



# Dove Healthcare

## Employee Handbook

## Index

Welcome.....	4
<b>About Dove Healthcare</b>	
Mission .....	5
Vision .....	5
Core Services .....	5
Core Values.....	5
History .....	5
Equal Opportunity.....	5-6
ADA and Reasonable Accommodations.....	6-7
Commitment to Diversity.....	7
Harassment .....	7-8
Compliant and Resolution Process.....	8-9
Code of Conduct.....	9-10
<b>Employee Health and Safety</b>	
Employee Health .....	10-11
Tobacco and Smoke Free Workplace .....	11
Drugs and Alcohol in the Workplace.....	11-12
Workplace Safety and Violence Prevention.....	12
Incidents and Occupational Injury.....	12-13
Occupational Assessments.....	13
<b>Employment</b>	
Employment Statuses / Classifications .....	13
Breaks .....	13-14
Attendance .....	15-18
Telecommuting / Remote Access .....	18
Education and Training Requirements .....	18
Personal Appearance and Dress Code .....	19-21
Staffing .....	21
Personal Relationship Policy .....	21-22
Employment of Relatives and Domestic Partners.....	22
Transfers .....	22
Separation of Employment .....	22-23
Reinstatement Criteria .....	23
<b>Compensation and Benefits</b>	
Payroll Process.....	23
Overtime .....	23-24
Time Clocks.....	24
Performance Evaluations and Wage Increases.....	24
Salaried Basis Policy .....	24
Paid Time Off (PTO).....	24-26
Insurance Benefits.....	26-27
Non-Insurance Benefits .....	27
Jury Duty .....	28
Bereavement Pay .....	28
Family and Medical Leave Act (FMLA).....	28-31
Personal Leaves of Absence .....	31-32

## **Compliance**

Confidential Information.....	32
Caregiver Background Checks .....	33
License and Certification .....	34
Personnel Records .....	34
Resident Rights .....	34
Workplace Privacy .....	34-35

## **Dove Healthcare Issued Property**

Lockers and Storage of Personal Belongings.....	35
Keys .....	35
Devices and Equipment.....	35-36
Email Accounts .....	36
Bulletin Boards .....	37
Caring for Dove Healthcare Property.....	37

## **Employee Conduct**

Ethics .....	37
Gratuities and Tips .....	37-38
Public Information .....	38
Social Media Policy .....	38-39
Cell Phones and Other Wireless Devices .....	39
Disciplines / Corrective Action .....	39-41
Solicitation and Distribution .....	41
Management Rights .....	41

# Welcome

Welcome to Dove Healthcare! We are honored to have you join our team and are so glad you have chosen to be a partner in caring for our residents.

Please thoroughly review the policies and procedures contained in this employee handbook. All policies and procedures are based on an “open door” philosophy. We want to ensure each and every employee feels welcomed and encouraged to discuss any workplace concerns directly with their supervisor, facility director / administrator, or Human Resources.

The purpose of this employee handbook is to provide employees with general information and guidelines. It is in no way a legal contract.

All policies and procedures set forth in this handbook supersede all prior policies and procedures, whether written or established by past practice. Because this employee handbook is based on Dove Healthcare’s operational policies and procedures, federal and state mandated policies and procedures, and present employee benefit programs, which are all to some degree subject to change, this handbook is also subject to change. Dove Healthcare reserves the right to add, correct, delete, remove, revise or update any policies and / or procedures.

Any policy or procedure change will be communicated to employees through employee newsletters / memos, postings on facility bulletin boards, e-mails, text messages, and / or corrections to the employee handbook itself. More detailed information regarding specific policies and procedures contained with this handbook are maintained by the Regional Human Resources Department.

Employment at Dove Healthcare is on an at-will basis. This means that either the employee or Dove Healthcare may terminate the employment relationship at any time, for any reason, with or without notice.

Nothing in this employee handbook is intended to imply that any benefit will continue for any period of time. No company representative is authorized to modify this policy for any employee or to enter into any employment agreement, oral or written, that changes the at-will relationship.

If you have any questions about any of the policies or procedures described in this employee handbook, please contact your supervisor, building director / administrator, or Regional Human Resources Department.

Regional Human Resources: [hr@dovehealthcare.com](mailto:hr@dovehealthcare.com)

# About Dove Healthcare

## Our Mission

As an innovative healthcare provider and community partner, we provide compassionate care and service to meet the needs of those who depend on us. We commit to excellence through adherence to high standards, disciplined leadership, and mutual respect for all.

## Our Vision

We strive to be consistently recognized as the healthcare provider and employer of choice in Wisconsin. As such, we will continue to dedicate resources toward system improvements and new program development in an effort to sustain our leadership role in the senior living and long-term care industry.

## Core Services

Short-Term Rehabilitation · Post-Acute Care · Ventilator and Tracheostomy Care · Skilled Nursing · Long-Term Care · End-of-Life Care · Assisted Living and Memory Care

## Core Values

Trust - Respect - Communication - Teamwork

## Our History

Since we purchased the Center of Care in 1997 from Eau Claire County and began operating as Dove Healthcare, we have strategically grown in Wisconsin.

Today, Dove Healthcare is comprised of 11 skilled nursing facilities (Dove Healthcare – Bloomer, Fennimore, Lodi, Osseo, Regional Vent Center, Rice Lake, Spooner, St. Croix Falls, South Eau Claire, Superior, and West Eau Claire); six assisted living residences (Dove Healthcare – Barron Assisted Living, Orchard Hills Assisted Living, Osseo Assisted Living, Rutledge Home, and Spooner Assisted Living); three independent living complexes (Dove Healthcare – Fennimore, Lodi, Settlers' Trail); one physical, occupational, speech, and respiratory therapy company; and a non-profit community foundation. **Our talented and diverse workforce of approximately 1400 employees serves an average of 625 residents and patients everyday.**

## Equal Employment Opportunity

Dove Healthcare provides equal employment opportunities to all employees and applicants for employment without regard to race, color, creed, ancestry, national origin, citizenship, sex or gender (including pregnancy, childbirth, and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, religion, age, disability, genetic information, service in the military, arrest or conviction record, honesty testing or any other classification protected by applicable federal, state, or local laws.

Equal consideration to all qualified persons includes, but is not limited, to the following functions:

- Hiring, placement, promotion, transfer, demotion, or leave of absence
- Recruitment, advertising, or solicitation for employment
- Treatment and working conditions during employment
- Rates of pay and other forms of compensation
- Selection of training and educational programs
- Layoff, recall, or termination
- Maintaining a work environment free from harassment

Dove Healthcare prohibits any form of unlawful employee harassment or discrimination based on any of the characteristics mentioned above. Improper interference with the ability of other employees to perform their expected job duties is not tolerated.

Dove Healthcare will attempt to make a reasonable accommodation of any otherwise qualified applicant or employee related to an individual's physical or mental disability, sincerely held religious beliefs and practices, and/or any other reason required by applicable law, unless doing so would impose an undue hardship upon Dove Healthcare's business operations.

Any employee with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of the Regional Director of Human Resources. Dove Healthcare will not allow any form of retaliation against individuals who raise issues or concerns regarding equal employment opportunities. Employees who feel they have been subjected to any such retaliation should bring it to the attention of the Regional Director of Human Resources.

Retaliation means adverse conduct taken because an individual reported an actual or a perceived violation of this policy, opposed practices prohibited by this policy, or participated in the reporting and investigation process described below. Adverse conduct includes but is not limited to:

- Shunning or avoiding an individual who reports harassment, discrimination, or retaliation;
- Express or implied threats or intimidation intended to prevent an individual from reporting harassment, discrimination, or retaliation; or
- Denying employment benefits because an applicant or employee reported harassment, discrimination, or retaliation or participated in the reporting and investigation process.

Other examples of retaliation include firing, demotion, denial of promotion, unjustified negative evaluation, increased surveillance, harassment, and assault.

Complaints or concerns of harassment, discrimination, or retaliation should be reported to the Regional Director of Human Resources.

### **Americans with Disabilities Act (ADA) and Reasonable Accommodation**

Dove Healthcare is committed to the fair and equal employment of individuals with disabilities under the Americans with Disabilities Act (ADA). It is Dove Healthcare's policy to provide reasonable accommodation to qualified individuals with disabilities to enable them to perform the essential functions of their job or to enjoy the equal benefits and privileges of employment, as long as doing so would not impose any undue hardship.

Dove Healthcare prohibits any harassment of, or discriminatory treatment of, employees or applicants based on a disability or because an employee has requested a reasonable accommodation.

An employee or applicant with a disability may request an accommodation from the Regional Human Resources Department. When requesting an accommodation, the request should specify what accommodation is needed to perform the job and should include supporting documentation explaining the basis for the requested accommodation, to the extent permitted and in accordance with applicable law. Dove Healthcare will then will review and analyze the request, including engaging in an interactive process with the employee or applicant, to identify if such an accommodation can be made, or if any other possible accommodations are

appropriate. If requested, the employee is responsible for providing medical documentation regarding the disability or possible accommodations. All information obtained concerning the medical condition or history of any applicant or employee will be treated as confidential information, maintained in separate medical files, and disclosed only as permitted by law.

It is Dove Healthcare's policy to prohibit harassment or discrimination based on disability or because an employee has requested a reasonable accommodation. Dove Healthcare also prohibits retaliation against employees for exercising their rights under the ADA or other applicable law.

Any issues or concerns regarding harassment, discrimination, or retaliation should be reported to the Regional Director of Human Resources.

### **Commitment to Diversity**

Dove Healthcare is committed to creating and maintaining a workplace in which all employees have an opportunity to participate and contribute to the success of the business and are valued for their skills, experience, and unique perspectives. This commitment is embodied in our culture and the way we operate.

### **Harassment Policy**

Intentional and unintentional harassment of or against job applicants, contractors, interns, volunteers, or employees by another employee, supervisor, vendor, customer, or third party based on actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth, and pregnancy-related conditions), gender identity or express (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, genetic information, or any other characteristic protected by applicable federal, state, or local laws is prohibited.

Any retaliation against an individual who has complained about sexual or other harassment or retaliation against individuals for cooperating with an investigation of a harassment complaint is similarly unlawful. Dove Healthcare will take all reasonable steps necessary to prevent and eliminate unlawful harassment, including disciplinary action, up to and including termination.

Unlawful harassment is conduct that has the purpose or effect of creating an intimidating, hostile, or offensive work environment; has the purpose or effect of substantially and unreasonably interfering with an individual's work performance; or otherwise adversely affects an individual's employment opportunities because of the individual's membership in a protected class.

Unlawful harassment includes, but is not limited to, epithets; slurs; jokes; pranks; innuendos; gestures; comments; written or graphic material; stereotyping; or other threatening, hostile, or intimidating acts based on race, color, ancestry, national origin, gender, sex, sexual orientation, marital status, religion, age, disability, veteran status, or another characteristic protected by state or federal law. In addition, any attempt to penalize or punish a person because of their protected class status is unlawful.

Sexual harassment can include all of the above harassment examples, as well as other unwelcomed conduct, and is generally defined as unwelcomed sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature whereby:

- Submission to or rejection of such conduct is made either explicitly or implicitly a term or condition of any individual's employment or as a basis for employment decisions.

- Such conduct has the purpose or effect of unreasonably interfering with an individuals' work performance or creating an intimidating, a hostile, or an offensive work environment.

Other sexually oriented conduct, whether intended or not, that is unwelcomed and has the effect of creating a work environmental that is hostile, offensive, intimidating, or humiliating to workers may also constitute sexual harassment.

The following are additional examples of conduct that, if unwelcomed, may constitute sexual harassment depending on the totality of the circumstances, including the severity of the conduct and its pervasiveness. This is not an inclusive list.

- Unwanted sexual advances, whether they involved physical touching or not;
- Verbal references to sexual conduct; comments about an individual's body; and comments about an individuals' sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures, or cartoons;
- Unwelcome leering, whistling, brushing up against the body, sexual gestures, or suggestive or insulting comments;
- Inquiries into one's sexual experiences; and
- Discussion / gossip of one's sexual activities

Retaliation against an individual who has complained about sexual or other harassment and retaliation against individuals for cooperating with an investigation of sexual or other harassment complaints will not be tolerated.

Any issues or concerns regarding harassment, discrimination, or retaliation should be reported to the Regional Director of Human Resources.

### **Complaint and Resolution Policy**

Dove Healthcare recognizes employees' rights to receive fair and impartial treatment. Accordingly, we have established the following complaint procedure. Any employee who has been subject to or have witnessed discrimination, harassment, retaliation, or other inappropriate conduct should file a report with the Regional Director of Human Resources.

All complaints will be investigated promptly, and confidentiality will be protected to the extent possible. A timely resolution will be reached and communicated to all parties involved.

If the investigation confirms conduct that violates Dove Healthcare's policy has occurred, Dove Healthcare will take immediate, appropriate, corrective action, including discipline, up to and including immediate termination.

No retaliation or other adverse action will be taken against an employee for making a complaint or report of discrimination or harassment or for assisting in the investigation of any such complaint or report. Any suspected retaliation or intimidation should be reported immediately to the Regional Director of Human Resources.

In situations where harassment or retaliation has not occurred but employees have a conflict/ or a problem related to their job (including a conflict with a coworker) or affecting a working relationship, employees should use the following progression resolve the matter:

- Whenever possible, discuss the situation with the other employee if an issue exists between employees.
- Discuss the matter with an immediate supervisor / department director.



- If the employee and supervisor / department director cannot reach an agreeable solution, the employee and supervisor / department director should discuss the matter with their facility director / administrator.
- All parties meet with Regional Director of Human Resources. Once all issues and concerns have been communicated, the Regional Director of Human Resources will issue a final decision / recommendation on how the matter will be resolved. The decision at this step shall be final and conclusive for all parties.

It is the Dove Healthcare's intention to be fair and impartial in order to establish the best working conditions and relationships possible. Employees will not be discriminated or retaliated against, or in any way penalized, for using this process.

## Code of Conduct

Dove Healthcare strives to provide the best service in a friendly, warm atmosphere. We treat residents and visitors with respect and courtesy. Our staff is expected to be friendly and helpful at all times. The following Code of Conduct outlines our expectations for all of our employees and identifies our four core values: **Trust, Respect, Communication, and Teamwork.**

In order to meet and exceed our vision and create a positive culture, each employee must personally commit themselves to continually enforcing and adopting the following attitudes and behaviors:

1. I will take *personal responsibility* for my actions, behaviors and appearance to present a positive role model to myself and others.
2. I will work at developing a culture of *trust* and *respect* by acknowledging each employee in a positive manner, by *listening* to each other's ideas and concerns, by *recognizing* each other's efforts and contributions to Dove Healthcare, *by keeping my agreements and promises*, and by showing *support* of team members to other team members. If I have a problem with a team member, I will only address the concern with that team member, not with anyone else, with the exception of harassment and/or discrimination concerns.
3. I will *listen, acknowledge and contribute*, through ideas and solutions, to the best of my ability, so that the workplace will be productive and proactive.
4. Should internal conflict occur, I will utilize my communication skills to *listen*, to *understand*, and to *resolve* the conflict towards a "win-win" solution.
5. I will be *genuinely concerned* about each team member's personal welfare by doing what I can to help others *succeed* and *grow* and I will share in the excitement of their accomplishments.
6. I will *communicate* in a manner so that others will know they can *believe, depend* and *count on* what I say. I will be *consistent, frank, tactful, straightforward, assertive, open* and *honest*, with those I communicate with. I will give *feedback*, when appropriate, and I will ask the same honesty and openness from my team members.
7. My behaviors will be *proactive* and my attitude will be *open* to suggestion and change.
8. I will *demonstrate* pride and a *sense of ownership* in my role within Dove Healthcare; I will work with all team members to show we are *committed* to the same vision and purpose.

9. I will work as part of a *holistic* team; I recognize all departments need to work together in order to achieve the vision and goals. My job focus will be on *achieving success inter-departmentally*, not just in my singular department.

Employees who do not meet Dove Healthcare's expectations with regard to attitude and conduct will be subject to disciplinary action, including termination from employment.

## **Employee Health and Safety**

### **Employee Health**

#### **TB TESTS**

TB tests are required of all employees upon hire and will be provided at no cost. Once the TB skin test is administered, it needs to be read by an RN within 48-72 hours. Failure to have the skin test read within the required timeframe may result in disciplinary action, up to and including termination from employment. Any employee who missed a TB skin test reading, and as result has to have the test re-administered, may be assessed the cost of the test.

If an employee has had a previous reaction to the TB skin test and had to have a chest x-ray completed, they need to provide a copy of the chest x-ray. Any reaction to a TB skin test provided by Dove Healthcare needs to be reported immediately to the Infection Control Nurse. The Infection Control Nurse will determine if additional medical follow up is needed. If the employee is sent for a chest x-ray, Dove Healthcare will pay for the cost of the x-ray. If additional medical testing or follow up is required, the charges should be submitted to the employee's health insurance carrier.

After the initial TB test upon hire, employees will thereafter be required to complete an annual risk assessment questionnaire.

#### **HEPATITIS B VACCINATIONS**

Hepatitis B vaccination is recommended due to the potential exposure risks in the healthcare environment. The vaccines are free to all employees. Follow-up titres are recommended for nursing staff, but are available free of charge, to all employees who receive the vaccination through Dove Healthcare. Any reaction to a Hepatitis vaccination should be reported immediately to the Infection Control Nurse, who will determine if additional medical follow up is needed. If additional medical testing or follow up is required, these charges should be submitted to the employee's health insurance carrier.

#### **INFLUENZA VACCINATIONS**

Influenza vaccinations are required annually for all employees and are offered free of charge. Any employee, who declines to receive an influenza vaccine or is unable to be vaccinated due to medical or religious reasons, will be required to wear a mask at all times while at work. The mask will need to be worn during the entire timeframe designated by the CDC and the Infection Control Nurse, to be highly prevalent for influenza. Non-compliance with this policy may result in disciplinary action, up to and including discharge from employment.

Any reaction to an Influenza vaccination should be reported immediately to the Infection Control Nurse, who will determine if additional medical follow up is needed. If additional medical testing or follow up is required, these charges should be submitted to the employee's health insurance carrier.

## COVID-19 Vaccination

Employees who work in any Dove Healthcare facility are encouraged, but not required, to be vaccinated against COVID-19

COVID-19 vaccinations are available to any Dove Healthcare employee that would like to receive the series. Employees should contact their facility's Infection Control nurse for details.

## **Tobacco and Smoke Free Workplace**

Smoking and the use of any tobacco products is not allowed on any Dove Healthcare campus or in any Dove Healthcare company owned vehicles. Smoking includes the use of any tobacco products (including chewing tobacco), electronic smoking / vaping devices, and e-cigarettes.

The use of tobacco products is only permitted during unpaid break times, in designated outdoor areas, which are typically off campus. Employees using these areas are expected to dispose of any smoking debris safely and properly.

## **Drugs and Alcohol in the Workplace**

Dove Healthcare has a strong commitment to the health, safety and welfare of all employees, their families and residents. Dove Healthcare's intention is to provide and maintain a drug- and alcohol-free work environment that is safe and productive for all. This commitment requires a clear policy and supportive programs relating to the detection, treatment and prevention of substance abuse by employees.

The unlawful use, possession, purchase, sale or distribution of or being under the influence of any illegal drug or controlled substance while on Dove Healthcare premises or while performing any services for Dove Healthcare is strictly prohibited. Dove Healthcare also prohibits reporting to work or performing services under the influence of alcohol or consuming alcohol while on duty or during work hours. In addition, Dove Healthcare prohibits off-premises abuse of alcohol and controlled substances, as well as possession, use, or sale of illegal drugs, when these activities adversely affect job performance, job safety, or the company's reputation in the community.

To ensure compliance with this policy, substance abuse screening may be conducted in the following situations:

- Missing Medications - an employee may be subject to drug testing if it has been determined that medications are missing or unaccounted for on a unit that the employee has direct access to. All employees who worked the specific unit prior to and after the discovery of the missing or unaccounted medications may be required to test.
- For cause – upon reasonable suspicion that an employee is under the influence of alcohol or drugs that could adversely affect the employee's job performance or safety of the employee, their coworkers, or any residents.
- Post Vehicle Accident – a post vehicle accident drug and/or alcohol test will be required for any accident that requires medical attention beyond first aid. In addition, if the accident causes any damage to a company vehicle, damage of property, injury and/or damage to others involved in the accident, an employee may be required to test.

Compliance with this policy is a condition of employment. Employees who test positive or who refuse to submit to substance abuse or alcohol screening will be subject to termination. Any

employee violating this policy is subject to discipline, up to and including termination, for the first offense.

All employees receive a copy of Dove Healthcare's Drug and Alcohol Testing policy upon hire. For the complete policy, contact the Human Resources Department.

### **Workplace Safety and Violence Prevention**

Dove Healthcare strives to provide safe and secure work environment for all employees. In any emergency situation, 911 should be called.

If any employee has witnessed or been told of any of the following, they are expected to report it to their immediate supervisor:

- threats or acts of physical violence, including intimidation, harassment, and/or coercion
- suspicious person / people in or around the building,
- hazardous condition, or
- unsafe practices or equipment

The prohibition against threats and acts of violence as described above applies to employees, agency / contracted employees, students, vendors, and volunteers. Any confirmed act or threat by an employee will be grounds for disciplinary action, up to and including termination of employment, in addition to being referred to local law enforcement and may face criminal charges.

Any visitor that has been disruptive, hostile, made threats of violence, or had any acts of aggression or violence towards a Dove Healthcare employee will be subject to permanent barring from all Dove Healthcare facilities. In addition, they will be referred to local law enforcement and may face criminal charges.

In addition, the facility disaster plan, including the fire procedure, is an integral part of Dove Healthcare's standing orders and procedures. In the event of a disaster, employees are expected to carefully follow the procedure outlined in the Emergency Preparedness Manual. Emergency Preparedness Manuals are located in each nursing area and within each department.

### **Incidents and Occupational Injury**

In the event of injury or accident while working, employees are expected to report the incident to their supervisor and file an incident report within 24 hours, regardless of how minor the injury may appear.

Dove Healthcare has a formal Return to Work Policy for employees who are injured at work. This policy provides temporary, modified duty within the physician recommended restrictions. If an employee is on a modified duty program, their scheduled hours may change to accommodate the available work. The employee is not permitted to pick up extra shifts in addition to their regularly scheduled hours, while on modified duty.

The Return to Work policy and modified duty assignment only applies to employees whose injury arose out of their employment. Employees that are injured in a non-work setting are required to be able to perform the essential functions of their job, with or without

accommodation, before they are allowed to return to work. No modified duty will be available for non-work related injuries.

If an employee incurs lost time from work due to a work-related injury, our worker's compensation carrier will determine if any lost wages are owed. Under no circumstances, will Dove Healthcare agree to salary continuation for work-related lost time from work.

Additional details regarding employee incident reporting requirements and incident / injury follow up can be obtained from Human Resources.

## **Occupational Assessments**

Dove Healthcare wants to ensure a safe working environment for all employees, including those that are returning to work from an illness or injury, regardless of whether or not the illness or injury occurred at while working or outside of work. Dove Healthcare may require a full occupational assessment if it is believed that a safety risk exists. The purpose of this assessment is to ensure that the employee can safely perform their work duties, as outlined in their job description.

Based on the results of the Occupational Assessment, Dove Healthcare may allow the employee to return to work in the same position, provide reasonable accommodation, or terminate the employment of the employee, if they are unable to fulfill their essential job duties as out lined in their job description.

## **Employment**

### **Employment Statuses / Classifications**

Dove Healthcare recognizes multiple employment status classifications, including

- Full-Time (FT) – scheduled 30+ hours per week
- Part-Time – Benefit Eligible (PT - BE) – scheduled 20-29 hours per week
- Part-Time – Not Benefit Eligible (PT – NBE) – scheduled less than 20 hours per week but still committed to a master schedule
- Casual (C) – not committed to a master schedule

For insurance benefit purposes, generally, only employees classified as Full-Time and Part-Time - Benefit Eligible will be offered coverage. For specific information regarding benefit eligibility based on employment status classification, contact Human Resources.

Casual employees are required to work a minimum number of shifts per month in order to remain eligible for employment.

All positions, regardless of classification, will be required to attend mandatory in-services and department meetings and complete their annual education training requirements timely. Failure to adhere to this expectation may result in disciplinary action, up to and including termination.

College students who relocated for school and wish to maintain their employment during the semester are required to complete all annual education requirements and all monthly skills education, if a nursing department employee.

## **Break Times**

Although labor laws do not require employers to offer break times to most employees, Dove Healthcare supports the opportunity for employees to enjoy a brief period of rest and relaxation away from their work responsibilities, as their work schedule permits.

The following table shows specifies the allotted break times, based on the length of a scheduled shift.

<b>Scheduled Shift Length</b>	<b>15 Minute Paid Break</b> (must remain in facility)	<b>30 Minute Unpaid Lunch Break</b> (can leave facility grounds)
4 hours or less	0	0
Over 4 hours, up to 6 hours	One – 15 minute break	0
Over 6 hours, up to 16 hours	Two – 15 minute breaks	One – 30 minute break
16+ hours	Two – 15 minute breaks	Two – 30 minute breaks

#### 15-minute break(s)

- Paid time – do not punch out.
- Employees are required to communicate when taking their break.
- Multiple 15-minute breaks cannot be combined into one longer break. Supervisors may grant permission on a case-by-case basis but only on a temporary basis.
- Must remain within the facility.
- Break cannot be not be used as a smoking / tobacco break, due to the requirement of remaining within the facility.

#### 30-minute lunch breaks

- Unpaid time - punch out for all lunch breaks.
- Employees are required to communicate when taking their lunch break to ensure duties are covered.
- Employees are expected to take their 30-minute lunch break if their scheduled shift allows for one.
- Minors working six (6) or more hours are required to take their 30-minute lunch break – **no exception**.
- No work can be complete by any hourly employee while on a 30-minute lunch break.
- May leave the facility during this time.

It is necessary for all employees to adhere to the allotted break times. Excessive break time and/or failure to return from break in a timely manner, is a violation of the break time policy.

Eating and drinking in work areas is prohibited, unless approved by a supervisor. Regulations prohibit employees from having food and beverages in work areas. There are specific break areas for employees to utilize at each facility. Breaks should be taken in these designated areas and not in resident areas. All employees are expected to clean up after themselves and keep the break areas clean. Refrigerators located in nursing areas are for resident use only and should not be used to store any employee food or beverage.

Conversations regarding residents, while in break areas, is not appropriate and may be a breach of confidential information.

Reasonable break time is allowed for an employee to express breast milk for their nursing child for up to one year after the birth of the child. These breaks are unpaid. Refer to the Human Resources Department for additional information or questions.

Any violation of the break time policy may lead to disciplinary action, up to and including termination of employment.

## Attendance Policy

Punctual and regular attendance is an essential responsibility of each employee at Dove Healthcare. All employees are expected to report to work as scheduled, on time and prepared to start working. Employees also are expected to remain at work for their entire work schedule. Late arrival, early departure, or other absences from scheduled hours are disruptive and must be avoided.

As a Dove Healthcare employee, you are an important part of a team, providing safety, care, and comfort to our residents. If you are tardy or absent from your scheduled shift, it creates a burden on your fellow employees and jeopardizes the welfare of our residents.

Employees must be present and on time for work, as scheduled. Absences and tardiness seriously impair our success. Our residents and peers must be able to count on you at all times.

If you are going to be tardy or absent, you must call and speak to your department supervisor, the nurse manager on your assigned unit, or the designee assigned according to your department specific guidelines. Since it is difficult to find staff to replace absent employees, you must call your department supervisor or nurse manager, at least two hours prior to your scheduled shift start time.

The attendance policy at Dove Healthcare is a no fault policy. The purpose of this no fault policy is to achieve a high standard of punctuality and attendance and to assure fair and consistent treatment of all employees. It is also to ensure consistency and to make each employee aware, at each step of the procedure, of the measures that will normally be taken to avoid further discipline. A “no fault” policy looks at attendance patterns, not reasons for absences. Therefore, all absences are counted, no matter what the reason, unless they are noted as an exception later in this section.

Any absenteeism discipline imposed as a result of excessive absenteeism and/or tardiness is based on frequency of “occurrences” rather than actual number of days involved. The following rules shall apply, although management reserves the right to make the final determination regarding absences and tardiness.

### Tardiness

Tardiness is considered being late for a scheduled shift by eight (8) minutes or more. A coaching/learning plan and/or disciplinary/corrective action will normally be followed when tardiness is determined to be a problem.

- Upon three (3) tardy occurrences within a rolling twelve-month period, the employee will normally be issued a first written warning.
- Upon six (6) tardy occurrences within a rolling twelve-month period, the employee will normally be issued a second written warning.
- Upon eight (8) tardy occurrences within a rolling twelve-month period, the employee will normally be terminated.

### Absences

- Absences are recorded for each employee, no matter what the reason. Leaving work less than 75% into your shift, constitutes an absence unless authorized by management. (Ex. For an 8 hr. shift, you must complete 6 hrs.)
- Employees absent due to an approved leave of absence; a work related injury, bereavement, approved time off, or jury duty will not be recorded as an occurrence for purposes of this policy.

- Any absence for a medical condition not covered by a leave of absence, or work related injury, will be recorded as one absence occurrence regardless of the number of consecutive days missed for the same reason.
- The supervisor reserves the right to ask the employee to provide a doctor's note to verify an employee's absence. This will be done only as the supervisor deems necessary to verify the legitimacy of an employee's absence. Since this is a no-fault policy, the absence will normally be counted even if the employee does provide a doctor's note, unless medical leave criteria is met. Failure of the employee to comply with the supervisor's request to provide documentation may lead to disciplinary action up to and including discharge from employment.

The following disciplinary/corrective action procedures will normally be followed when absenteeism is determined to be a problem:

- Upon three (3) absences within a rolling twelve-month period, the employee will normally receive a first written warning.
- Upon six (6) absences within a rolling twelve-month period, the employee will normally receive a second written warning.
- Upon eight (8) absences within a rolling twelve-month period, the employee will normally be terminated.

#### Make-Up Policy

Dove Healthcare has a "make-up" policy in place, which is designed to allow employees to cancel their oldest absence or tardy occurrences from their attendance record. This policy may not be available in all departments based on the availability of open shifts. Other department specific guidelines may apply.

Employees are not allowed to utilize the make-up policy until their initial 90 days of employment is completed.

In order for an employee to cancel their oldest absence, they must pick up two (2) full shifts. For the purposes of this policy, a full shift is considered a shift equal to the number of hours missed. To cancel their oldest tardy, employees must pick up one (1) full shift.

#### **Employees may cancel one absence or tardy occurrence per quarter.**

The employee is responsible for completing the appropriate steps to identify their intentions of cancelling an absence or tardy, and the cancellation request must be approved in advance by the supervisor or appropriate designee. Trading shifts or working for a co-worker is not considered picking up an open shift, and will not erase any absence or tardy.

The intent of this make-up policy is to allow an employee, who is at or near disciplinary action, the privilege of continuing to work at Dove Healthcare. The make-up policy does not have any bearing on the total number of absence or tardy occurrences counted for the purposes of determining pay increases during employee performance evaluations. All occurrences, whether cancelled or not, are counted when determining an employee's eligibility for the attendance portion of their annual evaluation and/or wage increase.

Because absences are detrimental to your co-workers and to the care of the residents. Dove Healthcare reserves the right to discontinue this policy on an individual basis if it is deemed appropriate. If an employee has a pattern of absences and cancellations that is considered excessive, or if an employee appears to be abusing this policy, the supervisor reserves the right to not allow any additional absence cancellations and/or to impose additional disciplinary action, up to and including discharge from employment.



In addition, within the initial 90 days of employment, if an employee has three (3) absence occurrences, their employment may be terminated.

#### No Call/No Shows

Failure to call in when absent from a scheduled shift will result in a no call, no show being recorded. This includes calling in after the scheduled shift begins or having someone else call in on behalf of the employee. The only exception to this is if an employee is physically unable to call in due to an emergency situation. Appropriate documentation to validate incapacity / emergency may be requested.

Texting in an absence or leaving a voicemail will also be counted as a no call, no show, as the requirement is to speak directly to a supervisor to notify them of an absence.

Any no call, no show absence will be considered a voluntary resignation.

#### Holidays

Recognized holidays for the purpose of holiday pay are; New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day. While these noted holidays are the only holidays designated to receive holiday pay, there may be other days designated as a holiday for scheduling purposes. Refer to department specific scheduling guidelines for additional details.

All employees who work a holiday will be paid one and one half times their regular rate of pay for that holiday. For the purposes of holiday pay, the holiday starts at 6am on the holiday and goes through 6am the day after the holiday.

If an employee is not scheduled to work on the holiday, they will not be paid. If the holiday falls on one of their normally scheduled days, but it is not their holiday to work, they may request PTO. PTO guidelines still apply.

If an employee calls in for their scheduled holiday shift, they will be required to work, at the facility's discretion, the next open shift which may be assigned as the next holiday, weekday, or weekend day.

For departments that work holidays, employees will be scheduled on a rotating basis. See department scheduling guidelines for specific details.

In addition, all full and part-time employees receive one floating holiday (8 hours) each calendar year. Floating holidays are paid at the employees' regular rate of pay.

Floating holidays must be requested through AOD at least two weeks in advance, unless otherwise specified by department scheduling guidelines. Requests will be approved on a first come, first serve basis.

The full 8 hours of floating holiday must be taken at one time. Partial use of the floating holiday over multiple days or shifts is not permitted.

Floating holidays do not roll over from year to year and are not available for payout upon termination of employment.

#### Weekends

Absences that occur on weekends will require the employee to work the following weekend or when needed as determined by the facility. Medical excuses, unless an approved leave of absence, do not excuse employees from making up shifts. Refer to department scheduling

guidelines regarding weekend time off requests, in addition to what days / shifts are classified as weekend shifts.

### Trades

There may be times when it is necessary for an employee to trade scheduled shifts with another employee. This is acceptable provided each employee follows the appropriate process when submitting their request, and receives prior approval in advance from the department supervisor or scheduler. The trade should not create an overtime situation for either party.

Refer to your department specific scheduling guidelines for additional requirements.

### **Telecommuting / Working Remote**

Telecommuting, or working from a remote location, allows flexibility in how employees complete their job tasks. Telecommuting is a privilege that may be appropriate for some Dove Healthcare positions, but not all. Positions that provide direct patient care are not eligible to telecommute.

To be considered for telecommuting privileges (permanent or temporary basis), employees must work in a position that allows for remote access to the Dove Healthcare network. For a complete list of job classifications that are eligible for remote network access, contact the Regional Human Resources Department.

If approved for remote network access, hourly employees are only able to work remotely if approved by their supervisor. The supervisor may approve this request on a temporary, day-by-day or short-term pre-determined basis, or as a long-term arrangement due to a specific circumstance. All informal telecommuting arrangements are made on a case-by-case basis, focusing first on the business needs of the organization.

If other coverage options are available to ensure the functions / job duties that are vital to Dove Healthcare's business operations are completed, an employee's request to telecommute may be denied. If the request is denied and the employee would normally be scheduled to work in the office, if they do not report to work, this may result in an attendance occurrence for the employee, specifically if the employee is not on an approved leave of absence or approved PTO.

### **Education and Training**

All employees are required to complete new employee and annual education, in addition to attending any position specific training and / or department in-services or meetings throughout the year.

All education, training, in-service, and department meeting time is paid time. Employees should not punch in while participating in any form of education or training. Time will be credited to individual timecards based on education reports and attendance sign-in sheets.

New employee and annual education is completed using the education platform, Relias. Employees will receive automated reminders from Relias when education is due. Due dates are based on original hire dates. New employees must have all education completed prior to starting their floor training. All annual education must be completed prior to the end of the month of the employee's anniversary. In addition, all nursing employees are assigned monthly skills education, which is due at the end of the month assigned.

Failure to complete education requirements timely will result in disciplinary action and will affect an employee's annual wage increase. If annual education is not completed within 30 days of its due date, the employee will forgo their annual performance evaluation wage increase.

In addition to new employee and annual education, some positions may be required to attend additional trainings (CPR, MA Refresher, CBRF classes, etc.) and department in-services and meetings. If scheduled for any additional trainings or a department in-service / meeting, employees are required to attend. If there is a schedule conflict preventing an employee from attending, the employee is required to communicate with their supervisor prior to the training, in-service, or department meeting. Any absence may be considered an occurrence under the Dove Healthcare attendance policy.

To allow flexibility and acknowledge other commitments, some in-services and department meetings may have a virtual attendance option. If virtual attendance is not an option for a specific in-service or meeting, the department supervisor will specifically indicate that in-person attendance is required.

When virtual attendance is allowed, if opting to participate virtually, employees must be respectful and adhere to all Dove Healthcare policies as if they were attending the meeting in-person. If not, disciplinary action may occur and the employee will be required to attend all future department in-services and meetings in person.

## **Personal Appearance / Dress Code**

Dove Healthcare's Personal Appearance policy is designed to ensure safety, convey professionalism, and demonstrate a commitment to our values. While individual preferences exist, personal appearance has a significant impact on how our residents perceive their experience with us. The safety, confidence, and comfort of residents, families, and all employees is our goal. For this reason, appropriate attire in all areas is the standard, taking into account all aspects of resident care and infection control practices.

### General Appearance Guidelines

Attire: Work appropriate, clean, proper fitting clothing and footwear are required. See department specific criteria in the grid below.

<b>Department</b>	<b>Approved Attire</b>	<b>Approved Footwear</b>
Accounting / Human Resources / Marketing - Regional <i>(departments not in resident areas)</i>	Business Casual	Business Casual Appropriate – open toed shoes permitted, no sandals
Administration	Business Casual	Business Casual Appropriate, no open toed shoes or sandals
Health Information	Business Casual	Business Casual Appropriate, no open toed shoes or sandals
Housekeeping	Scrubs or jeans with Dove Healthcare logoed shirt	Closed toed, with back, tennis shoes
Laundry	Scrubs or jeans with Dove Healthcare logoed shirt	Closed toed, with back, tennis shoes
Maintenance	Jeans or utility pants with Dove Healthcare logoed shirt or plain colored polo	Closed toed, with back, tennis shoes

Department	Approved Attire	Approved Footwear
Nursing	Scrubs – no specific color or patterns required Solid colored undershirt is permissible Solid color jacket (no graphics, hoods, or non- Dove Healthcare logos)	Closed toed, with back, tennis shoes
Nutritional Services	Scrubs – no specific color or patterns required Solid colored undershirt is permissible Solid color jacket (no graphics, hoods, or non- Dove Healthcare logos)	Closed toed, with back, tennis shoes
Recreation	Business Casual	Business Casual Appropriate, no open toed shoes or sandals
Social Services	Business Casual	Business Casual Appropriate, no open toed shoes or sandals
Therapy	Business Casual	Closed toed, with back, tennis shoes
Transportation	Khaki or black dress pants with Dove Healthcare logoed shirt	Closed toed, with back, tennis shoes

**Business Casual Attire:** Employees whose position requires business casual attire must ensure their clothing is in neat and clean condition, free of any holes, rips or tears. Clothing must also not be too tight or revealing. See below for business casual appropriate attire.

- Shirts: collared, button-up, sweaters / cardigan, blouses, blazers / suit jackets and golf / polo shirts
- Pants: slacks and trousers, including Khaki, twill, or chino pants. Leggings only permitted with skirts and dresses
- Skirts and Dresses: length must fall below your fingertips when standing upright.

**Casual Friday Attire:** all employees may participate in Casual Friday. Appropriate casual day attire for all employees consists of jeans (in good condition, free of any holes, rips, tears, shred, or spotty bleach wash) and a Dove Healthcare logoed shirt or business casual shirt.

Regardless of occasion (normal workday or Casual Friday), the following attire is NOT permitted:

- Hooded sweatshirts or hoodies
- Sweat pants or yoga pants
- Short or garments which appear to be shorts
- Short or high-slit skirts or dresses
- Leggings, unless paired with a skirt or dress
- Clothing with unprofessional, offensive, or suggestive pictures / images
- Midriff tops or crop tops that bare stomach or back
- Sheer tops, tank tops, spaghetti straps, or shirts that reveal cleavage
- Tall boots, above the knee. (Boots at the knee or below can only be worn with dresses / skirts)

**Fingernails:** Artificial nails, enhancements, or acrylic overlays of any length are prohibited for all direct resident care and food services employees. Other department employees may have, as long as clean and tasteful.

Fragrances: Products containing fragrances should not be overpowering. In the event a resident or employee has a fragrance sensitivity, it may be requested that employees refrain from using specific products.

Hair (including facial hair): Hair should be clean and well-trimmed. Hair color and styles should be business professional. Hair should be secured / pulled back when working directly with residents or food.

Hygiene (including oral hygiene): Good personal hygiene, including use of an effective deodorant, and a clean and well-groomed appearance is the expectation of Dove Healthcare.

Jewelry (including body piercing): The use of jewelry should be in keeping with the professional and business functions of Dove Healthcare and conservative in style. Jewelry that may interfere with job functions or possibly result in injury to the employee or resident is not permitted for safety and infection control reasons.

Tattoos: Tattoos are permitted but those that consist of anything that could be deemed as offensive to residents or employees should be covered so they are not visible or exposed.

Name Badge: Name badges must be worn and visible at all times.

This policy does not include an inclusive list of all items or attire that is deemed appropriate or inappropriate. Directors have the right to determine appropriateness for a professional work environment. If there is a deviation from the standard Personal Appearance policy for a designated workday, there will be specific guidelines which will be monitored at the discretion of the facility administrator / director.

Employees that are out of uniform will be asked to change into proper uniform. If this involves leaving the facility, hourly staff members will not be compensated for any work missed because of failure to comply with appearance expectations. Failure to comply with these expectations may result in disciplinary action, up to and including termination of employment.

Non-employed individuals that provide care or services at any Dove Healthcare location, including students, volunteers, or contracted staff must adhere to the policy expectations.

## **Staffing**

On occasion, Dove Healthcare may require a change in staffing patterns. Although an employee may be hired to perform a specific job in an assigned department, it may be necessary to require reassignment of duties, hours, or location from that which is normally worked. All positions within Dove Healthcare are census based and employees may have normally scheduled hours adjusted based on the needs of the unit, department, or facility.

## **Personal Relationship Policy**

Dove Healthcare strongly believes that an environment where employees maintain clear boundaries between personal and business interactions is most effective for conducting business.

The intent of this policy is not to otherwise discourage friendships or social activities among employees, but if a conflict, the potential for conflict, or the appearance of conflict arises because of a personal relationship between two employees, further action may be necessary. Even if there is no line of authority or reporting involved, the employees may be separated by reassignment or discharge from employment. Where a conflict, the potential for conflict, or the appearance of conflict is identified, Dove Healthcare will work with the employees involved to

consider options for resolving the problem, which may include disciplinary action, up to and including discharge from employment.

Employees are strictly prohibited from engaging in physical contact or conversations and behaviors that could, in any way, be perceived as offensive or inappropriate by another person, while at work, whether during working hours or not.

In addition, Dove Healthcare prohibits employees from engaging in personal relationships with residents/patients that does not exhibit clear boundaries as a caregiver. Any physical contact, conversations, or behaviors that could be perceived as offensive or inappropriate whether during work hours or not, will not be tolerated and may lead to disciplinary action, up to and including discharge from employment. Such behavior could also be considered to be abusive and subject to caregiver misconduct.

### **Employment of Relatives or Domestic Partners**

Relatives and domestic partners may be considered for employment if they are qualified for job openings. However, it is Dove Healthcare's policy to prohibit managers from supervising a person related to them or that they are in a domestic partnership with. For the purpose of this policy, "relatives" are defined as spouses, children, siblings, parents, or grandparents. A domestic partnership is generally defined as a committed relationship between two individuals.

If a relative or domestic partner is hired into a position that would normally be supervised by their relative or domestic partner, alternate supervising arrangements will be made.

### **Transfers**

Dove Healthcare allows transfers and promotions from within. Employees interested in available positions, both within their individual facility and throughout Dove Healthcare, must complete an employment applicant on the Dove Healthcare website. In addition, employees must contact their current supervisor to express their interest in the open position, prior to submitting their application for employment consideration.

If an internal employee is selected to fill an open position, he/she must give their current department/facility appropriate notice. Appropriate notice for all positions when transferring is thirty (30) days. Upon transfer, all benefits are maintained, as well as the original date of hire. In the event of a wage change, a PTO conversion will occur. All contents of the employee's file are also maintained, which includes any disciplines for attendance or performance related issues. The new department will consider any previous disciplines and/or coaching and learning plans that may be relevant.

### **Separation of Employment**

Separation of employment includes, but is not limited to resignation, retirement, reduction in work force, failure to return from approved leave, discharge from employment, or disability, and can be voluntary or involuntary. If an employee decides to voluntarily terminate employment, Dove Healthcare requests that sufficient advance notice be given in order to recruit or otherwise assign replacement employees. The requested appropriate notice when leaving employment voluntarily is defined below.

All non-licensed employees are requested to provide a 14-day notice. This notice is to remain in good standing with Dove Healthcare and be eligible for rehire. In order to have any remaining PTO hours paid upon termination of employment, employees must provide a 30-day notice.

All licensed, professional, coordinator, and/or salaried employees are requested to provide a 30-day notice. This notice is to remain in good standing with Dove Healthcare and be eligible for rehire. In order to have any remaining PTO hours paid out upon separation of employment, employees must provide a 60-day notice.

If eligible to have PTO hours paid upon the end of employment, if the balance is over 80 hours, the PTO hours will be split over two pay periods.

The last day worked will be considered the last day of employment and any benefits will end at the end of the month in which the employee completed their last worked shift.

Even if advanced notice is provided by the employee to end employment, Dove Healthcare reserves the right to determine the last day of employment, if for any reason, Dove Healthcare deems it necessary to end employment prior to the last day the employee has given.

### **Reinstatement Criteria**

If an employee resigns from their position but then is rehired, the following re-instatement criteria will be followed

- If returning within three (3) months of their original termination date, the employee will be reinstated without a gap in employment. Their original date of hire for evaluation and education purposes remains the same.
- If returning after three (3) months, the employee will be required to complete new employee onboarding and education. A new hire date will be established.

## **Compensation and Benefits**

### **Payroll Process**

Dove Healthcare's pay periods are semi-monthly. Pay periods are split – Pay Period 1 of the month is the 1<sup>st</sup> through the 15<sup>th</sup> of the month, and Pay Period 2 of the month is the 16<sup>th</sup> of the month through the last day.

Any changes / corrections affecting payroll (missing punches, PTO requests, or taxes and direct deposit changes) need to be completed by the payroll changes due day. Once the due date passes, any changes will be effective for the following pay period.

Normal paydays fall on the 14<sup>th</sup> and 28<sup>th</sup> of each month. If a payday falls on a Saturday, payment will be issued the Friday before. If a payday falls on a Sunday, payment will be issued on the following Monday. If a payday falls on a designated bank holiday, employees will normally be paid on the following day. Please review the annual payroll calendar for exact payroll changes due dates and paydays.

Employees are able to view their payroll information, including their year-end statements, by accessing their iSolved employee self-service account. If changes to taxes or direct deposit accounts are necessary, employees can initiate those changes through their iSolved employee self-service account.

### **Overtime**

Dove Healthcare reserves the right to schedule all work hours. On occasion, work may be required beyond an employee's normal work schedule. Non-salaried employees will receive one and one half times their regular wage rate for all hours worked for overtime purposes. Overtime is defined as greater than 40 hours worked per week. A week is defined as Sunday

through Saturday. Any paid time off (PTO and floating holiday) will not be counted as hours worked for overtime purposes. Management must approve all overtime in advance.

### **Time Clocks**

Time clocks located throughout each facility. Employees are expected to punch in and out using the time clock that is closest to their work area. Dove Healthcare's time clocks utilize a dual punching process. Each employee is assigned a unique employee ID number and personal identification number.

Employees are not allowed to punch in or out more than 7 minutes early without prior authorization from their supervisor to come in early, leave early, or stay after their scheduled shift. Violation of this policy may result in disciplinary action, up to and including discharge from employment.

In addition, employees are required to punch in / out for their 30 minute lunch breaks. The time clock does not automatically deduct time. Punching is required.

### **Performance Evaluations and Wage Increases**

A performance evaluation is a systematic method of evaluating the past, present, and potential capabilities of employees in relation to their position and the facility. The performance of each employee is normally evaluated by his or her direct supervisor.

The purpose of the evaluation is to give the employee constructive feedback on areas that require improvement, as well as acknowledgement of positive job performance displayed. Evaluations are normally done annually based on an employee's anniversary date.

Annual pay increases are based on the results of the employee's annual evaluation score, the employee's timely completion of the annual education requirements, as well as the Dove Healthcare's financial condition. Employees who do not complete their annual education requirements within 30 days of their due date will forgo their annual performance evaluation wage increase.

### **Salary (Exempt) Basis Policy**

It is the Dove Healthcare's policy to comply with applicable wage and hour laws and regulations. Accordingly, we intend that deductions be made from your pay only in circumstances permitted by the Fair Labor Standards Act and the U.S. Department of Labor's rules governing the salary basis of pay for exempt employees. The improper pay deductions specified in Title 29 of the Code of Federal Regulation 541.602(a) may not be made from the pay of employees who are subject to the salary basis test. If you believe that any deduction has been made from your pay that is inconsistent with your salaried status, you should contact the Human Resources department.

### **Paid Time Off (PTO)**

Paid time off (PTO) benefits are provided to all full and part-time employees. Employees are assigned to a PTO accrual rate upon hire. After 1, 4, and 11 years of continued employment, employees will see their accrual percentage increase on their anniversary date.

Employees accrue PTO based on the number of hours worked each pay period. PTO is granted at the end of each pay period. PTO is used for vacation, illness or leave, appointments, emergencies, or other situations that require time off from work. PTO must be taken in hour increments.



Hourly employees start accruing PTO hours upon their date of hire, but they cannot use PTO hours until they have been employed for six (6) consecutive months.

For any pre-planned vacation or time off, employees are expected to make their PTO request using their AOD employee self-service account. All PTO requests must be made in advance and are approved on a first come, first serve basis. The amount of advance notice depends on departmental staffing needs. Dove Healthcare provides care 24-hours a day. Therefore, the number of personnel that can be off at any one time must be limited. Each department has scheduling guidelines they abide by to determine how many employees may request PTO on a given day and how much advanced notice is required. Supervisors have the right to deny a PTO request when appropriate.

If an unexpected absence occurs, including a sickness / illness and any other unplanned time off, an employee will be required to use PTO hours to cover their missed shift(s), if they fulfilled their first six (6) months of employment, unless on an approved FMLA leave. This applies to full work days missed and partial work days missed (leaving early / coming in late). Supervisors reserve the right to require proof of illness with a physician's note.

When employees miss work due to sickness / illness, the facility's Infection Prevention Nurse may require additional follow-up. Dove Healthcare is required to track each employee's signs and symptoms when out for sickness / illness. Employees are expected to provide accurate and timely information to the Infection Preventionist so that a return to work date may be established. Employees are expected to return to work once approved, unless new signs or symptoms appear. In certain situations, employees may be required to be out of work after their signs and symptoms resolve to comply with CDC requirements and ensure the safety of residents and coworkers. Employees are expected to use PTO, if eligible, for the duration of their time off, unless on an approved FMLA leave.

### Accrual Guidelines

Employees can accrue up to a maximum of 160 hours under Dove Healthcare's PTO benefit. If an employee's PTO balance is at 160, no additional hours will accrue until the balance is below the 160 hour maximum. Employees are encouraged to use their paid time off benefit as a means of personal and family well-being. Any unused time does automatically rollover year to year.

### Change of Employment Status

If a status change occurs and a full or part time employee chooses to drop to a non-benefit eligible position, PTO accrual stops as of the status change date. Accrued PTO may not be used once a casual status has started. Any previously accrued PTO hours will be paid out after the employee successfully completes three months of casual status, assuming the employee had completed one (1) year of continuous employment, prior to their status change to casual. If the change in status results in a different hourly wage, the PTO will be paid out at the hourly wage in place prior to the change in status.

If the employee has not work for one (1) continuous year prior to changing to casual status, they will forfeit their accrued PTO hours once their status changes to casual.

If the employee has worked for one (1) continuous year prior to changing to casual status, if they do not fulfill their casual status requirements, they will forfeit their accrued PTO.

Non-licensed employees dropping from a full-time or part-time position to a casual position are expected to give a 2 week notice, while all licensed employees are expected to give a 30 day notice. Requests for an immediate schedule change will not be accommodated.

### Time off Provisions

Administration reserves the right, at its discretion and convenience, to request an employee to take time off. These situations may include, but are not limited to changes in workload, reduced staffing due to low census, or other factors.

If the employee requests time off, PTO must be used, if the employee is eligible.

If Dove Healthcare requests employees to take the time off from their regularly scheduled work time, the employee may elect to take time off without pay or use PTO.

### PTO and Separation of Employment - Voluntary

There are specific provisions that must be met in order for an employee to be eligible to receive any balance of PTO hours upon voluntary separation of employment.

- Employee must have completed a minimum of one (1) year of continuous employment.
- Employee is requested to give appropriate notice when leaving their employment voluntarily. Appropriate notice is defined as listed under "Separation from Employment."

In addition, **once a notice of voluntary resignation is submitted, an employee may not use PTO hours, even if PTO had been approved prior to notice being given**, unless they extend their notice by the same number of days.

### PTO and Separation of Employment - Involuntary

If an employee is terminated involuntarily, the employee will not be eligible to receive payment of the balance of PTO hours.

## **Insurance Benefits**

Dove Healthcare recognizes the value of providing a quality benefit program to employees and their families.

For more detailed information regarding benefits programs, please refer to the Summary Plan Descriptions (SPDs), found on the Dove Healthcare *For Team* page or contact Human Resources.

In the event the information provided within this handbook conflicts with the SPD or full plan document, the full plan document will control.

### Health Insurance, Health Savings Account (HSA) and Flex Spending Accounts (FSA)

Full-time employees averaging 30 or more hours per week are eligible to participate in the group offered health plan and HSA / FSA account. Eligibility is first of the month following 60 days of employment. To maintain coverage, insured employees must average a minimum of 30 hours per week. *\*The HSA and FSA plans may not be available at all locations.*

### Dental, Vision, and Voluntary Benefits (Aflac)

Full-time employees and part-time employees working 20 or more hours per week are eligible to participate in the dental, vision and voluntary benefits program. Eligibility is first of the month following 60 days of employment. To maintain coverage, insured employees must maintain at least 20 hours per week.

### Group Life Insurance

Dove Healthcare provides life insurance for all full-time employees. Employees are eligible for this benefit on the first of the month following 60 days of employment. Dove Healthcare pays for the cost of this coverage in full.

### 401k Plan

Dove Healthcare recognizes the importance of saving for retirement and offers eligible employees the opportunity to contribute to a retirement account through payroll contributions. Eligibility, vesting, and all other matters relating to this plan are explained in the SPD that can be obtained from the Dove Healthcare *For Team* page or by contacting Human Resources.

### Employee Assistance Program (EAP)

The Employee Assistance Program (EAP) is a resource designed to provide highly confidential and experienced help for employees and their family in dealing with issues that affect their lives and the quality of their job performance. Dove Healthcare wants employees to be able to maintain a healthy balance of work and family. The EAP is a free, confidential counseling and referral service that can help employees successfully deal with life's challenges.

Dove Healthcare encourages all employees and their families to use this valuable service whenever they have such a need. Employees who choose to use these counseling services are assured the information disclosed in their session is confidential and not available to Dove Healthcare, and Dove Healthcare is not given any information on who is using the service.

For specific questions or additional information, please see the Dove Healthcare *For Team* page or by contacting Human Resources.

### Worker's Compensation

Worker's Compensation is a "no fault" system that provides compensation for medical expenses and wage losses to employees who are injured or who become ill because of employment. Dove Healthcare pays the entire cost of workers' compensation insurance. The insurance provides coverage for related medical expenses and a portion of lost wages to employees who sustain an injury on the job.

Dove Healthcare abides by all applicable state workers' compensation laws and regulations. If an employee sustains a job-related injury or illness, it is important to notify a supervisor immediately. The supervisor will require the employee to complete an incident / injury report, and they will complete a supervisor's investigation report. Human Resources will file the claim with the insurance company. In cases of true medical emergencies, employees should report to the nearest emergency room.

Workers' compensation benefits (paid or unpaid) will run concurrently with FMLA leave

### **Non-Insurance Benefits**

Dove Healthcare offers a variety of additional non-insurance benefits for employees to enjoy. Additional benefits include gym membership / wellness reimbursement, childcare assistance, tuition reimbursement, tuition scholarships, and access to discounted entertainment / amusement park events. Some benefits may be subject to eligibility requirements.

Visit the Dove Healthcare *For Team* page or contact Human Resources for additional information.

## **Jury Duty**

In recognition of the responsibilities of employees as citizens, Dove Healthcare will pay employees the difference between their regular scheduled work shift and jury duty pay when serving jury duty for a period not to exceed 4 weeks. If employees are excused from jury duty, they are expected to notify their supervisor in order to determine if they are required to return to work. Written verification from the court system is required for payment.

## **Bereavement Pay**

Dove Healthcare recognizes the need for employees to mourn the death of a family member. Employees are eligible, and can request, up to three (3) days of bereavement leave in the event of a death of an immediate family member. Immediate family includes the following individuals: mother, father, brother, sister, children, spouse, mother-in-law, father-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepmother, stepfather, stepbrother, stepsister, stepchildren, grandparent, great grandparent, grandchildren, great grandchildren, grandparent-in-law, and great grandparent-in-law.

One (1) day of bereavement leave/pay may be requested for an extended family member. Extended family includes uncle, aunt, nephew, or niece. (This does not include an extended family member by marriage).

The day(s) that you request for bereavement leave must be a normally scheduled day of work, and it must occur between the date of death and the day after the funeral/service. Exceptions will be made for memorial services held at a future time after the date of death.

Dove Healthcare will pay your regular rate of pay, up to a maximum of eight hours per day, for the scheduled workday of bereavement leave that is requested. Employees must provide proof of death by providing an obituary or funeral program to Human Resources before bereavement leave will be paid. If additional time is requested, employees may request PTO, if eligible.

## **Family and Medical Leave Act (FMLA)**

Federal and State Regulations require covered employers to provide unpaid leave to eligible employees for reasons covered under the Family and Medical Leave Act. Following are the employee rights and responsibilities under the Family and Medical Leave Act (Federal and State). Please contact the Regional Human Resources Department to request leave time under FMLA.

### I. Basic Leave Entitlement

#### Federal

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- For incapacity due to pregnancy, prenatal medical care or child birth;
- To care for the employee's child after birth, or placement for adoption or foster care;
- To care for the employee's spouse, son or daughter, or parent, who has a serious health condition; or
- For a serious health condition that makes the employee unable to perform the employee's job.

#### State

State FMLA requires covered employers to provide, on a calendar year basis, the following unpaid, job-protected leave to eligible employees for the following reasons:

## Family Leave

- Up to a maximum of six (6) weeks per calendar year for the birth or adoption of a child. The leave must begin no earlier than 16 weeks before birth or placement of the child.
- Up to a maximum of two (2) weeks leave per calendar year to care for a child, spouse, parent or parent-in-law, domestic partner or domestic partner's parent who has a serious health condition.

## Medical Leave

- A maximum of two (2) weeks per calendar year for the employee's serious health condition.

## II. Military Family Leave Entitlements

Under the Federal FMLA, eligible employees whose spouse, son, daughter, or parent is on covered active duty or call to covered active duty status may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

Federal FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is: (1) a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness; or (2) a veteran who was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.

\*The FMLA definitions of "serious injury or illness" for current service members and veterans are distinct from the FMLA definition of "serious health condition".

## III. Benefits and Protections

During Federal FMLA leave, the employer must maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. If applicable, arrangements will need to be made for employees to pay their share of health insurance premiums while on leave. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

## IV. Eligibility Requirements

### Federal

Employees are eligible if they have worked for a covered employer for at least 12 months, have 1,250 hours of service in the previous 12 months, and if at least 50 employees are employed by the employer within 75 miles.

## State

Employees are eligible if they have worked for a covered employer for more than 52 consecutive weeks, for a minimum of 1,000 paid hours during that 52 week period, and if at least 50 employees are employed by the employer on a permanent basis.

## V. Definition of Serious Health Condition

### Federal

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three (3) consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

### State

"Serious health condition" means a disabling physical or mental illness, injury, impairment, or condition that requires inpatient care in a hospital, nursing home or hospice, or outpatient care that requires continuing treatment or supervision by a health care provider.

## VI. Use of Leave

Under some circumstances, employees may take FMLA leave on an intermittent basis. Intermittent leave may be taken in the smallest increment allowed by the employer for any other type of leave.

Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

## VII. Substitution of Paid Leave for Unpaid Leave

Employees may choose or employers may require use of accrued paid leave while taking FMLA leave. In order to use paid leave for FMLA leave, employees must comply with the employer's normal paid leave policies.

## VIII. Employee Responsibilities

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When a 30 day notice is not possible, the employee must provide notice as soon as practicable, and generally must comply with an employer's normal call-in procedures.

Employees must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions; the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the employer if the requested leave is for a reason for

which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

#### IX. Employer Responsibilities

Covered employers must inform employees requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the employee's rights and responsibilities, including the necessity for fitness for duty certification. If they are not eligible, the employer must provide a reason for the ineligibility.

Covered employers must inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If the employer determines that the leave is not FMLA-protected, the employer must notify the employee.

#### X. Unlawful Acts by Employers

FMLA makes it unlawful for any employer to:

- interfere with, restrain, or deny the exercise of any right provided under FMLA; and
- discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

#### XI. Enforcement

##### Federal

An employee may file a complaint with the U.S. Department of Labor.

##### State

An employee who believes his or her rights have been violated may, within 30 days after the violation occurs, or the employee should reasonably have known the violation occurred, file a complaint with the Department of Workforce Development, Equal Rights Division.

FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement that provides greater leave rights.

For more information on employee rights and responsibilities under the Family and Medical Leave Act or to request FMLA, contact Human Resources.

#### **Personal Leave of Absence Policy**

Employees that have been employed for at least 90 continuous days but do not meet the requirements for time off under FMLA may request a personal leave of absence to deal with any urgent personal or family matters.

A request for a personal leave of absence must be made in writing to the Regional Human Resources Department, using the Leave of Absence Request form. The request for leave time should be made as soon as the need for leave is known. Requests should indicate the reason and the length of leave requested.

Approval of any personal leave of absence request is at the discretion of the department supervisor and the Regional Human Resources Department, who will consider the following:

- the purpose for which the leave is requested;

- the length of time being requested
- any effects a leave of absence may have on the department's ability to operate; and
- the employee's attendance record and job performance prior to the leave request

If approved, the personal leave of absence will not exceed six (6) weeks in length and will be unpaid, unless the employee meets the criteria to use PTO. If PTO eligible, PTO hours must be used during an approved personal leave of absence.

Employees are limited to six (6) weeks of personal leave time per year. Personal leaves of absence cannot be requested to extend any other type of leave of absence.

While on a personal leave of absence, positions are generally not maintained. Every attempt will be made to reinstate employees into the same or similar position, assuming employees return from their leave of absence within the approved timeframe, and are able to function in the position held prior to the start of their leave.

While on a personal leave of absence, employees are responsible for their own insurance premiums. Proper arrangements must be made with Human Resources prior to beginning a leave of absence. If premiums are not paid timely, benefits may be discontinued until the employee returns to work. It is the employee's responsibility to reactive insurance upon returning from a leave of absence, if insurance has been discontinued. An authorized leave does not break continuity of employment for benefit purposes.

No leave of absence will be granted for the purposes of seeking and accepting gainful employment elsewhere or for taking an extended vacation.

If an employee has requested a personal leave of absence due to a personal medical event, a released to return to work from a medical provider must be provided.

Personal leaves of absence will not be granted on an intermittent basis.

Employees who do not return from an approved leave of absence on the date designated by their leave request form will be terminated from employment.

## **Compliance**

### **Confidential Information**

While working, it is possible to work with, have access to, or overhear information regarding Dove Healthcare's operations, activities, business affairs, residents, doctors, or others, which must be considered confidential. Employees are directed to comply with policies and procedures regarding privacy and confidentiality based upon the Federal HIPAA Privacy Rule guidelines of 1996. Employees are expected to maintain the privacy and confidentiality of all resident health and personal information whether written, verbal, or what is overheard. Failure to comply with this policy and procedure may result in disciplinary action, up to and including discharge from employment as well as potential civil and criminal penalties.

If an employee witnesses another employee breaching the confidentiality or privacy of a resident or fellow employee, the first employee is expected to stop the inappropriate conversation. That employee is also expected to notify a supervisor, Administrator/Director, and/or the Human Resources department, of the employee who was speaking inappropriately.



## Caregiver Background Checks

In accordance with the Wisconsin Caregiver Background Check law, Dove Healthcare conducts criminal background checks on all new employees upon hire and every four years thereafter. The results may be used in making employment and licensing decisions, if substantially related to the employee's position. The State of Wisconsin has identified specific crimes and offenses that will consequently bar individuals from employment within a healthcare setting, or prohibit them from obtaining a license.

New employees will be required to complete a Background Information Disclosure (BID) as part of their new employee onboarding. A new BID form will be required every four years as part of the Caregiver Background Check regulation. If an employee has been convicted of a crime, he/she must disclose this to Human Resources, who will then confidentially assist in determining if the crime will have an impact on employment. If the Department of Health and Family Services and/or the Department of Justice reports show that the employee has been convicted of a crime that is substantially related to his/her position, the employee has the right to appeal with the Department of Health and Family Services, however, employment will not be allowed to continue until the conviction has been removed from the reports.

If an employee provides false information on the BID form or the background check shows abuse/neglect or a criminal conviction that substantially relates to the position, the employee may be immediately terminated from employment and may not be eligible for rehire.

In addition, as part of this regulation, all employees are required to notify the Human Resources department, as soon as possible, but not later than the employee's next working day, when any of the following occurs:

- The employee has a pending criminal charge or has been convicted of any crime.
- The employee has been or is being investigated by any governmental agency for any other act, offense or omission, including an investigation related to the abuse or neglect, or threat of abuse or neglect to a resident or other client, or an investigation related to misappropriation of a client's property.
- The employee has a governmental finding substantiated against them of abuse or neglect of a client or of misappropriation of a client's property.
- In the case of a position for which the person must be credentialed by the Department of Regulation and Licensing, if the person has been denied a license or the person's license has been restricted or otherwise limited.

If proper notification does not occur, the employee will be subject to disciplinary action, up to and including termination of employment. Dove Healthcare also has the right to suspend or refuse to hire an employee/candidate with a pending charge if circumstances of the offense substantially relate to their position or the position for which they are being considered.

In the interest of resident and employee safety, Dove Healthcare also conducts additional background checks on all employees and all external job applicants who have received an offer of employment. All employment offers and continued employment eligibility are contingent upon the satisfactory completion of the following background checks

- Professional license/certification verification (as applicable)
- OIG Medicare/Medicaid sanctions search
- National Sex Offender search

## **License and Certification**

All who hold a professional license or certification are verified by the Human Resources. It is the employee's responsibility to ensure his/her license or certification is renewed timely. If he/she fails to complete the renewal process and the license or certification lapses, the employee will be removed from the schedule until adequate documentation is provided showing the renewal process has been completed and the license or certification is active.

## **Personnel Records**

Various types of records and information for each employee are maintained in an electronic personnel file. State and Federal law dictates how information from personnel files can be disclosed to the employee, as well as to outside entities that may request information.

Under Wisconsin law, employees have the right to inspect and obtain a copy of their personnel file. However, not all information contained within a personnel file can be accessed by the employee. An employee may view their personnel record anytime by logging into their Employee Self-Service account.

If an employee wants to request a hard copy of their personnel file, they must do so in writing to Human Resources. Once the request is received, the contents of the personnel file will be made available within seven (7) working days. An employee has a right to correct and contest parts of their personnel records.

All medical records are kept separate from the regular personnel file. An employee also has a right to inspect the contents of their medical file, as permitted by Wisconsin state law.

It is important that employment records be kept up to date. It is the employee's responsibility to make any changes to their personal information, (e.g., address, telephone number, emergency contact, marital status, etc.) through their iSolved Employee Self-Service account. Any request for a name changes must be submitted directly to Human Resources with legal verification the name change has been granted.

Any benefit changes, such as adding or removing dependents following a qualifying event, must be submitted to Human Resources within 31 days of the qualifying event.

## **Resident Rights**

Employees receive training on resident rights throughout their employment. Employees who suspect or witness neglect, abuse of resident, or misappropriation of their property are responsible for immediately reporting such incidents to the facility director / administrator. This may include, but is not limited to, any kind of theft of a resident's property, intentional harm to a resident, or neglect of residents caused by walking off the job or being negligent in duties. All reports will be thoroughly investigated.

## **Workplace Privacy**

Dove Healthcare complies with both constitutional privacy protections, as well as statutory provisions under the Wisconsin Right of Privacy law.

While employed by Dove Healthcare, employees may be assigned various items such as a desk, locker, office, file cabinets, keys, computer, etc., for use during employment. These items are considered property of the Dove Healthcare.

Dove Healthcare has the right to search any employee, who is on the premises, their vehicle if parked on facility property, and their office / work area including desks, file cabinets, toolboxes, and lockers. This will only occur if there is a legitimate business purpose for conducting the search. Examples include completing an investigation of alleged misappropriation of property or drug diversion.

By accepting and continuing employment, all employees are consenting to these searches. Dove Healthcare also reserve the right to use security cameras when it is deemed necessary.

## **Company Issued Property**

### **Lockers and Storage of Personal Items**

Lockers are available at most facilities, for use by employees. Locker space is limited and sharing may be necessary. Lockers are considered Dove Healthcare property, and therefore, Dove Healthcare retains possession and control of lockers at all times. Dove Healthcare has the ability to search individual lockers, without notice, if circumstances warrant. Dove Healthcare will not be responsible for any personal property missing while at work.

While working, employees are expected to keep their personal belongings in their lockers. If their facility does not have lockers available, employees are expected to keep their personal belongings in the designated employee area or in their vehicles. Personal belongings should not be kept in any work areas or resident care areas.

### **Keys**

Supervisors may issue employees keys, if necessary for their position. Any keys issued are property of Dove Healthcare and are not to be duplicated for any reason. Employees are expected to safeguard their key(s). If keys are lost, the employee will be responsible for any costs incurred to replace the lost keys.

Employees are required to return their keys at the end of their employment. If issued keys are not returned, the employee is expected to pay for any rekeying expenses incurred.

### **Devices and Equipment**

Dove Healthcare issues a variety of devices, equipment, and other resources for employees to use to complete their day-to-day job functions. All company issued devices and equipment (desktop computers, laptops, email, printers / scanners, cellphones, etc.) remain the property of Dove Healthcare. Employees are expected to treat any device or equipment issued to them with care and attentiveness.

Opening emails from unfamiliar sources, downloading programs or visiting unsecured websites pose a risk, not only to the individual device, but the to the whole Dove Healthcare network. Caution must be used at all times. Turning off any antivirus protection software or making any unauthorized changes to any device / system configuration is prohibited.

All devices and equipment and the information contained in them, remain the property of the Dove Healthcare. Technology users expressly waive any right of privacy and ownership in anything they create, store, send, delete, archive, or receive on Dove Healthcare equipment.

Any company issued device and equipment should be used for business purposes only. All devices, equipment, and work / browsing history are subject to inspection and / or monitoring

at any time. Any unauthorized use of any may result in disciplinary action, up to and including termination of employment.

## **Email Accounts**

Email is a powerful tool used to help employees be efficient in completing their job tasks and providing good, responsive customer service. Dove Healthcare email accounts are issued to employees based on their position. Not all employees will be issued a company email account.

Employees that are issued a Dove Healthcare email account are expected to use their account for Dove Healthcare related business only. In addition, they are expected to be responsible and professional with their communication, as it is a reflection of Dove Healthcare's image and reputation.

The following rules should be followed to at all times

1. Dove Healthcare's email system should be used for Dove Healthcare business only. Sending personal emails, solicitations (including personal items for sale, personal or family member fundraisers, etc.), chain letters, junk mail, jokes, etc. is strictly prohibited.
2. When sending email messages, employees should exercise the same care and professionalism as they would for any other type of communication.

All emails should conform to Dove Healthcare guidelines and policies, including but not limited to the Equal Opportunity, Harassment, Confidential Information, and Conflicts of Interest. Employees should not engage in harassing or discriminatory behavior that targets other employees or individuals because of their protected class status or make defamatory comments.

3. All messages distributed via Dove Healthcare's email system are Dove Healthcare property. Employees should have no expectation of privacy in anything created, stored, sent, or received. All messages may be monitored without prior notification if Dove Healthcare deems it necessary.
4. When sending confidential, sensitive, or protected health information, email encryption must be used.
5. Employees should not open emails or attachments or click on links within emails from unknown senders or when attached content is not adequately explained. If unsure, employees should consult the Dove Healthcare IT Helpdesk.
6. Employees should immediately inform their supervisor and the Dove Healthcare IT Helpdesk if they receive offensive, unpleasant, harassing, or intimidating messages. It is important that these types of emails be traced as quickly as possible.

All email communication – whether sent internal to other Dove Healthcare accounts or sent externally to non-Dove Healthcare accounts are considered business records and may be subject to federal and state recordkeeping requirements, as well as to discovery in the event of litigation. Be aware of this possibility when sending emails within and outside Dove Healthcare.

Any violation of the Dove Healthcare email policy is subject to disciplinary action, up to and including termination of employment.

## **Bulletin Boards**

There are various bulletin boards located throughout each facility that contain important information regarding employee rights under State and Federal laws, information about various committees, and current events.

Notices of special concern to all departments will generally be sent to department managers and supervisors through email. Notices of special concern to all employees will generally be distributed through facility newsletters, memos, email, or direct mail.

Employees may submit to their building administration requests to post notices of general interest to facility bulletin boards, such as recreational-type announcements; postcards; expression of gratitude/sympathy, etc. All notices will be removed after 2 weeks unless otherwise stipulated. Dove Healthcare reserves the right to refuse permission to post or to take down any announcement.

Nothing in this policy is meant to, or should it be interpreted to, in any way limit your rights under any applicable federal, state, or local laws.

## **Caring for Dove Healthcare Property**

Care and consideration should be exercised in the use of facility property. Department managers are responsible for all facility property within their departments. Any requests for removal or transfer of equipment and supplies to another department or facility must be handled through the department managers.

Employees may not remove any Dove Healthcare equipment and supplies from the facility premises. Equipment is not to be operated by unqualified personnel. Employees violating this policy may be subject to discipline, up to and including termination of employment.

## **Employee Conduct**

### **Ethics**

All employees of Dove Healthcare share in the responsibility of observing a code of ethics. This code of ethics requires truthfulness, honesty, and personal integrity in all work related activities. Furthermore, all employees share, to some degree, in the responsibility for observing the code of ethics that regulates the activities of both physicians and employees. In general, the following applies:

- Physicians alone have the training and legal right to make a medical diagnosis or order treatment for human illnesses and injuries.
- All information concerning residents or Dove Healthcare operations must be held in strict confidence and must not be discussed with persons who are not authorized to deal with such information and never with people outside of Dove Healthcare.
- Employees are expected to conduct themselves according to the highest moral and ethical standards as set forth in the Code of Conduct.

### **Gratuities and Tips**

Giving or receiving gifts from a resident or doing special favors for a resident can blur the line between a personal and professional relationship.

Employees are not permitted to solicit or accept tips and gratuities from any source, including,

but not limited to residents, families, business concerns, or doctors. Accepting a gift from a resident might be taken as fraud or theft by another person or family member.

Employees accepting tips or gratuities are subject to disciplinary action, up to and including termination from employment. Practice saying no graciously to a resident who offers a gift that is outside the Dove Healthcare boundaries. To protect yourself, report offers of gifts to your supervisor or to the facility director / administrator.

### **Public Information**

All employees are cautioned to not to give out information about a resident without specific authorization. To do so may subject the employee to legal action as well as disciplinary action, up to and including termination of employment. The following actions should be followed:

- Inquiries from friends and relatives are to be directed to the nurse department
- Inquiries from newspaper, radio and television stations, and other sources of public information are to be referred to the facility director / administrator.
- Taking photographs of residents is not permitted and concerns should be referred to the facility director / administrator.

### **Social Media Policy**

Dove Healthcare understands that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers. However, the use of social media also presents certain risks and carries with it certain responsibilities.

In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's social media accounts, not limited to Facebook, Instagram, Twitter, and Snapchat.

Posting personal views is not in itself a disciplinary issue, however, any online conduct that adversely affects job performance, the performance of co-workers, or otherwise adversely affects residents, families, or visitors, and does not adhere to Dove Healthcare's policy, may result in disciplinary action up to and including termination of employment. Ultimately, individuals are solely responsible for what they post online. Before creating online content, Dove Healthcare asks employees to consider the risks and rewards that are involved.

When making social media accounts or posts -

- Do not use a Dove Healthcare issued email account to register on social media networks, blogs, or other online tools used for personal use.
- Always be fair and courteous to other Dove Healthcare employees, residents, families, customers, suppliers or anyone else that works on behalf of Dove Healthcare. Remember work-related issues are more likely to be resolved by speaking directly with a fellow employee or by utilizing Dove Healthcare's Code of Conduct or Conflict Resolution policies than posting complaints to a social media outlet.
- Never discuss resident information.
- Maintain appropriate resident / employee boundaries to avoid potential privacy / HIPAA violations or caregiver misconduct concerns.
- Do not post any discriminatory remarks, harassment, or threats of violence or other similar inappropriate or unlawful conduct.

- Uphold Dove Healthcare's value of respect and avoid making defamatory statements about Dove Healthcare employees, residents, affiliates, or others, including competitors.
- Be clear that the views and opinions are your own and not those of Dove Healthcare.
- Refrain from using social media while on work time or on equipment issued to you by Dove Healthcare for the purposes of completing your job.

Dove Healthcare prohibits taking negative action against any employee for reporting a possible violation from this policy or for cooperating in an investigation. Any retaliation is strictly prohibited and is subject to disciplinary action, up to and including termination of employment.

### **Cellphones and other Wireless Devices**

The use of cellphones and other wireless devices in the work environment is reserved for business-related matters only. Any communication using these tools must be handled in a professional and respectful manner.

Personal cell phones and other wireless devices are not to be carried by an employee on the job without specific permission from their supervisor. Employees who use smart watches, including, but not limited to Apple Watches and Fitbits with text features, will be asked to remove them if they become a distraction.

Cellphones and any other wireless devices must be kept out of resident areas. Employees may use their phone to make calls, check / send messages, view / post to social media accounts, etc. during their defined break times only and only in designated areas, never in resident areas.

Personal devices are never to be used to record images of residents. The use of cameras on phones, or other audio or video recording devices may constitute an invasion of resident, patient and employee personal privacy. Therefore, the use of such devices is prohibited.

Any violation of this policy will result in disciplinary action, up to and including termination.

### **Discipline/Corrective Action**

Employees are expected to observe all rules of conduct. Discipline/corrective action, up to and including termination from employment may be imposed for violations of any personnel policies or procedures or for unsatisfactory or unsafe work performance. None of the disciplinary measures are required to be used before termination from employment occurs, nor are the listed disciplinary actions required to be used in any specific order. Employees who violate Dove Healthcare's policies and procedures, or who have unsatisfactory or unsafe work performance, are subject to disciplinary action, up to and including termination from employment.

Coaching/Learning Plans and Performance Improvement Plans, although not considered to be disciplinary actions, may be given to an employee if corrective action and/or performance improvement is needed.

All employees are expected to work in a competent and conscientious manner that reflects favorably upon the employee and Dove Healthcare. Instances may occur when an employee has exhibited questionable behavior and corrective action is necessary. The following is a list of examples of behavior that would normally justify corrective action:

- Fraud in securing employment, including falsifying or omitting information on employment application/records

- Falsification of records or any report provided, oral or written
- Repeated or excessive tardiness or absence, regardless of the reason, including excessive break times
- Absence without notification and/or without satisfactory reason
- Inattentiveness to duties, neglect of duties, loafing or idleness
- Possession, use of, sale of, purchase of, or exchange of controlled substances or intoxicants not prescribed by a competent medical authority for that individual's use during working hours and/or on Dove Healthcare property. (B) The introduction into the work environment, or use of controlled substances or intoxicants in vehicles owned by Dove Healthcare, or on Dove Healthcare property, or being under the influence of controlled substances or intoxicants while on duty. (C) Reporting to work while under the influence of any controlled substance or intoxicant
- Abuse, waste, negligence or willful damage to tools, equipment, supplies or any other property owned by Dove Healthcare, or of a fellow employee
- Failure to meet expectations of role and/or required measures of efficiency and productivity
- Incompetency and/or habitual carelessness
- Creating or contributing to unhealthy or unsanitary practices
- Violating safety/health rules or common safety practices, including running in work areas
- Indulging in horseplay, disorderly conduct, or abusive language
- Fighting, threatening, intimidating, attempting bodily harm or injury, or interfering with another person on Dove Healthcare property
- Possession of firearms, knives, explosives or other potentially dangerous items
- Substantial disregard, insubordination or refusal to follow instructions or to perform designated work
- Failure to be in your work area at the start of the shift, end of rest period, or end of break period; or failure to remain in your work area up to the rest period or end of shift
- Discourteous treatment of, substantial disregard towards, or abuse of residents, visitors, co-workers, students, volunteers, vendors, etc.
- Theft or dishonesty
- Creating a hazardous condition
- Improper dress or unsafe wearing apparel as defined in the Appearance Policy
- Leaving your department or the facility during working hours, including break times, without permission of supervisor
- Creating fire hazards
- Giving out information of a confidential nature to unauthorized individuals or accessing confidential information not required to perform job duties
- A conviction of a felony or misdemeanor, if the circumstances of which are substantially related to the duties performed
- Soliciting co-workers and / or residents or accepting gifts (including money) residents, families, or any other individual
- Engaging in physical or verbal harassment or discrimination
- Violation solicitation and disruption policy
- Use of vaping or tobacco products, including e-cigarettes, while on facility grounds
- Failure to make proper and timely report of any injury or defective equipment, etc.
- Commission of acts detrimentally affecting the efficiency and productivity of operation.
- Loss of driver's license if required for the job
- Violation of any lawful order, directive, policy, or work rule
- Sleeping while on duty
- Leaving your shift early without permission from your supervisor



- Boisterous or disruptive activity in the workplace

The offenses listed above are not intended to be all-inclusive, and discipline/corrective action, and/or termination from employment may occur for other reasons depending upon the seriousness of the offense and the particular circumstances involved. If an employee disagrees with the action being taken, he/she may submit a written response to the issued disciplinary form. The written response will be included in the employee's personnel file.

### **Solicitations and Distributions**

Employees are prohibited from soliciting other employees and residents except in connection with a Dove Healthcare approved or sponsored event. Prohibited solicitation includes, but is not limited to, direct selling of goods and services by walking throughout the building, door to door, postings in the breakrooms, etc. In addition, using a Dove Healthcare issued email account or device to solicit money, donations, or purchase any goods or services is also prohibited and a violation of the Dove Healthcare Company Devices and Email policies.

Other forms of solicitation are strictly prohibited during work time and in designated work areas. Employees are also prohibited from distributing written materials, handbills, or any other type of literature on working time and, at all time, in "working areas", which include all offices and resident areas. "Working areas" do not include break rooms, parking lots or common areas shared by employees during nonworking time.

"Working time" is defined as time during which an employee is not at a meal, on break, or on the premises immediately before or after a shift.

Nonemployees may not trespass, solicit, or distribute materials anywhere on company property at any time.

Nothing in this policy is meant to, nor should it be interpreted to, in any way limit your rights under any applicable federal, state, or local laws.

### **Management Rights**

Certain rights and responsibilities are imposed on the facility by State and Federal legislation. Many of these rights and responsibilities have implications for policies and procedures governing employment. For this reason, Dove Healthcare reserves any and all management rights regarding employee's employment status. These rights and responsibilities include, but are not limited to, the right to:

- Suspend an employee in the event of an investigation
- Manage and direct the employees
- Hire, promote, schedule, transfer and assign employees
- Lay off employees
- Discharge employees or take disciplinary action
- Schedule overtime as needed
- Develop job descriptions
- Assign work duties
- Introduce new or improved methods or facilities, or change existing methods or facilities
- Contract services
- Discontinue certain operations
- Direct all operations

**Additional Information**

For additional information or if you have questions regarding any Dove Healthcare policy, please contact the Regional Human Resources Department at 715-723-9341 or via email at [hr@dovehealthcare.com](mailto:hr@dovehealthcare.com).