

Human Resources Management Policies

Updated October 2023

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***WELCOME TO OUR FAMILY***

Dear New Employee:

I am glad to be able to welcome you as a new team member of the ThriveMore of North Carolina, Incorporated. This Employee Information Manual has been prepared for you. It is hoped that it will become a useful tool that will assist you in your orientation to a new work place and a policy guide that will be helpful to you in your work relationship with this institution.

ThriveMore employees are ready to help you get to know your company and make new friends here. This booklet is designed to help you during your initial “get acquainted” period and to serve as a reference for questions concerning company policies as they particularly affect you.

We strive to make sure that our company is a good place to work and a place where you will be treated with dignity and fairness.

Should you have any questions which are not answered in this booklet, your supervisor or the Human Resources Manager will be glad to help you.

I am pleased that you have chosen to become a member of the ThriveMore’ Family. I look forward to working with you in the days ahead.

 Sincerely,

 

 Reed VanderSlik

Company History

The ThriveMore began as a dream of Baptists in the Pilot Mountain Association (Forsyth and Stokes Counties) in 1945. The Baptist State Convention appointed a special General Board Committee in 1948 to study the need for a special ministry for Older Adults in North Carolina Baptist life. This General Board Committee joined with the Pilot Mountain Association to plan for this new ministry. In November 1950, Trustees were appointed by the Baptist State Convention for the North Carolina Baptist Homes.

James M. Hayes, the pastor of North Winston Baptist Church in Winston-Salem, was elected the first General Superintendent of the North Carolina Baptist Homes. The first home to begin operation was Resthaven Home on Kentucky Avenue in Winston-Salem. Resthaven Home was leased from the Winston-Salem Foundation for $1 per year. The Home opened in March 1951, and was closed January 15, 1982.

The second Baptist Home was opened in Albemarle 1953. The former Yadkin Hospital in Stanly County was purchased and renovated for use as the Albemarle Baptist Home.

The expansion of the Baptist Homes continued under the leadership of James M. Hayes and the Trustees. Hayes Home was opened in 1957. Hayes Home was named for Mr. Hayes upon his retirement as General Superintendent in 1960. William A. “Bill” Poole began his 24-year Presidency in 1961 after being elected as the Homes’ second General Superintendent.

The Hayes Home included a small infirmary. To meet the growing need for nursing care, the unit was expanded and eventually provided skilled and intermediate care for 85 residents.

In 1955, Dan Matthews of Hamilton, North Carolina, made a generous offer of land and money to build a Baptist Home in Hamilton. A challenge was made to the associations in North Carolina to match Mr. Matthews’ offer of $50,000. The associations began fund-raising, and in 1960, the General Board approved the development of the fourth Baptist Home. The Hamilton Baptist Home opened in 1962.

To make independent living alternatives available, four duplex apartments were built on the Hayes Home Campus in 1977. The Hayes Home Campus eventually had 21 apartments.

The Western North Carolina Baptist Home opened in 1979. Located in Asheville, the Home was made possible by the efforts of many Baptists, not only in western North Carolina but also across the state.

In its 1983 annual session, the Baptist State Convention of North Carolina approved the Trustees’ recommendation to change the Homes’ corporate name to the ThriveMore of North Carolina, Incorporated.

The Trustees elected William B. Stillerman as the third President on September 19, 1985, and he took office on November 1, 1985.

Faced with the need to expand and update its facilities, the Trustees decided in 1986 to relocate the Winston-Salem operation. A site in northwest Winston-Salem near Wake Forest University was selected, and construction began in the fall of 1987.

The Brookridge Retirement Community, a continuing-care retirement community offering Older Adults independent living in garden homes, independent living in a congregate apartment building, assisted-living care, and skilled nursing care, was opened in 1989.

In January 1991, ThriveMore received Certificate of Need approval to construct a 100-bed nursing care unit addition to the Western North Carolina Baptist Home in Asheville. This expansion was opened in January 1993.

A second continuing-care retirement community, located in Concord, was opened in 2002, The Gardens of Taylor Glen.

In recent years, the “Homes” has instituted respite care programs to provide temporary care for Older Adults, developed small group programs to work with institutionalized Older Adults suffering from dementia-related disorders, and begun providing independent living with service options

The Trustees elected Reed VanderSlik as the fourth President on September 16, 2019.

In winter 2022, Baptist Retirement Homes of North Carolina engaged with a marketing firm to review our name and brand. This was part of the strategic planning for the organization, which included leadership, board members and residents. The new brand was announced in November of 2022, Thrivemore. Faith. Family. Fulfillment. The idea of the new brand is to show the growth and positive impact the organization is making on older adults living in our communities, as well as honoring the history.

ThriveMore transferred ownership of its Asheville community, Western North Carolina in September of 2023. However, we wanted to continue our presences in the Asheville market and acquired Ardenwoods in Arden, NC in October 2023. It is comprised of 95 independent living apartments and 48 assisted living apartments nestled among beautiful mountain views, about 15 minutes from both Asheville and Hendersonville.

Handbook Purpose

This handbook is designed to help you become more familiar with ThriveMore. It is a summary of company policies and procedures which apply to all employees and will provide you with positive guidance in your day-to-day working life. Please read it carefully. Since this handbook cannot provide all the details on any given subject, you should feel free to ask your manager, supervisor, or administrator/director about any sections which need clarification.

This Employee Handbook does not constitute a contract for employment between you and the Company. Employment is on an “at-will” basis, and the Company or the employee may terminate the employment relationship at any time for any reason, other than those prohibited by law.

Therefore, the company reserves the right to modify the handbook in whole or in part as required. You will be notified of changes as soon as possible; however, where differences occur, official policies, procedures or benefit plans are the governing documents.

Employment Policies

Diversity

ThriveMore recognizes that people are its most important resource. It is only through employees’ integrity, talent and commitment can we provide high quality services. We are committed to hiring, developing and utilizing diverse talents from around the globe. We support a respectful environment that values those differing skills and perspectives. In all of our actions and behaviors we must demonstrate and confirm that mutual respect.

The differences and similarities that form the core of workplace diversity are much the same as the categories commonly referred to in terms of equal employment opportunity: Race, Sex/Gender, Gender Expression, Gender Identity Age, National origin, Citizenship, Religion, Disability and Veteran’s status.

However, at ThriveMore, diversity is defined more broadly than just these legal categories. Thus, the differences and similarities of individuals that fall within the rubric of diversity herein include, but are not limited to: Experience, Culture (individual and group), Economic status, Education and Training, Job level, Job tasks and responsibilities, Marital/family status, Sexual orientation and Personal style.

ThriveMore embraces the differences among its employees, clients and vendors and will not tolerate disrespectful behavior by employees.

Equal Employment Opportunity

ThriveMore is strongly committed to providing a work environment that is free from all forms of harassment, discrimination and inequality. We recruit, employ, train, promote compensate and make all other HR decisions for our personnel without regard to race, color age, sex, religion, national origin, sexual orientation, veteran’s status, disability, genetic information, gender identity or expression.

This policy applies to all aspects of employment that include but are not limited to hiring, promotion, training, transfers, job assignments, terminations, recalls, wage and salary administration, and application of all Company policies, procedures, and benefits.

We value each and every employee and strive to make employment at ThriveMore enjoyable and satisfying. As part of our commitment, we will not tolerate any form of discrimination toward employees, applicants, vendors, customers or visitors of ThriveMore.

We will be proactive in monitoring our employment practices and policies on an ongoing basis. We expect you to be aware of your work environment, as well, and be sensitive and respectful to all individuals around you. If you are subject to or witness discrimination, please contact your manager or your administrator/director immediately. As a supervisor or manager, you are required to report any knowledge or awareness of discrimination. The Company will not tolerate retaliation against any employee who reports acts of discrimination or provides information in connection with any such complaint.

Your Responsibility

Your primary goal as an employee of ThriveMore should be to perform all tasks assigned by your supervisor promptly and accurately and to the best of your ability. In addition, we encourage you to participate in the process of improving your work environment by being creative and expressing ideas.

You contribute much to the success of ThriveMore. As an employee and representative of the company, it is important that you be well-informed with regard to company policies and procedures and that you help the company maintain a positive image with co-workers and in the community.

Your Manager/Supervisor

Your manager or supervisor is the key to your relationship with ThriveMore. As an employee, you can look to your manager or supervisor for guidance in relation to the standards of work expected, for information about policies and procedures, and for your own training and career development. Your manager or supervisor should be the FIRST person you contact with any work-related questions, problems, or suggestions you may have.

Solicitation and Distribution

Solicitation and/or distribution of literature by non-employees on company property is prohibited.

* Distribution of literature by employees during working time in non-work areas on Company property, which in any way interferes with work
* Solicitation by employees on Company property during working time, which in any way interferes with work

Distribution of literature by employees on company property in non-working areas during working time, as defined above, is prohibited.

Distribution of literature by employees on company property in working areas is also prohibited.

This policy is not intended to restrict the statutory rights of employees, including the right to discuss terms and conditions of employment.

Policy on Unions

It is our belief and policy that problems between employees and management can be worked out satisfactorily through honest and frank discussions in an atmosphere of mutual trust, respect and cooperation.

We strive to provide the best possible working conditions, benefit programs, retirement, good pay, fair treatment and equal opportunity for all our employees.

No employee in this organization has to pay union dues, fees, initiation fees, or participate in a strike in order to get fair treatment. No labor union was needed to provide you with your company benefits, good pay and working conditions. No labor union will be needed to continue them.

We will always make every moral and legal effort to maintain our good employee relations without a third party interfering with our working relationship.

Americans with Disabilities Act (ADA)

It is ThriveMore’policy to comply with all relevant and applicable provisions of the Americans with Disabilities Act of 1990 (ADA), the ADA Amendments Act of 2008 and related state and local laws. ThriveMore will not discriminate against any qualified employee or job applicant with respect to any terms, privileges, or conditions of employment because of physical or mental disability. In addition, ThriveMore will make reasonable accommodations for employees or applicants with disabilities, provided that the individual is otherwise qualified to safely perform the essential functions of the job, with or without accommodation, and provided that any accommodations made do not impose an undue hardship on ThriveMore. Any employee who feels that an accommodation is necessary to be able to perform the essential functions of his or her job should speak with his or her manager or contact Human Resources.

In connection with an accommodation request, an employee may be asked to provide a medical release that authorizes ThriveMore to contact his or her treating physician(s) or healthcare provider, as well as to obtain copies of medical records. An employee may also be asked to undergo one or more examinations by a physician chosen by ThriveMore. If an employee is asked to undergo a physical, ThriveMore will pay the costs associated with the examination(s).

In accordance with the ADA, any medical records for an employee will be kept in a confidential file and will be maintained in compliance with legal requirements. In addition, the existence of an employee's disability, and any associated records, reports, and other knowledge gained by ThriveMore will be kept confidential.

Employment Status

All employees of ThriveMore are classified as either "exempt" or "non-exempt" from overtime pay requirements, depending on their job duties. In addition, all employees are classified as full-time regular, part-time, or PRN (as needed). These classifications are important in determining eligibility for various Company benefits. Employees will fall into one of the following categories:

Full-Time Regular Employees

Employees who are regularly scheduled, and actually work, thirty (30) or more hours per week on a continuing basis. These employees are eligible to participate in ThriveMore benefits program as outlined in related policies and benefit plan documents, or as required by law. \*Please note that if you work four consecutive weeks below 30 hours, your full-time status will be evaluated. \*

Part-Time and PRN (as needed) Employees

Employees who work less than thirty (30) hours per week. A part-time employee may occasionally work more than thirty hours per week. They are not eligible to participate in ThriveMore benefits. Part-time employees working less than 30 hours per week and temporary employees do not receive any of these benefits.

\*Please note that if you work four consecutive weeks above 30 hours, your part.

-time status will be evaluated. \*

It is the policy of the company to supplement the regular work force as needed with PRN (as needed) or part-time employees, or other forms of flexible staffing.

Employment of Relatives

ThriveMore welcomes the opportunity to discuss employment of relatives. It is company policy, however, not to place relatives in a department where there is an immediate family relationship with the supervisor. Immediate family, for this policy, is interpreted as brother, sister, husband, wife, son, daughter, father, mother or individuals living under the same roof. In addition, in the hiring and placement of qualified relatives, every effort will be made to avoid situations from which questions of favoritism, or the proper handling of confidential/personal information might arise.

If you are in a relationship with a co-worker that may create a conflict, or which may include or become one of the prohibited situations you must notify your supervisor or human resources.

If there is a situation where an action of ThriveMore, such as reduction in force, results in an involuntary circumstance in which two relatives, partners or members of the same household may be reporting to each other, one of the employees will be reassigned within 60 days. During those 60 days, the supervisory employee will not have involvement or direct input in the employment decisions of the other employee.

ThriveMore reserves the right to apply this policy to situations where there is a conflict or the potential for conflict because of the relationship between employees, even if no direct reporting relationship or authority is involved. In these situations, ThriveMore will reassign one of the employees within 60 days.

Employee Orientation

In order to make you feel at home and to help you get to know us, ThriveMore has set up an employee orientation program. This program is designed to give you sufficient information so that you may quickly become familiar with the overall company operation as well as company policies, benefits, and safety training.

The community will coordinate and conduct your orientation during the first weeks of employment. In addition, follow-up conferences between you and your supervisor will be held during your first ninety (90) days of work to review various policies and to determine if you are experiencing any problems or difficulties adjusting to your job.

Employee Introductory Period

During the first ninety (90) days of employment, both the new employee and the company have the opportunity to decide on the continuation of their employment relationship. During this period, the new employee is not covered by the layoff and recall procedures or the progressive discipline policy. Layoff and recall of employees during this introductory period are made on the basis of relative ability.

Every effort will be made by the supervisor to provide the new employee with proper training to perform and succeed on her/his job assignment. If, at the end of the introductory period, the relationship with the company is satisfactory to the new employee and the supervisor, the new employee will be considered a regular employee and eligible for other employee benefits as described in this handbook.

Promotions and Transfers

ThriveMore follows, as far as possible, a policy of promotion from within and seeks to select the best qualified individuals to fill available positions. To be considered for promotion, employees must, at the minimum, have demonstrated sustained acceptable performance on their present job. Other factors considered in evaluating an employee’s qualifications for promotion include: ability to perform specific job requirements of the new position, attendance, previous job evaluations, and, when there are no other major differences between candidates, length of service will be an important factor.

ThriveMore reserves the right to hire the individual (internally or externally) who best meets the organization’s needs.

Layoffs and Recall

Incidental Work Flow Interruptions - From time to time circumstances may arise for a temporary period of less than five (5) days that certain operations are not needed. Individuals performing those operations, who are not otherwise assigned, will not be scheduled for work. Seniority will not apply in these instances.

Work Sharing - From time to time it may be necessary to put into effect work sharing. Under work sharing employees may be asked to work shorter than normal workdays or weeks in order to equalize work schedules in lieu of layoffs or transfers.

Resignation

Resignation is a voluntary act initiated by you to terminate employment with ThriveMore. Although advance notice is not required, ThriveMore requests at least two weeks written notice of resignation from non-exempt employees and four weeks notice from exempt employees. There will be a six weeks notice required of executive positions which includes the Director of Nursing (DON) and Community Administrator/ director s. VP positions, CFO, and CEO require 8 week notice or greater. An employee may resign at any time unless he or she has a contract specifying otherwise.

Prior to an employee’s departure, an exit interview will be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

If you do not provide advance notice as requested, you will be considered ineligible for rehire and PTO balance will not be paid out.

To resign employment, employees need to:

* Submit a signed letter of resignation to the manager or department head explaining the reasons for termination.
* Turn in any company property such as ID badge, keys, computers, phones, etc. to the manager or the department head on the last day of employment.
* Notify the payroll office of their forwarding address changes. Payroll can then mail the income tax form (W-2). If an employee has earned any benefit time and worked their entire notice, they will receive it in their last regular paycheck.

An employee’s resignation date is their actual last day worked.

Employees will accrue benefits, up to and including the date of termination, but not extend beyond the date last worked.

Separation of Employment

Separation of employment can occur for different reasons. Employment may end as a result of resignation, retirement, end of temporary assignment, reduction in workforce or termination. When an employee separates from ThriveMore, her or his supervisor must contact their supervisor or administrator/ director to schedule an exit interview, typically to take place on the employee’s last work day. As stated above there are several types of separation. They are:

Retirement

Employees who wish to retire are required to notify their supervisor or administrator/ director in writing at least one (1) month before the planned retirement date.

Job Abandonment

Employees who fail to report to work or contact their supervisor for two (2) consecutive work days shall be considered to have abandoned the job without notice, effective at the end of their normal shift on the second day. The supervisor shall notify the payroll department at the expiration of the second work day and initiate the paperwork to terminate the employee. Employees who are separated due to job abandonment are ineligible to receive accrued benefits paid out and are ineligible for rehire.

Termination

Employees of ThriveMore are employed on an at-will basis, and the company retains the right to terminate an employee at any time. Employees terminated for any reason will not receive accrued but unused PTO or benefits paid out.

Reduction in Workforce

An employee may be laid off because of changes in duties, organizational changes, lack of funds or lack of work. Employees who are laid off may not appeal the layoff decision through the company appeals process.

Release

Release is the end of temporary or seasonal employment.

Rehire

Former employees who leave ThriveMore in good standing and are classified as eligible for rehire may be considered for employment. An application must be submitted to the community, and the applicant must meet all minimum qualifications and requirements of the position, including any qualifying exam, when required.

Supervisors must obtain approval from the administrator/ director or designee prior to rehiring a former employee. Rehired employees begin benefits just as any other new employee. Previous tenure will not be considered in calculating longevity, leave accruals or any other benefits.

Inclement Weather

ThriveMore is in business to provide goods and services to our residents in all weather conditions. It is necessary to be open for business regardless of weather conditions.

It is to be assumed that the company will operate on a normal schedule. Employees should report at the normal times or as soon thereafter as possible. Employees who do not report to work on such days will not be paid and PTO cannot be used. As with all other cases, pay will be on an “hours worked” basis.

Please become familiar with the company inclement weather policy.

Employee Meetings

We believe that for the company and its employees to properly and efficiently carry out their responsibilities to each other, both parties must be fully informed as to what is going on and why. You should be kept informed of our operations and policies; and if you have any questions or problems connected with your job, you deserve to have them resolved promptly and adequately.

We must know what is on your mind so that we can benefit from your ideas and experiences and can properly and fairly react to any problems which might arise. To fill these needs requires free and open two-way communication.

If you have a question or problem, don’t keep it to yourself until it grows out of proportion. Get it out in the open right away. We will listen to you and give you a prompt response. Although a completely satisfactory remedy may not always be possible, a fair and adequate explanation always is, and you are entitled to receive it.

To further assist free and open communication, members of the management team periodically will meet with groups of employees on an informal basis to discuss items of mutual interest. We will try to keep you informed of what is going on in the company and you will be encouraged to ask questions about your job, business conditions, or the company in general.

Teamwork

The difference between a company that is progressive and growing and one that just gets by is often the difference in teamwork displayed by employees. Teamwork is sometimes hard to define, but at ThriveMore, it means working together to achieve common goals that are important to the company — taking a “we” rather than a “me” approach to our jobs. While we believe it is important to be concerned about each employee as an individual, we also recognize that our employees, working toward common goals as a group, contribute directly to the job security and good working conditions each of us desires.

Conflict of Interest

Employees engaged in outside financial, business, or other activities which they may deem proper and desirable must ensure that:

* Outside activities are legal;
* Activities do not impair or interfere with satisfactory performance on the job;
* Company supplies, equipment, and work time is not used to support outside business interests; and
* The good name and reputation of ThriveMore is not discredited.

“Conflict of interest” is defined as engaging in activities that you not perform services in any manner for anyone whose business is the same as, similar to, or otherwise competitive with, the Company. The following are examples of activities which should be avoided to prevent actual or perceived conflicts of interest:

* Accepting a gift from a supplier, contractor, resident, and/or resident family member that would not normally be reciprocated and/or the intent or effect of which compromises objectivity in representing the company.
* Using the ThriveMore or logo for personal gain not associated with the Company.

Performance Appraisals (Performance Evaluations)

Performance evaluations occur on an annual basis to determine merit salary increases. Prior to the conclusion of ThriveMore’s fiscal year, your manager will initiate the performance evaluation process. The primary components are; a written performance assessment by the manager, an in-person meeting between employee and manager and an opportunity for the employee to record agreement or disagreement with the supervisor’s evaluation. Management encourages employees to utilize the evaluation process to establish performance and career goals and to maintain open communication. Each performance evaluation will be placed in the employee’s personnel file.

90-Day Evaluation

The 90-day evaluation takes place for newly hired employees and for those who are transferred or promoted into new positions. This performance evaluation is intended to provide new employees and their managers with a formal opportunity to discuss the following issues:

* Employee expectations of the job as compared to actual experience,
* The manager’s job-performance expectations of the employee as compared to actual experience,
* Areas where change needs to occur, and
* Performance development plans.

The 90-day performance evaluation process should be a comfortable, open dialogue between the manager and the new employee where emphasis is placed on reaching agreement about what is working and where improvement or changes need to take place. The discussion should be formally documented in a memorandum that will be placed in the employee’s personnel file. Generally, no salary action is effective at the time of a 90-day evaluation; however, in exceptional circumstances, a salary increase may be appropriate.

Informal Job Performance Discussions

Throughout the year, your manager or supervisor will periodically meet with you to discuss how things are going and to follow up on any previous agreements about performance goals and progress plans. These conversations can serve as an opportunity for employees to receive specific information about what is working well and what may need to be improved or changed. These meetings also provide an opportunity to make any changes or modifications to previously established work plans.

There is no specific format required for informal job performance discussions. Your manager may, however, make some notes of the discussions to help ensure that any agreements are mutually understood.

Communication Systems

ThriveMore is committed to ensuring that its employees utilize its various electronic communication systems in an appropriate manner. These systems include, but are not limited to, e-mail, internet, fax, voice mail, etc., and the following rules apply:

All electronic communication systems should be used primarily for company business. Personal communications must be held to a minimum and at no cost to the company.

The transmission of sexually explicit images, messages, and cartoons as well as the use of ethnic slurs, racial epithets, threats, profane language, or anything that may be construed as harassment by employees is expressly prohibited.

Users should be aware that all communication software/systems are owned by ThriveMore and the company reserves the right to inspect files at any time to ensure that the system is being appropriately used in accordance with this policy.

Users should not permit non-employees (other than approved vendors or trainers) access to any electronic communication system.

All communications on any ThriveMore owned electronic communication system must maintain confidentiality.

Please remember that our Company's positive reputation is critical to supporting our mission and strategic objectives.

* Employee use of social media during work hours shall be limited to business purposes only.
* As with all other communications, employees shall conduct themselves in a professional manner when using such forums. Harassment, bullying, discrimination, or retaliation that would not be permissible in the workplace is not permissible between co-workers online, even if it is done after hours, from home, and on home computers. In sum, respectful communication is still a requirement for the wellbeing of all parties.
* Disclosure of trade secrets and other proprietary information is prohibited.
* Public expression of opinion in conflict with the Company's formal equal employment policy may be conducive to a hostile work environment and is thus prohibited.

ThriveMore may, at its option, monitor internal and external sources to identify inappropriate use. Employees responsible for posting disparaging material or for other misuse will be subject to discipline, up to and including termination.

ThriveMore reserves the right to take legal action if necessary.

Failure to follow these rules subjects the employee to disciplinary action, up to and including termination.

Cellular Telephones

The phone system of ThriveMore is designed to provide effective communication within the facility and to the general public. Accordingly, you should limit your personal use of the phone. Please request that your family members and friends limit their calls to you at ThriveMore to emergencies only.

ThriveMore employees are not to use personal or mobile phones, smart phones, PDAs, or similar devices while there are on the clock working. Personal cell phone should only be used in the event of an emergency and during breaks and lunches. The only exception to this policy is for designated employees that ThriveMore requires to be accessible by mobile phone or device as part of the requirements of their job. Employees required to be accessible through their personal mobile phones or devices as part of their job should utilize the phone for work communication only during working hours.

It is ThriveMore’ policy that employees must follow all federal, state, or local laws regarding the use of mobile phones, smart phones, PDAs and other electronic or mobile 20 devices while driving. Accordingly, employees must not use mobile phones, smart phones, PDAs or other devices while driving unless it is hands free.

Under no circumstances may an employee use a mobile phone, smart phone, PDA or other device while driving to send or read text messages or emails, access the internet, watch video or view pictures, or read or create online content, videos, comments, or posts for social networking. This policy applies to (1) all driving by any employee for business purposes (example, use of a personal vehicle during business travel), (2) at all times when driving a Company vehicle, and (3) use of device for business purposes when driving a personal vehicle and the driving is not for business purposes (example, checking email or texting while driving home after work). Any violation of this policy will result in disciplinary action, up to and including termination.

Gifts and Gratuities

To avoid the appearance of favoritism and/or conflict of interest, it is against ThriveMore’ policy for the company or employees to accept gifts from its vendors, suppliers, residents, and/or resident family members. It is the employees’ responsibility to forward any such gift to their supervisor or administrator/ director for donation.

Your Pay and Work Hours

Hours of Work/Breaks

The standard workweek runs from Sunday through Saturday — 8 or 12 hours a day, 36 or 40 hours a week. For payroll purposes, the workweek begins at 12:01 a.m. Sunday morning and ends at 12:00 midnight Saturday night.

Time Cards / Time Clocks / Time Records

Non-exempt employees must record the time work begins and ends, as well as the beginning and ending time of any departure from work for any non-work-related reason, on forms as prescribed by the Company. The most accurate method of doing so is through the use of time clocks or electronic timekeeping systems. When you are assigned to your job, your supervisor will show you the location of the time clock or timekeeping system and will instruct you as to its use. Accurate time records will ensure that you are paid promptly and correctly.

The organization’s policy mandates that you only record your own time. Recording someone else’s work time or permitting someone else to record your work time is a serious violation of work rules and will be cause for discipline, up to and including discharge.

You should not report in to work more than 15 minutes before your scheduled starting time or leave more than 15 minutes after your scheduled quitting time unless you have been authorized to work overtime by your supervisor. Unless authorized, no work is to be performed before starting time or after quitting time. At no time should employees perform work while they are off the clock. All time spent working should be properly recorded. If you are instructed by anyone to work off the clock, please notify your supervisor or administrator/ director immediately. No employee will be penalized for making such a complaint.

Losing your time record, forgetting to record, or any change to your time record should be reported to your supervisor immediately to ensure that you are properly paid.

Should a need arise for you to leave the facility during your normal working hours, you should notify and receive authorization to do so from your supervisor.

Any errors in your time sheet should be reported immediately to your supervisor, who will attempt to correct legitimate errors. Employees who consistently miss time clock entries will be subject to disciplinary action.

Overtime

Because of the nature of our work, it may be necessary for you to work overtime on occasion to maintain desired service/performance levels. When the need for overtime arises, it will be assigned on a fair and equitable basis among those employees qualified to perform the required work. If you are a non-exempt employee, overtime will be paid at the rate of one-and-one half times your regular rate of pay for all hours worked over 40 in any given workweek.

All overtime must be pre-approved by the supervisor.

Call-Back Pay

Any employee called back to the workplace after leaving the facility at the conclusion of their regularly scheduled work hours will be paid at their regular pay rate for all hours worked. However, the called back employee will be paid a minimum of four (4) hours of pay even if less than four (4) hours are worked during the call back. This policy does not apply if an employee is called to report early for their regular shift.

Employees called in to work outside their normal work schedule will be paid not less than four hours pay at their regular pay rate.

Report-In Pay

Employees who report to work according to their normal schedule and are sent home because neither their regularly assigned work nor other comparable work is available, will receive not less than four (4) hours pay at the rate applicable had they worked. Employees who report to work after being told not to do so will not be paid. This pay practice does not apply where the inability to provide work is the result of conditions beyond the control of management, such as, but not limited to, fire, flood, storm, power failure, or work stoppage by employees at this location.

Pay Day

Our normal work week covers a fourteen day period beginning Sunday morning at 12:01 a.m. and ending at midnight on Saturday. Pay day is on the Friday following the end of the biweekly pay period.

Employees paychecks must be deposited directly into their accounts with area financial institutions or deposited to a pay card.

Payroll Deductions

Only deductions required by state and federal laws and deductions you authorized will be deducted from your paycheck. All deductions are listed on your paycheck stub. Should you have any questions about your deductions, contact your supervisor or administrator/ director .

It is the Company’s intent to make all deductions in compliance with state and federal laws. If you believe a deduction has been made in error, please contact your supervisor or adminstrator. Your complaint will be investigated and you will be advised of the outcome. If the deduction was made in error, you will be reimbursed on the next scheduled pay period.

Garnishments and Other Legally Required Deductions

The organization is required by law to withhold portions of an employee’s earnings to satisfy an outstanding debt when a court or other legally authorized agency requires such action. The payroll office is responsible for administering payroll deductions as required by Notices to Withhold Income for Child Support, Tax Levies, Garnishments and other legal entities. Although these documents should be served at the Payroll Office, they are sometimes initially directed to the employee’s supervisor. Any departmental administrator/ director who receives such a document should immediately route it to the Payroll Office.

Federal and State law place limitations on the amount of deduction that may be taken and determine the priority of claims to be withheld from an employee’s earnings. Nothing in this policy shall impose or limit requirements that may be otherwise imposed by law.

Special Items

Bulletin Boards

Special notices and other information of interest to you are posted on the Company bulletin boards located in prominent areas. The bulletin boards are exclusively used for the purpose of sharing Company authorized information and are not to be used for personal or public notices. Examples of posted items would include, but are not limited to, job vacancies, policy or procedure changes, holiday schedules, safety meeting minutes, news of the community, and such information as safety tips.

For consistency in posting at all locations, administrator/ director s are responsible for ensuring that only relevant information is posted. No personal or public use is authorized.

Visitors

To provide for the safety and security of all employees at ThriveMore, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare and avoids potential distractions and disturbances.

All authorized visitors should enter ThriveMore through the reception area and will be screened and are required to sign the visitor log.

Personal Status/Personal Data Changes

ThriveMore must have accurate and current personnel data in employee files at all times. This is necessary if there is a need to contact the employee due to schedule changes or other such events, or in the event of an emergency.

It is the responsibility of each employee to promptly notify ThriveMore of any changes in personnel data, including name changes, marital status and outside employment information. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such information should be accurate and current at all times. If any personnel data has changed, notify your supervisor or administrator/ director .

Current employees may review their personnel file on an annual basis. You may not make photocopies of documents contained in your file. If you are interested in reviewing your file, contact the human resources department to schedule an appointment.

Failure to comply with this policy could result in disciplinary action.

Outside Inquiries

ThriveMore does not release to outsiders any information concerning employees except that required by law and that authorized by the employee. The company will release, however, truthful and objective information to prospective employers with written consent from the previous employee.

The Company will deny access to personal information to creditors, collection agencies and other outside sources, except where the employee has given written consent.

Smoking

ThriveMore recognizes the need for many of its employees to work in an environment free of tobacco smoke. The company also respects the rights of employees who choose to smoke to make personal decisions without interference, as long as these decisions do not interfere with the rights of other employees.

Depending on the Thrivemore Community in which you work, smoking locations can vary to include clocking out and driving off campus.

Lactation Accommodation

ThriveMore would like to ensure that our female employees who choose to breast feed will feel comfortable in doing so in the workplace. Therefore, following are some guidelines to assist with this process:

ThriveMore will provide appropriate space in proximity to the employees’ work area, for the employee to express milk in private. The location may be the place where the employee normally works if there is adequate privacy (e.g., the employee’s private office or a lockable conference room). Areas such as restrooms are not considered appropriate spaces for lactation purposes.

The time may run concurrently with an employee’s paid break time. The Company may make separate time available if it is not possible for the lactation time to run concurrently with the employee’s existing break time. In providing this time it is the request of the Company that an employee be sensitive to the time away from the job to ensure that Company operations will not be seriously disrupted.

When an employee makes a lactation request to their supervisor, the supervisor is to review available space in their department and notify the employee. If there is no available space in the immediate work area, the supervisor is to consult with Community Administrator/ director to determine the appropriate location, which offers the least inconvenience to the employee and to ThriveMore.

Open Door Policy

We cannot emphasize enough that management wants to know when employees think that they are not being treated fairly or a policy is not being administered properly or consistently. Most problems arise from a misunderstanding. The best way to clear up any misunderstanding is to talk it over with the people who have the authority to do something about the problem. That is why we have an “Open Door Policy”.

If an employee has an issue that he/she wants to bring to management’s attention, this issue can be presented informally through the Open Door Policy. The Open Door Policy means that an employee can speak to any member of management he/she thinks is best equipped to help with the particular concern. No doors are closed but, whenever possible, an employee should go to their immediate manager or supervisor first.

The Open Door Policy can only be effective if it is used. However, there may be a time when an employee is not satisfied with the results he/she gets from the Open Door, or may think that it is not appropriate for a particular situation. If an employee thinks that a more formal approach to the problem is appropriate, he/she can follow the Problem Solving procedure. Your manager, or supervisor will assist in obtaining and completing the necessary forms and steps in the procedure.

Complaint Procedure

If at any time you feel that you have been unjustly treated in any way or you have a work-related issue that you need help with, first talk it over with your immediate supervisor. It is part of her/his job to help you. In most cases, you and your immediate supervisor should be able to work out a solution.

If a satisfactory solution or settlement is not reached at this level, or because of the nature of the problem you feel you cannot discuss it with your supervisor, you are free to go to the next level of supervision, if necessary. Unless extenuating circumstances exist, the simple courtesy of informing your supervisor of your intent to talk it over with the next level of supervision is encouraged.

Any employee who follows these steps may not be criticized, penalized, or discriminated against in any way.

Peer Review

Peer Review is our problem solving/appeal process used for timely resolution of personnel issues, conflicts, problems, and concerns which may arise during the course of our day-to-day working relationships. Peer Review is intended to enhance communication not only between an employee and his supervisor but throughout the organization as well. It is not intended to replace anyone’s use of our “Open Door Policy” in which any employee can discuss any issue or concern with any level of management and/or the Human Resources Department. Both approaches to problem solving encourage employees to state their problems and have them resolved in a forum which enhances communication and provides a fair and equitable resolution. Here’s how it works:

**Step 1 - Immediate Supervisor/Manager**

The first step is to meet with your supervisor/manager. Most problems are solved at this level.

Your supervisor/manager will investigate the issue and — unless a special situation develops — will give you a decision. If, in your judgment, the decision does not satisfy your concern, you may take your appeal to Step 2. In doing so, you should ask your supervisor to make arrangements for Step 2.

**Step 2 - Next Level Management**

The next level manager will schedule a meeting with you review known facts connected with your appeal, and respond with a written decision If you inform the manager that you are still not satisfied with this decision, then you may take your appeal to Step 3 of the Peer Review procedure.

**Step 3 - Peer Review Panel or Facility Manager**

If you elect to continue your appeal, you have two (2) alternatives at Step 3. You may elect to bring your case to the Community Administrator/ director , who will review your appeal and make a decision, which would be final and binding or, you may choose the option of the Peer Review Panel.

The Peer Review Panel consists for five (5) people: the Community Administrator/ director , a staff manager other than the one from your work area, and three (3) peers or fellow employees from the facility-wide volunteer pool. If you choose the Peer Review Panel option, the decision which is arrived at by a majority vote is final and binding.

Safety Committee

An employee’s safety and welfare are matters of major concern, and every effort has been made to provide a safe and healthy place in which to work. To continue fostering and enforcing this attitude, a Safety Committee headed by a chairman from the facility and consisting of other employee representatives will continually review the safety practices within the facility. The Committee will inspect the facility at regular intervals and make appropriate recommendations for improvements. All employees are also encouraged to report any hazardous conditions to their supervisor for immediate action.

Safety Rules and Regulations

Safety is everyone’s responsibility. Accidents cannot be prevented without your cooperation. In establishing and following safety rules, the primary objective has been to keep our employees free from injury. Please refer to your Safety Manual.

Security

ThriveMore wishes to provide as secure an environment for its employees as reasonably possible. In addition, each employee is responsible for the security of their immediate work area and should immediately report any unusual or questionable incidents to their supervisor.

**Identification Badges** — Your ThriveMore I.D. badge is provided to allow access into the facility. You must wear your I.D. badge in a visible manner on your outermost garment, above the waist, at all times. Your first I.D. badge is provided at no cost to you. All badges, even those that have to be replaced for any reason or badges belonging to terminating employees, are the property of ThriveMore. Please contact your supervisor for further information regarding I.D. badges.

**Vendors** — It is our normal practice at ThriveMore to allow vendors access to certain areas within our facilities for business purposes only.

**Parking** — Parking space is provided for all employees. There will be no parking allowed in the loading zones, dock areas, fire lanes, pedestrian crosswalks, or other unauthorized areas. Please keep your vehicle locked at all times.

**Inspections** — Packages, purses, briefcases, vehicles, lockers, and containers are subject to inspection upon request by your supervisor.

**Company Responsibility** — The Company endeavors to maintain a secure working environment, but accepts no responsibility for loss or damage to personal items or vehicles. You are urged to protect your personal property (purses, clocks, calculators, computers, etc.) by securing them at all times however, the best prevention is to leave valuable items not required by your job at home.

**Radios/Tape Recorders/Cameras** — You are not allowed to bring personal radios, tape recorders, or cameras into Company facilities without prior approval from your supervisor. Small personal dictating recorders are permissible when required in the performance of one’s job duties.

**Proprietary Information** — Employees are reminded of their responsibility to agree to basic company security procedures involving protection of employees, proprietary and sensitive information. Desks and work areas should be clear of all classified, proprietary or sensitive information at the end of the work day. Additionally, employees must ensure that proprietary information is shared only with those individuals who have authorized access.

**Incident Reporting** — All employees are expected to report any situations or incidents on Company property that could compromise the safety or security of ThriveMore employees, visitors or customers to your supervisor. All information will be maintained confidentially.

Searches

To ensure that drugs/alcohol and dangerous weapons do not enter or negatively affect the workplace and to protect company and employee property, the companymay take any or all of the following steps while employees are on premises or during working time.

* Observe actions of employees
* Counsel employees
* Search employees' personal items
* Search employees' automobiles
* Search employees' persons
* Require searches with canines
* Chemical screening (e.g., urinalysis, blood tests, etc.)

Every effort will be made to conduct searches of employees' personal property in employees' presence.

 All searches under this policy will occur with the utmost discretion and consideration for the employee(s) involved. Employees refusing to allow a search will be discharged.

Work Rules

Attendance/Absenteeism Policies

ThriveMore has the primary goal of providing the best resident care and services that we can. The commitment and dedication of our team members being at work when scheduled is essential to achieving this goal. Unscheduled absences, being late, leaving early, and patterns of poor attendance by team members negatively affects our ability to serve and care for our residents, and places an unfair burden on the unit or department and coworkers.

It is the policy of ThriveMore that all employees report to work for each scheduled shift, be on time, and work the entire shift. Failing to report to work as scheduled, being tardy, leaving early, failing to return on time from meal and rest breaks, and failing to give advance notice of absences or tardiness are not acceptable and are prohibited except when allowed according to this policy. Violations of this policy may result in disciplinary action up to and including termination.

Employees are expected to provide as much advance notice of absences and tardiness as they are able to, and at a minimum must notify their supervisor directly at least two (2) hours prior to their scheduled shift when they will be unable to report to work for any reason. It is not the responsibility of the supervisor to contact the employee. Employees should make the call themselves and not rely on other individuals to call for them except in emergency situations when they are incapacitated or otherwise unable to communicate. ThriveMore has the right to request a note from a healthcare provider at any time to confirm the reason for your absence or to certify your fitness to return to work.

Definitions

Event of Absence – An Event of Absence occurs each time that an employee does not report for a scheduled work shift, except for the reasons excluded below.

* Absences that are due to the same reason and result in up to three consecutive days will be treated as one Event of Absence. For example: A team member who is out of work for two consecutive days will have one Event of Absence. An employee who is absent for one day, returns to work for one day, and then is absent the following day will have two events of absence.
* An Event of Absence may be up to three consecutive days. Any further absence beyond those three consecutive days will each be considered a separate event per day.
* If a team member misses work for any of the following reasons, it is not considered an Event of Absence: Paid Time Off (PTO) approved in advance; bereavement leave; jury duty; time missed due to on-the-job injuries/illness; attendance for approved meetings, conferences, or training; low census time; approved leave or other scheduling accommodations for a disability under the Americans with Disability Act (ADA); and approved leave under the Family Medical Leave Act (FMLA) or other applicable BRH policy.
* Unless covered under the FMLA, absences which result from infectious diseases (for example – the flu) are treated as an Event of Absence, and this policy has been designed to allow for the fact that everyone gets sick on occasion, and factoring in healthcare team members’ potential for exposure to the flu and other such illness.

Absence Without Notice – If a team member does not report to work and fails to notify their supervisor or department leader of their absence in advance in accordance with this policy, it is considered an Absence Without Notice. Each work shift in which an Absence Without Notice occurs is counted as a separate event. Each Absence Without Notice is also an Event of Absence, and may result in immediate disciplinary action up to and including termination

Tardiness Events – A Tardiness Event occurs when a team member is not in their designated work area at the start of the work shift and ready to work, or when reporting back to work from a meal period or work break. A tardiness event occurs when staff member is late beyond 7 minutes of start time or returning from meal period or work break. Each Tardiness Event is counted separately, even if they occur on the same day.

Leave Early Event – When a team member leaves work before the end of their scheduled work shift, it is considered a Leave Early Event, unless leaving early is due to any of the reasons that are not treated as an Event of Absence as stated above. If a team member does not complete at least 50% of their scheduled work shift, it is considered an Event of Absence.

General Guidelines

* Reliable attendance is important and expected of team members so that ThriveMore can achieve its daily mission to provide the best care that it can for our residents. It is the policy of ThriveMore that all employees report to each scheduled shift, be on time, and work the entire shift. In the event a team member is unable to report to work or will be late, team members are required to follow the call in procedures set forth above.
* In general, Events of Absence, Tardiness Events, and Leave Early Events are considered on a rolling 12 month calendar basis. Events older than one year will not be considered in any new counseling action. For example, if an employee has an Event of Absence on January 15, and then no more through January 15 of the next year, then as of January 16 of the next year, the prior Event of Absence is cleared and the team member will have no Event of Absence for the purpose of the progressive counseling chart below.
* New team members (those within the first 90-day orientation period) who demonstrate poor attendance, punctuality, or otherwise violate this policy will generally not be retained.
* The charts below outline the progressive counseling that will generally apply under this policy. However, ThriveMore reserves the right to accelerate these steps, or impose other appropriate discipline, up to and including termination, based on the facts and circumstances or each individual situation. Employment at ThriveMore is, at all times, at will.

**Consequences for Number of Absence Events**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Team Member Classification | Coaching & Education | VerbalCounseling | Written Counseling | Final Counseling | End of Employment |
| Full time, Part time, or PRN | 4 | 5 | 6 | 7 | 8 |

**Consequences for absence Patterns, Tardiness, or Leave Early**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Situation | Coaching & Education | Verbal Counseling | Written Counseling | Final Counseling | End of Employment |
| Tardiness or Leave early | 3 | 4 | 6 | 8 | 10 |
| Absences without Notice | N/A | N/A | 1 | 2 | 3 |

* Counseling actions are combined and cumulative under this policy. Example: If a team member receives verbal counseling for Tardiness Event, then the team member accrues five Events of Absence, the second counseling for the five Events of Absence would automatically progress to the next step, i.e. Written Counseling, due to the earlier counseling for tardiness.
* The chart above is a typical number of events for each counseling action. Events are typically adjusted downward if previous team member counseling is not given. Events are typically adjusted upward if an attendance/tardiness violation is in combination with another policy violation. For example: A team member accrues five Events of Absence, but never received Coaching and Education for four Events of Absence – the Counseling will begin with Coaching and Education unless combined with another policy violation.
* If a team member in counseling transfers from part-time or full-time to PRN, the team member will remain at the same point in the counseling process when the transfer takes place. If a team member transfers from PRN or part-time to full-time, the team member will keep the same amount of events. Any further absence counseling will be based on the number of events for that status.
* The employment of a team member may end if he or she is absent from work for more than 15 consecutive calendar days and who is not eligible or has exhausted all available paid and unpaid leave (including PTO, and other approved leave). With the exception of FMLA/ADA type leaves. This is regardless of any step in the progressive counseling process.
* Any counseling under this policy will be consistent with the requirements of the Americans with Disabilities Act (ADA), as amended. It is the policy of ThriveMore to offer reasonable accommodations to qualified individuals with disabilities, and any employee who believes he or she needs any accommodation for a disability should notify their supervisor or facility administrator/ director and/or Human resources.

Team Member Responsibilities:

* If a team member will be absent, late, or need to leave early, it is his or her responsibility to notify their unit supervisor or leadership team as much in advance as possible, as set forth above. The team member must also inform their unit supervisor or leadership team regarding the date that he or she will likely return to work.
* If a team member misses work because of an infectious disease, it is that team member’s responsibility to get approval from their primary care physician before returning to work and present documentation to ThriveMore before being allowed to return to work.
* Team members that are absent due to illness may be required to present a note from a healthcare provider to document the reason for the absence. ThriveMore may also request a note from a healthcare provider clearing an employee to return to work after any absence or Event of absence.
* Any employee who believes that they need an accommodation due to disability, time off or a leave of absence under the FMLA or other ThriveMore policy, or will be absent for more than three (3) consecutive days due to a medical reason, the team member is to notify the facility administrator/ director so that those matters can be considered and addressed.

No-Fraternization

In order to effectively operate ThriveMore’ business and avoid problems with supervision, morale and the creation of an environment which may produce claims of sexual harassment, managers and supervisors are strongly discouraged from pursuing or otherwise becoming involved in romantic or sexual relationships with employees whom they directly or indirectly supervise. In the event two employees either marry or develop a personal relationship, the Company may transfer either party to another suitable position for which one of is qualified, if available. If one is not available, the employees will be given the option of deciding which will voluntarily resign her/his position.

Business Ethics

Employment by ThriveMore carries with it a responsibility to be constantly aware of the importance of ethical conduct. Employees must refrain from taking part in, or exerting influence in, any transaction in which their own interests may conflict with the best interests of the Company.

News Media Relations

It is Company policy not to grant interviews to the media without prior approval of the President, Vice President of Operations or the Vice President of Sales and Marketing. With respect to Company matters which are appropriate for public knowledge, it is the policy of the Company to cooperate with news media inquiries and communicate truthfully with the media.

This policy will ensure that accurate information will be given for those matters which are appropriate for public knowledge.

During the time an employee is attempting to contact either of the above, reporters should be told "no comment."

The employee should ask the reporter for his or her name, the name of the publication or television or radio station, a telephone number, and the topic which they wish to discuss.

***(Nothing in this policy is intended or will be applied in a manner to limit employee complaints or discourse which is protected by law.)***

Harassment Policy

Appropriate employee conduct is essential to the growth, development and success of every individual, their team, and the employer. All ThriveMore employees have a responsibility to keep the workplace free of any form of harassment and/or violence. Whenever harassment, including sexual harassment, discrimination, or violence is suspected, ThriveMore will immediately investigate and correct the situation.

As such, ThriveMore has a strict policy against all types of workplace harassment, including sexual harassment and other forms of workplace harassment based upon an individual's sex, gender, race, religion, color, national origin, physical or mental disability, marital status, age, sexual orientation, gender identity, or any other status protected by federal, state, or local laws. All forms of harassment of, or by, employees, vendors, visitors, customers, and clients are strictly prohibited and will not be tolerated. Sexual harassment is defined as: Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual’s employment. (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or (3) such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile or offensive working environment.

Any kind of intimidation and/or harassment violates Company policy. No employee, including supervisors, managers, or executives, shall be allowed to harass any other employee or person doing business with the Company by exhibiting behavior including, but not limited to, the following:

* Verbal intimidation, threats toward persons or threats to damage property.
* Use of vulgar, profane or sexually oriented language or language that demeans or ridicules people because of their race, age, gender, religion, national origin, disability, genetic information, or any other characteristic protected by law.
* Disparaging or derogatory comments, slurs or jokes.
* Repeated sexual flirtations and propositions including same sex flirtations and propositions.
* Exaggerated criticism, and/or name calling.
* The display of sexually suggestive objects or pictures.

Any inappropriate physical contact such as touching, hitting, pushing, kicking, holding, impeding or blocking the movement of another person is a violation of this policy.

These prohibitions apply not only to the workplace during working time, but also to all work - related social functions, whether on or off the Company’s premises, and also to business- related travel and electronic media including e-mail, the internet and voice mail.

This policy likewise applies to people when visiting the Company’s premises or when interacting with the Company’s employees. If you feel that you have been subjected to unlawful harassment, threats, or intimidation by a supplier or vendor or customer, you must inform your supervisor immediately.

*Reporting Harassment*

If you feel you have witnessed or have been harassed in any way, immediately report the incident to your supervisor or any member of management. If your complaint of harassment is against your immediate supervisor, you should report this harassment to the next level of supervision (please refer to the Complaint Procedure in your handbook).

It is your right and responsibility to report any form of harassment without fear of reprisal. Because problems related to harassment may be of a personal nature, and because you may be reluctant to discuss a situation with your supervisor, feel free to contact the Human Resource Director.

Supervisors are required to immediately report all conduct they believe may violate this policy, whether they directly observe this conduct, or it is reported to them by an employee or another individual, directly to the Director of Human Resources or any member of management above their level.

ThriveMore’ policy is to investigate all harassment complaints thoroughly and promptly. To the fullest extent practicable, the Company will keep complaints, investigative records, and the results of the investigation confidential. If an investigation confirms that harassment has occurred, the Company will take corrective action, including appropriate discipline, up to and including termination to effectively end the harassment.

Retaliation against any employee who, based on a reasonable belief, reports an incident of alleged offensive workplace behavior or who participates in an investigation will not be tolerated.

Violence/Weapons:

Violence is not permitted on ThriveMore property. As a result, the following items are not permitted on company property, including parking areas: firearms (no matter if concealed carry); switchblade knives and knives with a blade longer than four inches; dangerous chemicals; explosives including blasting caps, chains and/or other objects used for the purpose of injuring and/or intimidating.

Employees, without fear of retaliation, have the responsibility to bring any form of intimidation, threats to the attention of any member of management. With this issue, employees are encouraged to approach any level of management to report harassment and are not required to follow the normal reporting chain.

Upon knowledge or request, ThriveMore will investigate the allegation making every effort to maintain confidentiality. The Company will review the results of the investigation with the person making the complaint.

If reasonable cause exists to conclude that behavior of a threatening nature may have occurred, the employee(s) involved will be immediately suspended from work while an investigation is conducted.

ThriveMore reserves the right to involve law enforcement officers in the resolution of a threatening situation.

Disciplinary action, up to and including discharge, will be taken against any employee engaging in sexual or other unlawful harassment, threats directed at other employees, or behavior of a threatening or intimidating nature.

The Company reserves the right to conduct searches and inspections of employees, their personal effects or Company provided materials such as lockers, desks, files, computers, packages and vehicles without notice. Any employee who refuses to submit to a search or is found in possession of prohibited articles will be subject to disciplinary action up to and including termination.

Alcohol/Drugs

ThriveMore is committed to maintaining the highest professional standards, furnishing quality products, and providing a safe environment in its workplace. Achieving these goals can be undermined by drug and alcohol abuse.

If ThriveMore has reasonable cause to believe an employee is impaired by illegal drugs or alcohol, the employee will be required to submit for a drug test immediately. Consistent with this policy, ThriveMore reserves the right to require any employees to present themselves for testing immediately following an employee’s involvement with an accident or incident resulting in injury to any employee or any property while on company premises or while working for the company where there is a reasonable suspicion that the incident was caused by impairment from alcohol or drug use. Any employee who either tests positive or refuses to cooperate with the testing procedures will be subject to discipline, up to and including termination.

In order to ensure our commitment to provide all employees with a safe, healthy, and secure workplace, the following procedures for drug and alcohol testing will be in effect:

* All job candidates who are finalists for employment with the company will be required to successfully complete a test for the presence of drugs and/or alcohol. If the test result is positive, offer of employment will be retracted.
* Employees and applicants have the right to have a re-test conducted by an approved laboratory when a drug or alcohol test they take is positive. This re-test is conducted using the same urine sample that was submitted for the first test. The employee is responsible for costs associated with a requested re-test.
* Any employee injured on the job will undergo drug testing if there is reasonable suspicion

Refusal of an applicant or employee to submit to or cooperate with the administration of an alcohol or drug test or any attempt to invalidate or circumvent an alcohol or drug test will result in no offer of employment being extended in the case of an applicant, or termination in the case of an employee. Employees who have a positive drug test will be subject to disciplinary action up to and including termination. Employees who try to alter the results of a drug test will be terminated.

The results of drug and alcohol tests will be treated as confidential.

Employees may also be requested by management to submit to search of personal property. Employees refusing to allow a search will be terminated.

All employees are encouraged to approach company management at any time with any questions they may have about the drug and alcohol policy.

Personal Appearance of Employees/Dress Code/Business Casual

We do not want to establish a firm code of rules about what is considered proper attire for the type of job each employee performs here at ThriveMore. We would like, however, to remind you that you are considered part of a team of professionals. It is important to project a professional image to our customers, to our visitors, and to co-workers.

The company provides a casual yet professional work environment for its employees. Even though the dress code is casual, a professional appearance is always expected. Please use common sense. The following is a dress-code guideline for all employees to follow. Management reserves the right to change these guidelines, if necessary.

Here at ThriveMore, we pride ourselves on employee professionalism. Each of our departments have set a specific dress code policy for employees. Below you’ll find information regarding the dress codes per departments:

* **Administrative Team:** Business casual and name tag
* **Nursing Department:** Scrubs, anti-slip shoes, no acrylic nails, nails trimmed and in good repair, and name tag.
* **Dietary Department:** Community uniform top, black/khaki pants, anti-slip shoes, hair nets, no acrylic nails, nails trimmed and in good repair and name tag.
* **Utility Workers:** Community uniform top, black/khaki pants, and name tag.
* **Facilities Department:** Community uniform top, black/khaki pants, and name tag.
* **Housekeeping:** Community uniform top, Khaki/black pants, nails trimmed and in good repair, and name tag.

**Casual Fridays/Days**

Casual Friday/days applies to all employees. Casual attire includes jeans, sneakers, and a community logo top or uniform top. For employees who work in dining services, non-slip shoes must be worn at all times.

Jewelry: Jewelry that interferes with your ability to perform your job duties is not permitted. Some jewelry has the potential to cause a safety hazard to the employee and to co-workers, especially if it comes in contact with the equipment in the warehouse.

Employees who do not meet the standards of these dress code guidelines may be required to take corrective actions, including leaving the premises to correct the problem. Any work missed because of failure to comply with the dress code will not be compensated and time must be made up. Violations may also result in disciplinary action, up to and including termination.

Social Media Communications Policy

**I. POLICY STATEMENT**

The community recognizes that communication through and general use of social media and other online networks and Web-based communication is prevalent among most individuals. However, in the healthcare arena, there are increased risks associated with use of social media by employees of this facility because of the sensitive and confidential nature of the protected health information they handle and are exposed to in the workplace. This policy outlines the expectations for conduct with regard to use of social media and online communications. It applies to paid employees, volunteers, trainees, and agency staff. This policy is not meant to interfere with the rights of employees granted by the National Labor Relations Act (NLRA) to discuss or share information related to wages, hours, or other terms and conditions of employment.

 **ii. DEFINITIONS**

**Social Media:** Web-based platforms, tools, and interfaces where people communicate with each other and share information about their lives and opinions, with varying levels of self-selected and system-implemented privacy controls. Social media and the platforms available are ever-evolving. It is defined to include, but not be limited to:

* Social networks (e.g., Facebook, Twitter, LinkedIn, Instagram, Snapchat, Pinterest, etc.)
* Blogs
* Message boards, online forums, and chat rooms
* Video sites (e.g., YouTube, Vine, etc.)
* Instant messaging tools

**Social Media Profile:** A personal account within a social media platform where users post their personal information.

**Protected Health Information (PHI):** Any individually identifiable information about a person’s health status, health care, or payment for health care.

 **iii. POLICY**

1. **User Privacy on Social Media**
2. On many social media platforms, users have the ability to control the privacy settings on their profiles. However, one cannot assume that any information posted will remain private. Information posted by a user can be viewed, stored, copied, and/or disseminated by any person in their social network, and in many cases, by people outside of their network and by the social media platform itself. In addition, any online platform or profile is subject to hacking or security breaches. Therefore, a user should have no expectation of true privacy in any social media communication whether on Company or personal devices.
3. The company provides training on appropriate use of social media, but it is ultimately the employee’s responsibility to understand the risks involved with posting information on any social media platform that he or she uses.
4. **Social** **Media Use at Work**
5. Use of social media during work hours (excluding break times) is prohibited unless it is being used in the course of one’s official duties.
6. Employees using social media as a representative of the company must abide by the facility’s Code of Conduct, official communications policy, and this social media policy.
7. Only authorized employees may prepare, publish, or modify information about the facility on behalf of the facility.
8. Personal social media accounts are not to be accessed at any time on facility computers or other facility-owned devices connected to the Internet.
9. **Social Media Monitoring by Facility**
10. Employees are personally responsible for the content they publish online.
11. Employees should be aware that their posts can be reviewed by anyone including the facility management/leadership.
12. The facility reserves the right to monitor all online content about the facility, including content posted by employees. Employees are encouraged to understand the expectations and requirements for work-related social media posts and use good judgment and common sense when posting.
13. **Social Media and PHI**
14. Employees are expected to follow the requirements of the Health Insurance Portability and Accountability Act (HIPAA) as well as state laws and the company’s confidentiality policies with regard to PHI. This means that employees may not make social media posts or statements about residents that include any kind of information that would allow others to identify those residents.
15. PHI includes:
16. Names or nicknames
17. Information about a resident’s diagnosis, medical care, or medical condition
18. Photographs of or including a resident
19. Geographic identifiers (e.g., where a resident is from or where a resident used to live)
20. Resident room numbers
21. Dates directly related to an individual (e.g., birthday, date of admission)
22. Contact information (e.g., phone numbers, email addresses)
23. Social Security numbers
24. Medical record numbers
25. If employees for any reason take photographs inside the business facility or anywhere on its grounds with the intent to post them on social media, they must be vigilant about ensuring that no information about or image of any resident is included in the photograph(s).
26. Employees may not take, store, or share photographs of residents or resident PHI on their personal phones and electronic devices, unless residents/ employees have given consent.
27. Any other online activity that infringes on resident rights or compromises a resident’s dignity is prohibited.
28. Employees are discouraged from sending or accepting friend or similar requests from current/former residents and from family members of current/former residents.
29. A resident’s image or other health information is considered PHI. Posting of events or other similar items on social media networks that contain a resident’s image must have a valid release in place from the resident or resident’s legal representative if the resident is incapacitated. The release should be obtained with every new posting.
30. **General Conduct on Social Media**
31. Employees are not prohibited from discussing the workplace on social media. This policy will be applied in accordance with the protected activities outlined in Section 7 of the NLRA.
32. Employees are expected to work cooperatively with coworkers, management, residents/ customers, and others who come into the facility. Therefore, discriminatory, harassing, libelous, defamatory, threatening, or retaliatory social media posts or online statements about current or past residents, resident families/representatives, visitors, other customers, employees, vendors, or other parties affiliated with the facility are prohibited.
33. Employees are expected to follow the company’s anti-discrimination and anti-harassment policies in any social media content.
34. Disparaging statements about race, religion, gender, sexual orientation, disability, national origin, or any other protected class under local, state, or federal law are prohibited.
35. Employees may wish to discuss or disclose their affiliation with the company in their social media profiles and posts or other online communications, such as personal blog posts. When posting a personal point of view, employees must:
36. Clearly disclose their affiliation with the company if they make a post endorsing it, e.g., “I work for Company and think this facility provides the best services in town” (in accordance with Federal Trade Commission requirements).
37. Make clear that they do not speak for the company or as a representative of the company through a statement such as, “Viewpoints expressed are my own and do not necessarily reflect the facility’s position or services.”
38. Follow all copyright and trademark laws if using the facility’s logo or other branding elements.
39. Abide by the policies outlined in the facility’s official communications policy if contacted by a member of the media.
40. Although employees may discuss the facility online, they may not disclose certain types of information about the company, including “business secrets,” intellectual property, financial data, or similar confidential information about or belonging to the company or its clients, partners, vendors, and suppliers. Should employees have any questions about what constitutes “business secrets,” they should contact management.
41. **Reporting Violations/Anti-Retaliation**
42. Employees are encouraged to voice concerns of violations of these policies or laws/regulations referenced in these policies and of suspected privacy or security breaches.
43. Employees should notify their supervisor or other management/leadership team member(s). Anonymous notifications are acceptable.
44. The company prohibits taking negative action against an employee for reporting potential deviations from this policy or cooperating in an investigation. If an employee retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation, he or she will be subject to disciplinary action, up to and including termination.
45. **Investigation and Disciplinary Action**
46. If the facility becomes aware of or receives a report of a social media post that violates this policy, an investigation will be conducted by facility leadership. Employee who is responsible for making the post may be placed on leave during the investigation pending the conclusion of the findings.
47. The facility will attempt to determine who made the post, where it appeared, and the extent to which it was disseminated.
48. Interviews with witnesses or others who may have information will be conducted as necessary.
49. The facility will request that the post be removed by the individual who posted it should the investigation warrant its removal.
50. The facility will make efforts to find and remove or request removal of instances where the original post was shared by others.
51. For HIPAA violations, the facility will contact the social media platform and request that the post be removed.
52. The company reports violations to government regulatory agencies per requirements.
53. Family members and/or residents will be notified of any social media posting which may be deemed violative of a resident’s rights.
54. **Disciplinary Action**
55. Disciplinary actions will be enforced for violations of this policy, up to and including termination.
56. Harm to the resident(s), company, or other party discussed in this policy; intent; previous violations; and severity of the violation will be considered in determining the appropriate disciplinary action.

Corrective Action

Situations may arise in which corrective action is necessary. Each employee can be assured that her/his supervisor/manager’s goal in taking action is to correct, not to punish. ThriveMore does not have a formal disciplinary process but will take any disciplinary action necessary depending on the facts of each situation. Nonetheless, at ThriveMore, discipline is not intended to punish, but to help the disciplined employee understand and correct his/her behavior. Violation of ThriveMore policies, rules, and expectation levels may result in disciplinary action including verbal warning, written warning, suspension, demotion, transfer, or termination of employment. In general for minor incidents, a verbal redirection may be appropriate before a written warning. However, more significant and/or repeated issues may result in a written warning. Depending on the seriousness of the offens~~e~~, a final warning or termination may occur at any point~~.~~

 Benefits/Leave

 A Statement Concerning Your Benefits

Benefits are a large part of your total compensation and play a prominent part in your personal and family financial planning.

Briefly, the company tries to provide you with a benefit package that:

* Is competitive with or better than others within the industry and in the communities where the Company has operations;
* The Company can financially support in both favorable and unfavorable economic times;
* Best meets the most important needs of a majority of employees.

All of the Company’s benefits are reviewed constantly and modified and improved as necessary to keep them current.

Paid Break Periods

ThriveMore feels rest breaks serve to enhance your productivity. At your supervisor’s discretion, you may be allowed one (1) rest break during each four (4) hour work period. Your supervisor will regulate the length of your break. Rest breaks are paid time. Your supervisor may discontinue or regulate your break time as required by circumstances and work requirements. Take your rest breaks in areas designated or approved by your supervisor.

Your supervisor will advise you of the company procedure for breaks (rest and meal) on the third shift. Two (2) ten-minute break periods are provided for all employees. One ten-minute break is scheduled in the morning and one in the afternoon. Employees working on second or third shift are provided two ten-minute paid break periods, one during the first half of the shift and the other during the second half of the shift.

MEAL BREAKS

Employees are not paid for time used during meal breaks. Your supervisor will determine the meal break schedules to provide continuous staffing in critical service areas. Information on mealtime procedures will be part of your orientation.

Group Insurance Programs

Regular full-time are provided a comprehensive group insurance plan. The company currently pays a portion of the premium for this coverage. Details of the plan are covered in a separate booklet and include the following benefits:

* Life Insurance
* Accident and Sickness Insurance
* Accidental Death and Dismemberment Insurance
* Major Medical Insurance
* Dental Insurance
* Vision Insurance

Dependent coverage is optional and available at group rates to each employee. Your supervisor will answer any questions you may have about your group insurance program. Should you leave the company, you may be entitled to continue and/or convert your company insurance plan (at your expense) for a period of time. Your supervisor will explain the specifics of this option at the time of separation. The availability of any particular type of insurance or coverage is subject to change. Notice of changes will be given as soon as practical.

Benefits Continuation (COBRA)

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under ThriveMore’ health plan when a “qualifying event” would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee’s hours or a leave of absence; an employee’s divorce or legal separation; and a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or qualified beneficiary pays the full cost of coverage at Company group rates.

ThriveMore provides each eligible employee with a written notice describing rights granted under COBRA when the employee has a qualifying event. The notice contains important information about the employees’ rights and obligations.

Employee Assistance Program (EAP)

ThriveMore provides an Employee Assistance Program (EAP) to help employees and their families. The purpose of the program is to provide counseling by appropriate professionals in the community for problems involving alcohol and drug abuse, child abuse, mental or emotional stress or illness, financial or legal problems and similar issues. The Company pays for this program, which includes the expense of the initial counseling visits. If further professional assistance is needed, the employee or dependent family member is required to pay the charges or fees involved unless otherwise covered through company health benefits. Employees or their dependents are encouraged to contact representatives of the EAP directly.

In a situation in which an employee is failing in his or her job performance, the Company may recommend that the employee enter into counseling through the EAP. However, the Company will only follow up on whether or not counseling appointments are being made and kept; it may not, under its agreements with the EAP organization, ask or be told anything about what is discussed in the counseling sessions without a written release from the employee.

Employees who are referred to the EAP are expected to fully participate in the recommendations received through the program. Merely utilizing the EAP services will not alter the application of disciplinary actions nor will it serve as an exemption from disciplinary procedures. Improving job performance to an acceptable level is the only basis for continued employment.

If the employee refuses the offer of help through the EAP and job performance does not improve, disciplinary action will be taken which could result in termination. All matters discussed are confidential, they are strictly between the employee or his dependent and the program counselor.

Retirement Plan

ThriveMore provides a retirement plan through GuideStone.

Employees may make pre-tax contributions immediately upon their hire date. Employees are eligible for a company match as described below on the first day of the month following their 2 year anniversary provided they have worked more than 1000 hours.

The first three percent (3%) contributed by an eligible employee will be matched one hundred percent (100%) by the company. The company will match up to an additional two percent (2%) of employee contributions at fifty percent (50%) of the employee’s contribution. Therefore, the maximum contribution is four percent (4%) if eligible employees contribute at least five percent (5%) of eligible compensation.

Compensation for the purposes of these contributions includes base salary, as well as any housing allowance, and certain pre-tax contributions to benefit plans.

Unemployment Compensation

Unemployment Compensation is another type of insurance benefit you receive that is paid for entirely by the company. If you should become unemployed through no fault of your own, you are covered by cash benefits. The amount of money you will receive is determined by the laws of the North Carolina Employment Security Commission. Application for benefits is made at the local Employment Security Commission Office. Although the benefit checks are made out by the state, your company pays the entire cost of this compensation.

Workers’ Compensation

This program is also administered by the State of North Carolina. Workers’ Compensation insurance covers all employees for sickness and injury that are considered job-related under the Workers’ Compensation Act of North Carolina.

The three major benefits provided by Workers’ Compensation insurance are as follows:

* Medical-Hospital care benefits are exactly what they sound like: payments to offset the cost of medical treatment or hospital stays;
* Disability benefits are paid at a specified rate for a stated number of weeks for a partial or total disability. The amount of the weekly benefit is based on average pay, and is the same for partial or total disability, but the total disability benefit is payable for a longer period of time; and
* Death benefits include a specified lump-sum amount for funeral expenses, plus weekly payments (based on employee earnings) to surviving dependents.

Your company pays the total cost of this program.

If you suffer a work-related injury or illness that may be subject to Workers' Compensation, you must report it to your supervisor as soon as reasonably possible, but in no event, later than leaving the facility, or within 8 hours of the illness or injury, whichever is earlier. **No matter how minor an on the job injury may appear, it is important that it be reported *immediately*.** This will enable you to obtain any necessary medical attention and qualify for coverage as quickly as possible.

Parking

Parking facilities are provided on Company property for the convenience of employees. Employees may choose their own parking spaces on a first-come, first-served basis. The Company is not responsible for fire, theft, or personal liability for employees’ vehicles or their contents in providing such facilities. Employees are asked to use caution while driving on Company property.

Employee Recognition Program

ThriveMore’ success depends on employees whose loyalty, dedication, and hard work continues year after year. We have established a program to recognize those years of service. Every five (5) years, you will be eligible for an award of increasing value to be presented to you in recognition of your service with ThriveMore. Further information on this program is available through your supervisor.

Jury Duty

Occasionally you will be required to report for jury duty. Notify your supervisor as soon as you receive your jury duty notice.

Should you be required to serve on a jury, you will receive your regular wages for full days of jury service that occur on a regular workday as well as the pay you receive from jury duty. .

Part-time or relief employees will not be scheduled for work on jury duty days. You will not receive pay for jury duty on your regularly scheduled days off.

To validate your jury duty, ask the Clerk of Court to give you a written statement of your service. Your supervisor in computing the days for which you will receive jury duty pay will use the statement. Jury duty pay from the court system need not be remitted in order to receive your regular wages. Jury duty hours are considered paid hours for accruing Paid Time Off.

Paid jury leave does not count towards weekly overtime.

ThriveMore will not retaliate against employees who request or take leave in accordance with this policy.

Bereavement Leave

In case of death in the immediate family, the company recognizes the importance of this and, upon request, will pay you up to three working days for the time needed to handle your affairs. Members of the immediate family are considered to be spouse, children, parents, grandparents, brothers, sisters, and parent/grandparent-in-laws. For absences due to the death of a relative other than a member of the immediate family, employees will be permitted excused unpaid time off.

Should a death occur in your immediate family, please notify your supervisor as soon as possible.

Paid bereavement leave does not count toward weekly overtime.

Paid Holidays

Due to the nature of the ThriveMore’s business, we must provide the highest quality service and care to our residents every day of the year. The company does not close its doors on any national, state, or local holidays. Accordingly, you may be scheduled to work on holidays.

If you are scheduled to work on a calendar holiday and wish to be off, you must request the PTO time in advance as required under the PTO policy. The company will try to honor your request, subject of course, to business circumstances and staffing requirements.

You must report to work on the last day on which you are scheduled to work before the holiday and on the first day on which you are scheduled to work following the holiday in order to receive PTO for the holiday.

ThriveMore observes several paid holidays including:

Easter

Memorial Day

4th of July

Thanksgiving

Christmas

Ardenwood’s team members should follow their current holiday policy. Please see Human Resources for more information.

If you are scheduled to work on an observed holiday you will receive holiday pay or premium pay, as detailed below:

* Any FT or PT hourly employee who is scheduled to work the holiday and does in fact work the holiday will receive premium pay at one and a half times their normal hourly rate for hours worked.
* Any FT hourly administrative employee who is scheduled to work the holiday can request the day off with pay at their normal hourly rate, without using PTO, or the employee can work the holiday and receive premium pay at one and a half times their normal hourly rate.
* Holidays are unpaid for any PT employee that is not scheduled to work.
* Any salaried employee that is scheduled to work on a holiday can request to take the day off with pay at your regular rate, without using PTO, or if you work the holiday you can bank the day and use it at another time. Salaried employees do not receive premium pay.
* If a holiday falls on a weekday and a salaried employee is not able to take the day off because of work load, the employee can bank the day and use it at another time.

Floating Holiday

ThriveMore recognizes that there are holidays and religious or cultural observances that employees celebrate that may not be a part of the holidays that the company observes as paid holidays listed above. ThriveMore has decided to add two (8) hour floating holiday for all full-time employees. Employees are not able to use their floating holiday until they have been with the company for at least 90 days. The floating holiday does not have to be used for a certain holiday, but the employee must use it as a day off. Employees should request to use their floating holiday PTO benefit in advance per the PTO policy. The floating holiday is a use it or lose it benefit, therefore it will not roll over year to year. All full-time employees must use their floating holiday benefit by September 30th of each fiscal year.

Ardenwood’s team members should follow their current holiday policy. Please see Human Resources for more information.

Paid Time Off

ThriveMore recognizes that its employees are individuals who have interests, obligations, and responsibilities beyond their important contributions and responsibilities in the workplace. The company also understands that from time to time emergencies, illnesses, or important personal matters may arise that cannot be scheduled outside normal work hours. In addition, the company believes it is important that its employees have the opportunity to simply take vacation or personal time free of the demands of the workplace.

For these reasons, ThriveMore provides each employee with Paid Time Off (PTO) time to be used in these circumstances. PTO may be used for vacation, attending to personal matters, holidays, illness, and emergencies. Under this policy, each eligible employee will have flexibility in balancing his or her obligations or her personal needs for time off with pay.

Only full-time employees may earn PTO. Part-time and relief employees are not eligible for PTO.

Employees begin to earn PTO on the first day of employment. However, employees are not eligible to take PTO until completion of the 90-day introductory period. PTO accrued during the 90-day introductory period will not be paid out if employment terminates in that introductory period.

Employees will accrue PTO according to the following schedule:

|  |
| --- |
| Annual Accrual Rates |
| Years of Service | Annual Hours | Annual Days | Accrual Rate per Pay Period |
| **PRIOR TO 01/01/21**0 – 1 Year(Accrual begins after completion of the 90-day introductory period) | 80 | 10 | 4.71 hours(after 90-day introductory period) |
| **EFFECTIVE 01/01/21**0 – 1 Year(Accrual begins on first day of employment) | 80 | 10 | 3.08 hours |
| 2 – 5 Years(Accrual changes on 1st anniversary) | 120 | 15 | 4.61 hours(January-December full-pay periods) |
| 6 – 10 Years(Accrual changes on 5th anniversary) | 144 | 18 | 5.53 hours(January-December full-pay periods) |
| 10 years and greater (Accrual changes on 10th anniversary) | 160 | 20 | 6.15 hours(January-December full-pay periods) |

Due to the need to provide the highest quality service and care to our residents, employees are required to obtain prior approval from their Department Director in order to schedule and take PTO. Employees should be mindful of our mission and our residents and provide as much advance notice as possible. Every effort will be made to accommodate vacation requests, unless business circumstances or staffing requirements do not permit.

As a general rule, all PTO requests should be made as soon as the need to take PTO is foreseeable, and at least three (3) days (72 hours) or more in advance. The company recognizes that on occasion, a sudden illness or other emergency might arise. In such circumstances, use of PTO for illness or emergency must be requested at least two (2) hours prior to the start of the employee’s shift, or if that is not possible due to an emergency or unforeseen situation, as soon as is practicable. Requests to take a week (or more) of PTO is always subject to staffing availability and must be made to the Department Director at least two (2) weeks in advance.

Only in exceptional circumstances will an employee be permitted to schedule more than one (1) week of PTO at a time.

PTO must be requested and used in increments of not less than one hour. Employees may only take PTO that they have accrued and will be paid their current, regular compensation for any PTO taken.

Exempt employees should schedule planned absences in ½ day increments where possible and will be paid their regular compensation. For unscheduled absences not meeting the ½ day requirement, PTO must be added to the hours worked to equal the ½ day threshold.

Cashing in PTO

ThriveMore will allow staff to cash in PTO. There will be a requirement of having 120 hours of PTO in your PTO bank in which you will be allowed to cash in 40 hours annually. This option is available once a year and will be paid in the last payroll of November. The approved form to cash in PTO needs to be submitted to Payroll by November 1.

Donating PTO

ThriveMore will also allow staff to donate PTO to other staff members who work for the company. PTO may be donated for staff members who are impacted by a medical emergency or a major disaster. The following rules will apply to the donation of PTO:

* Donations are voluntary and the maximum number of hours an employee can donate in a year is forty (40) hours. PTO donations must be donated to a PTO donation bank maintained by the company.
* Staff members in need of donated PTO must request in writing by [method of requesting]. Staff members who wish to donate PTO must complete a signed form.
* To be eligible to receive donated PTO, the receiving staff member must: (a) have exhausted all of his or her PTO, and (b) in need of additional PTO due to a medical emergency or major disaster. A medical emergency is a medical condition of the staff member or a family member that requires prolonged absence from work and would result in a substantial loss of income. A major disaster is a national disaster declared by the President of the United States.
* The maximum amount of donated PTO a staff member may receive is eighty (80) hours during any 12-month period. Donated PTO does not have to be “paid back” and may not be used to supplement any disability or workers’ compensation benefits.
* Donated PTO is paid at the receiving employee’s regular rate of pay, subject to all required taxes and withholdings and reported as regular earnings on the employee’s W-2.
* Donated PTO is confidential and except as necessary, the company will not disclose the identity of or information about the staff members who donate PTO, request PTO or receive PTO under this provision.

Carrryover PTO

ThriveMore expects and encourages it employees to use the PTO time available to them each year.  However, employees who do not take all of their accrued PTO in a calendar year may carry over an **unlimited amount** of unused PTO to the next calendar year.

Usage of PTO

Paid Time Off (PTO) provides you with the assurance to still be paid for days of work you may miss due to illness, vacation, emergencies, personal needs and/or mental health days.

Payment of PTO on Termination, Resignation, Retirement, or Change in Classification

1. Effective 10/1/2022, upon an employee’s termination or resignation, or to status of less than full-time, **up to two weeks (10 days/80 hours**) accrued but unused PTO will be paid at one hundred percent (100%) of the employee’s current rate of pay, provided that the employee has no outstanding debts to Thrivemore, and provided that the employee has given proper notice in the event of resignation.  Employees who fail to give proper notice of resignation, or who are terminated due to violation of the Thrivemore policy or due to inappropriate or criminal conduct, will forfeit any accrued and unused PTO. Some exceptions may apply. Please see Human Resources for more information.
2. At retirement, employees will be paid for all accrued but unused PTO at the employee’s current rate of pay.

Leaves of Absence

Leaves of Absence are not granted during a introductory period. A request for leave of absence must be in writing and should be made as far in advance as possible in order to arrange work schedules and duties. The request must be submitted to the employee’s supervisor for approval.

While on an authorized leave of absence, you will not accrue benefits during the leave. An employee who fails to return from leave as scheduled will be considered as having voluntarily terminated his or her employment.

You may continue your insurance coverage during a leave of absence at your own expense. Employees must contact the Administration office to arrange for a continuation of insurance coverage.

For all approved leaves of absence, employees must first use all of their accrued Paid Time Off. The remainder of the leave of absence will be unpaid.

Medical Leave (Non-FMLA)

Employees who have completed the company’s Introductory period are eligible for a medical leave of absence. If you are disabled because of an illness, injury, or pregnancy, you will be granted a leave of absence without pay. Generally, leaves will be granted for a period of six (6) weeks. However, the amount of leave granted will be determined on a case-by-case basis depending upon the amount necessary and if granting such leave can be accommodated without creating an undue hardship for the company.

A medical leave of absence should be requested in writing to your supervisor with a copy to the supervisor no later than 30 days prior to the effective date of your leave. The 30-day notice may be waived when, in the doctor’s opinion, you must leave your job earlier for medical reasons. Written evidence of such opinion from your physician must be presented and the company reserves the right of review.

The Company may not be able to continue your group health coverage during medical leave under the same conditions and at the same level as if you were actively employed. This will depend upon the length of the leave. If not, you will be given the opportunity to elect COBRA or state continuation coverage as applicable. You will not accrue employment benefits such as paid time off while on leave.

If you are granted a leave, you must use all accumulated paid time off as part of the leave. Once accumulated paid leave is exhausted, the remainder of leave will be without pay.

If you do not return to work at the end of your medical leave of absence or if you accept other employment during your leave, you will be separated from employment.

The Company cannot guarantee reinstatement to your former position when you return from your leave of absence (regardless of length). However, every effort given staffing needs and general business needs at the time of your leave will be made to place you in your former job or in whatever job that is available for which you are qualified.

When you return to work from your medical leave, you must provide your supervisor with evidence from your doctor that you are physically able to perform your job.

Extended Medical Leave

The company believes that employees unable to return to work following 12 weeks of FMLA Leave should have available to them an Extended Medical Leave period. Therefore to accommodate those occasions when a longer medical leave period is needed, employees may have an additional 14 weeks of non-FMLA leave. Medical documentation substantiating the need for Extended Medical Leave is required and must be submitted to the supervisor.

The Company will not be able to continue your group health coverage during medical leave under the same conditions and at the same level as if you were actively employed. You will be given the opportunity to elect COBRA. You will not accrue employment benefits such as vacation pay, sick pay, pension, etc. while on leave.

If able to return to work at any time during the Extended Medical Leave time period, the employee can return to a job, but not necessarily the same job held prior to the initial FMLA request. A medical release or “fitness for duty” statement is required before resuming any job duties.

If unable to return to work after Extended Medical Leave, employment will cease at the end of the 26 weeks unless reasonable accommodations can be made to extend the leave without creating an undue hardship for the company. These decisions will be made on a case-by-case basis.

Family and Medical Leave (FMLA)

The Company provides FMLA leave to eligible employees in compliance with the Family and Medical Leave Act as amended.

Employees are eligible for a covered FMLA job-protected leave if they have worked for the Company for at least 12 months, worked 1250 hours over the previous 12 months, and if the employee works at a company worksite in which has at least 50 employees within 75 miles.

**Basic Leave Entitlement**

Eligible employees may take up to 12 weeks of unpaid, job protected leave for the following reasons:

a) the birth of a son or daughter and in order to care for and/or bond with such son or daughter; b) the placement of a son or daughter with the employee for adoption or foster care; c) to care for a spouse, son, daughter, or parent with a serious health condition; d) to care for the employee’s own serious health condition which renders the employee unable to perform the essential functions of the position, e) In accordance with the National Defense Authorization Act

* Eligible employees may take up to 12 weeks family medical leave for a qualifying exigency related to a covered service member on active duty or who has been notified of an impending call or order to active duty. Covered family members include spouse, parent, and child.
* Or an eligible employee who is the spouse, son, daughter, parent, or next of kin of a covered service member shall be entitled to a total of **26 workweeks** for military related medical treatment to care for the service member. Under the caregiver leave the twelve-month period will be calculated rolling forward from the first day of leave.

Leave because of reasons "a" or "b" must be completed within the 12-month period beginning on the date of birth or placement.

**Amount of Leave and Leave Period**

Eligible employees may take up to 12 weeks of FMLA leave during a "rolling backward" leave year, defined as the 12-month period measured backward from the date an employee uses any leave under this policy.

(Note: Spouses working for the company may only take a combined total of 12 weeks for the birth, adoption, or placement of a child into foster child, or to care for a parent with a serious medical condition; or a combined total of 26 weeks to take leave to care for a covered servicemember.)

**Employee Responsibilities**

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

If this is not possible, the employee must at least give notice as soon as is practicable (within 1 to 2 business days of learning of their need for leave). Failure to provide such notice may be grounds for delay of leave. Where the need for leave is not foreseeable, the employee must comply with the same notice and procedural requirements that apply to other similar absences as set forth herein in Section 5.1, except in extraordinary circumstances. The Company has Family Medical Leave forms available from the Human Resource Department. These forms must be used when employees request leave.

**Medical Certification**

For leave for medical reasons, medical certification by the health care provider must be obtained and submitted within 15 calendar days of an FMLA request. Leave may be denied if the certification is not timely submitted, is incomplete, or insufficient. If the certification is timely received but is incomplete, you will be advised of information needed and given seven days to provide the required information to enable the Company to make a decision. Leave may be denied if you do not provide this information. The Company may request a second medical opinion and designate the health care provider if the certification is questionable. If the first and second medical opinions differ, we may require a third opinion which will be final. Any required second and third certification expenses will be paid by the Company.

Medical recertification may be requested every 30 days unless the original certification was for a longer period, or circumstances have changed significantly. In all cases, we may request a recertification of a medical condition every six months in connection with an absence by the employee. Recertifications may be requested under other circumstances as specified in FMLA regulations.

Upon return, the employee must submit to Supervisor medical certification of her/his ability to return to work. The Company may deny work to personnel failing to provide valid fitness for duty certificates. Employees taking FLMA leave must contact their supervisor every 30 days. The employee is required to periodically report her/his intention to return to work.

**Certification of Need for Military Leave**

The Company will require certification of the need for Military Exigency Leave and Military Caregiver Leave. Employees requesting such leave must provide certification within 15 days absent unusual circumstances. Failure to do so may result in delay or denial of FMLA leave.

**Intermittent Leave**

Leave may also be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the company’s operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Employees requiring intermittent or reduced leave for foreseeable medical treatment for their own or a family member’s serious health condition may be temporarily reassigned during the leave period to a position with the same pay and benefits that better accommodates a reduced or intermittent schedule.

**Substitution of Paid Leave**

FMLA leave is unpaid except for the following: employees will be required to take any applicable PTO for any unpaid FMLA leave (where allowed by law), and must take any accrued sick pay for leave involving their own illness. In addition, employees may qualify for short-term disability payments; or may be receiving workers' compensation benefits for a condition that also qualifies for FMLA leave under this policy. Any paid leave that qualifies under this policy will be designated FMLA leave and will run concurrently with it.

**Benefits**

During FMLA leave, the Company will maintain health coverage under our group health plan on the same terms as if the employee continued to work. If paid leave is substituted for unpaid family/medical leave, the Company will deduct the employee's portion of the health plan premium as a regular payroll deduction. If the employee's leave is unpaid, the employee must pay their portion of the premium through personal check. The employee's health care coverage will cease if the premium payment is more than 30 days late. If the employee elects not to return to work at the end of the leave period, he/she will be required to reimburse the Company for the costs of premiums paid by the Company for maintaining coverage during his/her leave, unless the employee cannot return to work because of a serious health condition or circumstances beyond their control.

The employee will not accrue employment benefits such as vacation pay, sick pay, pension, etc. after 30 days on leave, but benefits accrued by the employee up to the day on which the FMLA leave begins will not be lost. Use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the taking of FMLA leave.

If the employee fails to return from the FMLA leave, the Company may recover from the employee any health insurance premiums it paid during the leave on behalf of the employee. In addition, if the employee fails to return to work after the expiration of the FMLA leave, the employee may be required to reimburse the Company for the Company’s share of health and/or dental insurance premiums paid during the period of unpaid leave, unless the employee does not return to work because of: 1) the continuation, recurrence, or onset of a serious health condition either affecting the employee or the employee’s family member which would otherwise entitle the employee to leave under the FMLA, or 2) certain circumstances beyond the employee’s control.

**Status After Leave**

Employees who return to work within or on the business day following the expiration of the approved leave will be returned to their job or an equivalent position with the same benefits or pay. However, employees on leave will have no greater right to reinstatement than if they had been actively employed. If the need for leave was due to the employee's own serious health condition, the company will require that the employee provide medical certification that they are able to return to work. You may obtain a "fitness-for-duty certification form" from Human Resources.

**Other Provisions**

Any intentional misrepresentation to obtain or continue a leave of absence constitutes grounds for immediate termination.

**More Details**

To apply for the leave, or for more details about this policy, contact your supervisor.

Military Leave of Absence

You will be granted leave for voluntary or mandatory reserve training periods that may be required by the Armed Forces of the United States. If on military leave, you have the option to use accrued PTQ hours or take unpaid leave.

While on military leave, you may continue to participate in all insurance benefits with appropriate Company contributions for a maximum of 30 days. Benefits of the profit sharing plan attributable to accumulative service with the Company will continue to be earned, provided you return to employment within the period of time during which you have employment rights under any applicable Federal Law.

Personal Leave of Absence

A situation may arise in which it becomes necessary for you to be absent from work for an extended period of time. A personal leave of absence without pay may be granted for good cause and shall not exceed a maximum of 30 days. However, an extension of your leave may be granted upon approval of an advanced written request.

A personal leave should be requested in writing to your supervisor with a copy to the Human Resources Department no later than 30 days prior to the effective date of your leave, except in emergency situations. Approval is based upon the merits of each case.

Insurance premiums must be paid in full by you during a personal leave if you wish to continue your insurance coverage for this period of time. This may be arranged through the Human Resources Department.

If you do not return at the end of your approved leave, or if you accept other employment during your leave, you will be terminated. The Company cannot guarantee reinstatement to your former position when you return from your leave of absence. However, every effort will be made to place you in your former job or in whatever job that is available for which you are qualified, when you are able to return to work without loss of service credits.

Closing

Summary

This employee handbook has been compiled to inform you of Company practices, policies, and benefits. We encourage both you and your family to become familiar with its contents since much of it is important to them also.

Because these policies, work rules, and benefits may change from time to time, you as an employee should always consult with your supervisor as well as your handbook if you have any questions about any material included here. Replacement pages will be distributed as changes occur.

Receipt of Handbook

I have received a copy of the ThriveMore Employee Handbook which outlines the benefits, policies, and employee responsibilities to the organization. I acknowledge that I am required to read and abide by the policies included in this employee handbook.

Since the information in this Handbook is necessarily subject to change as situations warrant, it is understood that this not an employment contract and that changes in policies may supersede, revise, or eliminate the policies as stated in the Handbook. Changes may be made with or without advance notice. Further, I understand that my employment is “at-will” and I may resign at any time or (Company) may terminate my employment with or without cause and with or without advance notice.

This employee handbook is not intended as an exhaustive compilation of ThriveMore’ expectations, but rather it provides information on certain policies and benefits which are currently in effect. These policies may be modified or supplemented, as part of our continuous effort to improve operations and to make ThriveMore a better place to work.

As of its issue date, this employee handbook replaces all previously distributed editions. Any policy contained in any previous employee handbook which does not appear in this edition, or is different from the information provided in this edition, is invalid.

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Employee Signature

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date Signed

Handbook Receipt - Intranet

“I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(date), have been given access to *ThriveMore’* on-line employee handbook which outlines the policies, practices, and benefit guidelines of the facility. I have been trained in the use of the system and I understand how to access the system to view the handbook. I agree to read and study its contents and be guided by the policies and procedures contained in the on-line handbook.

Since the information in this handbook is necessarily subject to change as situations warrant, it is understood that this is not an employment contract and that changes in policies may supersede, revise, or eliminate the policies as stated in this handbook. Changes may be made with or without advance notice. I also understand that where differences occur, the official policies, procedure, or benefit plans are the governing documents.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date Signed