



EMPLOYEE HANDBOOK

Advanced Healthcare Management

800 4th Street SW
Magee, MS 39111
www.advhealthmgmt.com

FACILITY:

Employee Handbook

This Handbook is not a contract of employment.

REVISED January 19, 2017

This handbook supersedes all previous handbooks issued.

www.advhealthmgmt.com

Employee Portal Login: _____

WELCOME

I want to take this opportunity to thank you for joining our company. An interesting and challenging experience awaits you as an employee of one of our facilities. This Handbook has been prepared for you in an effort to answer some of the questions you may have concerning the facility. This Handbook is designed to serve as your guide during your employment with this facility. It describes some of our expectations from you and provides you with the foundation of our policies at this facility. Take the time to read through it completely, and retain it throughout your employment for your future reference.

If you have any questions about your employment or any of the information in this Handbook, please feel free to ask your supervisor, the administrator, or the Human Resources Department.

Sincerely,

A handwritten signature in dark ink, appearing to read "G. Bennett Hubbard, Jr.", with a stylized flourish at the end.

G. Bennett Hubbard, Jr.

President

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ABOUT THIS HANDBOOK

This Handbook is furnished to you in order to help acquaint you with this facility's workplace practices. It is not a contract between you and this facility; nor is it possible to specify in a Handbook every job requirement or disciplinary violation. Employment between you and this facility is at-will, meaning *either side* can terminate the employment relationship at any time, with or without a reason, and with or without notice. No officer, employee, or agent of the company has authority to make any promises that would change this at-will relationship, except in a written contract signed by the President of the company. Each copy of the Handbook is the property of this facility and is covered by the Confidentiality Policy set forth below. It is not to be copied or distributed for any business or commercial venture or shared with the facility's competitors, and if your employment terminates, it must be returned to the facility.

EQUAL EMPLOYMENT OPPORTUNITY

It is the policy of this facility to conduct business in a manner that does not Violate Title VII of the Civil Rights Act, Rehabilitation Act of 1973 (Section 504), or any other federal, state or local laws that prohibit discrimination in employment. No employment decisions at this facility are based on the individual's race, color, religion, age, gender, national origin, pregnancy, disability, genetic information, or veteran's status.

Reasonable accommodations will be made for disabilities and religious beliefs as required by law for employees or applicants, provided the individual is otherwise qualified to perform the duties connected with the job. By making a reasonable accommodation, we are not required to make the best accommodation possible or the one that the applicant or employee requests.

IMMIGRATION REFORM AND CONTROL ACT

All applicants accepting employment with this facility will be required to provide proof that they are legally eligible to work in the United States. In order to comply with this regulation, all employees must complete an Employment Eligibility Verification Form I-9 no later than the third day of employment. Supporting documents must be provided with the I-9. The Human Resources Department will maintain the I-9's and copies of the supporting documents for documentation and inspection purposes.

AGE

All applicants selected for employment with this facility must be at least eighteen (18) years of age.

HARASSMENT-FREE WORKPLACE

It is the policy that all of this facility's employees should be able to work in an environment free from all forms of harassment, including but not limited to sexual harassment. Harassment in any form, by any employee, visitor, or vendor, is unacceptable and expressly prohibited. Should any employee violate this policy, he/she will be subject to disciplinary action up to and including termination of employment.

Harassment does not refer to occasional comments of a socially acceptable nature. It refers to verbal, written, or physical behavior which has the purpose or effect of creating an intimidating, hostile, or offensive work environment; has the purpose or effect of unreasonably

interfering with an individual's work performance; or otherwise adversely affects an individual's employment opportunities. Appropriate performance reviews, counseling, or discipline by your supervisor do not constitute harassment.

Any employee who believes that they have been a victim of harassment is required to notify the facility Administrator. If for any reason the employee feels that they cannot discuss the matter with the Administrator, the employee is encouraged to call the President of Advanced Healthcare Management. All reported allegations of harassment, discrimination, or retaliation will be investigated promptly, thoroughly, and impartially. No employee of this facility who exercises their right to report an incident of harassment will be subject to retaliation.

DRUG-FREE WORKPLACE

This facility has a commitment to its employees to provide a safe, secure and productive workplace. In keeping with this philosophy, this facility has established a drug-free awareness program in accordance with the guidance and spirit of the Drug-Free Workplace Act of 1988. Since the safe and efficient performance of the employee's job is absolutely essential to this goal, employees' use of or impairment by drugs or alcohol poses a serious threat.

All facility employees are required to abide by this program. Employees shall not distribute, possess, manufacture, use or dispense illegal drugs at the facility. Employees are required to notify the Administrator of any criminal drug statute conviction no later than five days following the date of conviction.

All applicants who are offered employment with this facility are required to undergo a drug screen test. Refusal to take the test or a positive test result will result in the offer of employment being withdrawn.

Drug and alcohol screening for current employees will occur in the following circumstances: as part of an annual examination when required; when an employee is involved in a serious job-related injury or accident or major property damage accident; as part of a rehabilitation program; and if there is reasonable belief that an employee is impaired on the job, is in possession of illegal substances or alcohol, or has been using illegal substances or alcohol on the job or on this facility's premises. A verified drug test of a current employee may be grounds for discipline up to and including termination of employment. All such testing will be consistent with state law (see following section).

If you need help with a drug abuse problem, please speak with the Administrator, who can help you find counseling or a rehabilitation program.

DRUG AND ALCOHOL TESTING PROGRAM

You are hereby advised that this facility has implemented a drug and alcohol policy and conducts a testing program, pursuant to Sections 71-7-1, et al., of the Mississippi Code of 1972, Ann. (hereinafter referred to as "the Act"), and you are hereby advised of the existence of said Act.

All information, interviews, reports, statements, memoranda, and test results, written or otherwise, received by the facility through its drug and alcohol testing program are confidential communications and may not be used or received in evidence, obtained in discovery, or disclosed in any public or private proceedings, except in accordance with the Act and the Mississippi State Department of Health's regulations. Any information received by the facility pursuant to the Act and said regulations shall be the property of the employer. The facility shall not release to any person other than the employee or job applicant, or employer medical, supervisory, or other personnel, as designated by the facility on a need-to-know basis, information related to drug and alcohol

test results, unless: (a) the employee or job applicant has expressly, in writing, granted permission for the facility to release such information; (b) it is necessary to introduce a positive confirmed test result into an arbitration proceeding pursuant to a collective bargaining agreement, an administrative hearing under applicable state or local law, or a judicial proceeding, provided that information is relevant to the hearing or proceeding, or the information must be disclosed to a federal or state agency or other unit of the state or United States government as required under law, regulation, or order, or in accordance with compliance requirements of a state or federal contract, or disclosed to a drug-abuse rehabilitation program for the purpose of evaluation or treatment of an employee; or (c) there is a risk to public health and safety that can be minimized or prevented by the release of such information, provided, however, that unless such risk is immediate, a court order permitting the release shall be obtained prior to the release of the information. The confidentiality provisions provided for by the Act shall not apply to other parts of an employee's or job applicant's personnel or medical files. If an employee refuses to sign a written consent form for release of information to persons as permitted in the Act, the facility shall not be barred from discharging or disciplining the employee.

An employee or job applicant to be tested shall be given (1) a medication disclosure form to permit the employee or job applicant to disclose any non-prescription or prescription medications that have been taken within forty-five (45) days prior to being tested, and (2) a statement that the form shall be submitted directly to the employer's designated Medical Review Officer, ensuring that no person or entity has access to the information disclosed on the form other than the Medical Review Officer.

EMPLOYEE CLASSIFICATIONS

Full-time employees are those employees who are routinely scheduled to work at least 40 hours per week. Full-time employees are eligible for all company benefits. However, employees who work at least 30 hours a week are treated as full-time employees for purposes of health-insurance benefits.

Part-time employees are those employees who are routinely scheduled to work less than 40 hours per week. Part-time employees are not eligible for company benefits unless otherwise required by law.

PRN employees are those employees who are not routinely scheduled to work and who work their hours/shifts on an as-needed basis. PRN employees are not eligible for company benefits unless otherwise required by law. PRN employees who do not work at least every 90 days will be terminated from employment and will be required to re-apply for hire, except as may be otherwise required by law.

Temporary employees are those employees who are hired on a temporary basis (not to exceed 90 days). Temporary employees are not eligible for company benefits unless otherwise required by law.

EMPLOYMENT SELECTION PROCEDURES

Job openings that include a written job description and specific qualifications may be posted for 3 days to allow internal applicants to apply, at the discretion of the facility. If Human Resources does not find a suitable internal candidate, then the company will seek applicants from outside the company.

Applications must be filled out completely and signed. Applications that are not properly completed, not signed, or do not meet the minimum requirements for the position will not be considered. Resumes may be accepted in addition to, but not as a substitute for, an application.

Applications from unsuccessful candidates will be kept on file for 6 months and then destroyed.

Reference checks may be obtained by this facility in a written or telephonic manner. All reference/background checks will be completed in a manner consistent with state and federal regulations.

The interviewing supervisor may make an initial verbal offer of employment. Human Resources will notify those applicants who are interviewed and not selected.

LICENSURE/CERTIFICATION

If the position requires any licensure/certification, Human Resources will verify the license/certificate to ensure it is current and in good standing. It is the employee's responsibility to provide Human Resources with copies of new licenses promptly as they are renewed and to notify Human Resources of any changes in the status of a license. Failure to have a required license renewed will result in the employee being suspended without pay until the renewal is completed.

RE-EMPLOYMENT

Employees who leave the facility with proper notice and a good work record are welcome to re-apply for employment with this facility.

STAFFING

This facility is committed to providing the appropriate number of staff during all hours of operation to support its functions and to provide the appropriate care for its residents.

All departments will have written staffing plans relating to their areas. Department supervisors will ensure that the appropriate staff is working for the residents being served.

On some occasions a shift hold-over may be necessary to ensure that safe staffing levels are maintained on resident units. Facilities may require employees to remain on the resident care unit until appropriate personnel arrive. Should a situation arise when the unit is faced with unsafe staffing levels due to lateness, absenteeism, excessive call-ins, or inclement weather, the supervisor will be responsible for selecting employees from the previous shift to remain until personnel arrive to relieve them. Should an employee refuse to remain until relief arrives, he/she will be subject to disciplinary action up to and including termination of employment.

INCLEMENT WEATHER

During periods of inclement weather the Administrator can elect to go to emergency staffing patterns to ensure that the appropriate numbers of personnel are available during all hours of operation. Department supervisors are responsible for determining the required staff levels.

GENERAL ORIENTATION

Each facility will provide all new employees with orientation. This orientation will include at a minimum:

- Welcome/overview of facility operations
- Organization's mission, values and goals
- Employee health requirements
- Infection control
- Benefits overview
- Incident reporting/risk management
- Resident's rights
- Alleged abuse and neglect
- Confidentiality
- Employment policies and procedures
- This facility's corporate compliance Initiatives

- Drug-free workplace program
- Facility policy and procedures
- Safety program
- Performance improvement overview
- Timesheets and payroll
- Program overview
- Hazardous materials program
- Completion of required new employee paperwork
- Facility tour
- HIPAA regulations
- Fingerprint policy

Each employee will complete and sign a program evaluation form. It is the responsibility of the Administrator to ensure that all new employees participate in general orientation; the authority and coordination may be delegated, but not the responsibility.

DEPARTMENT ORIENTATION

It is the policy of this facility that each new employee completes a departmental/job specific orientation within the first three (3) days of entering a new position. Departmental orientation will be planned and implemented under the supervision of the Department supervisor. While each department orientation may differ, all department orientations will include at least the following:

- Welcome/Department introductions
- Work schedule review
- Review of job description and duties
- Department tour (include phones & restrooms)
- Location of facility Policy and Procedure Manual
- Location of facility Safety/Disaster Plan
- Complete reading of the Safety/Disaster Plan

- Review of Department policies and procedures
- Performance improvement/QA
- Required meetings

Every new employee will complete a department specific orientation form. The supervisor shall sign the form and forward it for inclusion in staff development records and personnel files.

It is the responsibility of the supervisor to ensure that all new employees participate in this orientation; the authority and coordination may be delegated, but not the responsibility.

DEPARTMENT TRANSFERS

Promotions/transfers shall require the approval of the Department heads of both affected Departments. Both supervisors shall mutually agree upon the effective date of the promotion/transfer (not to exceed 30 days from date of promotion/transfer). All job openings will be posted for 3 days, at the discretion of the facility. The posting will include a job description and required qualifications. Any employee who meets the qualifications for the position may apply. Human Resources will check the employee's qualifications to ensure they meet the minimum qualifications as posted. Those applications meeting the minimum qualifications will be passed on to the hiring supervisor, and those not meeting the will be returned to the applicant with an explanation as to why the application was returned.

Effective dates for promotions/transfers/demotions and pay increases will coincide with the first day of a pay period. All promotions/transfers/demotions require the approval of the Administrator. Demotions are discouraged unless it is documented that such action benefits both the employee and this facility. Note that an employee promoted or demoted to a new position enters a new introductory period as set forth herein.

LENGTH OF SERVICE

Length of service is determined from the latest date of employment. If a break in employment is less than thirty (30) days, the original date of employment will be counted. Length of service will be considered in scheduling vacations and holidays. When all other qualifications are equal, length of service will be considered in promotions/transfers.

PERSONNEL RECORDS

Personnel records are maintained by and stored in the Human Resources Department. These files are the property of the facility. Employees may make arrangements to view their files. This will take place in Human Resources and under the direction of Human Resources staff. **The employee is not permitted to view reference checks.** An employee's supervisor, the Administrator or the President may also view the employee file for purposes of writing evaluations and disciplinary actions and making personnel decisions related to transfers, promotions, demotions, or layoffs. However, no other staff will be permitted to view personnel files. Former employees are not entitled to view or copy their personnel files.

The following information may be released in response to oral reference checks:

- Dates of employment
- Positions held
- Location/Department

Wage information may be released to a third party only following receipt of a written request for wage information and a signed release from the employee.

It is the employee's responsibility to keep Human Resources informed of their current name, address and contact information.

PERFORMANCE EVALUATIONS

Supervisors are responsible for conducting thorough and impartial performance reviews and employee evaluations as needed. Special evaluations may be done to facilitate promotions and provide recognition or for disciplinary reasons. Salary increases are based on performance evaluations, but are always at the discretion of the employer.

HOLIDAYS

Following six (6) months of full-time employment, employees will be eligible for the following paid holidays:

New Year's Day	Labor Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day
Birthday	

Eligible employees who work an observed holiday will receive either a scheduled day off or an extra day of pay. All holiday pay is at the normal rate of pay. (Employees on an unpaid leave of absence will not receive holiday pay for holidays during the leave.) Employees whose birthday falls on one of the listed holidays may arrange with their supervisors to take off a different day. Nothing in this policy should be construed to mean that exempt employees will have their salaries reduced for holidays. Individual facilities may offer additional holidays, please consult with your supervisor for information regarding national holidays not listed above.

VACATION

Paid vacation benefits are earned by full-time employees based upon their length of full-time service: In the event that available vacation days are not used during the vacation period in which they are granted, up to 40 hours of the employee's total unused hours may be rolled over into the following year's vacation period. Any surplus days accrued but not used in excess of that number will be deemed voluntarily forfeited.

After one year, earned vacation time is ten (10) days (.0384).

After ten years, earned vacation time is fifteen (15) days (.0576).

After twenty years, earned vacation time is twenty (20) days (.0769).

The vacation period runs each January 15 through December 15. Full-time employees hired in the months of November, December or January, or employees who become full-time during this period, will be eligible for vacation the following January-December cycle.

When possible, vacations are scheduled as requested by the employee, subject to the needs of this facility to ensure adequate coverage and balance various other requests. If a conflict arises between two or more employees in scheduling vacations, the employee who first requested the time off will take preference, as long as proper service coverage can be maintained.

If employment is terminated, any accrued but unused vacation leave that has been earned through the last day of active employment will be paid at the employee's base rate of pay at termination. In the event of the employee's death, any accrued but unused vacation time will be paid to the employee's estate or designated beneficiary.

SICK LEAVE

Sick leave benefits are provided to full-time employees and begin accruing after six months of full-time employment at the rate of four hours per month, accruing on the first calendar day of each month, up to a maximum of 48 hours. Unused sick leave will not be carried over from one twelve-month period to the next. Unpaid leaves of absence do not accrue sick leave. Sick leave may be used only for the employee's illness; see also the following section on the FMLA. Unlike vacation time, accrued sick leave is not paid out in the event of an employee's termination or death.

Sick leave begins on the first working day of an illness and is paid when a doctor's excuse is presented at the supervisor's discretion; (an excuse may not be required for one sick day.) After missing three working days in a row, a doctor's excuse is required prior to the employee returning to work. If an employee is off work due to an injury, the employee must present a doctor's excuse allowing them to return to work.

FAMILY AND MEDICAL LEAVE ACT (FMLA)

Employees of this facility are eligible for family and medical leave if they work at (or within 75 miles of) a facility location where at least 50 employees are employed, have at least 12 months of service, and have worked at least 1,250 hours within the preceding 12-month period. If eligible, an employee may be able to take up to 12 weeks of unpaid leave during a 12-month period (calculated from the date the employee completed their first 12 months of service) for the following reasons:

- The birth of a child or to care for a child within the first 12 months after birth
- The placement of a child with the employee for adoption or foster care and to bond with and care for the child (within the first 12 months after placement)

- To care for a spouse, child, or parent who has a serious health condition
- For a serious health condition that makes the employee unable to perform the functions of his/her position
- If the employee experiences a qualifying exigency that arises out of the fact that a spouse, parent, or child has been called to or is on active military duty as a member of the National Guard or military reserves

Military Caregiver Leave. In addition, an employee who is the spouse, parent, child, or next of kin of a current member of the armed forces (including the regular armed forces) who was injured while on active duty may be eligible for up to 26 weeks of FMLA leave in a 12-month period, including the types of leave listed above.

Notice of Leave. When requesting leave, the employee must:

- Supply sufficient information for this facility to be aware that the FMLA may apply to the leave request, as well as information regarding the anticipated timing and duration of leave
- Provide notice of the need for leave at least 30 days in advance (if foreseeable) or as soon as practicable (if unforeseeable)
- Cooperate with all requests for information regarding whether absences are FMLA-qualifying
- Comply with this Handbook's regular provisions regarding notice of an absence from work (see "Attendance")

Failure to comply may result in leave being delayed or denied.

Intermittent Leave. When medically necessary, employees may take FMLA leave intermittently or on a reduced schedule basis for their own serious health condition, the serious health condition of a family member, or for military caregiver leave. Employees are required to

cooperate with their Administrator to arrange reduced work schedules or intermittent leave so as to minimize disruption of business operations.

Qualifying emergency (exigency) leave may be taken intermittently without regard to medical necessity or disruption of business operations.

Leave because of the birth or adoption of a child may not be taken intermittently and must be completed within the 12-month period beginning on the date of birth or placement of the child.

Medical and Other Certifications. Employees will be required to provide a medical certification if the leave request is 1) for the employee's own serious health condition, 2) to care for a family member's serious health condition, or 3) military caregiver leave. Failure to provide the requested certification in a timely manner (no more than 15 days after request) may result in denial of the leave until it is provided. If an employee refuses to provide a certification, his/her leave request may be denied and the employee may be subject to disciplinary action.

This facility, at its expense, may require a medical examination by a health care provider of its own choosing if it has a reasonable question regarding the medical certification provided by the employee. In lieu of a second opinion, this facility may contact the health care provider directly to clarify or authenticate a medical certification, including certifications for military caregiver leave. Second opinions will not be required for military caregiver leave.

Separate certification may also be required regarding the nature of the family member's military service and/or the existence of a qualifying exigency.

Fitness for Duty Certifications. Because this facility wishes to ensure the well-being of all employees, any employee returning from FMLA

leave for his/her own serious health condition will need to provide a Fitness for Duty (FFD) certification signed by his/her health care provider. An employee who fails to provide an FFD certification will be prohibited from returning to work until it is provided. An employee who fails to provide an FFD certification may be disciplined or terminated.

FFD certifications may be required when an employee returns from intermittent FMLA leave if serious concerns exist regarding the employee's ability to resume his/her duties safely.

Maintenance of Benefits. This facility will maintain health care benefits for the employee while on FMLA leave, but the employee is responsible for timely paying the normal monthly contribution.

Concurrent Leave. Employees must use any accumulated sick leave or vacation time to the extent available during FMLA leave unless such leave is covered under workers' compensation, in which case the employee may use accumulated leave time only for the purpose of satisfying any waiting period. Absences in excess of these accumulated days will be treated as FMLA leave without pay.

Married Couples Who Work for this facility. If an employee and his/her spouse both work for this facility, they are both eligible for leave. The employee couple may be limited to a combined total of 12 weeks of FMLA leave in a 12-month period if the leave is taken for:

- The birth, adoption, or foster placement of a child
- To care for and bond with such child who does not suffer from a serious health condition
- To care for a parent with a serious health condition
- A combination of the above

For military caregiver leave, the employee and employee spouse may be limited to a combined total of 26 weeks of leave in a 12-month period, including the types of leave listed above in this paragraph.

Return from Leave. Upon return from leave, the employee will be restored to his/her original position or an equivalent one. An employee who fails to return at the end of FMLA leave will in most cases be considered to have voluntarily resigned his/her position with this facility unless they are entitled to additional leave as a reasonable accommodation under the Americans with Disabilities Act.

State and Local Laws. When state and local laws offer more protection or benefits, the protection or benefits provided by those laws will apply.

BEREAVEMENT LEAVE (Funeral Leave)

Bereavement Leave may be granted to full-time employees who have completed three months of employment. Bereavement Leave will be paid for a maximum of three days. Additional days may be taken as vacation or unpaid personal leave if approved by the supervisor.

Bereavement Leave may only be approved following the death of an immediate family member. Immediate family members for the purposes of this policy are defined as: spouse, child (or step-child), mother, father, brother, sister, mother-in-law, father-in-law, son-in-law, daughter-in-law, step-parent, grandchild, grandparents, or any other relatives who live in the employee's home. Verification of death may be required upon the supervisor's request.

MILITARY LEAVE

This facility will abide by all the provisions of the Uniformed Services Employment and Re-employment Rights Act (USERRA) and will grant military leave to all eligible full-time and part-time employees. Military leave may be granted to full-time and part-time employees for a period

of four years plus a one-year voluntary extension of active duty (five years total) if this is at the request and for the convenience of the United States government.

As with any leave of absence, employees must provide advance notice to their supervisor of their intent to take a military leave and must provide appropriate documentation, unless giving such notice is impossible, unreasonable, or precluded by military necessity.

An employee's salary will not continue during a military leave unless required by law. However, employees may request to use any vacation time accrued during military leave. Benefit coverage will continue for 31 days as long as employees pay their normal portion of the cost of benefits. For leaves lasting longer than 31 days, employees will be eligible to continue health benefits under COBRA and will be required to pay 102 percent of the total cost of their health benefits if they wish to continue benefits.

Upon return from military leave, employees will be reinstated with the same seniority, pay, status, and benefit rights that they would have had if they had worked continuously. Employees must re-apply for employment within 90 days of discharge from the military, provide a certificate of satisfactory service if discharged from the service, and be able to perform the essential job functions of the position. Employees who fail to report for work within the prescribed time after completion of military service will be considered to have voluntarily terminated their employment.

If employees are reservists in any branch of the Armed Forces or members of the National Guard, they will be granted time off for military training. However, employees may elect to have their reserve duty period be considered as vacation time to the extent they have such time available.

JURY DUTY LEAVE

All employees will be excused from work if they are called for jury duty or subpoenaed to appear in court as a witness. In order to receive this benefit, the employee must inform their supervisor as soon as the notice or subpoena is received. Employees are expected to report back to work immediately after being excused from service, including the remainder of the day for which they are excused, if applicable. Employees will be paid their regular rate of pay for any time lost from work and may keep any jury or witness pay. Third-shift employees will be released from work early with pay so they may serve the following day.

RETIREMENT AND SAVINGS PLAN

This facility offers eligible full-time employees the opportunity to participate in a 401K plan. Human Resources will notify the employee when he/she becomes eligible to sign up for the plan. The employee will be provided with all the necessary information as well as the time frames for signing up.

STAFF EDUCATION AND DEVELOPMENT

It is the policy of this facility to recognize its responsibility to develop its personnel in ways that ensure they are able to meet the facility's mission and effectively carry out their work. The facility will ensure that appropriate orientation, training and staff development programs are provided for all administrative, clinical, and support personnel. Staff development activities are designed to meet needs identified in the performance improvement process.

Staff Development shall coordinate, document and maintain records of training programs and seminars including, but not limited to, orientation, initial training and ongoing training for all staff. Records of

attendance and participation shall be maintained in the employee's personnel file. Employees requesting attendance at seminars and conferences should see their supervisor for directions on submitting requests.

HOURS OF WORK AND OVERTIME

This facility adheres to all applicable federal and state laws regarding hours of work and overtime pay. Just as it is this facility's policy to pay employees for hours worked, employees must not expose this facility to potential liability for overtime by working longer than their assigned shifts without permission from their supervisor.

Overtime. Nonexempt employees who exceed 40 hours of work time in a workweek will be paid time and one half. Paid leave, such as holiday, sick or vacation pay, does not apply toward work time. Employees should ask Human Resources if they are unsure whether they have nonexempt status.

Supervisors are required to obtain approval from managers prior to the use of overtime. Employees who anticipate the need for overtime to complete the week's work must notify the supervisor in advance and obtain approval before working hours that extend beyond their normal schedule.

During busy periods employees may be required to work extended hours, such as to ensure proper staffing levels.

Meal and rest breaks. The scheduling of meal periods at this facility is set by the employee's immediate supervisor with the goal of providing the least possible disruption to company operations and patient care.

Employee meal periods are important to company productivity and employee health. Employees working at least six consecutive hours will be provided a meal break not to exceed 60 minutes. The meal period

will not be included in the total hours of work per day and is not compensable. Nonexempt employees are to be completely relieved of all job duties while on meal breaks and must clock out for meal periods.

Salaried employees, as they are paid a weekly salary regardless of the hours they work, may choose to take breaks as needed. Nonexempt employees are permitted a 15-minute rest break for each four hours of work. Nonexempt employees on rest breaks are not required to clock in and clock out because this time is considered “time worked” and is compensable.

Neither the lunch period nor the rest break(s) may be used to account for an employee’s late arrival or early departure or to cover time off for other purposes. For example, rest breaks may not be accumulated to extend a meal period, and rest breaks may not be combined to allow one half-hour long break.

IMPROPER PAY DEDUCTIONS FOR EXEMPT EMPLOYEES

The facility complies with the salary basis requirements of the Fair Labor Standards Act (FLSA) and does not make improper deductions from the salaries of exempt employees as that status is defined in the FLSA.

Under some circumstances, deductions from the salaries of exempt employees are allowed. These circumstances include:

- When an exempt employee is absent from work for one or more full days for personal reasons other than sickness or disability
- When an exempt employee is absent from work for one or more full days due to sickness or disability, if the deduction is made in accordance with a bona fide plan, policy, or practice of providing compensation for salary lost due to illness

- To offset amounts received as witness or jury fees, or for military pay
- For unpaid disciplinary suspensions of one or more full days imposed in good faith for workplace conduct rule infractions

Also, an employer is not required to pay the full salary in the initial or terminal weeks of employment; for weeks in which an exempt employee takes unpaid leave under the FMLA; or for penalties imposed in good faith for infractions of safety rules of major significance. In these circumstances, either partial-day or full-day deductions may be made.

What to do if an improper deduction occurs: If you are an exempt employee and believe that an improper deduction has been made to your salary, you should immediately report this information to your supervisor. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has been made, you will be promptly reimbursed for any such deduction.

ATTENDANCE (ABSENTEEISM & TARDINESS)

It is expected that all employees will report to work and be prepared to work as scheduled. Failure to maintain an attendance pattern satisfactory to the administrator will result in disciplinary action up to and including termination of employment. Under no circumstances will an absence be excused if the employee did not notify the facility in advance. Notification of an absence must be made at least two hours before the scheduled shift. Notification of an absence must be reported by the employee and not by spouses, children, or other individuals.

Any unexcused absence may be grounds for termination of employment, at the administrator's discretion. Any employee who misses one consecutive scheduled work shift and does not call in will be considered to have abandoned their job, and to have terminated their

employment. Reinstatement will be considered on a case-by-case basis. Exceptions, if any, will be documented and approved by the Administrator.

EMPLOYMENT OF RELATIVES OR DOMESTIC PARTNERS

This facility does not encourage relatives or domestic partners working at the same facility.

Relatives and domestic partners must be screened and selected for openings by the same standards as all other applicants. Employees will not be placed in a Department or on a shift where they would have supervisory authority over any relative or domestic partner. Employees must not be placed or transferred into any department where another relative or domestic partner is employed. When employees become related by marriage or become domestic partners after they are employed, they may continue employment as restricted above. If both employees are in the same department or unit of a department, the employee with the least seniority will be transferred from the department at the earliest possible date. If this is not feasible or possible, the matter will be reported to the administrator for resolution.

When a relative or domestic partner of an employee is hired, he/she will be counseled by his/her supervisor to maintain department integrity. The employee will be expected to work within the chain of command and not make improper use of his or her personal relation to the relative or domestic partner. The workplace relationship should not be distorted by the personal relationship.

CONFLICT OF INTEREST

Employees must not engage in any activities, transactions, or relationships that are incompatible with the impartial, objective and effective performance of their duties. Examples of matters or

relationships that could create a conflict of interest include, but are not limited to, when an employee or his/her immediate family member accepts or solicits gifts or money from parties that are involved in transactions with this facility; accepts or solicits money or gifts in exchange for exercise of official duties; accepts employment that requires the disclosure or release of this facility's confidential information; or accepts employment or compensation that could reasonably be expected to impair independence of judgment in the performance of official duties. If you are unsure of your position in any transaction, feel free to contact your Administrator for guidance. Alleged violations of this policy should be communicated confidentially and preferably in writing, to the Administrator. Measures will be taken to ensure that no adverse action is taken, either directly or indirectly, against a complainant making allegations in good faith.

CONFIDENTIALITY

The release of information, whether intentional or unintentional, can injure the company. Confidential information includes, but is not limited to, information about residents and about this facility's policies and procedures. Confidential information should never be disclosed to any company or individual, including other employees, without proper authorization. Any breach of confidentiality will be taken very seriously and may subject the employee to termination of employment and/or legal action. If you are unsure whether something is confidential, please talk with your supervisor or a member of management who can answer your question.

SOLICITATION, DISTRIBUTION AND ACCESS

Employees may not solicit or distribute (including, but not limited to, literature of any kind) during working time for any purpose in the working areas of the facility. Working time includes both the working

time of the employee to whom the soliciting or distributing is being directed, as well as the employee doing the soliciting or distributing.

MEDIA RELATIONS

All requests for information, statements, etc. from any media source are to be reported to the Administrator, immediately. Employees are advised to refer all requests for interviews, information, statements, etc. to the Administrator for release. You should allow the Company to respond to any questions.

INFORMATION SYSTEMS PRIVACY

Information systems are not to be used in a way that may be disruptive, offensive to others, harmful to morale, or that wastes Company time and resources. There is to be no display or transmission of sexually explicit images, messages, or cartoons, or any transmission or use of information system communications that contains ethnic slurs, racial epithets, or anything that may be construed as harassment or disparagement of others based on their race, national origin, gender, sexual orientation, age disability, religious or political beliefs, or any other protected characteristic. Playing computer games is not permitted. Violation of this policy will result in disciplinary action. All email and voice messages are Company property. This facility reserves the right to monitor all use of the Company's information system.

SOCIAL MEDIA

We recognize that many facility employees use social media accounts (such as, but not limited to, Facebook, Twitter, and Instagram). Use of such accounts is personal activity and thus generally not acceptable during a shift, any more than reading a book or magazine would be.

This Handbook's confidentiality policy extends to social media. Because the facility has a duty to protect residents from the unauthorized release of their protected health information, no employee should ever post anything that could be used to identify a resident, such as first or last name, age, location, unique health conditions, or any other personal or identifiable patient health or financial information. Sharing such information with a resident's family or friends via social media is not allowed without the written authorization of the facility administrator. Please respect the residents' right to privacy, and remember that once anything is shared on the internet, control is lost of who can see and redistribute it.

Employees absolutely must never post photographs of residents, with or without the resident's verbal consent. Consent for a resident to be photographed has to be cleared through the facility's administrator. Nurses, nurse's aides, and other facility staff are not authorized to obtain residents' consent to be photographed for social media.

Employees are reminded to consider the impression that they create about themselves and the company when they post information relating to or identifying the company or its employees on any electronic medium. Failure to act responsibly may have a detrimental effect on the company, its employees or others. Employees should not give the incorrect expression that their personal social media accounts are the official voices of the facility.

Employees should remember that they have no expectation of privacy in information sent over company email, internet, or phones. Company equipment should not be used for social media.

Employees must respect all copyright and intellectual-property laws. For the Employer's protection as well as your own, it is critical that you show proper respect for the laws governing copyright and the fair use of copyrighted material owned by others, trademarks, and other

intellectual property, including the facility's own copyrights, trademarks, and brands.

TEMPORARY AGENCIES

It is the policy of this facility to not use temporary agencies for staffing unless it is necessary to do so in order to meet required hours of resident care, and there is not enough facility staff available to meet the required hours.

Temporary agencies will be required to furnish all required background checks on temporary staff prior to the staff being assigned any duties.

PERSONAL APPEARANCE STANDARDS

Employees are required to wear professional, practical attire and are responsible for keeping it in good repair. Licensed nursing employees are to dress in a professional uniform. All employees are required to appear neat, clean and well groomed, including trimmed nails and no excessive jewelry. Excessive jewelry is any item other than a wedding ring and a watch.

Issued uniforms are the property of this facility. If employment ends, these uniforms must be returned to the facility. The pro-rated costs for non-returned uniforms may be deducted from the employee's final paycheck.

Employees may be required to wear a nametag or identification badge while working. Broken or lost facility provided badges will be replaced for \$5.00.

TOBACCO-FREE WORKPLACE

Because this facility is dedicated to providing a healthy work environment for its employees, tobacco use (smoking, chewing or

dipping tobacco, e-cigarettes, vaping) is not allowed in the workplace or on business property.

To maintain good relations with neighboring property owners, employees must refrain from the use of tobacco products on any neighboring properties (indoor or outdoor) and on neighboring streets.

Employees must also refrain from tobacco use when working outside the office or during business travel. Employees receiving visitors and vendors must ensure that their visitors/vendors understand and adhere to the tobacco-free work place policy.

Employees who disregard the tobacco-free policy will be subject to disciplinary action.

MEAL/REST BREAK

Employees receive a 15-minute paid break during each shift at established times unless job conditions do not permit. Employees on the day and evening shifts are required to take an unpaid 30-minute meal break at established times. The night shift is excluded from the meal break. This provision does not apply to employees exempt under the Fair Labor Standards Act. See also the “Hours of Work and Overtime” policy, above.

USE OF FACILITY VEHICLES

Employees whose duties require the operation of a company-owned vehicle on this facility business are required to possess a valid driver’s license. All charges associated with maintaining the vehicle, gas, oil, etc, will be paid by this facility. Parking tickets, speeding tickets or other moving violations will be paid by the employee-driver and may expose the employee-driver to disciplinary action as well. In the event of a

moving violation or accident, employees are expected to fully cooperate with authorities and notify the facility immediately.

Employee-drivers are prohibited from using cell phones for any purpose while the vehicle is in motion.

BULLETIN BOARDS

Bulletin boards are used by the facility to keep employees informed of changes in operations, policies, procedures, internal job postings, and other business related information. It is each employee's responsibility to familiarize themselves with the locations of the facility's bulletin boards and to review their content often. Employees should not post on bulletin boards without a supervisor's approval.

OUTSIDE REQUESTS FOR INFORMATION OR TESTIMONY

It is the policy of this facility that no employee is to make a signed, recorded, or verbal statement to outside parties regarding any resident's treatment without the knowledge and consent of the Administrator. If the employee receives a request for information or testimony, the request must be forwarded to the Administrator for action.

EMPLOYEE COMPLAINT

This policy is designed to address employment-related concerns and questions. The employee is encouraged to first raise any questions/concerns with their immediate supervisor. The supervisor will normally respond to the question within three working days. If the employee is not satisfied with the supervisor's response, the employee may put the complaint/question in written format and submit it to the Department Head, who will make every effort to respond within three working days. If the response is not to the employee's satisfaction, the employee may address the issue to the Administrator in person. The

decision of the Administrator is final. The process may be stopped at any time if the employee feels the issue has been satisfactorily resolved or if the employee fails to take the issue to the next step in the process.

EMPLOYEE DISCIPLINE

If corrective action is warranted, the type of discipline will be determined on a case-by-case basis according to the nature of the circumstance surrounding the problem. Each facility will follow these guidelines at a minimum. Set forth below are some **examples** of conduct which may result in discipline. This list is not intended to be all inclusive and should not be construed as such.

- Possession of weapons, firearms, or explosives on the premises (except firearms kept in a locked vehicle on the premises, to the extent allowed by law)
- Threatening, intimidating, coercing, or abusing staff, residents, visitors or others
- Acts of conduct detrimental to resident care or facility operation that result in neglect or abuse of any resident
- Possession, consumption, or being under the influence of intoxicants, narcotics or non-prescribed drugs on the premises
- Breach of confidentiality
- Omission or falsification of information on any official facility document or verbally to a member of management
- Intentional violation of this facility Corporate Compliance Standards of Conduct
- Failure to report an on-the-job accident
- Refusal to work, without sufficient reason, when needed for emergency call-ins, disaster, resident emergency, etc.
- Theft
- Failure to follow instructions
- Not performing job duties

- Sleeping on the job
- Altering, adjusting or falsification of time records
- Excessive excused absenteeism and/or tardiness
- Failure to use time reporting system in the prescribed manner
- Damage to facility property
- An act of harassment
- Negligence, including leaving duty station without authorization
- An unexcused absence
- Interfering with, or purposeful distraction of, another employee in the performance of his/her work
- Use of demeaning, vulgar, or abusive language
- Creating or contributing to unsanitary conditions
- Gambling on facility property
- Eating food prepared for or intended for residents
- Work performance not up to established standards
- Conviction of a felony
- Violation of any requirement set forth in this Handbook

If the Company determines it should take disciplinary action, the Company in its sole and absolute discretion may choose the best course of discipline. The Company may choose any course of action, including, but not limited to, suspending the employee without pay, suspending the employee with or without pay pending an investigation, or discharging the employee.

TERMINATION OF EMPLOYMENT

Because employment is based on mutual consent and is at will, either the employee or the employer may terminate the employment relationship at any time, with or without reason. Notice to this facility is not required before an employee may leave employment here; however, failure to give at least ten business days' advance notice will be considered if the employee re-applies to this facility in future.

Final pay will be paid out in accordance with applicable state and federal laws. Employees may have the option to continue health insurance. For information on COBRA insurance benefits, please see Human Resources.

UNAUTHORIZED LEAVE FROM WORK AREA

Authorized leave occurs when the employee has the supervisor's permission to leave the work area. Unauthorized leave occurs when the employee leaves the work area without being relieved by the oncoming shift and without the permission of the supervisor. Employees are to remain on duty until they are either relieved by the oncoming shift or released from work by their supervisor. Unauthorized leave risks jeopardizing patient care and may result in disciplinary action up to and including termination of employment.

THEFT OF COMPANY OR PERSONAL PROPERTY

Theft of Company or personal property will subject the individual to disciplinary action up to and including termination of employment, notification of local authorities, and possible criminal prosecution.

RESIDENT CARE

The Company has a duty to provide resident care, including treatment, consistent with its mission. Therefore, care will be provided to residents in need, without regard to race, color, religion, age, sex, national origin, sexual orientation, or disability. Employee requests to be excused from participating in an aspect of resident care or treatment due to appropriately justified cultural values, ethics, or religious beliefs will not be granted if such an accommodation will negatively affect the care of the resident.

PAY PRACTICES

Deductions from payroll checks will be based on those items required by applicable state and federal law, as well as those deductions authorized by the employee. Employees who have payroll deductions for benefits or other reasons have a duty to monitor their deductions and promptly report any deductions they believe to be in error.

All non-exempt employees are required to keep a record of their time worked by use of a time sheet or time clock. All non-exempt employees will clock in and out when entering and leaving the building unless they are leaving the building on Company business. Compensatory time off in lieu of payment for hours worked shall not be permitted. All employees will be paid every two weeks.

This provision as it relates to overtime and time keeping shall not apply to those employees exempt under the Fair Labor Standards Act.

EMPLOYEE HEALTH STANDARDS

All new employees are required to have a physical examination indicating that they are suitable for performing the job they are being hired to perform. Employees are required to have physicals on an annual basis. Employees are also required to have a negative tuberculosis test prior to employment and annually thereafter. An employee is not to work while afflicted with any infected boil, wound, or any other infection which could be transmitted through regular work contact. All employees must report to their supervisor any incidence of infection or communicable disease, excluding HIV. If an employee is required to leave work due to an infectious disease, he/she must get a note from his/her physician clearing the employee to return to work.

HEPATITIS B VACCINATION PROGRAM

In keeping with those requirements set forth by OSHA, it is the policy of this facility to offer, free of charge, the complete hepatitis B vaccination series to all employees in direct care, dietary and environmental services at time of hire. Employees have the right to refuse to take the immunizations but must sign a declination form stating this desire. If the employee has completed the series of immunizations within the last five years, a blood test can be done to ensure the immunization series was successful.

WORKERS' COMPENSATION

This facility provides workers' compensation coverage to all employees according to relevant state statutes.

Regardless of their nature or severity, all injuries incurred while on the job must be reported immediately to the employee's supervisor. Any employee who fails to report an injury during the shift in which the injury incurred may be subject to disciplinary action. Federal law prohibits this facility from retaliation against any employee for compliance with this reporting requirement.

Within twelve hours after the injury, the employee's supervisor must complete an Employee Accident Report. If the injury causes the employee to miss work for more than a day, the Human Resources Representative must complete and process the required reporting form for the state. If the injury requires outside medical attention, the employee must provide the physician with a Physician Statement/Work Release form. This form must be completed each time the employee sees a physician while remaining off work. While on workers compensation and not working, employees will not accrue any vacation or sick time, but will continue to accrue seniority. Employees on workers compensation must pay the premiums for their health insurance

coverage. Failure to pay these premiums may result in the employee's health insurance being cancelled.

Employees who are determined to have violated statutes concerning workers compensation are subject to disciplinary action up to and including termination of employment.

Employees released by their physician for modified duty may be placed in a temporary position at their pre-injury pay rate pending the outcome of their case. The employee can opt to utilize their Family Medical Leave rather than returning to work on modified status. When employees are released to full duty, they may be returned to their prior position if it is currently available. If the position is not available, Human Resources will inform the employee of any alternate positions which may be open. The employee will proceed through the regular interview process. If an alternative position is offered and accepted, the employee will be paid according to the pay scale of the new position. Employees wishing to resign while on workers compensation are permitted to do so.

COMPLIANCE WITH FEDERAL AND STATE LAWS

It is the intent of this facility to aid those associated with this facility in the realization of the high standards of integrity and quality services to our residents. The leadership of this facility is dedicated to compliance with all applicable laws and regulations, and with the requirements of federal, state and private payer plans with which we work, as well as to the highest standards of professional responsibility. To achieve these goals, this facility holds its employees to the following Standards of Conduct:

- Resident Rights: This facility adheres to the principles that residents are to be treated with respect and dignity, that each resident has the right to determine his or her choice of provider

and institutions, and that all residents are to be equally and fairly treated in the provision of care.

- Payments and Discounts: The receipt of payments, discounts, or gifts that may be considered remuneration for referral of residents is strictly prohibited. The payment or receipt of such remuneration is barred by law for the purchase, lease, ordering, or recommending of any goods, facilities, services, or items.
- Kickbacks: Any payment that can be considered a kickback for the use or recommendation of supplies, services, goods, facilities, or items is prohibited. This includes knowingly or willfully offering, paying, asking, or receiving money or other benefits, directly or indirectly, in return for favorable terms or treatment.
- Loans, Rebates and Services: The offer or delivery of loans, rebates, or services, or payment of any kind, in any way connected to resident referrals, is prohibited.
- Entertainment: Business dealings may include a shared meal or similar social occasions, which may be proper business activities. More extensive entertainment will only rarely be consistent with this facility policy and should be reviewed and approved before by the Administrator and/or legal counsel.
- Gifts: Employees of the Company must not receive any gift they believe is offered in an attempt to influence decisions or actions. Employees should refuse or return such gifts and report the incident to the Administrator. Token promotional items, such as key chains, pens, or pencils marked with the donor's name are not considered inappropriate when given in individual or limited quantities.
- Billing: This facility bears a great responsibility to the public to accurately bill for actual services rendered in a timely fashion. Those dealing with billing and claims are expected to maintain the highest standard of integrity, honesty, and diligence in the performance of these important duties. Our Company is

committed to 100% accuracy in our financial dealings. False, inaccurate, or questionable claims, coding, or billing should be reported immediately to the supervisor or Administrator. Examples of practices that may be considered fraudulent or abusive include:

- Claiming reimbursement for services that were not rendered or provided as claimed
- Submitting claims for equipment, medical supplies, or services that are medically unnecessary
- Submitting claims for Medicare Part A for residents who are not eligible for Part A coverage
- Filing duplicate claims
- Failing to identify and refund credit balances
- Submitting claims for items or services not ordered
- Knowingly billing for inadequate or substandard care
- Providing misleading information about a resident's medical condition on minimum data sets or otherwise providing inaccurate information used to determine the Resource Utilization Group ("RUG") assigned to the resident
- Up-coding the level of services provided
- Billing for individual items or services when they are included in the facility's per diem rate or are the type of item or service that must be billed as a unit and may not be unbundled
- Billing residents for items or services that are included in the per diem rate or otherwise covered by a third party
- Forging or omitting physician or beneficiary signatures on documents used to verify that services were ordered and/or provided
- Failing to maintain sufficient documentation to establish that the services were ordered and/or performed
- Submitting false cost reports

- Resident Referrals: This facility is in the business of providing the delivery of appropriate nursing and long-term care services. Residents served by our Company may be referred to other organizations or providers as is medically necessary for the treatment of their condition. The choice of providers should be made by the resident, the resident's guardian, or another responsible party.
- Referrals to or from our Company by providers who have financial relationship with the organization may be made only if specific provisions of the law are met – the Stark and Safe Harbor provisions. Any referral or pattern of referral that is questionable should be brought to the attention of the Administrator, who is obligated to review that action with the advice of legal counsel.
- Use of Company Property: Property owned by this facility should be used for business purposes only and should not be used for personal benefit. This includes owned, rented, or leased property, equipment, vehicles, supplies, computer systems or software, office supplies, facilities, services, or any other forms of property. The assets of individuals or companies with which we do business, while in our care or use, should be treated with the same respect as property owned by this facility.

This facility's employees are expected to adhere to this facility's Standards of Conduct. Employees failing to adhere to the above stated Standards of Conduct may be subject to disciplinary action up to and including termination of employment.

It is the responsibility of each employee of our Company to attempt to recognize fraudulent or abusive occurrences as set out above or situations and to report them promptly to their supervisor, the Administrator, or Advanced Healthcare Management.

Retaliation or retribution of any kind against those reporting fraudulent or abusive activity (or the possibility of such activity) will not be tolerated. Employees who feel they are the target of retaliation or retribution should report immediately to their supervisor, follow grievance procedures, and/or work with the Administrator to file a formal report that will be reviewed by management.

Compliance with the foregoing will be part of an employee's evaluation process. This includes compliance with applicable laws and regulations as well as minimum standards of operation and adherence to our compliance initiative.

GOVERNMENT INVESTIGATIONS

This facility recognizes that government investigations of healthcare operations and billing are common and are the target of investigation by agencies authorized by HIPAA or other federal or state laws

This facility welcomes review of our operations and billing, and the utilization of such a review is an opportunity to improve performance. Staff approached by or interacting with those identifying themselves as governmental investigators/surveyors should respond politely and professionally. Staff approached by or interacting with those identifying themselves as governmental investigators or surveyors should;

- a) ask for appropriate identification
- b) immediately notify their supervisor or the Administrator

Employees approached by those identifying themselves as government investigators or surveyors away from the facility are entitled to consult with legal counsel. It is requested that employees report any such contacts to their supervisor or the Administrator. Governmental investigators or surveyors seeking to take possession of documents, computers, records, or reports should first present a subpoena giving them the legal right to remove materials, and they should provide a

written receipt for any materials taken. Employees should keep a written, dated, and signed log of all materials taken from the facility, detailing each item taken.

Requests for information may include a subpoena or a civil investigation demand letter. Employees receiving such documents should ***immediately*** forward them to their supervisor or the Administrator. Supervisors receiving subpoenas or letters should immediately notify the Administrator.

Company employees are prohibited from

- a) Destroying, altering, or concealing records, documents, files, or information in anticipation of a request from a government investigator, surveyor, court or government agency, or when requested by an investigator, surveyor, court or governmental agency
- b) Lying or issuing false or misleading statements to any government investigator or surveyor
- c) Attempting to persuade other employees or other persons to provide false or misleading information to a government investigator or surveyor
- d) Failing to cooperate with a government investigation

Employees should refrain from making public statements regarding government investigations, especially to the extent that those statements may violate the Company's responsibility to protect resident confidentiality or privacy.

QUALITY OF CARE

This facility is committed to provide the best possible quality of care of every resident. The improvement of resident function and capacity is of primary importance to our role as a provider of quality care. Residents are to be treated at all times with respect and professionalism, in a

caring, patient, and courteous manner. The families of residents should be treated in a kind, considerate, and patient manner at all times. The assessment and treatment of residents should be undertaken by competent and qualified individuals who have the authority and responsibility to conduct that assessment and treatment. All applicable laws, regulations and standards relative to the treatment of residents should be strictly followed.

FIREARMS, WEAPONS, OR EXPLOSIVE DEVICES

The possession and use of firearms, weapons, or explosive devices by employees, residents, or guests is prohibited on this facility property to the extent allowable by law. The possession of firearms, weapons, or explosive devices may endanger residents and employees, as well as violate local, state and federal law. Violation of this policy may subject the employee to immediate dismissal and/or civil and criminal prosecution. Law enforcement authorities are authorized to carry and use weapons while on regular duty and in conducting their job responsibilities. This legal authority supersedes Company policy with respect to law enforcement officials.

If employees, residents or guests are found to be in possession of these items, internal security and local law enforcement authorities should be immediately notified. They will take appropriate action in accordance with the law and Company policy to remove dangerous items, in keeping with crisis prevention guidelines. Employees given these items by guests entering the facility should immediately: (a) notify the administrator; (b) store firearms or weapons in locked location; (c) notify co-workers as appropriate; and (d) ensure that responsibility for the firearm is appropriately transferred to security, law enforcement personnel or their supervisor before leaving the facility.

FALSE CLAIMS ACT (DEFICIT REDUCTION ACT OF 2005)

No employee of this facility shall knowingly present or cause a false or fraudulent claim to be submitted to the United States Government for payment. The term “knowingly” is defined to mean actual knowledge of falsity of information in the claim, action in deliberate ignorance of the truth or falsity of information in the claim, or action in reckless disregard of the truth or falsity of the information in a claim. This conduct can include making false statements, falsifying records, double-billing for items or services, submitting bills for services never performed or items never furnished, or otherwise causing a false claim to be submitted.

Whistle-Blower Provision: Any employee who has knowledge of and reports misconduct involving false claims is protected under a “qui-tam” or whistle-blower provision from retaliation for making that report. If a lawsuit is successful, a whistle-blower may be entitled to reasonable expenses, including attorney’s fees and the costs for bringing a lawsuit. He/she may also receive a financial reward including employment reinstatement, back pay, and any other compensation arising from retaliatory conduct against a whistle-blower for filing an action under the False Claims Act or committing other lawful acts.

ACKNOWLEDGEMENT OF RECEIPT

This Employee Handbook outlines Advanced Healthcare Management’s policies for its employees. I acknowledge that my employment with AHM is at-will. I understand that since my employment is at-will, either I or AHM may terminate the employment relationship at any time, for good reason, bad reason, or no reason and with or without notice. I understand that AHM may revise any of the information, policies and benefits described in the Handbook at any time, with or without reason, and with or without advance notice.

Furthermore, I acknowledge that this Handbook is not a contract of employment or other legal document. I have received the Handbook, and I understand that it is my responsibility to review and comply with all policies in the Handbook and any of its revisions.

Name (Please Print)

Signature

Date

Name of AHM facility where you are employed