

# Employee Manual



## **Welcome to CARE Institute**

Thank you for joining CARE Institute and welcome! We look forward to the opportunity of working together with you to create many successes for you, for CARE INSTITUTE and your new colleagues here at CARE INSTITUTE as we all work to contribute to the discovery and development of new medical therapies. We hope that your employment with CARE INSTITUTE will be long, fun, prosperous, mutually beneficial and that it brings you expansion of knowledge- all while you grow in feeling a sense of belonging to a team.

You have joined an organization that is growing and has established an outstanding reputation for quality in the research industry. Credit for this goes to everyone in the organization. We hope you too will find satisfaction and take pride in your work here. As a member of the CARE INSTITUTE team, you will be expected to contribute your talents and energies to further improve the environment and quality of the company.

This Employee Manual will provide answers to most of the questions you may have about CARE INSTITUTE's benefit programs, as well as other company and human resources policies and procedures. You are responsible for reading and understanding this Employee Manual. If anything is unclear, please discuss the matter with your manager/supervisor or with our human resources director.

I extend to you my personal best wishes for your success and happiness at CARE INSTITUTE.

Sincerely,

Jill Heinz  
CEO  
CARE INSTITUTE

## **Notice**

This Employee Manual has been prepared to inform you of CARE INSTITUTE's history, philosophy, employment practices, and policies, as well as the benefits provided to you as a valued employee.

### **Some Things You Must Understand**

The policies in this Employee Manual are to be considered as guidelines.

- CARE INSTITUTE, at its option, may change, delete, suspend, or discontinue any part or parts of the policies in this Employee Manual at any time without prior notice as business, employment legislation and economic conditions dictate. Any such action shall apply to existing as well as to future employees.
- Only with the approval of the CEO of CARE INSTITUTE may this Employee Manual be altered or modified. Any alteration or modification of the policies in this Employee Manual must be in writing.
- No statement or promise by a supervisor, manager, or department lead, past or present, may be interpreted as a change in policy nor will it constitute an agreement with an employee.

Should any provision in this Employee Manual be found to be unenforceable and invalid, such finding does not invalidate the entire Employee Manual, but only that particular provision.

This Employee Manual dated 28AUG2022 replaces (supersedes) any and all other or previous CARE INSTITUTE Employee Manuals, or other CARE INSTITUTE policies whether written or oral.

**Receipt and Acknowledgment**  
**of CARE INSTITUTE Employee Manual**

Please read the following statements, sign below and return to your manager.

**Understanding and Acknowledging Receipt of CARE INSTITUTE Employee Manual**

I have received and read a copy of the CARE INSTITUTE Employee Manual. I understand that the policies and benefits described in it are subject to change at the sole discretion of CARE INSTITUTE at any time.

**At-Will Employment**

I further understand that my employment is at will, and neither CARE INSTITUTE nor I have entered into a contract regarding the duration of my employment. I am free to terminate my employment with CARE INSTITUTE at any time, with or without reason. Likewise, CARE INSTITUTE has the right to terminate my employment, or otherwise discipline, transfer, or demote me at any time, with or without reason, at the discretion of CARE INSTITUTE. Other than the CEO of CARE INSTITUTE, no supervisor, manager, or other person, irrespective of title of position, has authority to alter the at-will status of your employment or to enter into any employment contract for a definite period of time with me.

**Confidential Information**

I am aware that during the course of my employment confidential information will be made available to me including, but not limited to, product designs, marketing strategies, customer lists, pricing policies and other related information. I understand that this information is proprietary and critical to the success of CARE INSTITUTE and must not be given out or used outside of CARE INSTITUTE's premises or with non-CARE INSTITUTE employees. In the event of termination of employment, whether voluntary or involuntary, I hereby agree not to utilize or exploit this information with any other individual or company.

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Position

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

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## **1 An Overview of CARE INSTITUTE**

### **1.1 About CARE INSTITUTE**

CARE INSTITUTE is an independent, experienced specialty clinical research site located in Southeast Idaho. It was founded in 2022 by Dr. Arnold Silva, Dr. Naeem Rahim, and Dr. Fahim Rahim.

Our primary objective every day is to assist in the research and development of new medical therapies by providing high quality medical research data to sponsors within required timelines.

This objective is met while ensuring patient well-being and safety, and by maintaining compliance with sponsor/contract research organization (CRO) requirements, Code of Federal Regulations (CFRs)/International Conference on Harmonization (ICH) guidelines, Good Clinical Practices (GCPs) and CARE INSTITUTE Standard Operating Procedures (SOPs).

#### **Our Mission and Vision Statement:**

With an emphasis on Cardiovascular and Renal diseases, CARE provides high quality clinical research that makes a meaningful difference in the health of our patients and communities and advances the science and medical knowledge of our industry.

#### **Core Values:**

- Integrity and Ethics
- Respect
- Innovation
- Drive

### **1.2 What You Can Expect from CARE INSTITUTE**

CARE INSTITUTE believes in creating a harmonious working relationship and providing a safe work environment between all employees. In pursuit of this goal, CARE INSTITUTE has created the following employee relations objectives:

- A. Provide an exciting, challenging, and rewarding workplace and experience.
- B. Select people based on skill, training, ability, attitude, and character without discrimination with regard to age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, or a disability that does not prohibit performance of essential job functions.
- C. Compensate all employees according to their effort and contribution to the success of our business.
- D. Review wages, employee benefits and working conditions regularly with the objective of being competitive in these areas consistent with sound business practices.
- E. Provide paid time off to all eligible employees.
- F. Provide eligible employees with health benefits.
- G. Assure employees an opportunity to discuss any issue or problem with their manager/supervisor.
- H. Take prompt and fair action of any complaint which may arise in the everyday conduct of our business, to the extent that is achievable.
- I. Respect individual rights and treat all employees with courtesy and consideration.
- J. Maintain mutual respect in our working relationship.
- K. Provide buildings and offices that are comfortable, orderly, and safe.
- L. Promote employees based on their ability and merit.
- M. Make promotions or fill vacancies from within CARE INSTITUTE whenever practical.
- N. Keep all employees informed of the progress of CARE INSTITUTE, as well as the company's overall goals and objectives.
- O. Promote an atmosphere in keeping with CARE INSTITUTE's vision, mission, core values, and goals.



### 1.3 What CARE INSTITUTE Expects from You

CARE INSTITUTE needs your help in making each working day enjoyable and rewarding. Your first responsibility is to know your own duties and how to do them promptly, efficiently, correctly, and pleasantly. Secondly, you are expected to cooperate with management and your fellow employees, and to maintain a good team attitude.

How you interact with fellow employees and those who CARE INSTITUTE serves, and how you accept direction can affect the success of your endeavors at CARE INSTITUTE. In turn, the performance of one employee can impact the entire service offered by CARE INSTITUTE. Consequently, whatever your position, you have an important assignment: perform every task to the very best of your ability.

You are encouraged to grasp opportunities for personal development offered to you. This manual offers insight on how you can perform positively and to the best of your ability to meet and exceed CARE INSTITUTE's expectations.

As a result of the coronavirus pandemic, every employee is required to follow CARE INSTITUTE's safety policies and procedures to prevent the spread of this disease.

Remember, you help create the pleasant and safe working conditions that CARE INSTITUTE intends for you. The result will be better performance for the company overall and personal satisfaction for you.

### 1.4 Customer Relations

The success of CARE INSTITUTE depends upon the quality of the relationships between CARE INSTITUTE, our employees, customers, and the general public. Our customers' (study patients, sponsors/CROs, physicians, visitors, vendors, etc.) impression of CARE INSTITUTE and their interest and willingness to work with us is greatly formed by the people who serve them. In a sense, regardless of your position, you are CARE INSTITUTE's ambassador. The more goodwill you promote, the more our customers will respect and appreciate you, CARE INSTITUTE and the services we offer.

Below are several things you can do to help give customers a good impression of CARE INSTITUTE. These are the building blocks for our continued success.

- A. Act competently and deal with customers in a courteous and respectful manner.
- B. Always communicate pleasantly and respectfully with other employees.
- C. Always be courteous and considerate.
- D. Always make the extra effort to serve and please our customers.
- E. Always say "thank you". Remember, the patients make your job possible.
- F. Follow up on orders and questions promptly, provide business-like replies to inquiries and requests, and perform all duties in an orderly manner.
- G. Take great pride in your work and enjoy doing your very best.

### 1.5 Introductory Period

Your first ninety (90) days of employment at CARE INSTITUTE are considered an Introductory Period, and during that period you will not be eligible for benefits described in this Employee Manual unless otherwise required by law. This Introductory Period will be a time for getting to know your fellow employees, your supervisor/manager and the tasks involved in your job position, as well as becoming familiar with CARE INSTITUTE's services. Your supervisor/manager will work closely with you to help you understand the needs and processes of your job. You will be required to complete department orientations and trainings designed to familiarize you with CARE INSTITUTE and to help ensure your success as you begin your tenure at CARE INSTITUTE.

This Introductory Period is a "getting acquainted" time for both you, as an employee, and CARE INSTITUTE, as an employer. During this Introductory Period, CARE INSTITUTE will evaluate your suitability for employment, and you can evaluate CARE INSTITUTE as well. Please understand, however, that completion of the Introductory Period does not guarantee continued employment, as employment is always at-will. You are free to voluntarily resign from your employment at any time, with or without reason, and CARE INSTITUTE may choose to terminate your employment at any time, with

or without reason.

Throughout the Introductory Period, your supervisor/manager will discuss your job performance with you as scheduled. These reviews will be similar to the job performance review that is held for regular full-time or part-time employees on an annual basis.

A former employee who has been rehired after a separation from CARE INSTITUTE of more than one (1) year *may* be required to complete a new ninety (90) day Introductory Period.

### **1.6 Promotion Policy**

CARE INSTITUTE has a policy of providing our employees with every opportunity for advancing to other positions within the company. To be considered for a promotion, you must have held your current position for a minimum of twelve (12) months. The 12-month waiting period may be waived at the discretion of upper management. Approval of promotions depends largely upon training, experience, and work record.

Promotions are made without regard to race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law. However, CARE INSTITUTE will continue to look outside the company for potential employees as well.

### **1.7 Anniversary Date**

The first day you report to work as a regular employee becomes your official start date/hire date (i.e., anniversary date). Your anniversary date is used to compute various conditions and benefits described in this Employee Manual. Your anniversary date remains constant throughout your current period of employment.

### **1.8 Communications**

Successful working conditions and relationships depend upon successful communication. Not only do you need to stay aware of changes in procedures, policies and general information, you also need to communicate your ideas, suggestions, personal goals or problems as they affect your work.

In addition to the exchanges of information and expressions of ideas and attitudes which occur daily, make certain you are aware of and utilize all CARE INSTITUTE methods of communication, including this Employee Manual, bulletin boards, discussions with your manager/supervisor, memoranda, staff meetings, newsletters, training sessions, and company e-mail and intranet. You will receive other information booklets, such as insurance booklets, from time to time. You may take these booklets home so that your family may know more about your job and your benefits.

#### **1.8.1 Open Communication Policy**

If you have an issue with a co-worker, you are encouraged to discuss the issue directly with that person. If a resolution is not reached, please arrange a meeting with your manager/supervisor to discuss any concern, problem or issue that arises during your employment. Any information discussed in an open communication meeting is considered confidential. Retaliation against any employee for appropriate usage of open communication channels is unacceptable. Please remember it is counterproductive to a harmonious workplace for employees to create or repeat corporate rumors or office gossip. It is more constructive for an employee to consult his/her supervisor/manager immediately with any questions.

### **1.2 Work Environment**

CARE INSTITUTE strives to provide a pleasant and safe work environment in which to work. When possible, you may be given an office space all to yourself. You may decorate your office space if it is in good taste and does not cause damage to walls, carpets, etc. Holiday decorations are allowed in your office as well as throughout the suite if they are in good taste and not considered offensive to other

employees. Do not use packaging/mailling tape to hang or attach decorations to desks, walls and/or doors as these damages the surface of these areas.

### **1.3 Outside Employment**

CARE INSTITUTE feels that if an employee chooses to add to his/her income by taking outside work, he or she should be allowed to do so. This, to be fair to everyone, must be contingent upon that person first meeting the demands of his or her job at CARE INSTITUTE, which includes availability for additional hours when necessary. Also, this outside position must in no way be detrimental to the company.

Outside employment that would violate CARE INSTITUTE's confidentiality policy is cause for immediate termination. Employees must always comply with CARE INSTITUTE's confidentiality policy and under no circumstances divulge any confidential or proprietary business information.

### **1.4 Suggestions**

We encourage all employees to bring forward their suggestions and good ideas about how our company can be made a better place to work, our products can be improved, and our service to customers enhanced. When you see an opportunity for improvement, please talk it over with your manager/supervisor so your suggestion can be considered for implementation. All suggestions are welcomed and valued.

## 2.

**Employment****2.1 At-Will Employment**

Your employment with CARE INSTITUTE is at-will. This means that neither you nor CARE INSTITUTE has entered into a contract regarding the duration of your employment. You are free to separate from your employment with CARE INSTITUTE at any time, with or without reason. Likewise, CARE INSTITUTE has the right to separate your employment, or otherwise discipline, transfer, or demote you at any time, with or without reason, at the discretion of CARE INSTITUTE. No employee of CARE INSTITUTE can enter into an employment contract for a specified period of time or make any agreement contrary to this policy. Separation of employment guidelines can be found in section 8 of this manual.

**2.2 Confidential Information**

Upon accepting employment with CARE INSTITUTE, you were asked to sign a Confidentiality Agreement/Non-disclosure Agreement, which generally mandates that you will not disclose or misuse any CARE INSTITUTE confidential information, either during or after your employment. We sincerely hope that our relationship will be long-term and mutually rewarding. However, your employment with CARE INSTITUTE assumes an obligation to maintain confidentiality, even after separation of employment.

Additionally, our customers (pharmaceutical and device sponsors, contract research organizations, vendors, physicians, and study patients) with whom we work entrust CARE INSTITUTE with important information relating to their businesses and personal health. The nature of this relationship requires maintenance of confidentiality. In safeguarding the information received, CARE INSTITUTE earns the respect and further trust of our customers.

As an employee of CARE INSTITUTE, you must agree to comply with the Health Insurance Portability and Accountability Act (HIPAA) as defined in 45 CFR 160 and 164, the Idaho Medical Records Privacy Act, Security Standards as amended by the HITECH Act and all other applicable federal, state and local laws and regulations, as amended from time to time regarding the protection of confidential information.

If you are questioned by someone outside the company and you are concerned about the appropriateness of giving them certain information, you are not required to answer. Instead, as politely as possible, refer the request to your manager/supervisor.

No one is permitted to remove or make copies of any CARE INSTITUTE records, reports or documents without prior management approval. Disclosure of confidential information could lead to termination, as well as other possible legal action.

**2.3 Equal Employment Opportunity**

CARE INSTITUTE is an equal employment opportunity employer. Employment decisions are based on merit and business needs, and not on race, color, sex, (including pregnancy and gender identity), citizenship status, national origin, ancestry, gender, sexual orientation, age, religion, creed, physical or mental disability, genetic information, marital status, veteran status, political affiliation, or any other factor protected by law. CARE INSTITUTE complies with the law regarding reasonable accommodation for handicapped and disabled employees.

It is the policy of CARE INSTITUTE to comply with all the relevant and applicable provisions of the Americans with Disabilities Act (ADA). CARE INSTITUTE will not discriminate against any qualified employee or job applicant with respect to any terms, privileges, or conditions of employment because of a person's physical or mental disability. CARE INSTITUTE will also make reasonable accommodation wherever necessary for all employees or applicants with disabilities, provided that the individual is

otherwise qualified to safely perform the essential duties and assignments connected with the job and provided that any accommodations made do not impose an undue hardship on CARE INSTITUTE.

Equal employment opportunity notices are posted near employee gathering places as required by law. These notices summarize the rights of employees to equal opportunity in employment and list the names and addresses of the various government agencies that may be contacted in the event that any person believes he or she has been discriminated against.

Management is primarily responsible for seeing that CARE INSTITUTE's equal employment opportunity policies are implemented, but all members of the staff share in the responsibility for assuring that by their personal actions the policies are effective and apply uniformly to everyone.

Any employee(s), including managers, involved in discriminatory practices will be subject to termination.

## **2.4 Employment Classifications**

At the time you are hired, you are classified as full-time, part-time or temporary. In addition, you are classified as either non-exempt or exempt. All other policies described in this Employee Manual and communicated by CARE INSTITUTE apply to all employees, with the exception of certain wage, salary and time off limitations applying only to "non-exempt" employees. If you are unsure of which job classification your position fits into, please ask your manager/supervisor.

### **2.4.1 Regular Employees**

Employees hired to work on a regular basis for an indefinite period of time are classified as "regular" employees. Such employees may be either full- or part-time.

#### **A. Full-Time Employees**

An employee who has successfully completed the Introductory Period (see the Introductory Period Policy for a specific definition) and who works at least 35 hours per week is considered a full-time employee.

Unless otherwise specified, the benefits described in this Employee Manual apply only to full-time employees.

If you were a full-time employee and were laid off, you will be considered a full-time employee upon return to work, provided that you were not laid off for longer than one (1) year.

If you were a full-time employee and have been on an approved leave of absence, upon return you will be considered a full-time employee, unless otherwise specified in the provisions of your leave.

#### **B. Part-Time Employees**

An employee who works less than 35 hours per week (the minimum number of hours specified to be classified as a full-time employee), is considered a part-time employee. If you are a part-time employee, please understand that your benefits are based on a ratio of hours worked, except as granted by upper management, or to the extent required by provision of state and federal laws.

### **2.4.2 Temporary/PRN Employees**

From time to time, CARE INSTITUTE may hire employees for specific periods of time or for the completion of a specific project. An employee hired under these conditions will be considered a temporary/PRN employee. The job assignment, work schedule and duration of the position will be determined on an individual basis.

Normally, a temporary position will not exceed six (6) months in duration, unless specifically extended by a written agreement. Summer employees, PRNs, interns, externs and seasonal employees are considered temporary employees. A temporary/PRN employee does not become a

regular employee by virtue of being employed longer than the agreed upon specified period. Temporary/PRN employees are not eligible for benefits described in this Employee Manual, except as granted by upper management, or to the extent required by provision of state and federal laws. Those temporary employees classified as "non-exempt" (see the section titled "Non-Exempt and Exempt Employees" below) who work more than forty (40) hours during any workweek will receive overtime pay.

#### 2.4.2 Non-Exempt and Exempt Employees

At the time you are hired, you will be classified as a Regular or Temporary/PRN employee and as either exempt or non-exempt. This is necessary because, by law, employees in certain types of jobs are entitled to overtime pay for hours worked in excess of forty (40) hours per work week. These employees are referred to as non-exempt in this Employee Manual. This means that they are not exempt from (and therefore should receive) overtime pay.

Exempt employees are managers, executives, professional staff, technical staff, outside sales representatives, officers, directors, owners, and others whose duties and responsibilities allow them to be exempt from overtime pay provisions as provided by the Federal Fair Labor Standards Act (FLSA) and any applicable state laws. If you are an exempt employee, you will be advised that you are in this classification at the time you are hired, transferred, or promoted.

### 2.5 Business Hours

Regular business hours for CARE INSTITUTE are from 0730 to 1730 hours Monday through Friday. However, business hours may be increased or shifted to accommodate workload and/or study protocol requirements (i.e., around the clock coverage for overnight studies).

#### 2.5.1 Workweek

The normal workweek consists of five (5) days, Monday through Friday; however, as workload/study protocols may dictate, Saturday and Sunday coverage may be required.

#### 2.5.2 Exempt Salary Employee Workday

All exempt employees are expected to work the hours necessary to fulfill the expectations of their job description and the specific needs of assigned projects. At a minimum, however, a typical workday will consist of an eight (8) hour period (at least 40 working hours per week) and one (1) unpaid meal/personal time hour. This 8-hour period may be shifted as necessary to accommodate tasks and meet patient scheduling requirements. **Without prior written approval, no portion of the one (1) hour meal/personal time may be used to start or end the workday.** For any anticipated or un-anticipated time away from work, a salary exempt employee must:

- Notify your direct supervisor verbally (not via text or email).
- Submit a PTO request if a workday consists of less than 7 hours of on the clock time.
- A request for time off for emergency or un-planned time off should be submitted by the employee to their direct supervisor prior to leaving work or within 24 hours of the first day back.

For more information regarding CARE INSTITUTE's PTO policy for exempt employees, refer to section 6.1.3.

#### 2.5.3 Non-Exempt Hourly Workday

Non-exempt hourly employees will be paid for hours worked. Hourly employees must work assigned hours and may not alter their hours without prior approval from their supervisor/manager. Hours in excess of forty (40) hours per work week are considered over-time and must be approved in advance by a direct supervisor/manager in writing. If overtime is not approved, disciplinary action can occur. For any anticipated or un-anticipated time away from work, an hourly non-exempt employee must:

- Notify your direct supervisor verbally (not via text or email).
- Submit a PTO request if a workday consists of less than 7 hours of on the clock time.
- A request for time off for emergency or un-planned time off should be submitted by the employee to their direct supervisor prior to leaving work or within 24 hours of the first day back.

**2.5.4 Attendance**

You are expected to be ready to work at the beginning of your assigned workday and to reasonably complete your projects by the end of your assigned work hours. You are required to utilize CARE INSTITUTE's time management system upon starting your workday, when you will be away from your duties for an extended period of time for non-CARE INSTITUTE business and when leaving at the end of your workday.

**2.5.5 Absence or Lateness**

From time to time, it may be necessary for you to be absent from work. CARE INSTITUTE is aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside your work hours may arise. Paid Time Off (PTO) has been provided for this purpose.

Your manager/supervisor will make a note of any absence, pattern of tardiness or leaving early and your reason(s), in your personnel file. Be aware that excessive absences, lateness or leaving early may lead to disciplinary action, including possible termination of employment.

If you are unable to report to work or if you will arrive late, you must contact your manager/supervisor immediately by their communication method of preference (i.e., text, voice call, email). If you know in advance that you will need to be absent, please request this time off directly from your manager/supervisor.

When you call in to inform CARE INSTITUTE of an unexpected absence or late arrival, simply ask for your manager/supervisor or call her/him on their respective cellular telephones. If you will be arriving to work late, please let your manager/supervisor know of your expected time of arrival. If possible, you must be the one to call and speak directly with your manager/supervisor. However, if you are unable to call because of an illness, emergency or for some other reason, someone else can call for you.

Absence from work for two (2) consecutive days without notifying your manager/supervisor will be considered a voluntary resignation. If you are absent because of an illness for three (3) or more successive days, your manager/supervisor may request that you submit written documentation from your doctor stating you are able to resume normal work duties before you will be allowed to return to work.

A consistent pattern of questionable absences can be considered excessive and may be cause for concern. In addition, excessive lateness or leaving early without letting your manager/supervisor know will be considered a "lateness pattern" and may carry the same weight as an absence. Other factors, like the degree and reason for the lateness, will be taken into consideration. A pattern of absences for illness may result in a request for doctor's note and/or disciplinary action may occur.

**2.5.6 Meal/Personal Time Period**

As part of a nine-hour workday, CARE INSTITUTE allows for and greatly encourages you to take a one (1) hour meal/personal time period. The time when meal/personal time is scheduled varies among departments, depending on the needs and workload of each department. Your particular hours of work and the scheduling of your meal/personal time period may be determined and assigned by your manager/supervisor. Certain departments require employees to stagger their one (1) meal/personal time hour with other employees within their department to maintain continuous coverage throughout the day. It is important to return to work on time at the end of your meal/personal time. You are expected to cover your work hours from the beginning to end of the workday as assigned. The meal/personal time period cannot be used to begin or end the workday. Should you have any questions concerning your work schedule, please ask your manager/supervisor.

**2.5.7 Severe Weather and Emergency Conditions**

In the event of severe weather conditions, pandemics or other emergencies, the CEO may decide to close CARE INSTITUTE for a portion of a workday, for the entire day or longer. As such, you will be notified as soon as possible by your manager/supervisor.

If your manager/supervisor asks that you remain at work to complete assigned work duties after CARE INSTITUTE has closed because of severe weather conditions or another emergency, you will be paid for the remaining hours that you work beyond the announced closing time and may be paid for the entire day depending upon the circumstances. Whether or not you are paid for time not worked will be based on your employment classification. The President/CEO will have final say regarding this issue.

Salaried/Exempt employees will be compensated for the day and are expected to work from home as much as reasonably possible. Any salaried/exempt employee on a previously approved paid leave day during a declared emergency, will be charged PTO, if available, for the emergency period and will not be expected to work from home.

Hourly/Nonexempt employees will be paid if they can work from home and have their managers approval. If employees are not able to work from home, available PTO will be applied.

## **2.6 Personnel Records and Administration**

Questions regarding insurance, wages, and interpretation of policies may be directed to Human Resources.

### **2.6.1 Your Personnel File**

Keeping your personnel file up to date can be important to you regarding pay, deductions, benefits and other matters. If you have a change in any of the items listed below, please be sure to notify your manager/supervisor as soon as possible.

- A. Legal Name
- B. Home address
- C. Home telephone number
- D. Cell phone
- E. Personal email address
- F. Person to call in case of emergency
- G. Number of dependents
- H. Marital status
- I. Change of beneficiary
- J. Passport or driver's license card
- K. Vehicle insurance card
- L. Military or draft status
- M. Exemptions on your W-4 tax form
- N. Training Certificates
- O. Professional License

Upon experiencing a family status change, please notify Human Resources within 30 days for benefit modifications, if necessary.



## 3.

**Workplace Policies**

This Employee Manual is designed to answer many of your questions about the practices and policies of CARE INSTITUTE. Feel free to consult with your manager/supervisor for help concerning anything you do not understand.

**3.1 Company and Department Meetings**

On occasion, we may request that you attend a company sponsored meeting. If this is scheduled during your regular working hours, your attendance is required. If you are a non-exempt employee and attend a meeting held during your non-working hours, you will be paid for the time spent at the meeting.

**3.2 Computer Software (Unauthorized Copying)**

CARE INSTITUTE does not condone the illegal duplication of software. The copyright law is clear. The copyright holder is given certain exclusive rights, including the right to make and distribute copies. Title 17 of the U.S. Code states that "it is illegal to make or distribute copies of copyrighted material without authorization" (Section 106). The only exception is the users' right to make a backup copy for archival purposes (Section 117).

The law protects the exclusive rights of the copyright holder and does not give users the right to copy software unless a backup copy is not provided by the manufacturer. Unauthorized duplication of software is a federal crime. Penalties include fines up to and including \$250,000, and jail terms of up to five (5) years.

Even the users of unlawful copies suffer from their own illegal actions. They receive no documentation, no customer support and no information about product updates.

- A. CARE INSTITUTE licenses the use of computer software from a variety of outside companies. CARE INSTITUTE does not own this software or its related documentation and, unless authorized by the software manufacturer, does not have the right to reproduce it.
- B. With regard to use on local area networks or on multiple machines, CARE INSTITUTE employees shall use the software only in accordance with the software publisher's license agreement.
- C. CARE INSTITUTE employees learning of any misuse of software or related documentation within the company must notify their manager/supervisor immediately.
- D. According to the U.S. Copyright Law, illegal reproduction of software can be subject to civil damages and criminal penalties, including fines and imprisonment. CARE INSTITUTE employees who make, acquire or use unauthorized copies of computer software shall be disciplined as appropriate under the circumstances. Such discipline may include termination.

**3.3 Proper Use of Technology and Communications**

CARE INSTITUTE makes every effort to provide the best available technology to those performing services for CARE INSTITUTE in this regard, CARE INSTITUTE has installed, at substantial expense, equipment such as computers, iPads, mobile devices, electronic mail, telephones, and voice mail. In some instances, cellular phones have been provided (with agreed upon reimbursement rate to CARE INSTITUTE by employee and vice versa). This policy sets forth policies on the proper use of the computer, voice mail, and electronic mail systems provided by CARE INSTITUTE

Incidental and occasional personal use of company computers and our voice mail and electronic mail systems is permitted, but information and messages stored in these systems will be treated no differently from other business-related information and messages, as described below.

Although CARE INSTITUTE provides certain codes to restrict access to computers, voice mail and electronic mail to protect these systems against external parties or entities obtaining unauthorized access, employees should understand that these systems are intended for business use, and all computer information, voice mail and electronic mail messages are to be considered as company

records.

CARE INSTITUTE also needs to be able to respond to proper requests resulting from legal proceedings that call for electronically stored evidence. Therefore, CARE INSTITUTE must, and does, maintain the right and the ability to enter into any of these systems and to inspect and review any and all data recorded in those systems. Because CARE INSTITUTE reserves the right to obtain access to all voice mail and electronic mail messages left on or transmitted over these systems, employees should not assume that such messages are private and confidential or that CARE INSTITUTE or its designated representatives will not have a need to access and review this information. Individuals using CARE INSTITUTE's business equipment should also have no expectation that any information stored on their computer - whether the information is contained on a computer hard drive, computer disks or in any other manner - will be private.

CARE INSTITUTE property, including computers, iPads, mobile devices, electronic mail, and voice mail, should only be used for conducting company business. You are responsible for all devices issued to you on behalf of CARE INSTITUTE. Any damaged, lost or stolen property may be deducted from your paycheck.

### **3.3.1 Computers**

All computer equipment is the property of CARE INSTITUTE. Employees must ensure proper and safe operation of all equipment. No additional software programs other than the ones installed by CARE INSTITUTE management should be installed without prior approval. This is to maintain performance as well as prevent the spread of malicious code or viruses that may infect other computers on the CARE INSTITUTE network.

All files and information kept on the CARE INSTITUTE network are the property of CARE INSTITUTE. Removal, unauthorized copying and/or sharing of company files are not allowed and may be considered a violation of trade secrets which may be punishable by law.

### **3.3.2 Email and Voicemail**

The use of the electronic mail system may not be used to solicit for commercial ventures, religious or political causes, outside organizations, or other non-job-related solicitations. Furthermore, the electronic mail system is not to be used to create any offensive or disruptive messages. Among those which are considered offensive, are any messages which contain sexual implications, racial slurs, gender-specific comments, or any other comments that offensively address someone's age, sexual orientation, religious or political beliefs, national origin, or disability. In addition, the electronic mail system shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior authorization.

CARE INSTITUTE has the right to but does not regularly monitor voice mail or electronic mail messages. CARE INSTITUTE will, however, inspect the contents of computers, voice mail or electronic mail in the course of an investigation triggered by indications of unacceptable behavior or as necessary to locate needed information that is not more readily available by some other less intrusive means.

The contents of computers, voice mail, and electronic mail, properly obtained for some legitimate business purpose, may be disclosed by CARE INSTITUTE, if necessary, within or outside of CARE INSTITUTE.

Given CARE INSTITUTE's right to retrieve and read any electronic mail messages, such messages should be treated as confidential by other employees and accessed only by the intended recipient.

CARE INSTITUTE's CEO will review any request for access to the contents of an individual's computer, voice mail, or electronic mail prior to access being made without the individual's consent.

Any employee who violates this policy or uses the electronic communication systems for improper purposes may be subject to disciplinary action, up to and including termination.

### 3.3.3 Personal Phone Calls

While at work employees are expected to exercise the same discretion in using personal cellular phones as is expected for the use of company phones. Personal calls, text messaging and social media usage during the work hours can interfere with employee productivity and be distracting to others. Employees are therefore asked to make personal calls and texts during breaks and/or lunch periods and to ensure that friends and family members are aware of the company's policy. Failure to comply with this policy will result in disciplinary action up to and including termination. CARE INSTITUTE will not be liable for the loss of personal cellular phones brought into the workplace.

### 3.3.4 Passwords

Because of the nature of our business in dealing with patients and their health-related concerns, it is always imperative that CARE INSTITUTE management have access to all messaging systems including voicemail and email. It is your responsibility to ensure that all passwords or codes required to gain access to company systems (computers, voicemail, and email) are kept confidential and restricted for use by you alone and should not be shared with others. You are to provide any CARE INSTITUTE passwords to the Director of Operations and/or CEO, when requested.

### 3.3.5 Dress Code and Personal Appearance

Please understand that you are expected to dress and groom yourself in accordance with accepted social and business standards since your job involves dealing with patients, physicians, clinic staff, sponsor representatives, visitors, etc.

Occupational Safety and Health Administration (OSHA) requires employees to wear only close toe shoes within a clinic setting for the safety of the employee. Therefore, open toe shoes are not permitted at any time on the clinic side of CARE INSTITUTE.

A neat, tasteful appearance (i.e., no low cut or tight-fitting blouses, no midriff revealing blouses, no strapless or spaghetti strap blouses, no ripped jeans, no pant length shorter than mid-calf, no hats, caps, or sportswear) contributes to the positive impression you make on our customers. You are expected to be suitably attired (suitable scrubs are okay) and groomed during working hours or when representing CARE INSTITUTE and at the discretion of the Director of Operations and/or CEO. A good, clean appearance bolsters your own poise and self-confidence and greatly enhances our company image. When working at a customer's/vendor's site, you must dress appropriately according to their corporate culture.

Personal appearance should be a matter of concern for each employee. If your manager/supervisor feels your attire and/or grooming is out of place, you may be asked to leave your workplace until you are properly attired and/or groomed. Employees who violate dress code standards may be subject to appropriate disciplinary action. Available PTO hours will be assessed for hours away from work if asked to leave.

The use of excessive perfume or cologne is also not allowed as this is intrusive and offensive to others

## 3.4 Drug and Alcohol Policy

CARE INSTITUTE strictly prohibits any employee to use, possess, distribute, sell or be under the influence of illegal drugs and inhalants while in the workplace, on company premises, in company vehicles or on company business. It is a violation of the company policy for anyone to use prescription drugs illegally. However, nothing in this policy precludes the appropriate use of legally prescribed medications. Employees are responsible for notifying his/her supervisor if the prescribed medication will affect the employee's ability to perform any function of his or her job. Additionally, employees are prohibited from possessing, consuming, and/or being under the influence of alcoholic beverages, while on CARE INSTITUTE premises or business or operating vehicles on company time, except when approved by management during company-sponsored events.

- Reminder- Excessive alcohol intake resulting in inappropriate behavior or conduct while representing CARE INSTITUTE or on company business is never allowed. Violations to this policy will be dealt with by upper management.

CARE INSTITUTE is committed to safeguarding the health and welfare of our employees and to provide a safe working environment. Drug and alcohol testing assists us in ensuring our commitment to our employees, customers, and the public. Employees who refuse to submit to a reasonable search under the policy, or who refuse to undergo a drug test, will be subject to immediate termination.

Testing: Drugs and alcohol test may be administered under the following conditions:

- A. When an employee shows signs of impairment on the job.
- B. After any accident or occurrence that results in an injury on the job as defined by the Occupational Safety and Health Administration (OSHA).
- C. Suspicion of illicit drug use.

The process will ensure individual privacy during the collection process and the confidentiality of test results. All positive drug screens will be confirmed by a second test using a different chemical process, and only those samples, which test positive on both the screen, and the confirmation test will be considered a positive. All confirmed positive test results will receive a professional medical review, which includes the opportunity for employees to explain the result.

All information, interviews, reports, statements and drug test results, written or otherwise are confidential communications, unless authorized by state or federal laws, rules, or regulations.

The goal of this policy is to balance our respect for individuals with the need to maintain a safe, productive, and drug-free environment. CARE INSTITUTE recognizes that drug and alcohol abuse can be successfully treated and is committed to helping employees who suffer from these problems, while holding the employee responsible for his/her own recovery. CARE INSTITUTE offers an employee assistance program (EAP) benefit for employees and their dependents through the current CARE INSTITUTE health insurance carrier. The scope of this benefit is providing information and referral numbers to the employee. It is the employee's responsibility to ensure the treatment facility provides the company with the necessary documentation to establish compliance with the employee's rehabilitation obligations. If the EAP determines a referral to a treatment provider is necessary, the employee is responsible for the full cost of these services.

The following drug testing assurances will be adhered to:

- A. Only certified drug testing laboratories will be used.
- B. A strict chain-of custody procedure will be used to ensure the integrity of each specimen.

Violations of this policy will lead to disciplinary action up to and including the immediate termination of the employee.

### **3.5 Harassment Policy**

CARE INSTITUTE intends to provide a work environment that is pleasant, professional, and free from intimidation, hostility, or other offenses, which might interfere with work performance. Harassment of any sort -- verbal, physical, visual -- will not be tolerated, particularly against employees in protected classes. These classes include, but are not necessarily limited to race, color, religion, sex, age, sexual orientation, national origin or ancestry, disability, medical condition, marital status, veteran status, or any other protected status defined by law.

#### **3.3.6 What Is Harassment?**

Workplace harassment can take many forms. It may be, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, email jokes or statements, pranks, intimidation, bullying, physical assaults or contact, or violence. Harassment is not necessarily sexual in nature. It may also take the form of other vocal activity including derogatory statements not directed to the targeted individual but taking place within their hearing. Other prohibited conduct includes written material such as notes, photographs, cartoons, articles of a harassing or offensive nature, and taking retaliatory action against an employee for discussing or making a harassment complaint.

### 3.3.7 Responsibility

All CARE INSTITUTE employees have a responsibility for keeping our work environment free of harassment. An individual who makes unwanted advances or threats, or harasses another employee or contractor in any way, is personally responsible for these actions and the consequences.

### 3.3.8 Reporting

Any incidents of harassment must be immediately reported to a manager and/or Human Resources and/or Executive Officers of CARE INSTITUTE. Appropriate investigation and disciplinary action will be taken. All reports will be promptly investigated with due regard for the privacy of everyone involved; however, confidentiality cannot be guaranteed. Any employee found to have harassed a fellow employee or subordinate will be subject to severe disciplinary action which may include termination. CARE INSTITUTE will also take any additional action necessary to appropriately remedy the situation. Retaliation of any sort will not be permitted. No adverse employment action will be taken for any employee making a good faith report of alleged harassment.

CARE INSTITUTE accepts no liability for harassment of one employee by another employee. The individual who makes unwelcome advances, threatens or in any way harasses another employee is personally liable for such actions and their consequences. CARE INSTITUTE may or may not provide legal, financial or any other assistance to an individual accused of harassment if a legal complaint is filed.

### 3.3.9 Policy Statement on Sexual Harassment

*What is Sexual Harassment?*

*Sexual harassment may include one or more of the following:*

- A. Unwelcome sexual advances, requests for sexual favors, or other verbal, written or physical contact of a sexual nature.
- B. Conduct that creates an offensive, hostile and intimidating working environment and prevents an individual from effectively performing the duties of their position.
- C. Sexual conduct that is made a term or condition of employment or compensation, either implicitly or explicitly and when an employment decision is based on an individual's acceptance or rejection of such conduct.

It is important to note that sexual harassment crosses age and gender boundaries and cannot be stereotyped. Among other perceived unconventional situations, sexual harassment may even involve two women or two men.

Sexual harassment may exist on a continuum of behavior. For instance, one example of sexual harassment may be that of an employee showing offensive pictures to another employee.

Generally, two categories of sexual harassment exist. The first, "quid pro quo," may be defined as an exchange of sexual favors for improvement in your working conditions and/or compensation. The second category, "hostile, intimidating, offensive working environment," can be described as a situation in which unwelcome sexual advances, requests for sexual favors, or other verbal or physical contact of a sexual nature when such conduct creates an intimidating or offensive environment. Examples of a hostile, intimidating, and offensive working environment includes, but is not limited to, pictures, cartoons, symbols, or apparatus found to be offensive, and which exist in the workspace of an employee. This behavior does not necessarily link improved working conditions in exchange for sexual favors. It is also against CARE INSTITUTE's policy to download inappropriate pictures or materials from computer systems.

CARE INSTITUTE prohibits any employee from retaliating in any way against anyone who has raised a concern about sexual harassment or discrimination against another individual.

CARE INSTITUTE will investigate any complaint of sexual harassment and will take immediate and appropriate disciplinary action if sexual harassment has been found within the workplace. Any incidents of harassment must be immediately reported to a manager and/or Human Resources and/or Executive

Officers of CARE INSTITUTE.

### 3.4 Off-Duty Conduct/ Fraternization

CARE INSTITUTE always seeks to respect the dignity of its employees. At the same time, when employee conduct, off- or on-duty, has the potential to impact the business, other employees, or guests, the company will need to review that conduct. Thus, occasions may arise when, to avoid the appearance of favoritism, maintain management objectivity, maintain the ability to effectively manage employees, safeguard our guests, and safeguard our property, the off-duty actions of an employee must be reviewed. These off-duty actions include fraternization between management and subordinate employees who may or may not be direct reports.

It is not possible to anticipate all off-duty conduct or fraternization that may relate to the company's business, but we can provide some general guidelines. Further, when in doubt, please ask before you act. You should feel free to discuss this policy at any time with the Human Resources Director or upper management.

CARE INSTITUTE is committed to a policy of employment and advancement based on qualifications and merit and does not discriminate in favor of or in opposition to the employment of relatives.

Due to potential for perceived or actual conflicts, such as favoritism or personal conflicts from outside the work environment, which can be carried into the daily working relationship, CARE INSTITUTE will hire or consider other employment actions concerning family members of persons currently employed only if: a) candidates for employment will not be working directly for or supervising a relative, and b) candidates for employment will not occupy a position in the same line of authority in which employees can initiate or participate in decisions involving a direct benefit to the relative. Such decisions include hiring, retention, transfer, promotion, wages and leave requests.

"Family member" is defined as one of the following: relationships by blood—parent, child, grandparent, grandchild, brother, sister, uncle, aunt, nephew, niece and first cousin; and relationships by marriage—husband, wife (as defined by state law), step-parent, step-child, brother-in-law, sister-in-law, father-in-law, mother-in-law, son-in-law, daughter-in-law, half-brother, half-sister, uncle, aunt, nephew, niece, spouse/partner of any of the above and co-habituating couples or significant others.

Employees and applicants are expected to disclose these relationships whenever they may come into existence. Failure to do so may lead to discipline. Normally, if these relationships come into existence after employment, an attempt will be made to transfer employees to comparable (but separate) positions to avoid any appearance of favoritism, preferential treatment, or conflict of interest. If a transfer is not possible, the employees may be requested to decide among themselves which individual is to resign. If the employees are not able to make a decision about who is to resign, the company may take appropriate action, which can include requiring both employees to resign or requiring one of the individuals to resign based on a neutral factor such as seniority.

Other off-duty conduct may also result in discipline. To illustrate, if an employee is late or misses work due to his or her arrest, that is not an acceptable excuse. Similarly, if off-duty conduct could result in the loss or denial of an operating license for the company, that behavior may result in discipline that may include termination.

Other examples of off-duty conduct that may result in discipline include sexual harassment of other employees, violent acts, use of illegal intoxicants, illegal intoxication, illegal use of intoxicants (e.g., underage drinking), disruptive action on company property or at company-sponsored events, use of company facilities without permission, or disclosure of confidential information.

Whenever the economic, social, or family relationship or other off duty conduct of an employee is reviewed, the employee will be requested to cooperate with such a review. Generally, the employee will be given an opportunity to explain the situation.

### 3.5 Standards of Conduct

Whenever people gather together to achieve goals, some rules of conduct are needed to help everyone work together efficiently, effectively, and harmoniously. By accepting employment with us, you have a responsibility to CARE INSTITUTE and to your fellow employees to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each employee is aware that they can fully depend upon fellow workers to follow the rules of conduct, our organization will be a better place to work for everyone.

#### 3.5.1 Unacceptable Activities

Generally speaking, we always expect each person to act in a mature and responsible way. If you have any questions concerning any work or safety rule, or any of the unacceptable activities listed below, please see your manager/supervisor for an explanation.

Note that the following list of Unacceptable Activities does not include all types of conduct that can result in disciplinary action, which may result in termination. Nothing in this list alters the at-will nature of your employment; either you or CARE INSTITUTE may terminate the employment relationship with or without reason, and in the absence of any violation of these rules.

- A. Not following CARE INSTITUTE's Core Values (i.e., Integrity).
- B. Violation of any company rule.
- C. Actions that is detrimental to CARE INSTITUTE's efforts to operate profitably.
- D. Fraudulence, dishonesty, or falsification of documents, data, or records.
- E. Insubordination - Refusing to obey instructions properly issued by your manager pertaining to your work. Refusal to help out on an assignment.
- F. Spreading malicious gossip and/or rumors; engaging in behavior which creates discord and lack of harmony; interfering with another employee on the job; restricting work output or encouraging others to do the same.
- G Violation of security or safety rules or failure to observe safety rules or CARE INSTITUTE safety practices; failure to wear required safety equipment; tampering with CARE INSTITUTE equipment or safety equipment.
- H. Negligence or any careless action, which endangers the life or safety of another person.
- I. Being intoxicated or under the influence of a controlled substance while working on CARE INSTITUTE premises, CARE INSTITUTE satellite clinic or working remotely.
- J. Use, possession, or sale of a controlled substance in any quantity while on company premises, except medications prescribed by a physician which do not impair work performance.
- K. Unauthorized possession of dangerous or illegal firearms, weapons, or explosives on company property or while on duty.
- L. Engaging in criminal conduct or acts of violence or making threats of violence toward anyone on company premises or when representing CARE INSTITUTE, fighting, or provoking a fight on company property, or negligent damage of property.
- M. Threatening, intimidating or coercing fellow employees on or off the premises at any time, for any purpose.
- N. Engaging in an act of sabotage; negligently causing the destruction or damage of company property, or the property of fellow employees, customers, suppliers, or visitors in any manner including malicious deletion of electronic correspondences and/or documents.
- O. Theft or unauthorized possession of company property or the property of fellow employees; unauthorized possession or removal of any company property, including documents, from the premises without prior permission from management; unauthorized use of company equipment or property for personal reasons; using company equipment for profit.
- P. Dishonesty; falsification or misrepresentation on your application for employment or other work records; lying about sick or personal leave; falsifying reason for a leave of absence or other data requested by CARE INSTITUTE; alteration of company records or other company documents.
- Q. Violating the non-disclosure agreement; giving confidential or proprietary CARE

INSTITUTE information to competitors, other organizations or to unauthorized CARE INSTITUTE employees or anyone; working for a competing business while a CARE INSTITUTE employee; breach of confidentiality of personnel information.

- R. Immoral conduct or indecency on company property.
- S. Unsatisfactory or careless work; consistently failing to meet production or quality standards.
- T. Any act of harassment, sexual, racial, or other; telling sexist or racist jokes; making racial or ethnic slurs.
- U. Leaving work before the end of a workday or not being ready to work at the start of a workday without approval of your supervisor/manager; stopping work before time specified for such purposes.
- V. Sleeping or loitering during working hours.
- W. Excessive use of company property (i.e., phone, cell phone, laptop, mobile devices, etc.) for personal use (i.e., calls, texting and/or accessing social media).
- X. Failure to report an absence or late arrival, excessive absence, or lateness.
- Y. Obscene or abusive language toward any manager, employee, or customer; indifference or rudeness towards a customer or fellow employee; any disorderly/antagonistic conduct on company premises.
- Z. Failure to use your timesheet; alteration of your own timesheet or records or attendance documents; punching or altering another employee's timesheet or records or causing someone to alter your timesheet or records.
- AA. Failure to submit required new hire documents within the specified timelines.

### **3.5.2 Disciplinary Actions**

This Disciplinary Actions Policy applies to all regular and temporary employees who have accepted employment with CARE INSTITUTE. The intent of this policy is to be fair and reasonable, but consistent with desired behaviors and other policies that allow CARE INSTITUTE to be successful.

This policy pertains to matters of conduct as well as the employee's competence and/or performance. An employee who does not display satisfactory performance and accomplishment on the job may be terminated, in certain cases, without resorting to the steps set forth in this policy.

Generally, managers are expected to follow the procedure outlined below. There may be situations, however, in which the seriousness of the offense justifies the omission of one or more of the steps in the procedure. Likewise, there may be times when the company may decide to repeat a disciplinary step.

### **3.5.3 Disciplinary Procedures**

To ensure that CARE INSTITUTE business is conducted properly and efficiently, you must conform to certain standards of attendance, conduct, work performance and other work rules and regulations. When a problem(s) in these areas arise, your manager will coach and counsel you in mutually developing an effective solution. If, however, you fail to respond to coaching or counseling, or an incident takes place requiring formal discipline, the following procedures may occur.

#### *First Violation: Oral Counseling/Reminder*

Your supervisor/manager will meet with you to discuss the problem(s) or violation(s), making sure that you understand the nature of the problem or violation and the expected remedy. The purpose of this conversation is to remind you of exactly what the rule or performance expectation is and to remind you that it is your responsibility to meet CARE INSTITUTE's expectations.

#### *Second Violation: Oral warning with a note in your personnel file and your supervisor may complete a performance improvement plan (PIP).*

You will be informed that the Oral Warning and PIP is the next step of the discipline procedure. Your supervisor/manager will fully document the Oral Reminder. Documentation of the incident will remain in your confidential personnel file.



*Third Violation: Written Warning. A Performance Improvement Plan (PIP) will be executed with timeline.*

If your performance does not improve, or if you are again in violation of CARE INSTITUTE practices, rules or standards of conduct, your supervisor/manager will discuss the problem(s) with you, emphasizing the seriousness of the issue(s) and the need for you to immediately remedy the problem(s). You will be advised that you are now at the formal level of disciplinary action. Your supervisor/manager will complete the Action Plan for Improvement summarizing the discussion and your agreement to change. A copy of the memo will be filed in your personnel file. The Written Warning will remain in your personnel file.

*Fourth Violation: Termination*

If you are unwilling to take corrective action and make such a commitment, you may either voluntarily resign or be terminated.

**4****Compensation**

The goal of CARE INSTITUTE's compensation program is to attract potential employees, meet the needs of all current employees and encourage well-performing employees to stay with our organization. With this in mind, our compensation program is built to balance both employee and CARE INSTITUTE needs.

**4.1 Wage and Salary Policies****4.1.1 Compensation Philosophy**

It is CARE INSTITUTE's desire to pay all regular employees' wages and salaries that are competitive with other employers in the marketplace in a way that will be motivational, fair and equitable. Compensation may vary with individual and company performance and in compliance with all applicable statutory requirements.

CARE INSTITUTE applies the same principles of fairness to all employees, regardless of organizational level, race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law.

**4.1.2 Basis for Determining Pay**

Several factors may influence your rate of pay. Some of the items CARE INSTITUTE considers are the nature and scope of your job, what other employers pay their employees for comparable jobs (external equity), what CARE INSTITUTE pays their employees in comparable positions (internal equity), and individual as well as CARE INSTITUTE performance. It is CARE INSTITUTE's goal to have a current Job Description on hand that broadly defines your job responsibilities.

**4.1.3 Pay Cycle***Bi-Monthly Pay Cycle*

Payday occurs on the 1<sup>st</sup> and 15<sup>th</sup> of every month. There will be 24 paydays per year.

If pay day falls on a federal holiday, staff will receive their paycheck on the preceding workday.

**4.1.4 Paycheck Distribution**

Paychecks will be directly deposited to the checking or savings account you specify on the pay dates specified above.

**4.1.5 Expense Reimbursement**

You must have your manager/supervisor's written authorization (usually by way of a requisition or purchase order) prior to incurring an expense on behalf of CARE INSTITUTE. To be reimbursed for all authorized expenses, you must submit an expense report accompanied by original receipts with totals clearly marked. All expenses incurred must be approved by your manager/supervisor.

Please submit your expense report at least five (5) days prior to your respective pay day. In order for CARE INSTITUTE to keep records and accounting accurate and current, expense reports older than three (3) months may not be honored.

If you are asked to conduct company business using your personal vehicle, you will be reimbursed at approximately the rate allowed by the Internal Revenue Service. Mileage reports must be submitted on a monthly basis for reimbursement.

#### **4.1.6 Mandatory Deductions from Paycheck**

CARE INSTITUTE is required by law to make certain deductions from your paycheck each time one is prepared. Among these are your federal, state and local income taxes and your contribution to Social Security as required by law. These deductions will be itemized on your check stub. The amount of the deductions will depend on your earnings and on the information, you furnish on your W-4 form regarding the number of exemptions you claim. If you wish to modify this number, please request a new W-4 form from your manager/supervisor immediately. Only you may modify your W-4 form. Verbal or written instructions are not sufficient to modify withholding allowances. We advise you to check your pay stub to ensure that it reflects the proper number of withholdings.

The W-2 form you receive annually reflects how much of your earnings were deducted for these purposes.

Any other mandatory deductions to be made from your paycheck, such as court-ordered garnishments, will be explained whenever CARE INSTITUTE is ordered to make such deductions.

#### **4.1.7 Direct Payroll Deposit**

Direct payroll deposit is the automatic deposit of your pay into the financial institution accounts of your choice. You may designate up to two accounts using the direct deposit form. Contact Human Resources for details and the necessary authorization forms.

#### **4.1.8 Overtime Pay**

If you are a non-exempt employee, you will be eligible to receive overtime pay of one and one-half (1 1/2) times your regular hourly wage for hours worked over forty (40) hours in one (1) work week. If, during that week, you were away from the job because of a job-related injury, paid holiday, jury duty, vacation day, or paid sick time, those hours not worked will not be counted as hours worked for the purpose of computing eligibility for overtime pay.

Please note if you are a non-exempt employee on an approved flexible work arrangement, overtime hours will be computed only on those hours worked in excess of a forty (40) hour workweek. Any overtime in excess of 10 minutes must be approved in advance and a Request for Overtime Form must be completed, signed and submitted to the Human Resource department.

#### **4.1.9 Time Records**

By law, we are obligated to keep accurate records of the time worked by employees. This is done by utilizing a time management system.

#### **4.1.10 Wage Garnishments**

Employees are expected to conduct their financial affairs so as to prevent the Company from becoming a party to any credit/collection proceedings. The Company will, however, comply with all orders issued by courts of law, against employees, with regard to garnishments, levies and support issues.

## 5. **Benefits**

CARE INSTITUTE is committed to sponsoring a comprehensive benefits program for all eligible employees. In addition to receiving an equitable salary and having an equal opportunity for professional development and advancement, you may be eligible to enjoy other benefits, which will enhance your job satisfaction. We are certain you will agree the benefits program described in this Employee Manual represents a very large investment by CARE INSTITUTE

A good benefits program is a solid investment in CARE INSTITUTE's employees. CARE INSTITUTE will periodically review the benefits program and will make modifications as appropriate to the company's condition. CARE INSTITUTE reserves the right to modify, add or delete the benefits it offers.

### **5.1 Eligibility for Benefits**

If you are a full-time employee, you will enjoy all of the benefits described in this Employee Manual as soon as you meet the eligibility requirements for each particular benefit. Coverages are available to you and your dependents as defined in the benefit summary plan descriptions.

If you are a part-time employee, you will enjoy only those benefits specifically required by law, provided that you meet the minimum requirements set forth by law and in the benefit plan(s).

Temporary/PRN employees are not eligible for benefits.

No benefits are available to you during your Introductory Period, except as otherwise provided by law.

Note: Please see "Introductory Period" section 1.5 in this Employee Manual for further information

### **5.2 Insurance Coverage**

#### **5.2.1 Group Insurance**

CARE INSTITUTE does not yet offer a group insurance plan. At this time we will reimburse up to \$100/month towards your premium on your privately held insurance program. To be offered this you do need to provide a statement showing the monthly payment paid for your insurance annually.

A. TBD

### **5.3 Continuing Education**

CARE INSTITUTE may pay for some licensing/certifications for employees depending on their position with the company. Employees will need to be employed for at least one year to be eligible and must receive prior approval from their manager in writing. If testing for a license/certification, employees may pay for any testing/exams needed. Once an employee passes their test/exam and provides proof to the Human Resources department, you will be reimbursed for the amount on the next scheduled pay date. CARE INSTITUTE may also pay for approved membership dues and renewals (one per person) for employees- if related to their present position at CARE INSTITUTE.

## 5.4 401K Retirement Plan

TBD

### Government Required Coverage

#### 5.4.1 Workers' Compensation

All employees are entitled to Workers' Compensation benefits. This coverage is automatic and immediate and protects you from an on-the-job injury. An on-the-job injury is defined as an accidental injury suffered in the course of your work, or an illness, which is directly related to performing your assigned job duties. This job-injury insurance is paid for by CARE INSTITUTE. If you cannot work due to a job-related injury or illness, Workers' Compensation insurance pays your medical bills and provides a portion of your income until you can return to work, provided however, that you were/are not in violation of the drug and alcohol policies required to be eligible for worker's compensation benefits detailed in this manual — see section 3.4.

All injuries or illnesses arising out of the scope of your employment must be reported to your manager/supervisor and/or Human Resources immediately. Prompt reporting is the key to prompt benefits. Benefits are automatic, but nothing can happen until your employer knows about the injury. Ensure your right to benefits by reporting every injury, no matter how slight.

CARE INSTITUTE will pay for the time lost because of a work-related accident during the remainder of the normal workday in which the accident occurs. CARE INSTITUTE will take appropriate action and abide by Workers' Compensation laws and regulations. Employees returning to work after being absent due to a work-related injury must report to Human Resources prior to beginning work and must bring a doctor's clearance for returning to work.

## 6. Leaves

Both paid and unpaid time off may be granted to eligible employees, according to the following leave policies. Please consult your manager/supervisor for further information.

### 6.1 Paid Time Off (PTO)

Paid Time Off (PTO) may be taken as vacation time, to allow you to rest, relax and pursue special interests. PTO may also be used during an employee's own illness, to care for an ill child, or for medical, legal or other personal business appointments which can only be scheduled during your working hours. CARE INSTITUTE has provided PTO as one of the many ways in which we show our appreciation to our employees, whom we view as our most valued resource.

Regular full-time employees who are working \* 35 hours/week and part-time employees working a minimum of twenty (20) hours per week are eligible to accrue PTO on a pro-rated basis. PTO hours begin accruing on your hire date.

#### 6.1.1 Amount of PTO

Full-time employees are eligible for PTO for each pay period of service. You will begin to accrue PTO on your hire date; however, PTO cannot be used until you have completed the Introductory Period of your employment. After that time, employees can request use of earned PTO including that accrued during the introductory period.

The amount of PTO regular full-time employees receives each year increases with the length of their employment, as shown in the following schedule:

- Eligible employees completing up to 5 years of service are entitled to 0.06 hours per hour worked.
- Eligible employees employed 6-10 years of service are entitled to 0.07 hours per hour worked.
- Eligible employees completing 10 years or more of service are entitled to 0.08 hours per hour worked.

The length of eligible service is calculated on the basis of a "benefit year". This is the 12-month period that begins when the employee starts to earn PTO (your hire date). An employee's benefit year may be extended for any significant leave of absence except military leave of absence. Military leave has no effect on this calculation.

Non-exempt employees may use PTO in minimum increments to one hour. PTO must be used when requested time off is taken. PTO use is optional when staff are cancelled or sent home early due to low census. Exempt employees may use PTO in minimum increments of eight hours.

#### 6.1.2 Types of Time Off

*Unanticipated Time Off* (emergency) is any personal instance that is unexpected and requires your immediate attention and takes you away from your assigned work hours. The employee is responsible for submitting a PTO request prior to leaving work or immediately upon returning to work.

*Anticipated Time Off* (non-emergency) is any instance in which the employee plans in advance and schedules time away from work. Anticipated time off should be requested prior to the event taking place by submitting a PTO request. Authorizing signatures must be obtained prior to the scheduled time away from work and the employee will be notified of the approved time off.

#### 6.1.3 Request for Time Off Policies

Below is the expectation and guidelines regarding when a request for time off is required and when Paid Time Off (PTO) will be applied.

- CARE INSTITUTE's expectation from salaried employees: a minimum of 40 hours of work per week consisting of 9-hour days, which includes 1 hour for lunch/personal time or 8.5 hours a day with a 30-minute lunch.
- For salaried employees, if a workday consists of less than 6 hours of on the clock time, a request for time off must be submitted and approved by your manager.

There may be instances from time to time which an employee needs to be absent from work with manager approval due to an emergency or an unexpected event. In these instances, PTO will be applied following these guidelines.

- PTO is applied when a salaried, non-manager, employee takes more than 2 hours of time off in a given day. Two (2) hours or less of leave must be made up on other days during the same workweek to avoid PTO being applied. If not, PTO will be applied to equal 8 hours worked.
- PTO is applied when a salaried manager takes more than 4 hours of time off in a given day. Four (4) hours or less of leave must be made up on other days during the same workweek to avoid PTO being applied. If not, PTO will be applied to equal 8 hours worked.
- When any salaried employee is off for an entire day, 8 hours of PTO will be applied. If a minimum of 8 hours of PTO is not available, then the time off will be assessed as Leave Without Pay (LWOP).

Except in the instance of unanticipated time off, all requests for time off should be scheduled 2 weeks in advance with your manager/supervisor. Any requests for time off in excess of 1 week must be approved at least one month in advance. Every effort will be made to grant your PTO request at the time you desire; however, requests for time off cannot interfere with your department's operation and therefore must be approved by your manager/supervisor in advance. If any conflicts arise in requests for PTO, preference will be given to the first employee who requests the time off.

If the number of PTO hours requested surpasses the number of PTO hours available, the remaining time will automatically become Leave Without Pay (LWOP). If you are on an approved leave of absence you will continue to accrue PTO until your PTO balance has become exhausted at which point the remainder of your leave of absence will be LWOP.

If you have unused and accrued PTO hours upon the termination of your employment with CARE INSTITUTE, you may be eligible to receive partial payment for any unused and accrued PTO. See section 8.1 for details.

### ***Accumulation Rights***

Employees are encouraged to use their PTO to take regular time off each year. If they do not, PTO will accrue until the employee has reached 120 hours. Accrual will cease until the PTO balance is below 120 hours annual allowance. Exceptions to this policy may be made in unusual circumstances. Each case will be considered separately by upper management.

Employees close to the maximum hours allowed may sell back to CARE INSTITUTE accrued PTO at a rate of 50%, provided that the employee maintains a minimum of 80 hours of accrued PTO.

If an employee changes employment classification from full-time to part-time status, the PTO accrual rate will change.

## **6.2 Paid Leaves**

In the interest of maintaining a healthy balance between work and home, CARE INSTITUTE offers eligible regular full- time and part-time employees on a pro-rated basis paid time off.

Time off is paid using your base hourly rate, excluding overtime compensation, if any.

### 6.2.1 Holidays

#### *Recognized Holidays*

Regular full-time employees and part-time employees on a pro-rated basis are eligible for holiday pay. Non-Exempt employees in their 90-day introductory period are not eligible for holiday pay.

The company is closed and observes and allows time off for the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Indigenous People's Day
- Veteran's Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas

**\*Holiday pay.** Full-time regular employees are eligible for holiday pay after they have been actively with the company for 90 days. Salaried employees may receive holiday pay immediately upon joining the company. Part-time and temporary employees, including summer employees, are not eligible for holiday pay. Holiday pay shall be at the employee's regular straight-time rate times regularly scheduled hours (not to exceed 8 hours). A holiday shall be considered as 8 hours worked for computing overtime.

**Religious observances.** Staff who need time off to observe religious practices or holidays not already scheduled by the company should speak with their supervisor. Staff may also be able to switch a scheduled day with another staff member or take off unpaid days. The company will seek to reasonably accommodate individuals' religious observances.

#### *Holiday Policies*

All national holidays are scheduled on the day designated by common business practice.

In order to qualify for holiday pay, you must work the scheduled workday immediately before and after the holiday. Only excused absences will be considered exceptions to this policy.

If a holiday occurs during your scheduled vacation, you are eligible for the holiday pay.

You are not eligible to receive holiday pay when you are on an unpaid leave of absence.

### 6.2.2 Other Paid Leaves

#### *Election Day*

We encourage you to exercise your voting privileges in local, state, and national elections. However, since the polls are open for long periods, you are encouraged to vote before or after regular working hours. If necessary, you may take up to three (3h) hours leave from work to vote in a governmental election or referendum. You will be expected to notify your manager/supervisor at least one (1) week in advance.

#### *Funeral (Bereavement) Leave*

Up to three (3) working days of leave with pay (not charged to other leave time) shall be granted to regular, full-time employees upon request to make arrangements for and attend funeral services of the employee's spouse, child, parent, parent-in-law, grandparent, granddaughter, grandson, daughter-in-law, son-in-law, step-parent, domestic partner, brother, sister, brother-in-law, sister-in-law, daughter or son of the employee's spouse or domestic partner, and any relative living in the household of the employee or domestic partner.

Employees can use available PTO to attend funerals for non-immediate family members. If PTO is not available, the time off will be unpaid.



If a holiday or part of your vacation occurs on any of the days of absence, you may not receive holiday or vacation pay in addition to paid funeral leave. You will not receive double pay.

### **6.2.3 Jury Duty**

CARE INSTITUTE encourages all employees to fulfill their civic duties regarding jury service. Exempt employees continue to receive their normal pay for any weeks in which they perform work. Jury duty that extends beyond 2 days will be deducted from PTO to the extent permitted by law. Non-exempt employees will not be paid during absence for jury duty but may request use of PTO for any hours of work missed.

On any day when your jury service ends before the end of your usual workday, you must check in with your supervisor to find out whether you need to return to work for that day. Employees must submit a copy of their jury summons and courtroom attendance records upon returning to work. Disciplinary action will be taken if appropriate documentation is not provided.

## **6.3 Leaves of Absence**

Prior to your leave of absence, you will be required to meet with the Human Resources Department to discuss the terms of your leave of absence which will also include payment of health insurance premiums. This discussion will be documented on our Extended Leave of Absence (ELOA) planning form. A copy of the completed ELOA form will be provided to you.

### **6.3.1 Unpaid Leaves**

Occasionally, for medical, personal, or other reasons, you may need to be temporarily released from the duties of your job with CARE INSTITUTE. It is the policy of CARE INSTITUTE to allow its eligible employees to apply for and be considered for certain specific leaves of absence.

Time off for any reason during a working day will count first against your accrued PTO. Once you have used all of your accrued PTO, any additional time off will be without pay.

Failure to return to work as scheduled from an approved leave of absence or to inform your manager/supervisor of an acceptable reason for not returning as scheduled will be considered a voluntary resignation of employment.

All requests for leaves of absence shall be submitted in writing to your manager/supervisor. Each request shall provide sufficient detail such as the reason for the leave, the expected duration of the leave, and the relationship of family members, if applicable. There are several types of unpaid leaves for which you may be eligible.

### **6.3.2 Family and Medical Leave Act**

The federal Family & Medical Leave Act of 1993 (FMLA) as amended, requires employers with 50 or more employees to provide eligible employees with unpaid leave. There are two types of leave available, including the basic 12-week leave entitlement (Basic FMLA Leave), as well as the military family leave entitlements (Military Family Leave).

#### **Eligibility for FMLA Leave**

Employees are eligible for FMLA leave if they:

- A. Have worked for the company for at least 12 months.
- B. Have worked at least 1,250 hours for the company during the 12 calendar months immediately preceding the request for leave; *and*
3. Are employed at a work site that has 50 or more employees within a 75-mile radius.

#### **Basic FMLA Leave**

Employees who meet the eligibility requirements described above are eligible to take up to 12 weeks of *unpaid leave* during any 12-month period for one of the following reasons:

- A. To care for the employee's son or daughter during the first 12 months following birth.
- B. To care for a child during the first 12 months following placement with the employee for adoption or foster care.
- C. To care for a spouse, son, daughter, or parent ("covered relation") with a serious health condition.
- D. For incapacity due to the employee's pregnancy, prenatal medical or childbirth; or
- E. Because of the employee's own serious health condition that renders the employee unable to perform an essential function of his or her position.

Married couples. In cases where a married couple is employed by the same company, the two spouses together may take a *combined* total of 12 weeks' leave during any 12-month period for reasons 1 and 2, or to care for the same individual pursuant to reason 3.

### **Use of Leave**

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations.

### **Pay, Benefits, and Protections During FMLA Leave**

While FMLA is unpaid leave, employees may be eligible for short- or long-term disability payments and/or workers' compensation benefits under those insurance plans if leave is taken because of an employee's own serious health condition.

If employee requests leave because of birth, adoption, or foster care placement of a child, the employee's own serious health condition, or to care for a covered relation with a serious health condition, any accrued PTO will be used first and then LWOP will begin.

For more details on CARE INSTITUTE's FMLA policy and employee reporting responsibilities contact the Human Resources department.

## **6.4 Accepting Other Employment or Going into Business While on Leave of Absence**

If you accept other employment or go into business while on a leave of absence from CARE INSTITUTE, you will be considered to have voluntarily resigned your employment with CARE INSTITUTE as of the day on which you began your leave of absence.

### **6.5 Health Insurance Premium Payment During Leaves of Absence**

Employees will be responsible for payment of 100% of their insurance premium(s) while on a personal leave of absence. Days and hours may be prorated to account for partial months of coverage(s) and payments. This applies to medical, dental, vision, voluntary life and short-term disability premiums and policies.

## 7

## **Safety**

### **7.1 General Employee Safety**

CARE INSTITUTE is committed to the safety and health of all employees and patient alike. CARE INSTITUTE recognizes the need to comply with regulations governing injury and accident prevention and employee safety. Maintaining a safe work environment, however, requires the continuous cooperation of all employees.

CARE INSTITUTE will maintain safety and health practices consistent with the needs of our industry. If you are ever in doubt about how to safely perform a job, it is your responsibility to ask your manager/supervisor for assistance. Any suspected unsafe conditions and all injuries that occur on the job must be reported immediately. Compliance with these safety rules is considered a condition of employment. Therefore, it is a requirement that each manager/supervisor make the safety of employees an integral part of her/his regular management functions. It is the responsibility of each employee to accept and follow established safety regulations and procedures.

### **7.2 Reporting Safety Issues**

All accidents, injuries, potential safety hazards, safety suggestions and health and safety related issues must be reported immediately to your manager/supervisor. If you or another employee is injured, you should contact outside emergency response agencies, if needed. If an injury does not require medical attention, a CARE INSTITUTE accident form must still be completed in case medical treatment is later needed and to ensure that any existing safety hazards are corrected. The Employee's Claim for Workers' Compensation Benefits Form must be completed in all cases in which an injury requiring medical attention has occurred.

Federal law (Occupational Safety and Health Administration) requires that we keep records of all illnesses and accidents which occur during the workday. The Idaho State Workers' Compensation Act also requires that you report any workplace illness or injury, no matter how slight. If you fail to report an injury, you may jeopardize your right to collect workers' compensation payments as well as health benefits.

OSHA also provides for your right to know about any health hazards which might be present on the job. Should you have any questions or concerns, contact your manager/supervisor for more information.

### **7.3 Security Checks**

CARE INSTITUTE may exercise its right to inspect all packages and parcels entering and leaving our premises.

### **7.4 Driver Responsibilities and Procedures**

From time to time, you may utilize your vehicle for company use. In the event of an accident your automobile liability insurance is primary and CARE INSTITUTE liability is secondary. You will be required to submit a copy of your automobile liability insurance on your first day of work and on an annual basis thereafter.

#### **7.4.1 Responsibilities**

- A. Follow all traffic laws (i.e., texting, hands free)
- B. Drive safely, defensively, courteously and observe all posted traffic and speed limit signs.
- C. Use seat belts and shoulder restraints at all times while vehicle is in operation.
- D. Always provide Human Resources with an updated copy of your auto insurance coverage.
- E. Reduce your speed from the posted limit to adjust for weather, traffic or road conditions.  
CARE INSTITUTE assumes no financial responsibilities for traffic or parking tickets.
- F. Lock the vehicle if left unattended.
- G. Never allow a research subject in your vehicle while on company business.

- H. Report all incidents to Human Resources as quickly as possible.
- I. You must notify your employer in writing, the next business day if your license has been suspended, revoked, or cancelled.
- J. Report 3 or more traffic convictions received within a 12-month period including those in your own or another private vehicle, in writing, to your employer within 10 days of the date of conviction.
- K. Never leave company property in vehicle while unattended (i.e., files, office keys, access badge, laptops, etc.).

Driver Tips: In addition to good car maintenance, tend to any mechanical breakdown, unusual sound, and other defects on your vehicle in a timely manner. Make a visual inspection of your vehicle at the beginning or end of your day.

#### **7.4.2 Incidents**

An incident is defined as an event from which their results injury or death to any person, or property damage of any kind.

If involved in an incident, stop immediately and take all necessary precautions to prevent further incidents at the scene. Provide all reasonable assistance to injured persons (moving of injured persons should not be undertaken if likely to cause further injury.)

##### Follow these procedures at the scene of the incident:

- A. The driver should contact the police and obtain a copy of the police incident reports whenever possible.
- B. Obtain names, addresses, phone numbers, license tag numbers, registration information, insurance information, and driver's license numbers from all parties involved. Include both personal and business information.
- C. Obtain names, addresses and phone numbers of reporting police officer and witnesses.
- D. At the scene, never admit fault or make comments regarding the operation condition of the involved vehicle.
- E. If the vehicle or property involved in the incident is unattended, the driver should provide reasonable effort to locate the owner of the vehicle/property. If the search is unsuccessful, the driver shall securely and visibly attach to the vehicle or property his/her name, address and phone number. If the incident involves an unattended vehicle, the driver should try to determine the year, make and model of the involved vehicle as well as its vehicle license plate number.
- F. Report the incident immediately to your Supervisor and Human Resources.

#### **7.4.3 Violations**

The following violations may result in disciplinary action:

- A. License suspension
- B. Driving while intoxicated (DWI)
- C. Any serious violation such as reckless driving, endangering the lives of others, or racing
- D. Driving under the influence of narcotics
- E. Preventable incidents of any kind
- F. Preventable bodily injury incidents resulting in property damage
- G. Speeding
- H. Failure to obey traffic lights, and/or stop signs
- I. Failure to signal
- J. Failure to carry registration/insurance
- K. Failure to wear seat belt at all times

NOTE: These policies shall serve as a minimum standard. The severity of incident, violation frequency, and history during the most recent 6 months will be considered when determining disciplinary action which may include termination of employment.

#### **7.4.4 Parking Lot**

Courtesy and common sense in parking will help eliminate accidents, personal injuries, and damage to your vehicle and to the vehicles of other employees. If you should damage another car while parking or leaving, immediately report the incident, along with the license numbers of both vehicles

and any other pertinent information you may have, to your manager/supervisor. CARE INSTITUTE cannot be and is not responsible for any loss, theft or damage to your vehicle or any of its contents. Remember to lock your car every day and park within the specified areas. Leaving valuables in sight within your vehicle is not recommended.

## **7.5 Safety Rules**

Safety is everybody's business. Safety is to be given primary importance in every aspect of planning and performing all CARE INSTITUTE activities. We want to protect you against industrial injury and illness, as well as minimize the potential loss of production.

Below are some general safety rules to assist you in making safety a regular part of your work. Your manager/supervisor may post other safety procedures in your department or work area.

### **7.5.1 Working Safely**

Safety is everyone's responsibility. Remind your co-workers about safe work methods.

### **7.5.2 Cell Phone Safety**

Cell phones are important to the company business, but employee safety is more important. Therefore, employees should not use a cell phone while driving to a site visit or any other work-related destination. Please pull safely off the road before using cell phones while driving.

### **7.5.3 Lifting**

Ask for assistance when lifting heavy objects or moving heavy furniture. Bend your knees, get a firm grip on the object, hold it close to your body and space your feet shoulder width apart for good balance. Lift using your stronger leg muscles, not your weaker back muscles.

### **7.5.4 Materials Handling**

Always carry or pass objects, never throw them. Use flammable items, such as cleaning fluids, with caution. Also, stack materials only to safe heights.

### **7.5.5 Trash Disposal**

Keep sharp objects and dangerous substances out of the trash can. Items that require special handling should be disposed of in approved containers.

### **7.5.6 Cleaning Up**

To prevent slips and tripping, clean up spills and pick up debris immediately.

### **7.5.7 Work Areas**

Keep cabinet doors and file and desk drawers closed when not in use. Remove or pad sharp corners and edges. Keep drawers closed. Open only one drawer at a time.

### **7.5.8 Machinery**

Keep guards in place at all times. Do not clean machinery while it is running. Lock all disconnect switches and unplug the machine while making repairs or cleaning.

### **7.5.9 Personal Protective Equipment**

Always wear or use appropriate safety equipment as required in your work. Wear appropriate personal protective equipment such as masks, gloves, face shields, goggles, lab coat, close-toe shoes, etc. in designated areas or when performing a task which is potentially hazardous.

### **7.5.10 Fire Extinguishers**

Know where fire extinguishers are and how to use them.

### **7.5.11 Report Injuries**

Immediately report all injuries, no matter how slight, to your manager/supervisor.

## **7.6 Fire Prevention**

Know the location of the fire extinguisher(s) in your area and make sure they are kept clear at all times. Notify your manager/supervisor if an extinguisher is used or if the seal is broken. Keep in mind that extinguishers that are rated ABC can be used for paper, wood, or electrical fires. Make sure all flammable liquids, such as alcohol, are stored in approved and appropriately labeled safety cans and are not exposed to any ignition source.

### **7.6.1 In Case of Fire**

If you are aware of a fire, you should contact building management at 210-525-1174.

If the fire is small and contained, locate the nearest fire extinguisher. This should only be attempted by employees who are knowledgeable in the correct use of fire extinguishers.

- If possible, immediately contact your manager/supervisor. Evacuate all employees from the area.
- Dial 911 or the local fire department.
- If the fire is out of control, leave the area immediately. No attempt should be made to fight the fire.

When the fire department arrives, direct the crew to the fire. Do not re-enter the building until directed to do so by the fire department.

## **7.7 Emergency Evacuation**

If you are advised to evacuate the building, you should:

- Stop all work immediately.
- Contact outside emergency response agencies, if needed.
- Walk to the nearest exit, including emergency exit doors.
- Exit quickly, but do not run. Do not stop for personal belongings.
- Proceed in an orderly fashion to an area away from the building: trees in the parking lot by Chambers Street.
- Be present and accounted for during roll call.

Do not re-enter the building until instructed to do so.

## **7.8 Housekeeping**

Neatness and good housekeeping are signs of efficiency. You are expected to keep your work area neat and orderly at all times - it is a required safety precaution.

If you spill a liquid, clean it up immediately. Do not leave tools, materials, or other objects on the floor which may cause others to trip or fall. Keep aisles, stairways, exits, electrical panels, fire extinguishers, and doorways clear at all times.

Easily accessible trash receptacles are located throughout the building. Please put all litter in the appropriate receptacles and containers. Always be aware of good health and safety standards, including fire and loss prevention.

## **7.9 Office Safety**

Office areas present their own safety hazards. Please be sure to:

- Leave desk, file or cabinet drawers firmly closed when not in use.
- Open only a single drawer of a file cabinet at a time.
- Arrange office space to avoid tripping hazards, such as telephone or computer cords.
- Remember to lift things carefully and to use proper lifting techniques.

## **7.10 Security**

Maintaining the security of CARE INSTITUTE buildings and vehicles is every employee's responsibility. Develop habits that ensure security as a matter of course. For example:

- Do not bring large sums of money, in form of cash, to the office.
- When you leave CARE INSTITUTE's premises make sure that all entrances are

- properly locked and secured.
- If you see any suspicious activity, ensure your safety and report it immediately.

### **7.11 Smoking**

CARE INSTITUTE maintains a smoke-and tobacco-free office. No smoking or other use of tobacco or similar products (including, but not limited to, cigarettes, vaping, pipes, cigars, snuff, or chewing tobacco) is permitted at any point, while on company business, while in transit between work locations or assignments, or while at client locations (including parking lots and surrounding areas). There are no designated smoking areas inside or on CARE INSTITUTE premises, nor on Legacy Oaks premises where CARE INSTITUTE is located. CARE INSTITUTE does not allow smoking breaks during the workday, i.e., no additional breaks beyond those allowed under CARE INSTITUTE's break policy may be taken for the purpose of using tobacco or similar products. If returning from a meal break during which you have used tobacco or similar products, do not leave cigarette butts or other traces of litter or tobacco use on the ground or anywhere else. Dispose of any litter properly in the receptacles provided for that purpose.

Employees may not have the smell of tobacco smoke amongst them during work hours or while on company business. In general, employees should not use or consume any substance in which the effects or traces could interfere with the employee's presentation of a healthy, clean, and professional appearance to our Sponsors/CROs, our patients, clients, customers and/or the public.

Violations of this smoking policy will be subject to disciplinary action up to and including termination of employment.

## **8. Separation of Employment**

CARE INSTITUTE operates under the principle of at-will employment. Refer to section 20.1 for additional information.

**There are two classifications of separation of employment:**

1. Resignation of employment by employee (Voluntary)
2. Termination of employment by employer (Involuntary)

### **8.1 Resignation of Employment by Employee**

When an employee resigns, the employee is expected to give written notice of his/her intent to resign. Written notices must include a handwritten signature and date. The letter of resignation must be received by CARE INSTITUTE Human Resources department within the appropriate timeframes specified below. Failure to give required written notice will result in the forfeiture of accrued PTO pay benefits and eligibility for re-employment. Eligible employees may receive payment of unused PTO.

In order to receive accrued PTO benefits, all of the following criteria must be met:

- A. Employee has completed one (1) year of employment
- B. Employee must give a minimum of two (2) weeks [ten (10) working business days] written notice; an employee who is a manager or clinical research coordinator must give a minimum of four (4) weeks [twenty (20) working business days] written notice.
- C. Employee must work the entire notice period. Failure to work the entire notice period will result in forfeiture of accrued benefits. No PTO or any other leave will be paid or accrued during this period, including holidays. At the discretion of the CEO, upon receipt of a written resignation notice, CARE INSTITUTE may not require the employee to work the entire notice period. A written waiver of this requirement may be provided to the employee, and a copy will be retained in the employee's personnel file.
- D. Employee must comply with CARE INSTITUTE's policy to remove company email from cell phone and/or home computer.
- E. Employee must return all property of CARE INSTITUTE to include, but not limited to:
  - i. Access keys
  - ii. All study-related documents and materials
  - iii. Issued equipment (i.e., iPad, other electronic devices, ear buds/speakers, monitors, computers, printers, phones, wire connections, mobile phones, stethoscope, etc.)
  - iv. Training materials

### **8.2 Termination of Employment by Employer**

You may be terminated for poor performance, misconduct, excessive absences, tardiness, discrimination, harassment, failing to adhere to CARE INSTITUTE's core values, or other violations of CARE INSTITUTE policies. When an employee is terminated or does not return from an approved leave of absence, the employee will not receive payment for any unused PTO.

### **8.3 Insurance Conversion Privileges**

According to the federal Consolidated Omnibus Budget Reconciliation Act (COBRA) of 1985, in the event of your termination of employment with CARE INSTITUTE or loss of eligibility to remain covered under our group health insurance program, you and your eligible dependents may have the right to continued coverage under our health insurance program for a limited period of time at your own expense. At your exit interview or upon termination, you will learn how you can continue your insurance coverage and any other benefits you currently have as an employee who is eligible for continuation. Consult CARE INSTITUTE Human Resources department for additional details.



#### **8.4 Exit Interviews**

At the time of your separation of employment, CARE INSTITUTE management would like to conduct an exit interview to discuss your reasons for leaving and any other impressions that you may have about CARE INSTITUTE. During the exit interview, you can provide insights and your ideas about areas for improvement that CARE INSTITUTE can make.

Every attempt will be made to keep all information confidential.

#### **8.5 Return of Company Property**

Any CARE INSTITUTE property issued to you including, but not limited to computer equipment, keys, parking passes, stethoscope, mobile phone and company credit card must be returned to CARE INSTITUTE at the time of your termination. You will be responsible for any lost or damaged items. The value of any company property **issued and not returned will be deducted from your final paycheck.** If property deduction(s) have been assessed and you return CARE INSTITUTE property within 2 weeks from separation of employment date a reimbursement will be issued to you.

#### **8.6 Post-Employment Inquiries**

CARE INSTITUTE does not respond to oral requests for references. In the event your employment with CARE INSTITUTE is terminated, either voluntarily or involuntarily, CARE INSTITUTE's Human Resources department will respond to all verification of employments.

As an employee of CARE INSTITUTE, do not under any circumstances respond to any requests for information regarding another employee unless it is part of your assigned job responsibilities. If it is not, please forward the information request to Human Resources.