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EMPLOYEE HANDBOOK

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Employee Handbook

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Purpose of This Employee Handbook

This handbook is designed to acquaint you with Plaza Healthcare (the “Company”) and provide a reference for many of your questions regarding your employment with us.

The contents of this handbook are only a summary of the employee benefits, practices, and policies in effect at the time of publication. The Company retains the right to add, modify, or delete policies, benefits, wages, and all other working conditions as it deems appropriate without obtaining another person’s consent or agreement. Therefore, other than the at-will agreement contained in the Employee Acknowledgment and Agreement at the end of this handbook, this handbook should not be construed as creating any kind of “employment contract.”

As provided in the Employee Acknowledgment and Agreement, employment at the Company is at-will and may be terminated by either the Company or the employee, with or without cause or prior notice. This handbook supersedes any and all prior handbooks, written documents or oral representations that contradict the at-will nature of your employment. Your status as an “at-will” employee may not be changed except in writing signed by the CEO/Administrator of the Company.

Let's Communicate

Employee Relations Philosophy

We are dedicated to continuing what we believe to be an excellent relationship with our employees. We will do our best to maintain good working conditions, competitive wages and benefits, open communications, and employee involvement. We know that the Company's success and reputation is a direct result of the loyalty, commitment, and continued efforts of our employees. We will continue to look to our employees for ideas about how to improve all areas of our business in areas like patient/resident service, safety, efficiency, and employee relations.

If You Have a Question

We encourage you to discuss any questions or concerns regarding this handbook or any work-related issues with us. We cannot address any of your questions or concerns unless we know about them.

If you have a problem, please speak with your immediate supervisor as soon as possible. Your immediate supervisor is the person responsible for what takes place in your immediate work area and may be in the best position to help you. We encourage you to timely speak directly with your supervisor regarding issues as they arise. Company supervisors and managers are expected to make themselves available during regular working hours to assist employees with work-related issues.

If you feel your immediate supervisor cannot or has not satisfactorily resolved your issue, we encourage you to report all concerns to the next level up in your chain of command.

If you need additional guidance in the workplace, please contact the Human Resources Department for assistance.

Further, if have a complaint of harassment or discrimination, or you require a reasonable accommodation, please immediately notify the Human Resources Department and refer to the Equal Employment Opportunity Policy or the Policy Against Unlawful Harassment, Discrimination, and Retaliation in this handbook.

The Company takes all employee concerns and problems seriously. We will work to address your concern and/or resolve your problem as soon as possible. You are encouraged to utilize this procedure without fear of retaliation.

Finally, if you still feel the need to speak to other members of management, we encourage you to contact the Company CEO/Administrator.

What You Can Expect From Us

Introductory Period

For every new employee, including rehires, the first ninety (90) days of employment is an introductory period. During this first ninety (90) days, your job performance, attendance, and overall interest in your job will be assessed. Employees who fail to demonstrate the expected performance and meet the expectations of their position may be terminated during or upon the completion of the introductory period. However, completion of the introductory period does not change or alter the “at-will” employment relationship. You and the Company continue to have the right to terminate your employment at any time, with or without cause or notice.

During the introductory period, you may not be eligible for certain Company benefits.

The Company may choose to extend your introductory period as necessary to give you a further opportunity to demonstrate your ability to do the job. If your introductory period is extended, you will be notified.

Equal Employment Opportunity Policy

We are committed to providing equal employment opportunities to all employees and applicants without regard to race, color, religion (including religious dress and grooming practices), sex, (including childbirth, breast feeding, and related medical conditions), gender, gender identity, gender expression, sexual orientation, marital status, national origin, ancestry, citizenship status, uniform service member status, membership in the National Guard and/or in the military forces, military Veteran status, pregnancy, familial status, age (40 and over), genetic information, genetic test results, AIDS/HIV status, status as a cardholder for medicinal marijuana, disability (mental and physical), protected medical condition, or any other protected status in accordance with all applicable federal, state, and local laws.

This policy extends to all aspects of our employment practices including, but not limited to, recruiting, hiring, discipline, termination, promotions, transfers, compensation, benefits, training, leaves of absence, and other terms and conditions of employment.

Reasonable Accommodations

The Company is committed to complying with all laws protecting qualified individuals with disabilities, as well as employees’ religious beliefs and practices. This policy extends to all aspects of our employment practices including, but not limited to, recruiting, hiring, discipline, termination, promotions, transfers, compensation, benefits, training, leaves of absence, and other terms and conditions of employment. The Company will provide a reasonable accommodation for any known physical or mental disability of a qualified individual and/or employees’ religious beliefs and practices, provided the requested accommodation does not create an undue hardship for the Company and/or does not pose a direct threat to the health or safety of others in the workplace and/or to the individual.

If you require an accommodation to perform the essential functions of your job and/or for your religious beliefs or practices, please notify the Human Resources Department. Once the Company is aware of the need for an accommodation, the Company will engage in an interactive process to identify possible accommodations.

If you believe that you have been treated in a manner not in accordance with these policies, please notify the Company immediately by speaking to the Human Resources Department. You are encouraged to utilize this procedure without fear of retaliation.

Pregnancy Accommodations

The Company will provide reasonable accommodations to qualified employees for known limitations related to the pregnancy, childbirth, or related medical conditions of a qualified employee. If you require an accommodation to perform the essential functions of your job for known limitations related to pregnancy, childbirth, or related medical conditions, please notify the Human Resources Department. Once the Company is aware of the need for an accommodation, the Company will engage in an interactive process to identify possible accommodations.

If the Company determines that all other reasonable accommodations create an undue hardship for the Company and/or pose a direct threat to the health or safety of others in the workplace, the Company may require employees to take a leave of absence, subject to the provision of medical documentation of the employee's need. If the employee does not have available leave or does not qualify for any state or federal protected leaves, the Company will provide any leave of absence to the extent leave is otherwise provided to eligible employees.

If you believe that you have been treated in a manner not in accordance with these policies, please notify the Company immediately by speaking to the Human Resources Department. You are encouraged to utilize this procedure without fear of retaliation.

Policy Against Unlawful Harassment, Discrimination, and Retaliation

The Company is committed to providing a work environment that is free of unlawful harassment, discrimination, and retaliation. In furtherance of this commitment, the Company strictly prohibits all forms of unlawful discrimination and harassment, including: discrimination or harassment on the basis of race, color, religion (including religious dress and grooming practices), sex, (including childbirth, breast feeding, and related medical conditions), gender, gender identity, gender expression, sexual orientation, marital status, national origin, ancestry, citizenship status, uniform service member status, membership in the National Guard and/or in the military forces, military Veteran status, pregnancy, familial status, age (40 and over), genetic information, genetic test results, AIDS/HIV status, status as a cardholder for medicinal marijuana, disability (mental and physical), protected medical condition, or any other protected status in accordance with all applicable federal, state, and local laws.

The Company's policy against unlawful harassment, discrimination, and retaliation applies to all employees, including supervisors and managers. It also applies to all patients/residents, vendors,

and independent contractors (all of whom are designated for the terms of this policy as “Business Associates”). The Company prohibits managers, supervisors, and employees from harassing subordinates or co-workers as well as the Company’s Business Associates. Any such harassment will subject an employee to disciplinary action, up to and including immediate termination. The Company likewise prohibits its Business Associates from harassing our employees.

Examples of Prohibited Sexual Harassment: Sexual harassment includes a broad spectrum of conduct including harassment based on sex, gender identity, or sexual orientation. By way of illustration only, and not limitation, some examples of unlawful and unacceptable behavior include:

- Unwanted sexual advances or flirtation;
- Offering an employment benefit (such as a raise or promotion) in exchange for sexual favors, or threatening an adverse action (such as termination or demotion) for an employee’s failure to engage in sexual activity;
- Visual conduct, such as leering, making sexual gestures, and displaying or posting sexually suggestive objects or images;
- Verbal sexual advances, propositions, requests, or comments;
- Electronically sending or posting sexually-related messages, videos or images;
- Verbal abuse of a sexual nature, graphic verbal comments about an individual’s appearance or anatomy, sexually degrading words used to describe an individual, and suggestive or obscene letters, notes, or invitations;
- Physical conduct, such as touching, kissing, groping, assault, or blocking movement.
- Physical or verbal abuse concerning an individual’s gender identity; and
- Verbal abuse concerning a person’s characteristics such as pitch of voice, facial hair or the size or shape of a person’s body, including remarks regarding an individual’s masculinity or femininity.

Other Examples of What Constitutes Prohibited Harassment: In addition to the above listed conduct, the Company strictly prohibits harassment concerning any other protected characteristic. By way of illustration only, and not limitation, such prohibited harassment includes:

- Racial or ethnic slurs, insults, and any other offensive remarks based on a protected characteristic;
- Jokes, whether written, verbal, or electronic that are based on a protected characteristic;

- Mocking or ridiculing another's religious or cultural beliefs, practices, or manner of dress;
- Threats, intimidation, horseplay, or other menacing behavior that are based on a protected characteristic;
- Inappropriate verbal, graphic, or physical conduct, including practical jokes based on a protected characteristic;
- Electronically sending or posting harassing text messages, videos or images; and
- Other harassing conduct based on one or more of the protected characteristics identified in this policy.

If you have any questions about what constitutes prohibited harassing behavior, ask your supervisor or the Human Resources Department.

Prohibition Against Retaliation: The Company is committed to prohibiting retaliation against those who report, oppose, or participate in an investigation of alleged unlawful harassment, discrimination, or other wrongdoing in the workplace. By way of example only, participating in such an investigation includes, but is not limited to:

- Filing a complaint with a federal or state enforcement or administrative agency;
- Participating in or cooperating with a federal or state enforcement agency conducting an investigation of the Company regarding alleged unlawful activity;
- Testifying as a party, witness, or accused regarding alleged unlawful activity;
- Making or filing an internal complaint with the Company regarding alleged unlawful activity;
- Providing notice to the Company regarding alleged unlawful activity;
- Assisting another employee who is engaged in any of these activities.

The Company is further committed to prohibiting retaliation against qualified employees who request a reasonable accommodation for any known physical or mental disability and employees who request a reasonable accommodation of their religious beliefs and practices.

What You Should Do If You Feel You Are Being or Have Been Harassed, Discriminated Against, or Retaliated Against

If you feel that you are being or have been harassed, discriminated against, or retaliated against in violation of this policy by any employee, supervisor, manager, patient/resident, vendor, independent contractor or Business Associate of the Company, **you should immediately report it to your manager or supervisor and to the Human Resources Department as follows:**

- In person at the Plaza Human Resources Department; or
- By telephone at 480-874-5320; or
- By e-mail to HR@plazahealthcare.com.

In addition, if you observe harassment by another employee, supervisor, manager, or Business Associate, please report the incident immediately as indicated above.

Supervisors who receive any complaint of harassment, discrimination, or retaliation must promptly report such complaint to the Human Resources Department.

Your notification of the problem is essential to us. We cannot help resolve a harassment problem unless we know about it. Therefore, it is your responsibility to bring your concerns and/or problems to our attention so we can take appropriate steps to address the situation. The Company takes all complaints of unlawful harassment seriously and will not penalize you or retaliate against you in any way for reporting a harassment problem in good faith.

All complaints of unlawful harassment which are reported to management will be investigated as promptly as possible by an impartial and qualified person and, upon conclusion of such investigation, appropriate corrective action will be taken where warranted. The Company prohibits employees from refusing to cooperate with internal investigations and the internal complaint procedure. All complaints of unlawful harassment reported to management will be treated as confidentially as possible, consistent with the Company's need to conduct an adequate investigation.

Violation of this policy will subject an employee to disciplinary action, up to and including immediate termination. Moreover, any supervisor or manager who condones or ignores potential violations of this policy will be subject to appropriate disciplinary action, up to and including termination.

Deficit Reduction Act

The Company is committed to its role in preventing healthcare fraud and abuse and complying with applicable state and federal law related to healthcare fraud and abuse. The Deficit Reduction Act (DRA) of 2005 requires employers to provide employees with information about the Federal False Claims Act and other laws, including state laws that deal with fraud, waste, abuse, and whistleblower protections for reporting those issues. To ensure compliance with such laws, the Company has policies and procedures in place to protect and prevent fraud, waste, and abuse, and the Company supports the efforts of the federal and state authorities in identifying incidents of fraud and abuse. This policy sets forth the Company's policies and procedures for detecting and preventing fraud, waste, and abuse and an overview of the Federal Civil False Claims and Program Fraud Civil Remedies Acts and applicable Arizona law. The Company has a zero-tolerance policy for fraud, waste and abuse.

The Company takes healthcare fraud and abuse very seriously. It is our policy to provide information to all employees, contractors and agents about the federal and state false claims acts, remedies available under these provisions and how employees and others can use them, and about whistleblower protections available to anyone who claims a violation of the federal or state false claims acts. We also advise our employees, contractors and agents of these steps we have to detect and prevent healthcare fraud and abuse.

Federal and State False Claims Laws

The Centers for Medicare and Medicaid Services (CMS) define “fraud” as the intentional deception or misrepresentation that an individual knows to be false (or does not believe to be true) and makes, knowing that the deception could result in an unauthorized benefit to himself or another person. CMS defines “abuse” as incidents or practices of providers that are inconsistent with sound medical practice and may result in unnecessary costs, improper payment, or the payment for services that either fail to meet professionally recognized standards of care or are medically necessary.

The Federal Government and the State of Arizona have enacted criminal and civil laws pertaining to the submission of false or fraudulent claims for payment or approval to the federal and state governments and to private payers. These false claims laws, which provide for criminal, civil, and administrative penalties, provide governmental authorities with broad authority to investigate and prosecute potentially fraudulent activities, and also provide anti-retaliation provisions for individuals who make good faith reports of waste, fraud and abuse.

Federal Civil False Claims Act

The Civil False Claims Act (31 U.S.C. § 3729 et. seq.) (“FCA”) is a statute that imposes civil liability on any person who:

Knowingly presents, or causes to be presented, a false or fraudulent claim, record or statement for payment approval, conspires to defraud the government by getting a false or fraudulent claim allowed or paid, uses a false record or statement to avoid or decrease an obligation to pay the Government, and other fraudulent acts enumerated in the statute.

The term “knowingly” as defined in the FCA includes a person who has actual knowledge of the information, acts in deliberate ignorance of the truth or falsity of the information, or acts in reckless disregard of the truth or falsity of the information. No proof of specific intent to defraud is required.

The term “claim” includes any request or demand for money or property if the United States Government provides any portion of the money requested or demanded. Potential civil liability under the FCA currently includes penalties of between five thousand five hundred and eleven thousand per claim, treble damages, and the costs of any civil action brought to recover such penalties or damages.

The Attorney General is required to diligently investigate violations of the FCA and may bring a civil action against a person. Before filing suit, the Attorney General may issue an investigative demand requiring production of documents, written answers and oral testimony.

The FCA also provides for actions by private persons (qui tam lawsuits) who can bring a civil action in the name of the government for a violation of the Act. Generally, the action may not be brought more than six (6) years after the violation, but in no event more than ten (10). When the action is filed, it remains under seal for at least sixty (60) days.

The United States Government may choose to intervene in the lawsuit and assume primary responsibility for prosecuting, dismissing or settling the action. If the Government chooses not to intervene, the private party who initiated the lawsuit has the right to conduct the action.

In the event the government proceeds with the lawsuit, the qui tam plaintiff may receive fifteen (15) to twenty-five (25) percent of the proceeds of the action or settlement. If the qui tam plaintiff proceeds with the action without the government, the plaintiff may receive twenty-five (25) to thirty (30) percent of the recovery. In either case, the plaintiff may also receive an amount for reasonable expenses plus reasonable attorneys’ fees and costs.

Whistleblower Protection

The Civil False Claims Act also provides for protection for employees from retaliation. An employee who is discharged, demoted, suspended, threatened, harassed, or discriminated against in terms and conditions of employment because of lawful acts conducted in furtherance of an action under the FCA may bring an action in Federal District Court seeking reinstatement, two times the amount of back pay plus interest, and other enumerated costs, damages, and fees.

Federal Program Fraud Civil Remedies Act of 1986

The Program Fraud Civil Remedies Act of 1986 (“Administrative Remedies for False Claims and Statements” at 38 U.S.C. § 3801 et seq.) is a statute that establishes an administrative remedy against any person who presents or causes to be presented a claim or written statement that the person knows or has reason to know is false, fictitious, or fraudulent due to an assertion or omission to certain federal agencies (including the Department of Health and Human Services).

The term “knows or has reason to know” is defined in the Act as a person who has actual knowledge of the information, acts in deliberate ignorance of the truth or falsity of the information, or acts in reckless disregard of the truth or falsity of the information. No proof of specific intent to defraud is required. The term “claim” includes any request or demand for property or money, e.g., grants, loans, insurance, or benefits, when the United States Government provides or will reimburse any portion of the money.

The authority, i.e., federal department, may investigate and with the Attorney General’s approval commence proceedings if the claim is less than one hundred and fifty thousand dollars. A hearing must begin within six (6) years from the submission of the claim. The Act allows for civil monetary sanctions to be imposed in administrative hearings, including penalties of five thousand five hundred dollars per claim and an assessment, in lieu of damages, of not more than twice the amount of the original claim.

Examples of a possible false claim:

1. Making false statements regarding a claim for payment;
2. Falsifying information in the medical record;
3. Double-billing for items or services;
4. Billing for services or items not performed or never furnished.

Arizona State Law

Arizona has its own version of the FCA that is specifically modeled after federal law (Arizona Revised Statutes §§ 36-2918, 36-2918.01, 13-2311) and Arizona Administrative Code. § R9-22-1101, et seq. Any healthcare company that seeks and receives reimbursement from the state government for Medicaid funds is considered a government contractor and is therefore subject to the false claims laws. There are a number of ways to violate state law including the ones identified in the Federal False Claims Act (see above).

Arizona also provides protection for employees who disclose information to a government or law enforcement agency or when acting in furtherance of a false claims action including participation in the investigating, initiating, testifying, or assisting in an action filed or to be filed under Arizona Revised Statutes § 23-1501.

Employees who are discharged, demoted, suspended, threatened, harassed or denied promotion, or in any other manner discriminated against by an employer in the terms and conditions of employment may be entitled to remedies which may include two (2) times the amount of back pay, interest on back pay, compensation for special damage sustained as a result of the discrimination, and if appropriate punitive damages in addition to costs associated with litigation and reasonable attorney’s fees.

Filing a Complaint

Private Citizens have the duty to immediately report in writing cases of suspected fraud or abuse to the director of Arizona Health Care Cost Containment System (AHCCCS). AHCCCS reviews the report and if on the basis of preliminary investigation, a full investigation is determined to be warranted, the matter is referred to the state attorney general. Any person filing or furnishing a report or information or records in good faith is immune from any civil liability by reason of the action unless that person has been charged with or is suspected of the fraud or abuse reported.

Penalties

Arizona law provides that a violator of its false claims act is subject to both criminal and civil penalties pursuant to the Arizona Revised Statute §13-2311 and Arizona Administrative Code § R9-22-1101. In accordance with Arizona Revised Statute §13-2311 “...any person who, pursuant to a scheme or artifice to defraud or deceive, knowingly falsifies, conceals or covers up a material fact by trick, scheme or device or makes or uses any false writing or document knowing such writing or document contains any false, fictitious or fraudulent statement or entry is guilty of a class 5 felony.”

Pursuant to the Arizona Administrative Code § R9-22-1101, civil penalties may be assessed for fraudulent claims and the amount of penalty shall include the costs of the investigation, audit, or inquiry and impose additional penalties based on (1) the nature and circumstances of a claim, (2) the degree of culpability, (3) the financial condition of the provider, and (4) other matters as justice may require. This statute also requires that “aggravating circumstances” be considered when formulating the civil penalty. These aggravating circumstances include (1) nature and circumstances of the claim, (2) degree of culpability, (3) prior offenses, (4) effect on patient care, and (5) other matters as justice may require.

What should be done if a possible false claim has been made?

If an employee discovers an event that is similar to one of the examples of a false claim above, an employee is encouraged to:

1. Report to the Company CEO/Administrator; or
2. Call the compliance hotline at 1-800-201-8191.

An employee is not required to report a possible FCA violation to the Company first. A report may be made directly to the Department of Justice. However, in many instances the Company believes that the use of its internal reporting process is a better option because it allows the Company to quickly address potential issues. The Company encourages employees to consider first reporting suspected false claims to the Company’s CEO/Administrator, but the choice is up to the employee.

The Company will not retaliate or tolerate retaliation against any employee for informing the Company or the federal or state government of a possible FCA violation.

Questions about this policy, including concerns about possible retaliation, should contact the Company's CEO/Administrator or the Company's Consulting Management Office Legal Representative by calling the compliance hotline at 800-201-8191.

Resident/Patient Relations

Employees are expected to be polite, courteous, professional, prompt and attentive to every resident/patient.

Unless otherwise authorized by the Company, employees may not take any statements, photographs, or recordings of any kind involving resident/patients due to privacy considerations. Likewise, employees are not allowed to permit residents or their family members to take photographs or recordings of them.

An employee who has an intimate relationship with a resident/patient (including a family member of the resident/patient) needs to notify the CEO/Administrator immediately. Forming such relationships is prohibited and will be evaluated by the company as needed. Additionally, employees are prohibited from forming any personal relationships with a resident/patient or their family members, whether those relationships are romantic or platonic. Any inappropriate contact with a resident/patient or family member of a resident/patient is prohibited and may lead to discipline up to and including termination.

All patient/resident-related admission inquiries and requests should be referred to the CEO/Administrator for approval.

If a situation arises where the employee does not feel comfortable or capable of handling a patient/resident-related problem, their supervisor should be called immediately.

Surveillance

The Company employs video and audio surveillance on company premises for security and operational purposes. Employees should be aware that their activities may be recorded. The company reserves the right to review footage as needed for investigations, security, or other business-related reasons.

Timekeeping and Payroll Practices

Employee Classification

Full-Time Employees

Full-time employees are those normally scheduled to work at least thirty (30) hours per week, as determined by the Company in its sole discretion. As used herein, “full-time” is a general employee classification used by the Company for a variety of purposes. Employees not classified by the Company as “full-time” may still be eligible for medical insurance coverage, depending on their position and hours of service. Consult the applicable plan document for all information regarding eligibility, coverage and benefits. It is the plan document that ultimately governs your entitlement to benefits.

Part-Time Employees

Part-time employees are those normally scheduled to work fewer than thirty (30) hours per week, as determined by the Company in its sole discretion.

Temporary or PRN/Pool Employees

Temporary or PRN/Pool employees are those employed to work on special projects for short periods of time or on a “fill-in” basis. These positions are *not* intended to be a part of continuing operations. The employment status of Temporary or PRN/Pool employees will not be changed due to an extension of employment in excess of that originally planned. Unless otherwise required by applicable law, Temporary or PRN/Pool employees are not eligible for Company benefits, and temporary employees remain employed at will at all times.

Non-Exempt Employees

Non-exempt employees include all employees who are covered by the overtime provisions of the Fair Labor Standards Act and state law where applicable.

Exempt Employees

Exempt employees include all employees who are classified by the Company as exempt from the overtime provisions of the Fair Labor Standards Act and state law where applicable.

If you have any questions concerning your employee classification or the benefits for which you qualify, please consult the Human Resources Department or the applicable benefit plan document.

Scheduling/Schedule Accommodations

We understand that an occasional need for a schedule change or accommodation may be requested due to various reasons. Possible reasons may include but are not limited to child care arrangements, reliable transportation, etc. The company will review and consider all requests for

schedule accommodations on a case-by-case basis, following a consistent outlined process. Approval will depend on current company needs at the time of the request, and at the Company's discretion. Clinical department requests should be directed to the Staffing department, while requests from all other departments should be made first through the direct supervisor/manager and may be elevated to Human Resources when necessary.

Your Pay

We distribute paychecks bi-weekly on Fridays. You should pick up your own paycheck on the normally scheduled payday. If the scheduled payday falls on a holiday, paychecks will generally be distributed on the preceding business day. Any questions about the amount of your pay or deductions should be brought to the attention of the Payroll Department immediately.

We offer direct deposit of employee paychecks to all employees who provide authorization for direct deposit, and we encourage employees to enroll in our direct deposit program.

Upon request, employees or their designee, may inspect and obtain copies of their own payroll records. Inspections will be held on Company premises in the presence of a Company official. Please contact the Human Resources Department to arrange a time to view these records.

Timekeeping Procedures

Our workweek starts on Sunday at 12:00 midnight and runs through Saturday at 11:59 p.m.

All employees are required to use the Company time clock to record their hours of work. It is only if there is a time clock malfunction or issue that an employee is permitted to provide a handwritten record of their hours. You are required to submit the handwritten time record immediately, and the handwritten record must accurately reflect the employee's hours worked. Accurately recording all of your time is required in order to be sure that you are paid for all hours worked as required by wage and hour laws.

All non-exempt employees must clock out whenever they leave the premises unless they leave on authorized Company business.

Working "off the clock" is strictly prohibited. If any manager or supervisor directs you to, or suggests that you should, perform work while not "on the clock," you must notify the Human Resources Department immediately. Similarly, non-exempt employees are not permitted to perform work after hours or from home without specific direction from their supervisor, and in the event such work is authorized, all time spent working must be reported on the employee's time record.

Your obligation to accurately record all hours worked does not relieve you of your obligation to obtain advance approval from your supervisor *before* working overtime or hours beyond your regular work schedule. Employees who work beyond their regularly scheduled work hours, including overtime or off-schedule hours, without prior authorization by their supervisor are subject to disciplinary action, up to and including termination of employment.

You are expected to follow the established procedures in keeping an accurate record of your hours worked. Fraudulent or inaccurate record keeping of time worked may be considered theft of company time and/or money and will be evaluated as needed.

Employees must submit the proper paperwork to their supervisor to request any changes or corrections to their time card or time record. Under no circumstances may any employee punch or record another employee's time.

Overtime and Work Schedule

The Company may periodically schedule overtime work in order to meet business needs. We will attempt to give as much advance notice as possible, and we expect that all employees who are scheduled to work overtime will be at work. Otherwise, all overtime work must be pre-approved by your supervisor. Working overtime without your supervisor's approval may result in disciplinary action, up to and including termination.

Your supervisor will inform you of the hours you are to work. Due to changing business needs, including the needs of our patients/residents, your actual work schedule may vary from time to time. If it does, you will be notified by your supervisor. Management retains the right to reassign employees to a different shift/unit/location where it is necessary for the efficient operation of the Company.

Lactation Accommodations

The Company will provide a reasonable amount of break time to accommodate an employee's need to express breast milk for the employee's infant child. The break time should, if possible, be taken concurrently with meal and/or rest periods already provided. Non-exempt employees should clock out for additional lactation breaks that do not run concurrently with normally scheduled meal and/or rest periods.

The Company additionally will provide employees needing to express breast milk with a room or place, other than a restroom, to express breast milk in private. Consult the Human Resources Department with any questions regarding this policy.

Pool/PRN Employees

Pool/PRN employees are employees who are not regularly scheduled and work on an as-needed basis. The Pool/PRN program was created by the Company to assist in the day-to-day operations of the Company, and the program is subject to change or elimination at any time at the discretion of the Company. Pool/PRN employees are eligible for Company benefits to the extent required by applicable state or federal law.

Any requested change in Pool/PRN status must be made in writing, provided to Human Resources, and must be specifically approved by the Company, subject to Company discretion.

Company Benefits

The Company provides certain benefits to eligible employees. The Company reserves the right to terminate or modify these benefits/plans at any time for any reason. Please refer to the current Employee Benefit Supplement Packet applicable to your position for more details regarding the benefits available to you. Further, each employee should consult the applicable plan document for all information regarding eligibility, coverage, and benefits. It is the plan document that ultimately governs your entitlement to benefits.

Workers' Compensation Insurance

The Company pays the entire amount of the Workers' Compensation insurance premium, which provides benefits to employees who experience injury or illness that arises out of the course and scope of employment. Benefit entitlements are governed by law. It is essential that you report all work-related accidents, injuries, and illnesses immediately. You should be aware that it is unlawful to knowingly file a false or fraudulent claim for Workers' Compensation benefits, or to knowingly submit false or fraudulent information in connection with any Workers' Compensation claim. Such conduct is also against Company policy and will result in disciplinary action, up to and including termination of employment.

Training and Educational Assistance

You may be given the opportunity to attend training or educational programs in the course of your employment. The Company may reimburse you for the cost and certain expenses associated with attending an approved training or educational course. To receive reimbursement, you must: (1) receive advanced written authorization from the Human Resources Department to attend the course; and (2) successfully complete the course.

You should contact the Human Resources Department before registering for any training or other educational course to learn whether the program will be covered under the Company's policy. The Company is not responsible for the payment or reimbursement of any costs or expenses associated with your attendance at a lecture, training program or other educational program if you fail to receive advance written authorization or you fail to successfully complete the course.

Leaves of Absence

Civic Duties

The Company encourages all employees to accept their civic responsibilities.

Jury Duty: If you receive a call to jury duty, please notify your supervisor immediately so he/she may plan the department's work with as little disruption as possible. Unless otherwise required by federal, state, or local law, time spent serving on jury duty will be unpaid. Exempt employees will continue to receive their regular salary when they work partial weeks while on jury duty, pursuant to federal, state, or local law.

Employees will not be required to use any accrued PTO or Paid Sick Leave for time spent responding to a summons for jury duty, participating in the jury selection process, or actually serving on a jury. Employees will not lose seniority or precedence while absent from employment due to serving on a jury. Upon return to employment, the employee will be returned to the employee's previous position, or to a higher position commensurate with the employee's ability and experience as seniority or precedence would ordinarily entitle the employee.

Employees who are released from jury service before the end of their regularly scheduled shift or who are not asked to serve on a jury panel are expected to call their supervisor as soon as possible and report to work if requested.

Witness Duty: If you receive a subpoena to appear in court, please notify your supervisor immediately. You are expected to return to work as soon as your service as a witness is completed.

Voting: When employees do not have three (3) hours before or after work in which to vote, the Company provides up to three hours paid leave to vote. Employees requesting leave under this policy are required to notify their supervisor as soon as possible, and no later than the last day before the day of the election. The Company, in its sole discretion, may specify any time period, during which the polls are open, for the employee to leave work in order to vote. As soon as possible upon return from voting leave, employees are required to present a voter's receipt to their supervisor.

Leave for Crime Victims

The Company provides reasonable and necessary unpaid leave for employees who are victims of a crime to exercise their rights to be present at a proceeding pertaining to the crime or to obtain or attempt to obtain an order of protection, an injunction against harassment, or any other injunctive relief to help ensure the health, safety or welfare of the victim or the victim's child. The Company also provides reasonable and necessary leave from work to employees who are victims of a juvenile offense to exercise their rights to be present at a proceeding pertaining to the juvenile offense.

Prior to taking leave under this policy, eligible employees are required to provide the Company with as much advanced notice as possible of the need for leave, including a copy of the form provided to the employee by the law-enforcement agency pursuant to A.R.S. § 13-4405 and if applicable, notice of each scheduled proceeding. However, the Company may limit the leave provided under this policy if the employee's leave creates an undue hardship to the Company's business.

Employees seeking leave under this policy may elect to use accrued PTO.

The Company will take all reasonable steps to maintain the confidentiality of information provided to the Company in connection with a leave request under this policy, except to the extent that disclosure is: (1) requested or consented to in writing by the employee; or (2) otherwise required by applicable federal or state law. If you have any questions regarding this leave, please contact the Human Resources Department.

Military Leave of Absence

Employees who require time off from work to fulfill military duties will be treated in accordance with applicable requirements of federal, state, and local laws. You are expected to notify the Company in advance of upcoming military duty by providing your supervisor with verbal or written notice as soon as possible. Unless otherwise required by federal, state, or local law, time spent on military leave of absence will be unpaid.

Employees will not be required to use any accrued PTO or sick leave for time spent on a military leave of absence, except the Company will not consider the period of the military leave of absence as a period of work in determining eligibility for and the amount of PTO or sick leave to which the employee is entitled. Employees will not lose seniority or precedence while absent from employment due to a military leave of absence. Upon return to employment, the employee will be returned to the employee's previous position, or to a higher position commensurate with the employee's ability and experience as seniority or precedence would ordinarily entitle the employee.

Medical Leave of Absence

Employees who are ineligible for leave under the federal Family and Medical Leave Act as provided below, or who have exceeded their leave allotment under this law, are nonetheless eligible for medical leave according to the following policy:

Employees are eligible for unpaid leaves of absence for medical reasons. Medical reasons may include illness, injury, medical and surgical procedures, and related medical conditions. You must request a leave of absence if you will be unable to work for medical reasons for a period in excess of three (3) consecutive days. Such requests are subject to approval by the CEO/Administrator, or his/her designee and must be made as soon as possible. Each request must be accompanied by a certification from your treating physician or Company approved physician which states that you are unable to work and provides the duration of leave that you require. The Company reserves the right to have employees on a medical leave of absence

examined by a physician of the Company's choice. The Company may require periodic physician's verification of your inability to work. Misrepresenting the reason for applying for a leave of absence may result in disciplinary action, up to and including termination.

During a medical leave of absence, the Company's medical insurance plan documents will determine whether you and your eligible dependents may continue your health insurance coverage under the Company's plan. If you remain eligible for such coverage you must pay your share of the premium the same as if you continued working. If you are not eligible to continue coverage under the Company's plan you will be issued a COBRA notice and given the option of continuing coverage at your own expense. It is the applicable plan document that ultimately governs your eligibility for and entitlement to these benefits.

The duration of a medical leave of absence will depend not only on the length of time your doctor certifies you need but also how much time can be provided as a reasonable accommodation without your absence causing the Company to suffer an undue hardship. Upon your return from a medical leave of absence, we will attempt to return you to your regular job if it is available. If it is not available, you will be placed in a similar job for which you are deemed by management to be qualified if such a job is available. If no jobs are available at the time, you will be given preferential consideration for any position for which you apply and for which you are deemed by management to be qualified following your notifying the Company in writing that you are ready and able to return to work.

Failure to report to work as scheduled following a leave of absence without notifying the Company of your need for additional leave can result in dismissal. Employees who are out on leaves of absence will not accrue such benefits as PTO or holiday pay during their leaves of absence.

You should speak directly with the Human Resources Department prior to taking a leave to ensure your understanding of all of your obligations to the Company while on leave, such as reporting and verification obligations, and your obligations to pay health insurance premiums, if applicable. Failure to comply with Company policy may substantially affect your ability to return to work and/or result in the loss of health insurance coverage.

Other Employment

While on a leave of absence, employees are prohibited from holding other employment, including self-employment, not held immediately prior to the start of the leave. In other words, an employee who has another job in addition to the employee's job with the Company may continue working that job while on leave from the Company if medically able to do so, but such an employee may not seek and hold other employment to replace the employee's employment with the Company while on leave. This policy remains in force during all leaves of absence including a medical leave and violation may result in disciplinary action, up to and including immediate termination of employment.

Fraud

Providing false or misleading information or omitting material information in connection with any medical leave will result in disciplinary action, up to and including immediate termination.

Family and Medical Leave Act

The Family and Medical Leave Act (“FMLA”) provides eligible employees the opportunity to take unpaid, job-protected leave for certain specified reasons. The maximum amount of leave you may use is either twelve (12) or twenty-six (26) weeks within a twelve (12) month period depending on the reasons for the leave.

Employee Eligibility

To be eligible for FMLA leave, you must:

- Have worked at least twelve (12) months for the Company in the preceding seven (7) years (limited exceptions apply to the seven (7) year requirement);
- Have worked at least 1,250 hours for the Company over the twelve (12) months preceding the date your leave would begin; and
- Currently work at a location where there are at least fifty (50) employees within seventy-five (75) miles.

All periods of absence from work due to or necessitated by service in the uniformed services are counted in determining FMLA eligibility.

Reasons for Taking Leave

FMLA leave may be taken for the following reasons:

- Birth of an employee’s child, including time for bonding with the child after birth (up to twelve (12) weeks). Such time is available to employees regardless of sex or gender.
- Placement of a child with an employee in connection with the adoption or foster care of the child by the employee (up to twelve (12) weeks). Such time is available to employees regardless of sex or gender.
- To care for an immediate family member (employee’s spouse, child, or parent) with a serious health condition (up to twelve (12) weeks).
- Because of an employee’s serious health condition that makes the employee unable to perform the functions of the employee’s position (up to twelve (12) weeks).

- To care for a Covered Service member with a serious injury or illness related to certain types of military service (up to twenty-six (26) weeks) (see Military-Related FMLA Leave for more details).
- To handle certain qualifying exigencies arising out of the fact that the employee's spouse, son, daughter, or parent is on duty under a call or order to active duty in the Uniformed Services (up to twelve (12) weeks) (see Military-Related FMLA Leave for more details).

The maximum amount of leave that may be taken in a twelve (12) month period for all reasons combined is twelve (12) weeks, with one exception. For leave to care for a Covered Service member, the maximum combined leave entitlement is twenty-six (26) weeks, with leaves for all other reasons constituting no more than twelve (12) of those twenty-six (26) weeks.

Definitions

A "Serious Health Condition" is an illness, injury, impairment, or physical or mental condition that involves either (i) an overnight stay in a medical care facility, or (ii) continuing treatment by a healthcare provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities for more than three (3) full calendar days. The continuing treatment requirement includes two (2) visits to a healthcare provider or one (1) visit to a healthcare provider and a continuing regimen of care. An incapacity caused by pregnancy or prenatal visits, a chronic condition (such as asthma, diabetes or migraines) that continues over an extended period of time and requires periodic visits (at least two (2) per year) to a healthcare provider, permanent or long-term conditions requiring supervision but not active treatment by a healthcare provider, or absences due to multiple treatments ordered by a healthcare provider may also meet the definition of a Serious Health Condition.

Identifying the 12-Month Period

The Company measures the twelve (12) month period in which leave is taken by the "rolling" twelve (12) month method, measured backward from the date of any FMLA leave with one exception. For leave to care for a Covered Service member, the Company calculates the twelve (12) month period beginning on the first day the eligible employee takes FMLA leave to care for a Covered Service member and ends twelve (12) months after that date. FMLA leave for the birth or placement of a child for adoption or foster care must be concluded within twelve (12) months of the birth or placement.

Using Leave

Eligible employees may take FMLA leave in a single block of time, intermittently (in separate blocks of time), or by reducing the normal work schedule (including the elimination of required overtime) when medically necessary for the serious health condition of the employee or immediate family member, or in the case of a Covered Service member, their injury or illness. Eligible employees may also take intermittent or reduced-scheduled leave for military qualifying exigencies. Employees who require intermittent or reduced-schedule leave for planned medical

treatment must make a reasonable effort to schedule their leave so that it will not unreasonably disrupt the Company's operations. Intermittent leave is permitted in increments of at least one (1) hour.

Use of Paid Leave

Depending on the purpose of your leave request, the Company may require you) to use accrued paid leave (such as Paid Sick Leave or PTO), concurrently with some or all of your FMLA leave. If the Company does not require you to do so, you may elect to substitute paid leave for FMLA leave, so long as you comply with the Company's normal procedures for the applicable paid-leave policy (e.g., call-in procedures, advance notice, etc.).

Maintenance of Health Benefits

The Company will maintain coverage under the Company's group health plan during your FMLA leave on the same terms as if you had continued to work. If applicable, you must make arrangements to pay your share of health plan premiums while on leave. In some instances, the Company may recover premiums it paid to maintain health coverage or other benefits for you and your family. Use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of your leave. Consult the applicable plan document for all information regarding eligibility, coverage and benefits.

Notice and Medical Certification

When seeking FMLA leave, you must provide:

- Sufficient information for us to determine if the requested leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that you are unable to perform job functions, a family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a healthcare provider, or circumstances supporting the need for military family leave. You must also inform the Company if the requested leave is for a reason for which FMLA leave was previously taken or certified.
- Thirty (30) days advance notice of the need to take FMLA leave, if the need for leave is foreseeable, or notice as soon as practicable in the case of unforeseeable leave and in compliance with the Company's normal call-in procedures, absent unusual circumstances;
- Medical certification supporting the need for leave due to a serious health condition affecting you or an immediate family member within fifteen (15) calendar days of the Company's request to provide the certification (additional time may be permitted under certain circumstances). If you fail to do so, the Company may delay the commencement of your leave, withdraw any designation of FMLA leave or deny the leave, in which case your leave of absence would be treated in accordance with our standard leave of absence and attendance policies,

subjecting you to disciplinary action, up to and including termination. Second or third medical opinions and periodic re-certifications may also be required;

- Periodic reports as deemed appropriate during the leave regarding your status and intent to return to work.
- Medical certification of fitness for duty before returning to work, if the leave was due to your serious health condition, as permitted by law. The Company will require this certification to address whether you can perform the essential functions of your position.

Failure to comply with the above requirements may result in delay, denial of leave, or disciplinary action.

Employer Responsibilities

The Company will inform you whether you are eligible for leave under the FMLA. Should you be eligible for FMLA leave, the Company will provide a notice that specifies any additional information required as well as your rights and responsibilities. The Company will also inform you if leave will be designated as FMLA -protected and, to the extent possible, note the amount of leave counted against your leave entitlement. If you are not eligible for FMLA leave, the Company will provide a reason for the ineligibility.

Job Restoration

Except as otherwise provided by applicable law, upon returning from FMLA leave, you will be restored to the same or a comparable position as the position held prior to the leave.

Failure to Return after FMLA Leave

If you fail to return to work as scheduled after FMLA leave or you exceed the twelve (12) week FMLA entitlement (or in the case of military caregiver leave, the twenty-six (26) week FMLA entitlement), you will be subject to the Company's standard leave of absence and attendance policies. This may result in termination if you have no other Company-provided leave available to you that applies to your continued absence. Likewise, following the conclusion of your FMLA leave, the Company's obligation to maintain your group health plan benefits may end (subject to any applicable COBRA rights). If you are unable to return to work after FMLA leave, you must notify the Human Resources Department. If the Company becomes aware of the need for additional leave, the Company will engage in an interactive process to determine whether the condition is a disability for which additional unpaid leave may be provided as a reasonable accommodation.

Other Employment

While on a leave of absence, employees are prohibited from holding other employment, including self-employment, not held immediately prior to the start of the leave. In other words, an employee who has another job in addition to the employee's job with the Company may

continue working that job while on leave from the Company if medically able to do so, but such an employee may not seek and hold other employment to replace the employee's employment with the Company while on leave. This policy remains in force during all leaves of absence including FMLA leave and violation may result in disciplinary action, up to and including immediate termination of employment.

Fraud

Providing false or misleading information or omitting material information in connection with an FMLA leave will result in disciplinary action, up to and including immediate termination.

Military-Related FMLA Leave

FMLA leave may also be available to eligible employees in connection with certain service-related medical and non-medical needs of family members. There are two forms of such leave. The first is Military Caregiver Leave, and the second is Qualifying Exigency Leave. Each of these leaves is detailed below.

Definitions

A "Covered Service member" is either: (1) a current Service member of the Armed Forces, including a member of the National Guard or Reserves, with a serious injury or illness incurred in the line of duty for which the Service member is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list; or (2) a "covered veteran" who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.

A "covered veteran" is an individual who was discharged under conditions other than dishonorable during the five (5) year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran. The period between October 28, 2009 and March 8, 2013 is excluded in determining this five (5) year period.

The FMLA definitions of "serious injury or illness" for current Service members and veterans are distinct from the FMLA definition of "serious health condition." For purposes of Military-Related FMLA Leave, the term "serious injury or illness" means an injury or illness incurred by the Service member in the line of duty while on active duty in the Armed Forces that may render the Service member medically unfit to perform the duties of the Service member's office, grade, rank, or rating, or one that existed before the beginning of active duty and was aggravated by service in the line of duty while on active duty.

With regard to covered veterans, the serious injury or illness may manifest itself before or after the individual assumed veteran status, and is: (1) a continuation of a serious injury or illness that was incurred or aggravated when the covered veteran was a member of the Armed Forces and rendered the Service member unable to perform the duties of the Service member's office, grade, rank or rating; (2) a physical or mental condition for which the covered veteran has received a VA Service Related Disability Rating (VASRD) of 50 percent or greater and such VASRD rating is based, in whole or in part, on the condition precipitating the need for caregiver leave;

(3) a physical or mental condition that substantially impairs the veteran's ability to secure or follow a substantially gainful occupation by reason of a disability or disabilities related to military service or would be so absent treatment; or (4) an injury, including a psychological injury, on the basis of which the covered veteran has been enrolled in the Department of Veterans Affairs Program of Comprehensive Assistance for Family Caregivers.

"Qualifying exigencies" include activities such as short-notice deployment, military events, arranging alternative childcare, making financial and legal arrangements related to the deployment, rest and recuperation, counseling, parental care, and post-deployment debriefings.

Military Caregiver Leave

Unpaid Military Caregiver Leave is designed to allow eligible employees to care for certain family members who have sustained serious injuries or illnesses in the line of duty while on active duty. The family member must be a "Covered Service member," which means: (1) a current member or veteran of the Armed Forces, National Guard or Reserves, (2) who is undergoing medical treatment, recuperation, or therapy or, in the case of a veteran, who was a member of the Armed Forces, National Guard or Reserves, who was discharged or released under conditions other than dishonorable at any time within five years prior to the treatment which an eligible employee requests; is otherwise in outpatient status; or is otherwise on the temporary disability retired list, (3) for a serious injury or illness that may render current member medically unfit to perform the duties of the member's office, grade, rank, or rating. Military Caregiver Leave is not available to care for Service members on the *permanent* disability retired list. Serious injury or illness specifically includes, but is not limited to, aggravation of a preexisting condition while in the line of duty.

To be eligible for Military Caregiver Leave, you must be a spouse, son, daughter, parent, or next of kin of the Covered Service member. "Next of kin" means the nearest blood relative of the Service member, other than the Service member's spouse, parent, son, or daughter, in the following order of priority: blood relatives who have been granted legal custody of the Service member by court decree or statutory provisions; brothers and sisters; grandparents; aunts and uncles; and first cousins; unless the Service member has specifically designated in writing another blood relative as their nearest blood relative for purposes of Military Caregiver Leave. You must also meet all other eligibility standards as set forth within the FMLA Leave policy.

An eligible employee may take up to twenty-six (26) workweeks of Military Caregiver Leave to care for a Covered Service member in a "single twelve (12) month period." The "single twelve (12) month period" begins on the first day leave is taken to care for a Covered Service member and ends twelve (12) months thereafter, regardless of the method used to determine leave availability for other FMLA-qualifying reasons. If you do not exhaust your twenty-six (26) workweeks of Military Caregiver Leave during this "single twelve (12) month period," the remainder is forfeited.

Military Caregiver Leave applies on a per-injury basis for each Service member. Consequently, an eligible employee may take separate periods of caregiver leave for each and every Covered Service member, and/or for each and every serious injury or illness of the same

Covered Service member. A total of no more than twenty-six (26) workweeks of Military Caregiver Leave, however, may be taken within any “single twelve (12) month period.” Within the “single twelve (12) month period” described above, an eligible employee may take a combined total of twenty-six (26) weeks of FMLA leave including up to twelve (12) weeks of leave for any other FMLA-qualifying reason (i.e., birth or adoption of a child, serious health condition of the employee or close family member, or a qualifying exigency). For example, during the “single twelve (12) month period,” an eligible employee may take up to sixteen (16) weeks of FMLA leave to care for a Covered Service member when combined with up to ten (10) weeks of FMLA leave to care for a newborn child.

An employee seeking Military Caregiver Leave may be required to provide appropriate certification from the employee and/or Covered Service member and completed by an authorized healthcare provider within fifteen (15) days. Military Caregiver Leave is subject to the other provisions in our FMLA Leave Policy (requirements regarding employee eligibility, appropriate notice of the need for leave, use of accrued paid leave, etc.). Military Caregiver Leave will be governed by, and handled in accordance with, the FMLA and applicable regulations, and nothing within this policy should be construed to be inconsistent with those regulations.

Qualifying Exigency Leave

Eligible employees may take unpaid “Qualifying Exigency Leave” to tend to certain “exigencies” arising out of the duty under a call or order to active duty of a “covered military member” (i.e., the employee’s spouse, son, daughter, or parent). Up to twelve (12) weeks of Qualifying Exigency Leave is available in any twelve (12) month period, as measured by the same method that governs measurement of other forms of FMLA leave within the FMLA policy (with the exception of Military Caregiver Leave, which is subject to a maximum of twenty-six (26) weeks of leave in a “single twelve (12) month period”). The maximum amount of “Qualifying Exigency Leave” an employee may utilize to bond with a military member on short-term, temporary rest and recuperation during deployment is fifteen (15) days.

Although Qualifying Exigency Leave may be combined with leave for other FMLA-qualifying reasons, under no circumstances may the combined total exceed twelve (12) weeks in any twelve (12) month period (with the exception of Military Caregiver Leave as set forth above). The employee must meet all other eligibility standards as set forth within the FMLA policy.

Persons who can be ordered to active duty include active and retired members of the Regular Armed Forces, certain members of the retired Reserve, and various other Reserve members including the Ready Reserve, the Selected Reserve, the Individual Ready Reserve, the National Guard, state military, Army Reserve, Navy Reserve, Marine Corps Reserve, Air National Guard, Air Force Reserve, and Coast Guard Reserve.

A call to active duty refers to a *federal* call to active duty, and *state* calls to active duty are not covered unless under the order of the President of the United States pursuant to certain laws.

Qualifying Exigency Leave is available under the following circumstances:

- Short-notice deployment. To address any issue that arises out of short notice (within seven days or less) of an impending call or order to active duty.
- Military events and related activities. To attend any official military ceremony, program, or event related to active duty or a call to active duty status or to attend certain family support or assistance programs and informational briefings.
- Childcare and school activities. To arrange for alternative childcare; to provide childcare on an urgent, immediate need basis; to enroll in or transfer to a new school or daycare facility; or to attend meetings with staff at a school or daycare facility.
- Financial and legal arrangements. To make or update various financial or legal arrangements; or to act as the covered military member's representative before a federal, state, or local agency in connection with service benefits.
- Counseling. To attend counseling (by someone other than a healthcare provider) for the employee, the covered military member, or for a child or dependent when necessary as a result of duty under a call or order to active duty.
- Temporary rest and recuperation. To spend time with a covered military member who is on short-term, temporary rest and recuperation leave during the period of deployment. Eligible employees may take up to fifteen (15) days of leave for each instance of rest and recuperation.
- Post-deployment activities. To attend arrival ceremonies, reintegration briefings and events, and any other official ceremony or program sponsored by the military for a period of up to ninety (90) days following termination of the covered military member's active duty status. This also encompasses leave to address issues that arise from the death of a covered military member while on active duty status.
- Mutually agreed leave. Other events that arise from the close family member's call or order to active duty, provided that the Company and the employee agree that such leave qualifies as an exigency and agree to both the timing and duration of such leave.

An employee seeking Qualifying Exigency Leave may be required to submit appropriate supporting documentation in the form of a copy of the covered military member's active duty orders or other military documentation indicating the appropriate military status and the dates of active duty status, along with a statement setting forth the nature and details of the specific exigency, the amount of leave needed and the employee's relationship to the military member, within fifteen (15) days. Qualifying Exigency Leave will be governed by, and handled in accordance with, the FMLA and applicable regulations, and nothing within this policy should be construed to be inconsistent with those regulations.

Personal Leave of Absence

Additional types of unpaid personal leaves of absence may be granted in the sole discretion of the CEO/Administrator, for up to a maximum of thirty (30) days. An extension beyond thirty (30) days will be considered on an individual basis.

Failure to report to work as scheduled following a personal leave of absence may result in disciplinary action, including termination. Time spent on personal leave of absence will not be used for computing benefits such as PTO or holidays.

You should speak directly with the Human Resources Department prior to taking a leave to ensure your understanding of all of your obligations to the Company while on leave, such as your periodic reporting and re-verification obligations. Failure to comply with Company policy may substantially affect your ability to return to work under this policy.

Bereavement Leave

Full-time employees are eligible to receive up to three (3) days of unpaid bereavement leave in the event they miss regularly scheduled work days due to the death or funeral of a member of the employee's immediate family. Immediate family includes your spouse, registered domestic partner, children, stepchildren, registered domestic partner's children, parents, grandparents, grandchildren, brother or sister, your spouse's parents, or your registered domestic partner's parents.

Employees who are notified of a death in their immediate family while at work will be unpaid for the remainder of the scheduled hours that day. The three (3) day eligibility for unpaid bereavement leave will not commence until the next regularly scheduled work day which is lost. All time off in connection with the death of an immediate family member, as defined above, should be scheduled with your supervisor. Time off in excess of three (3) days is available only upon the prior approval of the CEO/Administrator.

An employee may use any available accrued unused PTO benefit in lieu of this unpaid bereavement leave.

Exempt employees may be provided time off with pay for any of the above-described leaves when necessary to comply with federal, state, and local wage and hour laws.

What We Expect of You

This section discusses your responsibilities to the Company as an employee. Please thoroughly familiarize yourself with these policies and apply them in your work.

Violation of any of the basic rules below, the policies in this handbook, or any other policy of the Company or misconduct on your part may lead to disciplinary action, up to and including termination. This list is not all inclusive and there may be other circumstances for which employees may be disciplined, up to and including termination. If you have any questions about what we expect of you as one of our employees, please discuss them with your supervisor.

These rules do not alter the at-will nature of your employment.

Employee Conduct

Absenteeism and Tardiness

You are expected to be at work ready to perform your job duties on time each day. Absenteeism or tardiness, even for good reasons, is disruptive to our operations and creates a burden for co-workers and interferes with our ability to satisfy our patients/residents' needs. Absenteeism or tardiness can result in corrective action, up to and including termination. The Company will not discipline an employee for use of protected leave including, but not limited to, leave under the FMLA, Americans with Disabilities Act, Arizona Paid Sick Leave, and any other protected leave under federal, state, or local law.

- Direct care clinical employees should report all attendance-related communication to the staffing department. All other employees should report attendance relations communication directly to their supervisor.
- If you are going to be late or absent from work for any reason, you must personally notify your supervisor so that proper arrangements can be made to handle your work during your absence. We request that you notify your supervisor at least 2 hours prior to the start of your shift. If prior notice cannot be given, you are expected to notify your supervisor as soon as possible.
- An unexcused absence is defined as an employee's absence from scheduled working hours, including mandatory meetings, while the employee is not on approved and/or protected leave.
- Unexcused tardiness is defined as an employee being more than seven (7) minutes late for scheduled working hours or leaving work before the end of the employee's scheduled working hours without prior approval from management.
- Leaving work without completing at least 2 hours of an employee's scheduled shift will be considered an unexcused absence if the employee is not on approved and/or protected leave.

As part of our attendance policy, a point system has been implemented to track attendance-related infractions. Points will be assigned for unexcused absence occurrences, tardiness and leaving your scheduled shift early. Additional factors, such as blackout periods and high-demand staffing periods (e.g., holidays or the days surrounding them), will be considered when assigning points. Point totals will vary depending on the severity of the attendance infraction. For example, an unexcused absence occurrence will result in a higher point assignment compared to a tardiness occurrence. The point total is cumulative and progressive, meaning that points will accumulate over time as attendance infractions occur. Specific thresholds of point accumulation will trigger corresponding levels of corrective action.

Point Assignments

Tardy Type	Points	Explanation	Absence Type	Points	Explanation
8+ Minutes	1.5	Tardy	1 Occurrence	2	Unexcused
Left early	1.5	Tardy	1 Occurrence	3	Unexcused Blackout Period/Holiday
			1 Occurrence	9	NC/NS

- Any consecutive-day unexcused absence shall be treated as a single unexcused absence occurrence. This means that if an employee is absent for multiple days in a row, these days will collectively count as one instance of an unexcused absence.
- A pattern of unexcused absences or unexcused tardies prior to or immediately following scheduled days off, holidays, and/or payday will be investigated as needed and may result in additional corrective action.

When an unexcused absence is due to illness, the Company may require supporting medical documentation in accordance with federal, state, or local law.

A no call/no show occurs when an employee does not report to work and fails to notify their supervisor or management. Instances of a no call/no show may be considered job abandonment and may result in immediate termination.

Points Expiration

Points will expire and reduce the running point total one year from their occurrence.

Progressive Corrective Action

Employees will be subject to corrective action when the total points accumulated from unauthorized absences and tardiness reach the following levels during any 12-month period. Corrective action will be applied progressively, meaning each time a point threshold is met, the employee will move to the

next formal warning stage. The corrective action record will be cleared one year from the date of your most recent disciplinary action step provided no further incidents occur during that time.

Points	Corrective Action
6	Written warning
9	2 nd Written Warning
12	Final Warning and/or Performance Improvement Plan

Examples:

#1

I have a tardy on 6/1/24 and receive 1.5 points. On 6/1/25 this 1.5 points will expire from my total leaving me with zero points.

#2

I have a tardy on 6/1/24 and receive 1.5 points. I have an absence on 9/1/24 and receive 2 points. My running total is now 3.5 points. On 6/1/25 the 1.5 points from the tardy will expire from my total leaving me with 2 points. On 9/1/25 the absence will expire, and I'll have zero points.

#3

I have a running total of 5 points, and I have a tardy on 6/1/24. This puts me at 6.5 points. A notice is sent out and a written warning is entered in my file. I am now in corrective action until 6/1/25.

On 8/1/24 an absence I received on 8/1/23 expires, and my point total goes down to 4.5. I am still in corrective action until 6/1/25 even though my running total is under 6.

On 10/1/24 I have an absence and receive 2 points. This puts me at 6.5 points. A notice for a written warning goes out and my corrective actions is extended until 10/1/25.

#4

I have an absence on 2/1/23 – running total is 2 points

I have an absence on 5/1/23 – running total is 4 points

I have a tardy on 7/1/23 – running total is 5.5 points

I have an absence on 9/1/23 – running total is 7.5 puts – put in corrective action until 9/1/24

On 2/1/24 the absence from 2/1/23 expires – running total is 5.5 – still on corrective action until 9/1/24

On 5/1/24 the absence from 5/1/23 expires – running total is 3.5 – still on corrective action until 9/1/24

On 7/1/24 the tardy from 7/1/23 expires – running total is 2 – still on corrective action until 9/1/24

On 8/1/24 I have a tardy – running total goes to 3.5 – still on corrective action until 9/1/24

On 9/1/24 the absence from 9/1/23 expires – total goes to 1.5 – corrective action ends.

Corrective action will start over when new point thresholds are reached.

Corrective Action

Attendance and employee conduct/performance are addressed through *separate* corrective action processes. Separating these processes allows us to uphold both accountability and due process, while recognizing the unique context and seriousness of each type of policy violation. The intent of the corrective action process is to raise employee awareness to specific areas needing improvement, including but not limited to performance deficiencies, insubordination, gross misconduct, and other infractions either unsuited for company business and/or that are a direct violation of company policies or regulatory compliance. Our goal is to facilitate and support corrected behavior before advancing to additional steps of a corrective action process and to enhance patient care when applicable. The Company reserves the right to bypass or advance steps within the progressive corrective action process and move directly to more serious disciplinary measures, including termination, when the severity, impact, or nature of the violation warrants such a response. Education, verbal/formal corrective actions, and performance improvement plans will be considered and applied as necessary depending on the nature of the issue, at the discretion of the Company. Outlined below are the steps of progressive corrective action for all other employees.

Step 1: Verbal reminder

Step 1 creates an opportunity for the immediate supervisor and/or management to bring attention to the existing performance or conduct issue. The supervisor and/or management should discuss the nature of the problem or the violation of company policies and procedures with the employee. The supervisor is expected to clearly describe expectations and steps the employee must take to improve his or her performance or resolve the problem. This warning will be documented and filed in the employee personnel file.

Step 2: Written reminder

The Step 2 written reminder involves more-formal documentation of the performance, conduct or attendance issues and consequences.

During Step 2, the immediate supervisor, management and/or HR will meet with the employee to review any additional incidents or information about the performance or conduct issues as well as any prior relevant corrective action reminders and discussions. Management/HR will outline the consequences for the employee of his or her continued failure to meet performance or conduct expectations. This reminder will be documented and filed in the employee's personnel file.

Step 3: Final written warning and/or Performance Improvement Plan (PIP)

The Step 3 written warning involves the immediate supervisor and HR meeting with the employee to review all incidents taking place leading to the final step in the process. Management/HR will outline the consequences for the employee of his or her continued failure to hold their end of the agreement in correcting performance or conduct issues and failure to fulfill their job duties in a fully acceptable manner. The final warning will be documented and filed in the employee's personnel file.

Step 4: Recommendation for termination of employment

Effective / Revised: October 1, 2025

This policy supersedes all prior versions.

Alcohol and Drug Policy

Philosophy

The Company is committed to providing a safe, healthy and productive work environment free from the influence of alcohol and drugs. The Company is implementing this drug and alcohol policy to help meet these goals, and the drug/alcohol policy is effective immediately.

Please note that although the state has legalized the use of marijuana, the Company does not permit the medicinal or recreational use of marijuana in the workplace. Use or possession of marijuana on Company property or while engaged in work-related activities is strictly prohibited and may result in discipline, up to and including immediate discharge.

Compliance with this policy is a condition of continued employment. This policy applies to all employees and prospective employees of the Company. Please direct any questions or comments to the Human Resources Department who is responsible for coordinating the policy.

Work Rules

Whenever employees are present on company premises, in the workplace while the employee is working, working at a client site, or operating company vehicles, machinery, or property, they are prohibited from: using, possessing, manufacturing, selling, transferring, purchasing, or distributing illegal drugs^[1] (or attempting such conduct);

- being under the influence of alcohol, marijuana or illegal drugs;

^[1] Illegal drugs include substances for which use or possession is controlled by The Controlled Substances Act, which are not being used or possessed by the employee as prescribed by, and under the supervision of, a licensed healthcare professional, or the metabolites of such substances. The Controlled Substances Act is set forth at 21 U.S.C. § 812. possessing or consuming alcohol; and

- possessing or consuming alcohol, marijuana; and
- selling or transferring prescription drugs or other medications.

For the avoidance of doubt, nothing in this policy shall be read to allow the ingestion of

marijuana in any workplace or any employee to work while under the influence of marijuana.

Employees engaging in any of the foregoing activities may adversely affect the safety of themselves, other employees, clients, or the general public. Violations of these rules will lead to disciplinary action, up to and including termination, in accordance with this policy.

Prescription and Other Medications

This policy does not prohibit the lawful use and possession of prescribed medications. **Provided**, however, that such use does not impair an individual's ability to perform his/her job. An employee must consult with his or her doctor about a medication's effect on fitness for duty and ability to work safely. An employee must promptly disclose to his or her supervisor any negative effects or restrictions on his or her ability to work associated with prescription or over-the-counter medications.

Responsibility to Report Coworkers

It shall be the responsibility of each employee to bring to a supervisor's attention knowledge of any other employee who:

- poses a hazard to the safety and welfare of others; or
- is in an impaired condition and is unable to perform his or her assigned job duties;
- is selling, transferring, or possessing alcohol or an illegal drug while working or otherwise on company premises.

Alcohol and Drug Testing

Required Testing

All employees may be tested for alcohol and illegal drugs^[2] for any job-related purpose consistent with business necessity, including:

- Investigation of possible individual employee impairment;

^[2]The substances for which testing may be conducted include alcohol, controlled substances as defined in the Controlled Substances Act, 21 U.S.C. § 810, and the metabolites of such substances.

- Investigations of accidents and/or injuries. Employees may be required to undergo drug or alcohol impairment testing as soon as practicable after they cause, contribute to, or are involved in any way in an accident or injury of any person or involving Company equipment;
- Maintenance of safety for employees, patients/residents, clients, and the general public when a prospective employee is applying for (or an employee is working in) a job classification which has been designated by the Company as "safety sensitive" for

purposes of this policy;

- Maintenance of productivity, quality of products or services or security of property or information;
- Reasonable suspicion that an employee may be affected by the use of drugs or alcohol and that the use may adversely affect the job performance or the work environment; and
- Follow-up testing if the employee is found to have breached the provisions of this policy but has been permitted to remain employed. The duration and extent of follow-up testing will be at the sole discretion of the Company, for a period of up to 2 years.

Cooperation with drug and alcohol screening is required as a condition of employment. Refusal to cooperate with testing and failure to provide a specimen are grounds for immediate termination. All compensated employees including officers, directors, and supervisors are uniformly included in the testing policy.

For job-related purposes, and consistent with business necessity, prospective employees may be subjected to drug testing as described above.

Collection and Testing Procedures

Individuals subject to testing may be required to provide reliable identification to the person collecting the sample. Any specimens taken from an employee will be labeled to reasonably preclude misidentification. Sample collection, storage, and transportation to the place of testing shall be performed in a manner reasonably designed to preclude the possibility of sample contamination, adulteration, or misidentification. Sample testing will comply with scientifically accepted analytical methods and procedures and will be conducted at a laboratory approved or certified by the U.S. Department of Health and Human Services, the College of American Pathologists, or the Arizona Department of Health Services.

Any positive drug test will be confirmed by a second, confirmatory drug test which shall be by use of a different chemical process than was used in the initial drug screen. The second confirmatory drug test shall employ a chromatographic technique such as gas chromatography-mass spectrometry or another comparably reliable analytical method.

Testing and Employee Rights

Testing will occur during or immediately before or after a regular work period. The testing shall be deemed work time for purposes of compensation and benefits for employees, and the Company will pay for the test and an employee's reasonable transportation costs, if any. At its sole discretion, the Company may elect to pay the costs for drug testing of prospective employees.

Employees will be given an opportunity to provide any information that may be considered relevant to the test, including identification of currently or recently used prescription or nonprescription drugs or other relevant medical information. Employees are entitled, upon

request, to obtain written copies of their test results. Employees are also entitled, upon request, to explain a positive test result in a confidential setting.

Consequences

Employees who refuse to cooperate in required drug or alcohol tests, or who test positive for illegal drugs or alcohol, or who use, possess, buy, sell, manufacture, or dispense illegal drugs in violation of this policy may be subject to disciplinary action, up to and including termination of employment.

The Company may refuse to hire, or implement other disciplinary action, against prospective employees who refuse to cooperate in required drug testing or who test positive for, use, possess, buy, sell, manufacture, or dispense illegal drugs in violation of this policy.

Confidentiality

Information and records relating to test results, drug and alcohol dependencies, and legitimate medical explanations provided by an employee will be kept confidential and maintained in secure files separate from normal personnel files. Such confidential records and information may be disclosed only to (1) individuals designated by the Company to receive and evaluate test results or hear the explanation of the employee; (2) an arbitrator or mediator, court, or governmental or licensing agency as authorized by state or federal law; and (3) the tested employee or any other person designated in writing by the employee.

“Safety-Sensitive” Positions

The Company is committed to providing a workplace that is safe for its employees, patients/residents, clients, and the general public. Accordingly, employees engaged in the current use of any drug that could cause an impairment or otherwise decrease or lessen the employee’s job performance or ability to perform the employee’s job duties are prohibited from performing any “Safety-Sensitive” position within the company. This prohibition applies regardless of whether the drug is legal or has been prescribed by a physician or other healthcare provider.

For purposes of this policy, “Safety-Sensitive” positions include, but are not limited to:

- operating a motor vehicle, other vehicle, equipment, machinery or power tools;
- repairing, maintaining or monitoring the performance or operation of any equipment, machinery or manufacturing process, the malfunction or disruption of which could result in injury or property damage;
- performing duties in the residential or commercial premises of a patient/resident/customer, supplier or vendor;
- preparing or handling food or medicine;

- working in any occupation regulated pursuant to Title 32 of the Arizona Revised Statutes; and/or
- any other position designated by the Company that includes tasks or duties that the Company, in good faith, believes could affect the safety or health or the employee performing the task.

Inspections

The Company reserves the right to inspect all portions of its premises for drugs, alcohol, or other contraband. All employees, contractor employees, and visitors may be asked to cooperate in inspections of their persons, work areas, and property that might conceal drugs, alcohol, or other contraband. Employees who possess contraband or refuse to cooperate in such inspections are subject to appropriate discipline, up to and including discharge.

Returning/Continuing to Work

Employees who test positive, admit to improper drug or alcohol use or related misconduct, or voluntarily seek assistance, and are not terminated, may not return to work or continue working until they have been evaluated by a Company selected physician to determine if they can safely return to work.

Fraud, Dishonesty and False Statements

Employees and applicants are prohibited from providing false, dishonest, or misleading information on any application, resume, medical history record, leave request, invoice, paperwork, time card or time sheet, time entry, investigative questionnaire, workplace injury report, or any other Company document. Employees are likewise prohibited from making any maliciously dishonest or false statement to another employee, or to a vendor, or patient/resident with respect to the performance of the employee's job duties. Under the law, an employee may be held personally liable for making misrepresentations to patients/residents. It is also against the law and against Company policy for an employee to provide, or assist a patient/resident in providing, false or misleading information on a credit application or regarding credit status to any financial institution. Any employee found to have made false, dishonest, or misleading statements or omissions as detailed above will be subject to immediate termination of employment. If you observe any such violations, please report them to the Human Resources Department or other member of management immediately.

Illegal Activity

Employees are not permitted to engage in any kind of illegal activity while on duty or on the Company's property, or while off the job which reflects detrimentally on the Company's reputation.

Theft

Theft of money or property from the Company, your co-workers, or patients/residents is strictly

prohibited. Employees found to have stolen or misappropriated money or property will be subject to immediate termination and will also be reported to law enforcement. The Company reserves the right to inspect all purses, briefcases, backpacks, packages, lockers, and vehicles on the Company's property to investigate allegations of theft. Failure to cooperate in such a search will result in disciplinary action, up to and including termination.

Misuse of Property

Employees are prohibited from misusing, or using without authorization, equipment, vehicles or other property of the Company, patients/residents, vendors, or other employees of the Company. Any non-business use of the Company's office equipment must be approved by management.

Damage to Property

Deliberate or careless damage to a co-worker's, vendor's, or patients/residents' property or the property of the Company, will not be tolerated.

Workplace Violence Policy

The Company has a zero-tolerance policy for violent acts or threats of violence against our employees, applicants, patients/residents, or vendors.

We do not allow fighting, or violent words or conduct. Weapons of any kind are strictly prohibited and not permitted on Company premises, including parking areas.

No employee may commit or threaten to commit any violent act against a co-worker, patient/resident, or any third party. This includes discussions of the use of dangerous weapons, such as bombs, guns, or knives, even in a joking manner.

Employees who are subjected to or threatened with violence in the workplace, or are aware of another individual who has been subjected to or threatened with violence, are to report this information to their supervisor or the Human Resources Department as soon as possible.

All threats should be taken seriously. Please bring all threats to our attention so that we can deal with them appropriately.

All threats will be thoroughly investigated, and all complaints which are reported to management will be treated with as much confidentiality as possible.

Weapons in the Workplace

Possession, use or sale of weapons, firearms or explosives on work premises, while operating Company machinery, equipment or vehicles for work-related purposes or while engaged in Company business off premises is forbidden except where expressly authorized by the Company and permitted by federal, state, or local laws. This policy applies to all employees, including but not limited to, those who have a valid permit to carry a firearm. Provided, however, that, in accordance with A.R.S. § 12-781, this provision does not apply to firearms that are being lawfully transported or stored both: (1) in the employee's locked and privately owned motor

vehicle (or in a locked compartment on the employee's privately owned motorcycle); and (2) in a manner so that the firearm is not visible to the outside of the motor vehicle (or motorcycle).

Employees who are aware of violations or threats of violations of this policy are required to report such violations or threats of violations immediately to the Human Resources Department.

Off-Duty Use of Facilities

Employees are welcome to attend work-related meetings, events, or celebrations while off duty for work related functions. Otherwise, personal use of Company property, facilities, or equipment is prohibited without prior consent from management or the CEO. Unauthorized use may result in corrective action.

Off-Duty Social and Recreational Activities

During the year, the Company may sponsor social or recreational activities for its employees. Your attendance at these events is completely voluntary and not required as a condition of employment and the time spent will not be considered time worked. Neither the Company nor its insurer will be liable for the payment of workers' compensation benefits for any injury that arises out of your voluntary participation in any off-duty recreational, social, or athletic activity that is not part of your job duties.

Gifts and Gratuities

Employees may not request or accept any gift or gratuity of any kind from a patient/resident or supplier without the express written authorization of the CEO/Administrator.

Nepotism

The Company strictly prohibits favoritism and nepotism to ensure a fair and impartial workplace. Employees are not allowed to make employment decisions such as hiring, promoting, or providing some form of preferential treatment for family members or acquaintances for personal or mutual gain. All such decisions must be impartial and based solely on qualifications or approval from management. Any potential conflicts of interest involving family members must be reported to Human Resources immediately.

Romantic or Sexual Relationships with Other Employees/Contracted Staff

The Company has adopted this policy because of the potential problems posed by romantic or sexual relationships between employees and contracted staff. These problems include conflicts of interest, interference with the productivity of co-workers, and potential charges of sexual harassment. Such problems can be particularly serious in situations in which one person has a position of authority over the other, such as in a supervisor-subordinate position.

The Company imposes the following restrictions on romantic or sexual relationships between

employees and contracted staff:

1. A management-level employee must not engage in a romantic or sexual relationship with a subordinate employee under any circumstances.
2. All romantic or sexual relationships between employees and/or contracted staff must be reported to Human Resources Department.
3. If a supervisor or manager becomes involved in a romantic or sexual relationship with a non-subordinate non-management employee, the supervisor or manager must disclose the existence of such relationship immediately to the Human Resources Department. The Company will take all steps it deems necessary to prevent conflicts of interest and potential legal claims.
4. All employees must avoid romantic or sexual relationships with other employees and/or contracted staff that create conflicts of interest, potential charges of sexual harassment, or discord or conflicts in the workplace.
5. All employees are expected to behave in a professional manner and avoid inappropriate displays of affection, arguments over relationship issues, etc., in the workplace.
6. Questions and clarifications will be addressed by the Human Resources Department.

Outside Employment

It is important that other employment does not interfere in any way with your job with the Company. You should be careful that extra hours of work do not affect the performance of your job duties by leaving you tired or distracted. Also, if your second job creates a potential conflict of interest (i.e., working for a competitor) you are required to obtain written approval, in advance, from the Human Resources Department or the CEO/Administrator.

Personal Dress and Appearance

We expect all employees to use good judgment with respect to their dress and appearance and to present a neat and well-groomed appearance. We feel that these qualities go further than any other factor in making a favorable impression on patients/residents and your co-workers.

The Company will provide you with a name and title badge free of charge. All employees must wear this badge at all times while on duty with the Company and it must be readily visible.

For employees who provide patient care, fingernails must be clean and short and adhesive decorations such as rhinestones are not permitted. The use of perfume, cologne, or after-shave, particularly in areas where patient care is provided, is discouraged as it may cause respiratory problems for patients, visitors or co-workers.

Unless covered, tattoos that are offensive are prohibited.

Flashy, ill-fitting, revealing, offensive, political, and other non-businesslike and distracting clothing, attire, or accessories are unacceptable. The following items are also, generally, unacceptable although this list is by no means all-inclusive: jeans/denim, shorts, leggings not covered by other clothing, sleeveless tops (unless covered by Plaza Jacket/Lab coat when in public view), crop tops, flip flops, and high spiked heels. Any attire (including footwear or accessories) that violates safety or infection control regulations is prohibited. Footwear and accessories should be appropriate for the employee's position and job duties. Stricter guidelines related to wearing jewelry, attire, and/or footwear may be implemented and enforced for reasons related to safety, patient care and/or infection control.

Generally, hats or caps are not permitted. Hats or caps are permitted, however, if they are part of a Plaza Healthcare-authorized uniform, are worn for religious or health-related reasons, or worn to protect an employee while he/she is working in inclement or hot weather. Hats must be plain or have the Plaza logo to be authorized.

Employees who report to work in unacceptable attire may be required to leave work and return in acceptable attire. Such time away from work will be without pay.

The Company will not enforce this policy in violation of any federal, state, or local equal employment opportunity laws. The Company will provide reasonable accommodations to this policy for an employee's religious beliefs and practices, medical needs, or other protected reasons, provided the requested accommodation does not create an undue hardship for the Company and/or does not pose a direct threat to the health or safety of others in the workplace and/or to the individual. Once the Company is aware of the need for an accommodation, the Company will engage in an interactive process to identify possible accommodations. For more information, please see the Reasonable Accommodations policy.

Uniforms

Employees who are provided with Company uniforms shall keep them in a neat and clean condition and must wear them at all times when on duty.

The intent of the Uniform Policy is to assist residents and guests in being able to identify an employee by their uniform. If the employee fails to comply with this policy, he or she will be sent home. The facility has the right to discipline an employee who fails to follow this policy.

Employees may wear their scrub-colored jacket during work hours. Black Plaza jackets may only be worn over scrubs before the start of an employee's shift or after an employee's shift is over. Employees may not wear their Plaza uniforms for non-work related activities or functions.

Non-uniformed employees should refer to the Employee Personal Dress and Appearance policy for additional attire recommendations.

As above, the Company will not enforce this policy in violation of any federal, state, or local equal employment opportunity laws. The Company will provide reasonable accommodations to this policy for an employee's religious beliefs and practices, medical needs, or other protected reasons, provided the requested accommodation does not create an undue hardship for the Company and/or does not pose a direct threat to the health or safety of others in the workplace and/or to the individual. Once the Company is aware of the need for an accommodation, the Company will engage in an interactive process to identify possible accommodations. For more information, please see the Reasonable Accommodations policy.

Uniform Procedure

The uniforms are loaned to each employee for the first 90 days. Once the employee reaches his or her 90-day probationary period, the uniform is owned free and clear. If the employee does not successfully complete his or her 90-day probationary period, the employee must return the uniforms in good condition to the Human Resources Department.

New uniforms will be issued during the employee's anniversary. The number of uniforms issued to employees may vary from department to department.

Employees can purchase additional uniforms by contacting the Human Resources Department.

Personal Mail

All mail which is delivered to the Company is presumed to be related to our business. Mail or packages sent to you at the Company will be opened by office personnel and routed to your department. If you do not wish to have your correspondence handled in this manner, please have it delivered to your home or personal mailbox.

Company postage meters and letterhead may not be used for personal correspondence.

Personal Telephone Calls and Visits

We ask our employees to refrain from making or receiving personal calls during work time except in emergencies. Long distance business calls must be cleared by your supervisor unless your job duties include the routine making of long-distance calls. Employees will be held financially responsible for unauthorized calls and will be subject to disciplinary action, up to and including immediate termination.

Personal visits by friends or relatives during work hours can be disruptive to our operations and are strongly discouraged. If you receive a non-business-related visit from a friend or relative, you must notify your supervisor at the time of your guest's arrival and departure. Non-employees are strictly forbidden from entering unauthorized areas.

Poor Performance

You are expected to make every effort to learn your job and to perform at a level satisfactory to the Company at all times. This includes following through on the reasonable, job-related instructions and requests of your supervisor or managers. Consistent failure to do so may result in disciplinary action, up to and including termination.

Sleeping

Everyone needs to be fully alert while on the job in order to protect the safety of all employees and to properly serve our patients/residents. Therefore, we cannot tolerate sleeping or inattention on the job.

Smoking

The Smoke-Free Arizona Act, A.R.S. § 36.601.01 prohibits smoking in all places of employment. The Smoke-Free Arizona Act specifically prohibits smoking in all work buildings and work vehicles and within 20 feet in any direction from any doors, windows, and/or ventilation systems of any buildings. The Company prohibits smoking in all areas except those that have been specifically designated as smoking areas. This policy expressly extends to the use of electronic cigarettes ("e-cigs") or similar items (vaporizers, etc.).

Solicitation - Distribution Policy

Our primary goal at the Company is to provide our patients/residents with the best service possible and to minimize disruptions and ensure a professional working environment. In order to allow employees to perform their job duties and provide our patients/residents with their undivided attention, solicitation of any kind by employees, contractors, or visitors is prohibited during working hours unless it is related to official company business or has prior approval from the CEO. In addition, the distribution or sales of goods, paper advertising materials, handbills or other literature is prohibited in all working areas at all times. Similarly, non-employees may not come on the Company's property at any time to solicit for any cause or distribute goods, materials, or literature of any kind for any purpose. Violations of this policy may result in disciplinary action up to and including termination of employment.

Procedures and Guidelines

Background Screening

To ensure that employees of the Company continue to be qualified and to ensure that the Company maintains a safe and productive work environment free of any form of violence, harassment or misconduct, and to determine eligibility for promotion, re-assignment, or retention, the Company reserves the right to conduct background screening on all of its employees.

Should you have any questions regarding the Company's background screening policy, please contact the Human Resources Department

Bulletin and Message Boards

The Company may maintain a bulletin, message board(s) or internal webpage as a source of information for employees. Any such resource is to be used solely to post information approved by the Company regarding Company policies, governmental regulations, and other matters of concern to all employees. No information may be placed on these resources without the prior approval of the Human Resources Department.

Company Keys/Entry Cards

Each employee to whom a key and/or entry card is given is responsible for proper use of that key and/or entry card. A lost or misplaced key and/or entry card must be reported immediately to your supervisor. Never duplicate or loan a key and/or entry card to anyone for any reason. See your supervisor if you need another key and/or entry card. All keys and/or entry cards must be turned in to the Human Resources Department upon separation from the Company. Employees who take a leave of absence must turn in any keys and/or entry cards prior to beginning their leave.

Company Vehicles & Safe Driving

Only authorized employees may operate Company vehicles. If a Company vehicle incurs any damage while under the charge of a particular employee, that employee must report the damage immediately.

You must hold a valid state driver's license for the class of vehicle you are driving. Further, you may never use a motorcycle to conduct business or provide transportation for a patient/resident or fellow employee. All persons in Company vehicles are required to use their seatbelts. Not using seatbelts in a Company vehicle may lead to disciplinary action, up to and including termination. Only persons authorized by your supervisor can be passengers in Company vehicles. Permitting unauthorized passengers may lead to disciplinary action, up to and including termination.

You must notify the Company immediately of any change in the status of your driving record. Any employee whose duties include the operation of Company vehicle who is convicted of DUI/DWI or for reckless driving will be considered to have an unacceptable driving record and the employee's continued employment will be subject to review. Any employee whose duties include the operation of Company vehicles who becomes uninsurable under the Company's liability policy will be considered to have an unacceptable driving record and the employee's continued employment will be subject to review.

If you receive a traffic citation while operating a Company vehicle, you will be responsible for paying any fine or penalty. If you are involved in a traffic accident while operating a Company vehicle, you are required to call 911 and report the accident. You must also report the accident to the Human Resources Department immediately.

Mileage Reimbursement: Employees who must use their personal car for Company business will be reimbursed at the IRS Standard Mileage Rate. Mileage reimbursements are intended to cover expenses related to the operation of a personal vehicle, including the price of gasoline, insurance, maintenance, and ordinary wear-and-tear costs.

Conflicts of Interest

Our policy forbids employees from engaging in any other business which competes with the Company. Company policy also forbids an employee from holding a financial or ownership interest in an entity that does business with or is a competitor of the Company (except where such ownership consists of securities of a corporation regularly traded on the public stock market). Providing consulting services to any entity that does business with or is a competitor of the Company, except with the knowledge and written consent of the CEO/Administrator of the Company, is also prohibited. If you think that there is a possibility that any business venture of yours may conflict with this policy, it is your responsibility to notify the CEO/Administrator and obtain approval in writing.

Hazardous and Toxic Materials

If your job requires that you use hazardous or toxic materials, you are expected to comply with all laws, rules, and regulations concerning their safe handling and disposal. If you have any questions about the materials you work with or the proper safety or disposal procedures to follow, please discuss them with your supervisor before taking any action.

Housekeeping

Work areas must be maintained in a clean, healthy, and orderly fashion to prevent unsafe conditions and potential accidents. If you observe conditions or equipment which are potentially dangerous, report them immediately to your supervisor. It is each employee's responsibility to make sure the work area is clean and orderly at the completion of the scheduled work shift. Employees may not litter or discard personal items on the premises.

Meetings

From time to time, individual or staff meetings may be held for the purpose of providing instruction, training, or counseling or to review Company operating policies. You are required to attend all Company meetings involving your department or which you have been asked to attend, unless excused by your supervisor.

Parking

So that we will have sufficient and convenient parking for our patients/residents, we require all of our employees to park their vehicles in the area designated for employee parking. If you have any questions as to where you should park your vehicle, please ask your supervisor.

Personnel Records

Recognizing the confidential nature of the information in your personnel record, the Company limits access to the personnel records to you and those with proper authorization or pursuant to legal process.

No documents contained in your personnel file will be released without your consent, except pursuant to legal process. Any records of medical evaluation results will be maintained in a separate file, in accordance with legal requirements, and may only be reviewed by authorized individuals.

You may review your own personnel file with the Human Resources Department present to answer any questions. Additionally, a manager may review your personnel file if you have a current reporting relationship to that manager or have been interviewed and are being considered for a position reporting to that manager. Your personnel records also are subject to review by investigative agencies, or during periodic internal audits conducted by the Company.

Safety

It is our policy to promote safety on the job. The health and well-being of our employees is foremost among the Company's concerns. For this reason, you are urged to follow common sense safety practices and correct or report any unsafe condition to your supervisor. Each employee is expected to assist the Company in maintaining safe working conditions. Safety is a state of mind and requires constant vigilance and common sense. Safety is everyone's responsibility. Remember: SAFETY FIRST.

All accidents, including those which do not involve serious injury and those involving patients/residents, must be reported immediately to your supervisor. It is only through full knowledge of every accident that the Company can become a safer, healthier place to work for everyone.

Searches and Inspections

In order to protect the safety and property of all of our employees, the Company reserves the right to inspect employees' lockers, desks, cabinets, briefcases, backpacks, toolboxes, purses, personal computers, personal motor vehicles, and any other personal belongings brought onto Company property. Employees are expected to cooperate in any search. Failure to cooperate will result in disciplinary action, up to and including termination of employment.

Visitors

Resident safety and compliance with industry and governmental regulations are paramount. All visitors must check in at the front desk, provide valid identification as requested, and wear a name tag at all times. Visitor's credentials or ID may be inspected upon arrival. Visitor's and vendors must be accompanied by a designated staff member unless otherwise advised when walking through patient care areas and/or hallways. These measures ensure the security and well-being of our residents and staff.

Violation of Company Policy

Employment at the Company is at-will and may be terminated by either the Company or the employee, with or without cause or prior notice. Although an employee may be terminated at any time with or without cause, the Company has prepared the following summary of conduct that is considered to be unacceptable, and for which the Company reserves the right to discipline an employee up to and including termination of employment. Nothing herein should be construed as a limitation upon the Company's right to terminate the employee's employment at-will, nor is the following an exhaustive list of all items for which an employee might be disciplined. The Company further reserves the right to discipline an employee up to and including termination for *any* unauthorized violation of policy. The following should merely be used as a guideline.

In keeping with such limitations, grounds for disciplinary action and/or dismissal include, but may not be limited to, the following:

- Violating the Company's Policy Against Unlawful Harassment, Discrimination, and Retaliation
- Destruction, damage, theft, improper tampering, unauthorized possession, unauthorized removal, or use of the Company's, residents' or fellow employees' property or merchandise.
- Failure to promptly report to your supervisor an on-the-job injury or accident (regardless of how minor) involving an employee, resident, visitor, equipment, or property.
- Falsification of official company records and documents.
- Failing to accurately report hours worked including all hours worked, failing to obtain advance approval of overtime hours or hours beyond employee's regular work schedule, failing to follow established procedures in keeping an accurate record of hours worked, or

punching/recording another employee's time without authorization.

- Violating the Company's Absenteeism and Tardiness policy.
- Failing to maintain in contact with the Company while on leave or failing to respond to the Company's communications about leave or employment status while on leave.
- Violating the Company's Alcohol and Drug Policy.
- Sleeping or giving the appearance of sleep while on duty or at any work location.
- Fighting or provoking a fight or engaging in acts of violence or threatening behavior, or interfering with others in the performance of their jobs.
- Failing to cooperate with or lying/falsifying information a facility or government investigation of resident abuse, allegations thereof, or any other resident/facility issue that requires investigation under any state or federal law.
- Violating the Company's Personal Dress and Appearance and/or Uniform policies.
- Failing to wear your ID badge during working hours, at any work or work-related locations, or while on Company premises or business.
- Failing to perform at a level satisfactory to the Company at all times, including failing to follow through on the reasonable, job-related instructions and requests of your supervisors or managers.
- Using profane language in the presence of patients/residents or patients/residents' families.
- Any action which results in property damage or personal injury or violation of a safety rule or practice.
- Creating or contributing to unsanitary, hazardous, unsafe, or poor housekeeping conditions.
- Failing to properly or timely complete or file any document required by the Company or any governmental entity.
- Failing to comply with any applicable rule or regulation issued by any governmental entity.
- Using headphones, earbuds, or similar device, or having the appearance of using headphones during employee's work hours outside of an authorized rest break or meal period. During such break, employees may only use headphone away from any working areas and public areas.

- Using a hand-held cell phone or reading or sending email or text messages while driving company vehicle.
- Violating the Company's Smoking Policy or the Smoke-Free Arizona Act.
- Using Company-issued or Company-sponsored credit cards for non-Company purposes.
- Violating the Company's Workplace Violence or Weapons in the Workplace policies.
- Being on Company premises or making use of Company facilities while not on duty.
- Soliciting gratuities or kickbacks.
- Violating the Company's Solicitation policy.
- Violating the Company's Deficit Reduction Act policy.
- Any violation of HIPAA rules or regulations, including but not limited to failure to safeguard the confidentiality of patient/resident or employee protected information that is part of that employee's duties.
- Performing outside job duties that interfere in any way with your job with the Company.
- The employee is placed on the Office of the Inspector General's (OIG) List of Excluded Individuals, or any state equivalent of such list.
- Employees are not permitted to bring their children to work during their scheduled working hours. Employee may be permitted to bring children to pre-approved Company functions and/or events.
- Insubordination such as failing to follow lawful directives given by your supervisor and/or management, disrespect towards direct supervisors or management, or deliberate disregard of company policies.
- Inappropriate conduct such as disregard for other employees, residents, or vendors; inappropriate remarks and unprofessional language such as profanity.

Technology and Information

Mobile and Electronic Devices

We understand that use of personal mobile devices is an integral part of everyday life however; excessive or overt use of personal mobile or electronic devices (“mobile devices”) during the workday can interfere with employee productivity and be distracting to others. Employees are, therefore, expected to refrain from personal use of a mobile device while providing care to residents, while in any and all patient care areas, while interfacing with colleagues, management, resident’s family members, and residents. Personal use of a mobile device is permitted during regularly scheduled breaks and in break areas. Employees should ensure that friends and family members are aware of the Company’s policy.

Employees may not use a mobile device in a manner that violates our Policy Against Unlawful Harassment, Discrimination, and Retaliation, Equal Employment Opportunity Policy, or any other Company policies.

The Company will not be liable for the loss of personal mobile devices brought into the workplace.

Personal Use of Company-Provided Mobile Devices

The Company may issue a Company-owned mobile device to an employee for work-related communications. These devices should be used in accordance with this policy. Employees will be held responsible for any charges incurred for an employee’s personal or unauthorized use of any Company-provided mobile devices.

Recording Devices

Unless expressly authorized to do so in advance and in writing, employees are prohibited from taking photographs or making audio or video recordings of our patients/residents at any time. Employees are prohibited from taking photographs or copying for their own use confidential business documents not related to employee wages or working conditions at any time.

Safety Issues for Mobile Devices

Employees are required to refrain from using mobile devices while driving in connection with their job duties, except as set forth below. This includes operation of a Company vehicle. Safety must come before all other concerns. You are not permitted to **use any** mobile device to write, send, or read any text-based message **while driving, except through the use of hands-free voice command**. Under no circumstances are employees allowed to place themselves or anyone else at risk to communicate via mobile devices.

Employees who are charged with traffic violations resulting from the use of mobile devices while driving will be solely responsible for all fines, penalties and liabilities that result from such actions. Employees who violate this policy will be subject to disciplinary action, up to and including termination.

Information Technology

The following policy governs the use of all Company-owned computers, databases, and personal computers used for Company business, email and voice mail systems, and Internet access via Company computers and/or data lines, hereinafter referred to in this policy as “Company IT.” Personal computers used for Company business include laptops, tablets, or home computers that are connected with the Company’s network on a regular or intermittent basis.

The Company invests in information technology to facilitate the business of the Company. These tools are intended to assist employees with the execution of their job duties and shall not be abused. Employees should not use or access Company IT in any manner that is contrary to this policy.

Company Property

All Company IT is the Company’s property. All information that is temporarily or permanently stored, transmitted or received with the aid of Company IT remains the sole and exclusive property of the Company.

In addition, all data temporarily or permanently received, collected, downloaded, uploaded, copied, and/or created on Company IT, and all data temporarily or permanently received, collected, downloaded, uploaded, copied, and/or created on non-Company computers used for Company business that relates in any manner to the Company’s business is subject to monitoring by the Company, is the exclusive property of the Company and may not be copied or transmitted to any outside party or used in any manner that violates this policy.

All software that has been installed on Company IT may not be used in any manner that violates this policy.

Upon termination of employment, employees are prohibited from removing any software, documents, or data from Company IT and must completely remove all data collected, downloaded, and/or created on non-Company computers used for Company business that relate in any manner to the Company’s business. Upon request of the Company, a terminating employee will provide proof that such data has been removed from all personal computers used for Company business.

Prohibited Use Under Any Circumstances

It is not possible to identify every type of inappropriate or impermissible use of the Company’s IT. The following conduct, however, is strictly prohibited under any circumstances and at any time:

- Employees may not transmit, retrieve, download, or store inappropriate messages or images relating to sex, race, religion, or any other protected category as defined in the Equal Employment Opportunity Policy, or any other status protected under federal, state, and local laws.

- Employees may not use Company IT in any way that violates the Company's policy against unlawful harassment, including sexual harassment. By way of example, employees may not transmit messages that would constitute sexual harassment; may not use sexually suggestive or explicit screen savers or backgrounds; may not access, browse, receive, transmit, or print pornographic, obscene or sexually offensive material or information; and may not access, browse, transmit, retrieve, download, store, or print messages or images that are offensive, derogatory, defamatory, off-color, sexual in content, or otherwise inappropriate in a business environment. Employees are also prohibited from communicating threatening or harassing statements to another employee, or to a vendor, patient/resident, or other outside party.
- Employees may not use Company IT in any manner that violates the Company's Rules of Conduct policies.
- Employees may not use Company IT in any manner that violates the Company's Protection of the Company's Trade Secrets and Confidential Information policy.
- Employees may not use or allow another individual to use Company IT for any purpose that is competitive with the Company. All such access and use is unauthorized.
- Employees must honor and comply with all laws applicable to trademarks, copyrights, patents and licenses to software and other electronically available information. Employees may not send, receive, download, upload, or copy software or other copyrighted or otherwise legally protected information through Company IT, email, or the Internet without prior authorization.
- Employees may not engage in gambling of any kind, stream movies or videos, watch television programs, or play electronic games utilizing Company IT.
- Employees may not engage in day trading, or otherwise purchase or sell stocks, bonds or other securities or transmit, retrieve, download, or store messages or images related to the purchase or sale of stocks, bonds, or other securities through Company IT.

Prohibited Use During Working Time

The following conduct is prohibited during an employee's working time, which excludes time spent on an employee's meal or rest break, or before or after an employee's shift:

- Employees may not solicit personal business opportunities or conduct personal advertising through Company IT.
- Employees may not download, transmit, stream, or retrieve messages, data, or information from multi-network gateways, real-time data, and conversation programs including, but not limited to, messaging services, social media, or similar platforms, unless such activity is necessary for business purposes.

Unsolicited Email

Abuse of email, as well as the receipt and transmission of unsolicited commercial email places an incredible drain on the Company's servers and network, and imposes significant monetary costs to filter and remove unsolicited emails from our system. You may not use Company IT to transmit unsolicited commercial email:

- Promoting the Company's business, goods, products, and services without prior authorization.
- Promoting your own personal business, goods, products, and services.
- To the Company's patients/residents who have elected to "opt-out" of receiving the Company's electronic advertisements.
- That contains or is accompanied by maliciously false information.

In addition, to help the Company eliminate the receipt of unsolicited commercial email from outside parties advertising various websites, products, or services and to further prevent the receipt of offensive or undesired outside email, you should delete unfamiliar or suspicious email from outside the Company without opening it.

Monitoring

Employees should expect that all information created, transmitted, downloaded, received, reviewed, viewed, typed, forwarded, or stored in Company IT may be accessed by the Company at any time without prior notice. Employees should have no expectation of privacy or confidentiality in such data, messages, or information (whether or not password-protected), or that deleted messages are necessarily removed from the system.

Employees must provide all passwords and access codes for Company computers or personal computers used for Company business to the IT Manager. Changing passwords or creating new passwords without notifying the IT Manager is strictly prohibited.

The Company's monitoring policy may include, but is not limited to, inspection of internet activity, e-mails sent or received, internal drives, external memory devices, and mobile devices; review of content passing through the Company's network, data lines, and other systems; and use of screen monitoring software.

System Integrity

Because outside storage devices may compromise Company IT, employees are not permitted to use personal storage devices or copies of software or data in any form on any Company computer without first: (1) obtaining specific authorization from the IT Manager, and (2) scanning the data for viruses or malware. Any employee who introduces a virus or malware into the Company's system via use of personal software or data will be deemed guilty of gross negligence and/or willful misconduct and may be held responsible for the consequences,

including cost of repair and lost productivity. Similarly, information is not to be downloaded directly from the Internet onto Company IT. All information downloaded from the Internet is to be placed on a disk and scanned for viruses before being introduced into Company IT.

Enforcement

Violations of this policy may result in disciplinary action, up to and including termination. Employees who damage Company IT through unauthorized use may additionally be liable for the costs resulting from such damage. Employees who unlawfully misappropriate copyrighted or confidential and proprietary information, or who unlawfully distribute harassing messages or information, or who unlawfully access the computer systems and information it stores may additionally be subject to criminal prosecution and/or substantial civil money damages.

Fax Machines, Copiers, and Scanners

Any non-business use of the Company's fax machines, copiers, and/or scanners must be approved by management. Employees are prohibited from using these machines for the purpose of scanning, transmitting, receiving, or copying materials in violation of the Company's policies set forth herein. Any employee who receives such materials via fax transmission, the mail, email, or from any other source, should report the transmission immediately to the Human Resources Department.

Protection of the Company's Trade Secrets and Confidential Information

In the course of your employment with the Company, you may be exposed to and/or provided with trade secrets ("Trade Secrets") and other confidential and proprietary information ("Confidential Information") of the Company relating to the operation of the Company's business and its patients/residents (collectively referred to as "Trade Secrets/Confidential Information").

"Trade Secrets" mean information, including a formula, pattern, compilation, program, device, method, technique or process, that: (1) derives independent economic value, actual or potential, from not being generally known to the public or to other persons or entities who can obtain economic value from its disclosure or use; and (2) is the subject of efforts that are reasonable under the circumstances to maintain its secrecy. The Company's Trade Secrets are: (1) not generally known to the public or to the Company's competitors; (2) were developed or compiled at significant expense by the Company over an extended period of time; and (3) are the subject of the Company's reasonable efforts to maintain their secrecy.

"Confidential Information" means information belonging to the Company, whether reduced to writing or in a form from which such information can be obtained, translated, or derived into reasonably usable form, that has been provided to employees during their employment with the Company and/or employees have gained access to while employed by the Company and/or were developed by employees in the course of their employment with the Company, that is proprietary and confidential in nature.

As part of the consideration employees provide to the Company in exchange for your employment and continued employment with the Company, you agree and acknowledge that all Trade Secrets/Confidential Information developed, created or maintained by you shall remain at all times the sole property of the Company, and that if the Company's Trade Secrets/Confidential Information were disclosed to a competing business or otherwise used in an unauthorized manner, such disclosure or use would cause immediate and irreparable harm to the Company and would give a competing business an unfair business advantage against the Company.

Employees are strictly prohibited, at all times during their employment with the Company, except with prior written approval of the Company's CEO/Administrator, from forwarding from their Company email account to personal email account(s) any emails or documents containing any Trade Secrets/Confidential Information, as well as from copying, transferring or uploading to employee's personal cloud-based or online storage accounts (such as a personal Dropbox or Google Drive account) any documents containing any Trade Secrets/Confidential Information. Employees are also strictly prohibited, at all times during their employment with the Company, except with the express or implicit authorization of the Company, and then only for the sole benefit of the Company during the term of employment, from removing from the premises of the Company any physical item or document, or any written, electronic or recorded copy of any physical item or document, containing or embodying any Trade Secrets/Confidential Information, including without limitations the same in electronic or digital form. Employees shall not leave any of the Company's Trade Secrets/Confidential Information unattended in any area, whether on or off the Company's premises, where leaving such information unattended creates a risk that the information may be accessed or acquired by any individual who is not authorized to view or access the Trade Secrets/Confidential Information.

Employees must not, except as required in the conduct of the Company's business or as authorized in writing by the Company, disclose or use during the term of their employment or subsequent thereto any Trade Secrets/Confidential Information. Furthermore, all records, files, plans, documents, and the like relating to the business of the Company you prepare, use, or come in contact with remains the sole property of the Company and is not to be copied without written permission of the Company and shall be returned to the Company on termination of your employment, regardless of whether requested by the Company to do so at the time of your termination, or at the Company's request at any time.

Social Media

This policy governs employee use of social media, including any tools used to share content and profiles including, but not limited to, social networking websites, apps, and blogs. The lack of explicit reference to a specific site or type of social media does not limit the application of this policy. The Company respects the rights of all employees to use social media. However, because communications by Company employees on social media could, in certain situations, negatively impact business operations, patient/resident relations, or create legal liability, it is necessary for the Company to provide these guidelines. These guidelines are intended to ensure employees understand the types of conduct that are prohibited.

This policy will not be interpreted or applied so as to interfere with the rights of employees to discuss or share information related to their wages, hours, or other terms and conditions of employment. Employees have the right to engage in or refrain from such activities.

Employees engaging in use of social media remain subject to the Company's policies and procedures regarding: (1) protecting trade secrets and confidential information related to the Company's operation; (2) safeguarding Company property; (3) prohibiting unlawful discrimination, harassment, and retaliation; and (4) governing the use of Company IT.

Employees are prohibited from the following:

- Disclosing on social media the Company's or any third party's Trade Secrets/Confidential Information (as defined above).
- Using social media to post or to display comments about co-workers, supervisors, patients/residents, vendors, or suppliers that constitute a violation of the Company's Policy Against Unlawful Harassment, Discrimination, and Retaliation or are otherwise physically threatening.
- Using social media to post or display content that is an intentional public attack on the Company's products and/or services in a manner that a reasonable person would perceive as calculated to harm the Company's business and is unrelated to any employee concern involving the terms and conditions of employment.
- Disclosing or publishing on social media any promotional content about the Company or its products, unless authorized and approved by the Company.
- Using social media while on working time, unless authorized and approved by the Company.
- Posting a photograph of a vendor, supplier, or patient/resident on social media without that individual's express permission.
- Misrepresenting on social media an employee's title or position with the Company.

Violations of this policy may result in disciplinary action, up to and including termination. If you have any questions about this policy, contact your supervisor or the Human Resources Department. Employees may not use Company-owned equipment, including Company information technology, Company-licensed software, or other electronic equipment, or facilities or Company time, to conduct personal blogging or social networking activities.

Employees should know that the Company has the right to and will monitor the use of its information technology, telephone, and other equipment and systems, as well as any publicly accessible social media. Employees should expect that any information created, transmitted, downloaded, exchanged, or discussed on publicly accessible online social media may be accessed by the Company at any time without prior notice.

Social media account ownership: To the extent employees are authorized as part of their job duties to use social media account(s) to advance the Company's interests, the Company, not the employee, owns the account(s) and employees are required to return all logins and passwords for such accounts at the end of employment.

Unauthorized Interviews

Employees should not speak to the media on the Company's behalf without contacting the Human Resources Department or the Company CEO/Administrator. All media inquiries should be directed to them.

Changes in Status

Changes in Personnel Records

To keep your personnel records up to date and to ensure that the appropriate benefits are available to you, you are expected to notify the Company promptly of any change of name, address, phone number, number of dependents, or other applicable information.

Outside Inquiries Concerning Employees

All inquiries concerning employees from outside sources, including requests for references, should be directed to the Human Resources Department. No employee information should be given by any other employee or manager to an outside source. The Company's policy as to references for employees who have left the Company is to disclose only the dates of employment and the title of the last position held.

Notice of Resignation

In the event you choose to resign from your position, we ask that all hourly employees provide at least two (2) weeks' written notice. We ask that all managers and salaried employees provide at least thirty (30) days' advance written notice. You are responsible for returning Company property in your possession or for which you are responsible.

Exit Interview

Any employee leaving the Company may be requested to attend an exit interview conducted by the employee's supervisor or the Human Resources Department. The purpose of the interview is to determine the reasons for separation and to resolve any questions of compensation, Company property or other matters related to the separation.

To Sum It All Up

This handbook highlights your opportunities and responsibilities at the Company. By always keeping the contents of the handbook in mind, you should be successful and happy in your work here. Once again, welcome to our Company, and we look forward to working with you.