work product

Over time, the Facility has developed certain unique information, products, processes, and procedures which are an important part of our business. This trade secret or confidential business information is the property of the Facility. You may be provided with or have access to confidential or trade secret information of both the Facility and its customers during your employment, and you are expected to strictly maintain the confidentiality of such information both during your employment and after your employment ends.

While not exhaustive, the Facility's confidential information includes all non-public information or know-how in whatever form regarding the Facility, any affiliated entity, or any of their owners, directors, team members, customers, vendors, or other business relations which you learn or develop while employed by the Facility, including but not limited to trade secrets, inventions, intellectual property, financial information, and information relating to such matters as existing or contemplated products, services, insurance arrangements, profit margins, fee schedules, pricing, contract terms, design, processes, formulae, business plans, sales techniques, marketing techniques, training methods, manuals and materials, policies or practices related to business and other matters, computer databases, computer programs, software and other technology, customer lists, customer preferences or requirements, vendor lists, or supply information.

You are specifically prohibited from disclosing such information or using such information except as approved in advance by the Facility in the course of your employment duties to the facility. Team members who improperly use or disclose trade secrets or confidential business information may be subject to disciplinary action, up to and including termination of employment, as well as to legal action.

Unless there is a written contract with you to the contrary signed by the administrator, all rights in and ownership of any ideas, opportunities, or work product of any kind produced during your employment with the Facility, either alone or with others, belong to the Facility.

In addition to the policy, team members may be required to sign a separate confidentiality agreement with the Facility.

1.27 Use of recording and/or photographic devices

Team members may not use recording devices to record work related meetings or conversations or to take photos or videos of work colleagues or business contacts without the consent of all other participants. A team member may not record or take pictures of residents except where the team member's job duties expressly involve doing so or the Facility has given its explicit written permission. Please see the Facility's HIPAA policy for further information.

To this policy, the term recording devices shall include but not be limited to photographic cameras, digital cameras, video cameras, audio recordings, camera phones, and similar devices capable of recording visual and/or audio images.

1.28 Use of equipment

Equipment essential to accomplishing job duties is often expensive and may be difficult to replace. When using such equipment, you must exercise care, perform required maintenance, and follow all operating instructions and safety standards.

You must notify your supervisors if any equipment, machines, or tools appear to be damaged or defective. Prompt reporting of the need for repairs could prevent deterioration of equipment and possible injury to yourself or others. Supervisors can answer any questions about your responsibility for maintenance and of equipment used on the job. Intentional misuse or neglect of equipment may result in discipline.

1.29 Use electronics, internet, and email

To give you the proper tools to perform effectively and efficiently the Facility provides access to a computer network for team members. Team members have no expectation of privacy in their use of any facility computers, email, phones, and other property and information systems. The Facility reserves the right to review the use of any computer and to inspect email and internet use. In addition to word processing, spreadsheet programs, databases, and other software, users are or will be given access to the internet and email. This access is provided for the purpose of conducting business via email and/or the internet on behalf of the Facility.

It is permissible to use the internet for occasional personal purposes. This does not include uses requiring substantial expenditures of time, uses for profit, or uses that would otherwise violate the Facility's policy about team member time commitments, non-discrimination, conflicts of interest, inappropriate behavior, or use of company equipment. Team members may not use email or the internet to download software unless they comply with the Facility's established procedures to check all software for computer viruses. You must always obtain permission from the IT designee before downloading any software. You shall not use email to infringe the copyright or other intellectual property rights of third parties, to distribute defamatory, fraudulent, harassing or otherwise inappropriate messages, or to otherwise engage in any illegal or wrongful act.

You shall not send email or download internet information that contains material that may reasonably be considered offensive or disruptive to any team member.

Offensive content may include, but is not limited to sexual content or images, racial slurs, or any comments or images that would offend someone based on their race, color, creed, religion, ancestry, national origin, gender, sexual orientation, disability, age, marital status, status about public assistance, or any other protected class.

The authorized use or access of email, the internet, or other network systems is prohibited and may be grounds for disciplinary action, up to and including termination of employment.

The Facility reserves the right to monitor all team member email and internet usages as it sees fit to ensure compliance with this policy. In addition, the facility may access and disclose email messages or files of any team member in order to protect system security, fulfill company obligations, detect team member wrongdoing, comply with legal process, or protect the right or property of the facility.

1.30 Safety and security

It is important that the living and working environment at the Facility be safe and secure for everyone. To provide our customers with a safe home and our team with a safe working environment, the Facility will not tolerate violence. Violators will be subject to disciplinary actions, up to and including termination of employment.

Team members should not have any expectation of privacy in the workplace. In particular, the Facility reserves the right to inspect any person, locker, vehicle, package, purse, bag, briefcase, lunch box, or other possessions carried to, on, and from its property, and to question on persons on its premises. There may be surveillance of the premises by electronic equipment, including by residents or their family members as permitted by law or at walker's discretion. Inspections and surveillance may be done with or without prior notice.

If you do not cooperate with an investigation, inspection, or questioning, you may be subject to discipline, up to and including termination. If a team member sees an individual without a Facility badge, they should direct them to the concierge desk to get a temporary badge. If that individual does not cooperate, they should be reported immediately to a supervisor. The badge is property of the Facility and must be returned at termination or any time upon request. Badge replacement cost is your responsibility, and you will be charged accordingly.

The Facility strictly prohibits team members from having weapons of any type on company premises and at any company sponsored events. This includes visible and concealed weapons, even those for which the owner has obtained the necessary permits. While this list is not all inclusive, weapons include firearms, knives, any explosive materials, or any other objects that could be used to harass, intimidate, or injure another individual. If you violate this policy, you will be subject to disciplinary action, up to and including termination.

It is your responsibility to report any safety hazard or potential safety hazard immediately to your supervisor and/or to the director of environmental services to ensure the building environment remains safe. Your suggestions can be reported to a supervisor, member of the environmental services team.

1.31 Dishonesty and theft

The Facility does not condone nor tolerate dishonest conduct by any team member. Dishonest conduct includes, but is not limited to:

- Theft of any kind
- Use of customer or company property for personal business or gain; this includes but is not limited to computers, stationery and envelopes, postage, telephone service, office equipment, tools, funds, clothing, and food.
- Falsifying information in patient/resident/team member records
- Filing a false time record
- Providing false information to a supervisor or management
- Filing or making false reports
- Vandalism

If you have knowledge of theft or misappropriations of any sort, you must report immediately to your supervisor, administrator, executive director of housing, or the confidential corporate compliance hotline. If you fail to report such knowledge, you will be in violation of this practice and may be subject to discipline up to and including termination.

1.32 Drug and alcohol use

The Facility is committed to providing you and all team members with a safe, drug-free work environment. Use of non-prescribed drugs and alcohol during working hours, or otherwise being under the influence of them, is contrary to this commitment and therefore will not be tolerated. The Facility will follow its drug testing policy and guidelines in addressing any potential violation of this drug and alcohol policy. Substantiated violations may result in immediate termination. Reasonable suspicion means a basis for forming a belief based on specific facts and rational inferences drawn from those facts.

Substance abuse is defined as any identifiable behavior or incident that causes an observer to question whether a team member can perform their job. Examples of such behaviors include disorientation, emotional outbursts, stumbling, incoherent speech etc. Any team member who demonstrates behavior which raises the suspicion of drug or alcohol use while at any work may be required to undergo drug testing and may be suspended pending outcome of an investigation. The Facility prohibits the possession, sale, distribution, use, or being under the influence of non-prescribed, controlled substances or alcohol on the premises or while conducting work-related activities off the premises.

The use of non-prescribed substances (including alcohol) and / or illicit drugs is prohibited at any time:

- While on or in company property (buildings, car, etc).
- While performing company business; or
- During work hours, including meal breaks.

The use of illicit drugs is prohibited at any time. The Facility prohibits the possession, sale, distribution, or use of non-prescribed substances or alcohol on the premises or while conducting work-related activities off the premises.

1.33 Mandated reporting

All team members have an obligation to report any suspected abuse or neglect as described in the vulnerable adult act their supervisor, administrator, executive director of housing, or the corporate compliance officer. This includes physical abuse, sexual abuse, verbal abuse, mental abuse, misappropriation of resident property, involuntary seclusion, and neglect. In the event abuse or neglect is suspected, team members involved may be suspended pending investigation. If violations are substantiated, proper discipline will be issued, up to and including termination.

1.34. Investigations

From time to time, the Facility will need to investigate circumstances surrounding allegations of theft, resident or client abuse or neglect, harassment, and/or other unusual situations. The Facility conducts these investigations to ensure all conditions surrounding an event are considered prior to making any decision or taking any action.

During such an investigation, you may be contacted for an interview by a human resource representative. If you are contacted, you are expected to fully cooperate and share what information you know regarding the situation under investigation. Failing to cooperate may result in disciplinary action up to and including termination of employment.

You will be paid for any time spent in such an interview.

Team members may be suspended pending the outcome of an investigation.

The corporate compliance officer or a human resources representative may request in accordance with any applicable laws and / or regulations, a background check be conducted on any current team member in connection with the investigation of ant potential or alleged violation of this handbook.

1.35. Discipline and termination

You are personally responsible for your job performance. Your supervisor will coach and / or counsel you when your work performance is inadequate or there are infractions of the Facility's practices, procedures, and rules. Managers or supervisors may be subject to disciplinary action to the extent the circumstances of the violation reflect inadequate leadership or lack of diligence.

The Facility has established a progressive discipline process to improve performance and resolve problems. The discipline process may include but is not limited to a verbal warning, written warning, suspension(unpaid), and termination.

The Facility reserves the right to initiate the disciplinary process (up to and including termination) without prior offenses or warning, when necessary, to skip over any progressive discipline steps, and to administer discipline may begin at any step, and the steps may be employed in any order. When a team member's conduct is considered cause for discipline, the supervisor will inform him / her in written format. The team member will be asked to sign the notice and will be placed in the personnel file. See provision regarding personnel files.

As a matter of practice, if you are suspended, you are not to return to your work community or any other Facility community during your suspension without prior consent from your supervisor or a human resource representative. If you are terminated or suspended, you will be asked to turn in your badge any other Facility property, and you will be escorted from the premises.

The following is a non-exhaustive list of behaviors and misconduct which may result in disciplinary action up to and including termination of employment.

- Endangering the welfare of a resident, client, visitor, vendor, volunteer, or another team member, including but not limited to resident abuse or neglect as outlined in the outlined in the resident rights and vulnerable adult act.
- Leaving your department during working hours without permission of supervisor
- Failure to complete assigned duties.
- Creating or contributing to unsanitary conditions
- Lack of cooperation with co-workers and supervisors
- Violation of state or federal health regulations
- No calls / no shows
- Not following compliance manual
- Insubordination (refusal to follow the supervisor's direction)
- Soliciting or accepting tips or loans from residents
- Sexual harassment or harassment of any kind
- Failure to cooperate in an investigation.
- Unsatisfactory work performance
- Stopping work before time specified or overstaying rest or lunch periods.
- Failure to report a team member accident and / or injury to self or others.
- Failure to complete mandatory education.
- Disclosing confidential team member or resident information.
- Performing work duties while under the influence of drugs or alcohol.
- Engaging in acts of dishonesty, fraud, theft, or sabotage.
- Falsifying resident, client, team member, or vendor records.
- Disorderly, indecent, or unethical conduct or Facility premises or while on other business off premises.
- Failure to comply with company drug and alcohol testing policy.
- Willful damage to or misuse of property belonging to the Facility, other team members, or resident/ client.
- Conviction for violation of a criminal law in the conviction reflects unsuitability for the position, sleeping on duty.
- Falsifying employment application, timecards / sheets, or other employment documents.
- Failure to present documents to properly state law.
- Failure to maintain licensure, registration, or certification as required for the position.
- Job abandonment.
- Stealing company equipment's and documents.
- Failing to clock in or out.

