



Acadiana Management Group, LLC And Affiliates



TEAM WORK

**"Coming together is a beginning.
Keeping together is progress.
Working together is success."**

EMPLOYEE HANDBOOK

Revised 9/20/2018

**ACADIANA MANAGEMENT GROUP, LLC
AND AFFILIATES (AMG)
EMPLOYEE HANDBOOK**

Revised 9/20/2018

DISCLAIMER

This AMG Employee Handbook (herein referred to as “Handbook”) contains general statements of Acadiana Management Group, LLC & Affiliates (noted as AMG for remainder of this document) policy, and should not be read as including the fine details of each policy or as forming an express or implied contract or promise that the policies discussed in it will be applied in all cases. AMG reserves the right to modify, add, or revoke specific policies and/or benefits in the manual at any given time; and will try to keep the manual current, but there may be times when policy will change before this manual can be revised.

AMG MISSION, VISION and VALUES

AMG Mission: An unyielding commitment to Patients, People and the Pursuit of Healing.

AMG Vision: Aim for Excellence
Make a Difference
Grow Relationships

AMG Values:

Integrity

Inspiring trust through one's moral and ethical standards by having the courage to do what is right.

Standards of behavior:

- Communicate honestly with confidentiality
- Follow through with commitments
- Treat others the way you want to be treated
- Be responsible for one's actions

Community

Connecting people and enhancing relationships.

Standards of behavior:

- Create an environment that makes people feel welcomed
- Come together to support and serve
- Promote volunteerism
- Respect cultural differences

Compassion

By walking in the shoes of others, we can meet their emotional and physical needs.

Standards of behavior:

- Respond to needs in an effective and timely manner
- Be caring
- Treat others with dignity and respect

Excellence

Always striving to be extraordinary.

Standards of behavior:

- Lead by example
- Be a good steward of resources
- Maintain high ethical standards
- Be a progressive organization
- Ensure delivery of safe, quality care

AFFILIATE COMPANIES

The affiliates of AMG currently include:

Acadiana Management Group, LLC - AMG Corporate Office (in Lafayette, LA)

Lafayette Physical Rehabilitation Hospital (in LA)

AMG Specialty Hospital - Mercy (in Oklahoma City, OK)

AMG Specialty Hospital - Zachary (formerly Feliciana, in LA)

AMG Specialty Hospital - Lafayette (formerly Park Place, in LA)

AMG Specialty Hospital - Albuquerque (in NM)

AMG Specialty Hospital - Houma (in LA)

AMG Specialty Hospital - Central Indiana, Muncie & Hancock (2 campuses)

AMG Specialty Hospital - Las Vegas (in NV)

North Alabama Specialty Hospital (in Athens, AL)

Covington AMG Physical Rehabilitation Hospital (in LA)

AMG Specialty Hospital - San Antonio (in TX)

PHILOSOPHY

AMG exists for the sole purpose of serving our customer, the patient, with methods that are compassionate, current, and cost effective. Patient satisfaction is the most important product we produce. The needs of our patients are top priority and **you, the employee**, are the key to the success of our organization.

PATIENT CARE PRACTICES

Employees are expected to serve patients promptly and politely, answer questions in a detailed courteous manner seeking assistance when necessary, and clearly directing patients toward recuperation. Patients or employees who feel they have not received or that we are not practicing these courtesies are directed to see the Chief Executive Officer (CEO) or the Chief Clinical Officer (CCO).

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OUTSIDE BACK COVER – AMG COMPLIANCE HOTLINE

I. EMPLOYMENT

A. APPLICATION FOR EMPLOYMENT

Applications may be obtained during normal daily office hours (8:00 a.m.-4:30 p.m.) at the Front Desk or through Human Resources. When completed, the application must be returned to the Receptionist at the Front Desk or Human Resources. All open positions require an application, even if you are a current employee. All applications for employment are to be filed through the Human Resources Department. Department Heads will interview and test candidates for employment in an effort, to obtain the best-qualified applicant for the position.

B. PRE- and POST-EMPLOYMENT REQUIREMENTS AND HEALTH CERTIFICATIONS

All employees will be required to have a drug screening and background screening completed in advance of beginning their employment. In states where fingerprinting is required for new employment with a hospital, this will also be completed. All employees are required to have a post-employment review of their employee health history with the designated Employee Health Nurse.

A mandatory 2-step TB skin test will be administered upon hire. The results will be recorded in the employee's health file. All employees will be required to receive an annual TB skin test or complete an annual TB questionnaire as required based on the facility risk assessment and state requirements. Failure to comply with this requirement will be sufficient grounds for termination of employment

C. EQUAL EMPLOYMENT OPPORTUNITY

AMG is committed to providing Equal Employment Opportunity (E.E.O.) in full compliance with Title VII of the Civil Rights Act of 1964, as amended and any and all relevant state and/or federal employment discrimination laws. It is the policy of the Company to give equal opportunity to all qualified applicants and employees without regard to race, color, religion, sex (including gender identity or sexual orientation), ethnicity/national origin, marital status, citizenship status, on the basis of age as defined by law, pregnancy, genetic information, ancestry, the basis of physical or mental disability unrelated to ability to perform the work required, or status as military or a covered veteran in accordance with applicable federal, state and local laws. The company will offer anyone with a disability "reasonable accommodations" necessary to perform the essential functions of the job, unless accommodation creates an undue hardship to the company.

Human Resources is responsible for the monitoring of AMG's E.E.O. policy. Human

Resources will:

1. Audit the Company activities to ensure compliance.
2. Represent the Company in dealing with the Federal and State Agencies.
3. Provide counsel to all employees regarding all provisions of the policy.
4. Ensure that all Company-originated documents contain required E.E.O. statements.

It is the responsibility of all management personnel to support the Company's commitment to E.E.O. This will include assuring that:

1. All employees under their direction are aware and knowledgeable of the Company policy and applicable State and Federal statutes.
2. Members of protected groups are equally considered for opportunities that become available.
3. Recruitment activities encourage the employment of members of protected groups.
4. The Chief Executive Officer (noted as CEO for remainder of this document) and Corporate Human Resources are notified promptly of any Federal or State discrimination charges.
5. Specific job descriptions exist and are used in the selection process. Hiring decisions are based on job-related criteria.

Equal Opportunity as to employment, compensation, benefits, promotions, transfers, training, recruiting, social and recreational programs, terminations, or any other conditions of employment shall be afforded to all employees without consideration as to the race, color, religion, sex (including gender identity or sexual orientation), ethnicity/national origin, marital status, citizenship status, age, pregnancy, genetic information, ancestry, the basis of physical or mental disability unrelated to ability to perform the work required, or status as military or a covered veteran.

D. PERSONNEL RECORDS

Each company location will maintain personnel records for their employees.

1. All employees' records must include the following:
Name, address, telephone number, social security number, date of birth, name and address of next of kin or guardian/emergency contact, evidence of qualifications, licensure, certification or registration (if applicable), contracts (if applicable), and dates of employment and separation from the Company.
2. All personnel folders will include a record of employment history with the Application for Employment. Submission of such history is a

condition of employment. All possible efforts will be made to verify this history.

3. If you move, marry, divorce, change name, change phone numbers, change address, increase or decrease dependents, you must notify Human Resources and complete necessary forms for the change.

E. JOB DESCRIPTIONS

The Company will provide all new employees with a clearly stated job description, which will be utilized as an instrument for measurement of performance. Job descriptions are written for all positions within the Company. The employee is required to review and analyze the individual job description and ask whatever questions occur for the purposes of clarifications.

F. INTRODUCTORY PERIOD

All employees are hired on a trial basis for a period of 90 days. During this period, employees are not eligible for any wage increase. This introductory period gives the employee an opportunity to decide if he/she wants to become a permanent employee of this facility, and in turn, allows this facility to evaluate an employee's work, attitude, dependability, and relations with fellow employees. At the end of the 90-day trial period, a 90-day performance evaluation is made by the supervisor as to the employee's suitability for the position held, progress in work performance, dependability, knowledge of duties, general conduct, appearance and attitude. If the CEO and/or supervisor agree that the employee will be an asset to the Company, the employee is accepted as a regular employee, or in some instances, temporary status may be extended to allow correction in performance.

Our Company operates under VOLUNTARY AT-WILL EMPLOYMENT guidelines meaning that the Employer reserves the right to terminate an employee, **without notice**, at any time during this introductory period, if the employee's work, conduct, or attitude should fail to meet facility standards as established within its Policies and Procedures, or if the employee is unable to perform job duties as assigned by his/her supervisor.

G. EMPLOYMENT STATUS DEFINITION

1. FULL-TIME EMPLOYEE

Any individual employed and reasonably expected to work 30 hours or greater per week. Full-time employees are eligible for Group Health Insurance, Group Dental Insurance, Life Insurance, Long-Term Disability Insurance, participation in our voluntary insurance benefits and Holiday\Sick\Vacation

pay benefits on the 1st day of the month following the completion of 60-days employment. Full-time employees are eligible for participation in the 401(k) retirement plan after meeting their 1-year anniversary, at the next enrollment period. Enrollment periods are January 1st and July 1st each year.

2. PART-TIME EMPLOYEE

Any individual employed and reasonably expected to 20-29 hours per week. Part-time employees are eligible for participation in our Vacation pay benefits after the completion of the 90-day introductory period; and participation in the 401(k) retirement plan after meeting their 1-year anniversary, at the next enrollment period. Enrollment periods are January 1st and July 1st each year. A Part-Time employee is deemed a Variable Hour employee and will only be eligible for health insurance based on Federal Law.

3. PRN EMPLOYEE

Any individual employed and reasonably expected to work below 19 hours weekly, on an as needed basis, or as a temporary. This employee is not eligible to receive company benefits. A PRN employee is deemed a Variable Hour employee and will only be eligible for health insurance based on Federal Law.

4. SALARIED (EXEMPT) EMPLOYEE

Those employees exempted from provisions of the wages and hour laws. These employees are on an annual salary basis and are not paid additionally for hours worked beyond the regular 40-hour work week.

5. NON-EXEMPT EMPLOYEES

Non-exempt employees are under the provision of wage and hour laws. These employees are paid an hourly wage and must punch the time clock. They are automatically eligible for overtime for any hours worked beyond 40 hours in a period of one week.

H. RESIGNATION

All regular, full-time employees are expected to give the following minimum notice of resignation.

1. Clerical, Aides, Techs, Non-managers - two (2) weeks
2. Managers, Nurses (LPNs/RNs), Therapists, Clinical Liaisons - two (2) weeks
3. Department Heads, Supervisors, Directors, CCO, CEO - one (1) month

Failure to comply with this requirement automatically forfeits all benefits owed the employee. All resignations **MUST** be made in writing and turned in to the Department Head and then to Human Resources as soon as you announce your resignation.

Upon resignation or termination, you will be paid all wages due through your last day of work on the next scheduled payroll, unless state law requires a different payment schedule. Severance pay and/or accrued sick hours are not granted upon termination or resignation.

Before you leave your job with this Company, all facility property, such as keys, access fobs, manuals, cell phones, iPads/tablets, computers, id badges, books, etc., must be returned. At this time, a meeting may be arranged with the applicable Director, CEO, or Human Resources to clear up any questions or areas of concern. This is called an exit interview.

II. EMPLOYEE RELATIONS

A. SAFETY

Workplace safety is vital to the long-term success of our Company and safety is everyone's responsibility. Your safety and that of the patients and your co-workers requires your constant attention. Monthly Safety Education in online/meeting form is MANDATORY for every employee. Please observe the following:

1. You have the responsibility to follow all posted, written and spoken safety departmental and facility rules, in order to prevent injury to yourself and/or others.
2. You have a duty to know and understand the safety rules and expectations of your job, and a requirement to immediately report unsafe conditions to Supervisors.
3. Exercise care when lifting patients and seek lifting assistance to insure safe employee practices for all involved.
4. Follow operating instructions carefully when using equipment.
5. Never operate electrical equipment with wet hands.
6. Never allow patient baths or showers while any appliance is plugged into an electrical outlet in the bathroom.
7. Always exercise extreme caution when handling and disposing of needles or sharps.
8. Remove from walkways any item, which could cause someone to slip, trip, or fall.
9. Always pay attention to wet floor signs.

B. DISASTER PLAN

Health care facilities and personnel become vital community resources when disaster occurs. If a disaster occurs, all FACILITY personnel are expected to participate in the

facility's Disaster Plan. Review your Disaster Plan regularly; copies are located at the Nurses' Station, Administration, Human Resources and Maintenance/Housekeeping. Essential staff needed during a disaster are expected to have a pre-determined plan for how their family will be cared for when they are on duty. Disaster drills are held routinely. You are responsible for knowing what to do during a drill and during an actual disaster. In the event of a disaster, remain calm and remember these basic points:

1. Listen for alarms and turn on the radio for any instructions.
2. Do not leave the building or allow patients to leave the building unless you are given an evacuation order by the designated person in charge.
3. Stay inside. If the building starts to shake or move, get all patients and yourself under something very firm: i.e., a desk, a well-supported table, an arch, or a doorway.
4. Avoid glass. Keep patients and yourself away from windows and any place where bottles may fall and break.
5. Never permit lit matches or smoking if you are in a damaged building. Gas lines may have been broken and a fire hazard may exist.
6. When it appears calm and safe to move about, proceed with caution. If there is significant damage, the building may have become unstable and many items may still fall and could cause injuries.
7. Certain natural disasters are unpredictable. The eye of a hurricane is a false calm. Tornadoes have been known to double back. Earthquakes always have after shocks. Always continue your disaster duties until the all-clear signal is given.

C. FIRE PLAN

A fire can be a great hazard in a patient care setting. Know the location and types of fire extinguishers at work and how to use them. Review your Fire Plan regularly. Copies are located at the Nursing Station, Administration, Housekeeping, and Maintenance. Fire drills are held routinely. You are responsible for knowing what to do during a drill and during an actual fire.

If you should discover smoke or a fire, **DO NOT** shout "**FIRE!**" Remain calm and follow these basic steps:

1. Remove any patient or injured person from immediate danger, if you can do this without harming yourself.
2. Close the door to the room of the smoke or fire.
3. Activate the fire alarm system and/or have someone call the Fire Department with the exact location of the smoke or fire.
4. Close the doors to all rooms and hallways in the building.
5. Get yourself and the patients down low if there is smoke.

6. Test doors by feeling if they are hot--before opening them. Use the back of your hand.
7. Use the proper fire extinguisher only if you are knowledgeable of its operation.
8. The welfare of the patients should be your top priority at all times.

D. FIRE PREVENTION

Fire prevention is especially important in health care facilities. Remember and follow these basic rules:

1. Check electrical cords before plugging them into electrical outlets. Do not use worn, frayed, or damaged cords.
2. Avoid the use of extension cords, multiple plug adapters, or personal appliances at work.
3. Always store flammable material in a cool, uncluttered, locked place. Never permit smoking or lit matches or lighters around flammable material.
4. Heated or hot electrical cords, electrical outlets, or walls means that there is something wrong with the wiring or electrical equipment. Unplug the equipment and tell your supervisor about it immediately.

E. BULLETIN BOARDS

The facility has one or more employee bulletin boards. They are used to let you know about what is going on in your facility. Important notices about your job are posted there. Changes in facility rules, policies, and procedures are also placed there. Any available job openings will be posted there, and on the company website for the facility under the "Careers" section. Please ask your supervisor to point out your employee bulletin board if you do not know where it is located. Be sure to check it frequently. **You** are responsible for keeping up to date by reading your employee bulletin board. If you wish to have an item posted on the bulletin board, check with Administration. The request will be approved or denied. **Employees are not allowed to post any item without authorization.**

F. CONFIDENTIALITY

Any internal business affairs of the Company, particularly confidential information, represent proprietary assets each employee has a continuing obligation to protect. Employees are prohibited from attempting to obtain confidential information for which they have not received access authorization. Information designated as confidential is to be discussed with no one outside the organization and only discussed within the organization on a "need to know" basis. An employee who engages in unprofessional conduct by reason, of a breach of confidentiality will be subject to disciplinary action up to and including termination of employment.

G. PRIVACY

The facilities must make reasonable efforts to prevent uses and disclosures that are not permitted in the HIPAA Privacy Rule. This includes having reasonable administrative, technical, and physical safeguards in place to prevent impermissible uses and disclosures. In determining what safeguards are “reasonable,” facilities should use the viewpoint of a prudent health care professional. All forms of communications must be limited to that which is minimally necessary to achieve the intended purpose. Reasonable safeguards must be taken to prevent disclosure of information beyond that which is minimally necessary and to prevent disclosure to persons who do not need the information to perform their job function.

Employees are responsible for the following reasonable safeguards including:

- Taking reasonable precautions to keep medical records, OR records, lab reports, x-rays, etc. out of view of other patients, visitors, guests and/or the waiting area.
- Never allow patients or guests/visitors behind the nurse station areas.
- Making reasonable attempts to keep conversations quiet when patient information is being discussed among employees in a common area.
- Taking patients to a private area or speaking quietly when discussing protected health information (for example, extensive discussions regarding treatment, medical history, and current problems should not be conducted in common areas).
- Avoiding talking about patients outside of the facility (for example, in elevators, hallways, or at restaurants during lunch hour).
- Preventing the use of Protected Health Information (PHI) or Personally Identifiable Information (PII) when communicating via e-mail, text messaging or when posting information on the Internet (e.g., discussion groups, social networks).

H. MANDATORY MEETINGS, EDUCATION AND TRAINING

AMG and all associated facilities are committed to effective company communication, ongoing education, and annual competency/skill events for employees. Communication with employees plays a vital role in quality of patient care, the patient experience, employee satisfaction and company success. Education and annual competency/skill events maintain regulatory compliance for employees and the company, and support greater knowledge and improved skills for employees.

A Mandatory meeting is one you, the employee, are expected and required to attend, and your absence will be noted. Attendance is recorded for all Mandatory events. Any hourly/non-salaried employee required to attend a Mandatory event will be paid for all time spent at a Mandatory Meeting,

Education or Training, including if it were to put the employee into overtime. Salaried employees, even on scheduled days off, are compensated through their normal salaries. Three unexcused absences from mandatory meetings can result in termination.

III. EMPLOYEE BENEFITS

A. TIME OFF

AMG provides time off with pay for all full-time employees, after 60-days employment, to enjoy a period of rest and relaxation during holiday periods and in time when illness or family emergencies occur.

1. HOLIDAY SCHEDULE

There are SEVEN (7) days of holidays allotted a year (a total of 56 hours).

	<u>Administrative</u>	<u>Clinical</u> <u>(12-hr shift employees)</u>
* New Year’s Day		
* Easter Holiday	Good Friday	Easter Sunday
* Memorial Day		
* Fourth of July		
* Labor Day		
* Thanksgiving Day		
* Christmas Day		

Additional holidays may be added/deleted at the sole discretion of AMG.

Holidays will be paid in the following manner:

1. **Eligible full-time employees** will be paid eight (8) hours holiday pay provided the employee has worked in the pay period during which the holiday occurs.
2. In the event that an employee is not able to take the holiday off and is scheduled to work the holiday, he/she is paid time and a half based on the employee’s base rate per hour worked.
3. **Eligible full-time employees** who work on a designated holiday will receive up to eight (8) hours of vacation pay deposited in their vacation accruals.
4. If an employee is scheduled to work a holiday and calls in or does not work that holiday, the employee will not receive holiday pay for that day unless the employee presents a valid doctor’s excuse stating that the employee was unable to work for the day(s) missed.

2. VACATION TIME

Annual leave is earned and accrued based on length of service as follows:

1-3 years' service	Maximum of 3.08 hours accrued per 80-hour pay period
3 + years' service	Maximum of 4.61 hours accrued per 80-hour pay period

All full-time employees begin earning annual leave on date of hire and only accrue time for eligible hours worked. An employee may use vacation hours earned only after 60-day anniversary. AMG policies and procedures must be followed when taking vacation time. Vacation time may be accrued from year to year up to 240 hours. If an employee reaches their maximum of 240 hours, then they will not accrue any additional vacation time until their accrued time is used. Vacation pay does not count as actual hours worked for purposes of calculating overtime.

You must fill out the proper vacation request form at least 72 hours in advance and have the approval of your supervisor and the CEO. Failure to timely turn in a vacation request form to the Business Office/Payroll could result in the loss of vacation time on that payroll period. Available vacation time will be posted on your payroll check. Please contact Human Resources/Payroll to obtain a vacation/sick leave request form, and a listing of the hours you have available.

Vacation time is selected and requested by the employee, and subject to the approval by the appropriate department manager. Vacation pay is based on the employee's standard workday and workweek. Vacation does not count as hours worked for purposes of calculating overtime. Vacation pay advances are not permitted and vacation payout during active employment is not permitted.

A terminated employee will be paid for any earned (but not used) vacation time after termination. No employee will be paid for vacation if employment is terminated within the first ninety (90) days.

3. SICK TIME

All full-time employees earn a maximum of 1.53 hours accrued per pay period for eligible hours worked (40-hours sick time maximum accrued per year). Sick hour maximum carryover per year is 100 hours. Sick time may be taken with the approval of the employee's supervisor. You must follow AMG procedures and fill out the proper forms. Failure to turn in forms to the Business Office/HR/Payroll may result in the loss of sick time for that pay

period. Sick pay does not count as actual hours worked for purposes of calculating overtime.

4. ABSENCES AND TARDINESS (*Reference Policy # I.B.2.71 of AMG Policies and Procedures I binder at your Facility, or on PolicyStat online*)

Time off for a scheduled absence should be requested prior to the schedules being posted. Once the schedules are posted, it is the employee's responsibility to arrange coverage for requested and approved time off.

As soon as you find that you are unable to be on duty because of illness, or for any reason, you must call in and notify your supervisor. Notification must be made at least two (2) hours prior to scheduled reporting time. Employees shall not leave messages with other employees or on voice mail or text regarding an absence. **Failure to call in** is considered grounds for disciplinary action, up to and including termination.

Any employee who has been under the care of a physician for any illness or surgical procedure requiring absence from duty must present a statement from the physician giving permission to return to work and state any limitations or restrictions.

Regular attendance is a necessary condition of employment, and continued employment requires a good attendance record. Frequent absence, tardiness or leaving early puts a burden on other employees and affects department performance. Employees who fail to give a minimum 2-hour advanced notice to their manager (or designee) of an absence, or of leaving a shift early, or are tardy reporting to work or have missed punches, will be subject to disciplinary action for violations of the Time and Attendance Policy.

This Time and Attendance policy applies to all Full-Time, Part-Time and PRN employee's.

All employees are expected to be punctual in reporting to work. The following stipulations apply regarding absence from duty:

a. SCHEDULED ABSENCES

A scheduled absence is defined as time off work approved in advance by your manager.

Time off for a scheduled absence should be requested prior to the schedules being posted. Once the schedules are posted, it is the employee's responsibility to arrange coverage for requested and

approved time off. The following are examples of scheduled absences that will generally not adversely affect the employee's attendance record, assuming the appropriate procedures are followed:

1. Scheduled vacation absences approved by the department head or supervisor submitted at least 72 hours in advance of the time of the absence.
2. FMLA leaves or other medical leaves of absences.
3. Absence due to death in the immediate family (Bereavement Leave).

Immediate family is defined as: spouse, domestic partner, child, mother, father, grandmother, grandfather, mother-in-law, father-in-law, sister, sister-in-law, brother, or brother-in-law. The employee must be able to present, upon request, verification of the death in the form a newspaper obituary or the like. Bereavement leave or vacation time may be requested.

4. Absences due to unforeseen personal emergencies. Vacation time may be requested.
5. Absences due to jury duty. These absences must be accompanied by appropriate documentation. Three (3) paid days are allowed for Jury Duty. If over 3 days, vacation time may be requested.
6. Absences due to Military leave. These absences will not be paid unless the employee has available paid time off accrued, and must be accompanied by appropriate documentation.
7. Absence recommended by Company for an investigation, or review of a disciplinary issue of an employee.
8. Approved leaves of absence.
9. A work-related injury of an employee.

b. UNSCHEDULED ABSENCES

Time off from work that is unplanned is an unscheduled absence. Should an employee be absent from work for any reason, **it is that employee's responsibility to notify their Manager directly at least two (2) hours prior to the start of the shift.** Employees shall not leave messages with other employees or on voice mail or text regarding an absence. **Failure to call in** within these guidelines shall result in disciplinary action, up to and including, termination.

If an employee is absent more than three (3) consecutive calendar days, under medical attention, and has notified their Manager, he/she must provide their Manager with a medical statement from the physician upon return to work. However, an employee may be asked to submit such

verification for periods less than three (3) days, if absence record warrants such action. Providing a physician statement **does not** excuse an employee from an attendance occurrence. The physician statement must:

- Indicate that the employee has been released to return to work without restrictions; and
- Be signed and dated by the physician.

An Unscheduled Absence occurring as follows may require physician documentation based on the discretion of the Manager/Supervisor:

- Before or after a Scheduled Absence
- Before or after designated hospital holidays
- On weekends

If documentation is not presented, the employee will not be eligible to use sick time for the unscheduled absence. In addition, if the unscheduled absence occurs on the weekend/holiday, then the employee must make-up that weekend/holiday. The make-up weekend will be scheduled at the discretion of the nurse manager according, to the staffing needs of the unit.

Tardiness: Definition: failure to be in assigned work area and ready to begin work at the scheduled starting time, when other previous arrangements have not been made and approved.

Employees are expected to notify their manager promptly, if possible, that they may/will be late. Employees shall not leave messages with other employees or on voice mail or text regarding Tardiness. However, the giving of notice or reason for Tardiness **does not** excuse the Tardiness. If the time and attendance system, in your facility, allows for a seven minute “grace period” when clocking in then clocking in eight minutes past your scheduled starting time will result in a Tardy. For those facilities without a system that allows a grace period, the tardy time will be set by hospital leadership.

If an employee is tardy, he/she must receive prior approval from your manager to stay beyond their scheduled time to “make up” time.

Repeated and habitual tardiness will not be tolerated, as regular attendance is a necessary condition of employment, and continued employment requires a good attendance record.

Missed Punches – Employees are expected to utilize the time clock when arriving to work, leaving for lunch, returning from lunch, and clocking out for the day. Failure to do so will result in a Missed Punch. Any employee having a missed punch must complete a Time Exception Form and have it signed by the Charge Nurse or Supervisor. In the event of a time clock system failure, the Charge Nurse must witness and verify the clock error and sign your Time Exception Form. Signed Time Exception Forms must be submitted to the payroll coordinator/Administrative Assistant no later than the payroll ending date. Preferably prior to the end of shift where missed punch occurred.

c. ATTENDANCE OCCURENCES

Employees will be monitored for frequency of Unscheduled Absences, Tardiness, Missed Punches and Non-Compliance with Flexing Off Policy (B.2.39), as follows:

One (1) Unscheduled Absence	=	One (1) Attendance Occurrence
Three (3) Tardies	=	One (1) Attendance Occurrence
Three (3) Missed Punches	=	One (1) Attendance Occurrence
Refusal to accept requested on call status when being flexed off	=	One (1) Attendance Occurrence
Failure to report for work when placed in on call status	=	One (1) Attendance Occurrence
“No Call/No Show”	=	One (1) Attendance Occurrence
Inclement Weather/Disaster Event	=	One (1) Attendance Occurrence
Holiday	=	One (1) Attendance Occurrence

An Unscheduled Absence for identifying Attendance Occurrences is defined as a single day absent or a series of consecutive days absent. Consecutive days are considered scheduled work days, not necessarily calendar days.

Example: If Monday and Wednesday are days absent, but the employee was not scheduled on Tuesday, then Monday and Wednesday are considered consecutive days and counted as one Attendance Occurrence.

LOW TOLERANCE ATTENDANCE OCCURENCES:

* **“No Call/No Show” Attendance Occurrence** – Employee is considered a “no call/no show” when they fail to call in and fail to

show up for their scheduled shift.

* **Inclement Weather/Disaster Event Attendance Occurrence** – Calling in and/or failing to show up for a scheduled shift or employee recall during a designated Inclement Weather or Disaster event.

* **Holiday Attendance Occurrence** – Calling off for a shift the day before, the day of, or the day after a designated holiday without prior approval from the employee’s supervisor.

* First (1) Attendance Occurrence of “No Call/No Show” OR “Inclement Weather or Disaster Event” OR “Holiday” will receive a Final Written Warning due to the severity of the Attendance Occurrence. Two (2) Attendance Occurrences of any combination of these three * within rolling twelve-month period will result in termination of employment.

* **“No Call/No Show”, Inclement Weather/Disaster Event and Holiday Attendance Occurrences** are tracked separately from other noted Attendance Occurrences.

If an employee has excessive Attendance Occurrences, appropriate corrective action will be taken.

1. Attendance will be monitored on a “rolling” twelve (12) month period. When an Attendance Occurrence is identified, the attendance will be reviewed from that month back twelve (12) months to determine the total number of Attendance Occurrences.

Example: If there is Unscheduled Absence in November, then attendance will be reviewed from November back to December of last year and all Attendance Occurrences will be added up for those twelve (12) months.

2. Upon the fifth (5th) Attendance Occurrence in any twelve (12) month period, the employee will be counseled by their manager. A Disciplinary Action Form will be completed and marked “Verbal Warning”.
3. Upon the seventh (7th) Attendance Occurrence in any twelve (12) month period, the employee will be counseled again by their manager. A Disciplinary Action Form will be completed and marked “Written Warning”.

4. Upon the eighth (8th) Attendance Occurrence in any twelve (12) month period, the employee will be counseled one last time by their manager. A Disciplinary Action Form will be completed and marked “Final Written Warning”.
5. Upon the ninth (9th) Attendance Occurrences in any twelve (12) month period, the employee will be terminated.

If an employee is absent from duty without proper notification to or approval from their manager for three (3) or more consecutive scheduled working days, the employee will be considered to have voluntarily resigned.

d. 90-DAY INTRODUCTORY PERIOD ATTENDANCE GUIDELINES

Given the short duration of employment, AMG applies a more restrictive standard for attendance during your 90-day introductory period of employment.

- Upon the 1st Attendance Occurrence during the Introductory period – Verbal Warning
- Upon the 2nd Attendance Occurrence during Introductory period – Written Warning
- Upon the 3rd Attendance Occurrence during Introductory period – Separation of Employment
- A No Call/No Show within 90-Day Introductory Period will result in immediate termination.

5. BEREAVEMENT

It is the policy of the Company to provide a regular full-time and part-time employee with bereavement pay of up to two (2) days in the event of a death in their **Immediate Family** (as defined in 4(a)(3) above). The employee must be able to present verification of the death in the form of a newspaper obituary or the like.

6. PERSONAL LEAVE GUIDELINES

Personal leave may be granted for a period up to ninety (90) days without pay at the discretion of the supervisor/department head and CEO, as defined in Policy # B.2.98. Upon return, there is no guarantee of position or rate of pay.

7. FAMILY LEAVE GUIDELINES

1. Family leave for up to twelve (12) weeks a year will be granted to qualified individuals for one or more of the following:
 - A. For the birth of the employee's child and to care for the newborn child (birth, placement for adoption or foster care);
 - B. For the placement with the employee of a child for adoption or foster care and to care for the newly placed child within one year of placement;
 - C. For the care of the employee's spouse, child or parent who has serious health condition;
 - D. For serious health conditions, which make the employee unable to perform his/her job; or
 - E. Any qualifying exigency arising out of the fact that the employee's spouse, son, daughter, or parent is a covered military member on "covered active duty".
2. Employees with management approved leave will be required to use all accrued sick and vacation time until exhausted. All leave, other than that which is covered elsewhere in our policies and guidelines, will be unpaid.
3. Leave for the care of the employee's child (birth, placement for adoption or foster care) shall be compensated at one week of paid time for each year of the employee's service at the time of each event with a maximum of up to eight weeks. Subsequent leaves only qualify for time served after any previous benefit has been used.
4. Employee shall always attempt to provide the company thirty (30) days notice, prior to the commencement of "leave" date.
5. The employee may not be guaranteed his/her same job upon return, dependent on the type of leave.
6. The employee is responsible for making arrangement with the Human Resources Representative, to pay his/her portion of employee elected insurance benefits while on leave.

B. INSURANCE COVERAGE

Full-time employees are eligible for participation in health insurance, dental insurance, life insurance, and long-term disability insurance coverage benefits on the 1st day of the month following the completion of 60-days employment. Variations of family coverage are available at the employee's expense, by payroll deduction. Additionally, voluntary insurance options of vision insurance, short term disability insurance, basic term life insurance, cancer insurance, accident insurance, universal/whole life insurance, and critical illness coverage are available to all full-time employees. Contact Human Resources for instructions on how to sign up for these benefits during your initial orientation, through *Electronic Enrollment*. The employee is responsible for *Electronic Enrollment and/or Declination/Waiver* if

he/she would like to enroll in/decline coverage for any/all insurance programs offered. *Electronic Enrollment* MUST be completed by each full-time new hire within the first week of hire. During this call for *Electronic Enrollment*, all Full-Time employees will give the Beneficiary Designation for company provided/related life insurance. After initial enrollment, insurance coverage modifications or cancellations can only be completed at Open Enrollment, within 30 days of an employee Qualifying Event, or with an employee change of status.

In any states where number of hours worked determine requirements for offering insurance benefits, the company operates in accordance with state regulations.

Part-Time and PRN employees are deemed a Variable Hour employee and will only be eligible for health insurance based on Federal or State Law requirements.

C. OTHER BENEFITS

1. WORKERS COMPENSATION

Employees are covered by the provisions of the Worker's Compensation Act. Each and every accident/incident on the job MUST be immediately reported to your supervisor. An Event Report in ActionCue MUST then be completed at the time of injury, approved, and submitted to Administration for processing through to finalization. Failure to notify your immediate supervisor/Charge Nurse, and promptly complete the ActionCue Event Report, could jeopardize your rights to reimbursement and compensation. The willful intent of an individual to withhold information or provide false information in an effort, to obtain or defeat workers' compensation benefits is considered workers' compensation fraud. Worker's compensation fraud will result in the forfeiture of benefits and will be grounds for immediate **termination**.

2. BREAKS

One fifteen (15) minute rest period as time allows will be granted during each uninterrupted six-hour tour of duty at the discretion of the supervisor or department head, depending on the individual needs of the department.

3. LUNCH/DINNER PERIOD

All employees MUST take a thirty-minute meal break each workday without interference from regular duties. There is an automatic deduction of 30 minutes for meal breaks and it is expected that any employee working a six-hour shift or greater take a 30-minute meal break. Should an employee not use their full 30-minute meal break, they will need to complete a Timecard Edit Form and obtain their Supervisor's approval on the same turning into Human Resources for the time to be added back in for payroll. Your Supervisor will

assign an appropriate time for your meal period.

If an employee is planning a meal break in excess of 30 minutes, he/she must clock in and out for the entire break.

Skipping a meal break in order to make up time for tardiness or to leave work early must be approved in advance by the manager.

Any time an employee leaves the facility for any reason other than official hospital business he/she must clock out.

4. EMPLOYEE RECOGNITION

AMG appreciates and recognizes its entire staff as a valuable asset to the success of the company. In an effort to fairly recognize all employees, all employees will be recognized during **National Hospital Week as the AMG Employee Appreciation Week**. Any other recognition celebrations may be planned and carried out at the facility level with CEO approval, if they chose to do so.

Additionally, gifts of individual celebration i.e.: weddings, birthdays, graduations or family losses, crisis etc., cannot be purchased as an expense of AMG. An employee contribution fund can be organized and utilized at each location based on the approval and under the direction of the CEO.

5. 401(k) RETIREMENT PLAN

The Company shall offer a 401(k) Retirement Plan for eligible employees. This employee benefit is designed to help you build a more financially secure retirement.

Eligible employees are those who have completed 12 consecutive full calendar months, during which they have worked at least 1,000 hours; and must be 18 years or older. Enrollment periods for employees newly meeting eligibility are January 1st and July 1st each year, and enrollment materials are distributed the month prior to each.

Voluntary contributions will be deducted through payroll deduction and transferred to the employee's 401(k) account. AMG may make discretionary, matching contributions of 50% for every dollar the employee contributes, up to 6% of his/her compensation per payroll.

Upon obtaining eligibility to participate in the AMG 401(k) Retirement Plan, employees will be automatically enrolled in the plan, if enrollment forms are

not completed and turned in to Human Resources. This will result in auto enrollment of 3 percent (3%) of biweekly paycheck being deducted and contributed on a pre-tax basis into the employee's 401(k) Plan. AMG will provide discretionary matching contributions, in accordance with plan provisions.

The auto-enrolled employee has up to 90 days to complete necessary Opt-Out forms and receive a refund if they choose not to participate in the 401(k) Plan.

Qualified rollovers are accepted into the 401(k) Plan effective upon an employee's date of hire, with no waiting period.

For more information on the 401(k) Plan, or how the Plans investment options relate to your specific situation, contact the Corporate Director of Human Resources.

IV. WAGE AND SALARY ADMINISTRATION

A. CONFIDENTIALITY

Wages and salaries are considered confidential information. No employee shall harass another employee in trying to obtain his or her wage/salary information.

B. DUTY PERIOD

You are to clock in or out punctually at the beginning and end of your scheduled shift. Employees are expected to remain in their work areas during duty hours and should not loiter by the time clock while on duty. Failure to comply with any of the above regulations may subject an employee to disciplinary action up to and including termination.

C. TIMECARD RECORDS

Timecard records are legal documents. They are records of the hours you work, your meal breaks, holidays, sick leave, and vacation time. Employees shall clock in only on days scheduled or authorized by the supervisor. You may NOT clock in or out for another employee. It is the responsibility of each employee to correctly and timely clock in and out. All errors must be reported to your supervisor immediately for correction. You MUST have your Supervisor initial the error. Time that is not accurately entered on the time log may not be paid when payroll is submitted. All errors in pay resulting from inaccurate or incomplete time logs will be corrected on the next payroll. Supplemental checks WILL NOT be issued.

D. PAY DAY

Payday will be every other week. It is our policy to pay employees 26 times per year.

Payday will be on the week following the end of the pay period. Direct Deposit forms are available at the Human Resource/Payroll Department in the event an employee needs to make changes to their direct deposit. If there is an error in your check (due to a company error), or your check was omitted (due to company error), it will be corrected as soon as possible; you will NOT have to wait until the next payroll. Any terminated employee, or employee who resigns, will be paid the following payday, unless state law requires otherwise.

E. PAPERLESS PAYROLL CHECKS

AMG's payroll is paperless and each employee will be issued a Netchex User Access Form to obtain their own personal payroll information.

F. SALARY ADVANCES

You are NOT permitted to draw on salary in advance of regular payday and NO personal loans will be given. **NO EXCEPTIONS!**

G. GARNISHMENTS

In case of wage assignment (garnishment) the company is bound by the court to provide financial information on the employee, and to collect the amount dictated by the court. The employee bears the responsibility for obtaining garnishment information, which is available from the Corporate Payroll Department, upon request.

H. WORK HOURS

Facilities shall have a policy of 8:00 a.m. to 4:30 p.m. hours of service (work) for the Administration Office and non-clinical staff. Employees will work eight hours per day with a 30-minute lunch. Lunch times are to be set by their immediate supervisor.

Clinical Staff hours are set on an as needed basis to be assigned by the Chief Clinical Officer. Therapy staff hours are to be determined by the Director of Therapy or the Chief Clinical Officer.

1. HOURS OF WORK SHALL BE DEFINED AS:

- a. A WORKDAY begins with the start of the shift and ends with the completion of the shift.
- b. Hours worked are defined as only productive hours worked. Non-productive paid hours (vacation, holiday, sick time) DO NOT count toward time and one-half overtime pay computation. Only productive hours worked count toward time and one-half overtime computation.
- c. All elapsed time, from the moment an individual actually commences work until the work is finished for the day (except for the deduction of time spent at lunch/dinner) constitutes a day's work. Arriving early or leaving late for the employee's own convenience is not to be included on working time, unless authorized by the Supervisor, Manager or

Director.

- d. Staff cannot clock out at the end of their work day, and continue to work on duties they have not completed.
- e. Some operations may require an employee to be “on call” for specified periods of time while not at work. On call employees will be notified by their supervisor of on call schedules. Employees will be compensated for on call time at the rate in effect at that time. On call hours are considered un-worked time and are unproductive hours. Employees who are called in for work at times other than their scheduled shift will receive pay at their regular rate, or overtime if applicable for the hours actually worked.

2. WORK SCHEDULES:

- a. All employees shall be informed on date of hire that it is the AMG prerogative to specify their work hours according, to operational requirements.
- b. In order, to utilize employee productivity effectively, a definite work schedule must be established. An employee will normally be scheduled for and expected to work the normal number of hours related to his/her employment status. On non-routine occasions, however, the facility has the right to schedule employees for either more or fewer hours of work, depending on the needs of the department. Some governing factors in the scheduling of work are:
 - 1. Employees may be asked to work fewer than normally scheduled hours; asked to go home before the end of their normal shift; or be told as early as possible that they will not be needed on a previously scheduled day. Flexing off of scheduled personnel will be determined on the basis of: agency personnel first, staff in overtime, PRN staff, and finally regular Full-Time (FT) and Part-Time (PT) staff. Flexing off, of FT and PT staff is done in a rotation.
 - 2. Employees may be asked to work extra shifts or stay past normal shift time. The facility has the right to expect all employees to conform to such requests on a reasonable number of occasions.
 - 3. The supervisor must be certain that all time schedules are clearly understood by employees. Care should be taken to give employees as much advance notice as possible when there is to be an increase or decrease on the work schedules.
 - 4. Work schedules must be prepared at least seven (7) days in advance; however, days and hours scheduled cannot be guaranteed.

I. OVERTIME COMPENSATION

The Fair Labor Standards Act defines overtime pay requirements as: “unless **SPECIFICALLY EXEMPTED**, employees covered by the FLSA must receive overtime pay for hours worked in excess, of 40 per work week at a rate not less than one and one-half their regular rate of pay. The FLSA does NOT require overtime pay for hours in excess, of eight per day or for work on Saturdays, Sundays, holidays or regular days of rest as such.”

AMG discourages overtime. We try to plan the work schedules so that overtime can be avoided. Sometimes, however, emergencies do occur. You might be asked by your Supervisor to come in early or work late. If this happens you may work overtime to handle these emergencies. All overtime is to be approved by your supervisor **PRIOR** to the accumulation of **OVERTIME HOURS**. You may not, however, start work early or work late without permission. This includes punching in, or starting work, more than seven (7) minutes before the beginning of your regularly scheduled shift. Staff may be scheduled for overtime, as permitted by state law.

If you work unauthorized overtime, either before or after your regularly scheduled shift, you will be subject to disciplinary action. At AMG, non-exempt employees are paid overtime and are not granted compensatory time off. Exempt employees are not governed by the above overtime rules, and do not receive overtime pay.

V. RULES AND INFORMATION

A. PERSONAL APPEARANCE

Each employee should take personal interest in being neat and clean at all times. Special attention should be given to neat uniforms, clean (non-skid) shoes, and personal hygiene.

Nametags or I.D. badges must be visibly worn at all times while on duty, and I.D. picture is to remain unobstructed.

Hair should be neat, clean, and combed. Un-natural colors, extreme styles are not permitted. (Unnatural is defined as not naturally occurring on people.) Beards and moustaches should be neatly trimmed and groomed.

To maintain compliance with infection control, artificial nails, tips or gel nails cannot be worn by clinical staff.

Recognize that patients, employees and visitors to our Facility may have sensitivity and/or allergic reactions to fragrant products. Personal fragrant products suitable to

the workplace are to be used in moderation. Any fragrance or odor (such as cigarette smoke), which offends another, will have to be reduced or eliminated.

Cosmetics, jewelry, and accessories suitable to the workplace are to be used in moderation. No fake eyelashes are permitted for clinical personnel. No visible body piercing or body studs will be allowed (i.e., nose rings, tongue studs, lip rings, ear gauges, etc.). Tattoos should remain covered to the extent that it does not interfere with delivery of care and infection control.

The following dress code applies to non-clinical and non-therapist staff.

1. AUTHORIZED CLOTHING

- Pants, skirts, or dresses.
- Shirts or blouses which extend to the waist or lower, but not excessive length, and which do not have oversized neck or sleeve openings.
- Closed-toe shoes, “light” boots, tennis shoes on Friday only, unless you are wearing a uniform.
- Clothing must always be of appropriate nature.
- Polo-style shirts with the company logo may be worn.
- Skid-resistant shoes.

2. UNAUTHORIZED CLOTHING

- Camisole tops or spaghetti strap tops
- Tank tops (either by them-selves or on top of another shirt)
- Tube tops
- Bare midriff tops
- Strapless tops or dresses
- Low cut (front or back) blouses or dresses
- Leotards (as outer clothing)
- Shorts
- Jogging suits, sweat pants or the like
- Leggings or jeggings
- Mini-skirts
- Sheer or see through clothing
- Slippers, thong sandals or flip-flops
- Any article of clothing printed with quotations, sayings or slogans, or hats with advertising which might be considered obscene or offend someone.
- Tight pants
- No T-shirts are to be worn, other than those approved by hospital

Administration. Sports shirts are acceptable if they follow the guidelines above. It is preferred that employees tuck shirts into their pants or skirt. Sport shirts are not to be worn when they are extremely oversized.

- No hiking boots, or extreme “work” boots are allowed.
- No high-top athletic shoes, or “extreme” athletic shoes.
- No jeans of any kind.

The AMG CEO may impose more restrictive dress regulations at any time for all employees. Please exercise conservative, good taste when you dress for work. If you do not meet your job’s dress code, your supervisor may request that you change. Your appearance and attire will be discussed during your employee evaluation to ensure a full comprehension of dress code requirements.

B. NURSING/CLINICAL AND THERAPY

1. AUTHORIZED CLOTHING

All Nursing/Clinical, Therapists, Housekeeping and Dietary staff **MUST** wear the uniform style scrub color designated for their employed position. See your HR Administrative Assistant for the position designated color chart. AMG will provide the first set of logo uniform scrubs for each full-time employee upon completion of their 90-day introductory period. Any additional logo uniform scrubs purchased may be paid for, through up to six (6) payroll deductions. The logo cost for extra scrubs will be paid for by the company.

All staff **MUST** wear closed-toe, non-porous shoes, which comply with non-skid regulations. Tennis shoes must be leather. Please see the Chief Clinical Officer for the types of skid-resistant shoes that are permissible.

2. UNAUTHORIZED CLOTHING

See the listing above in the previous section. Unauthorized clothing is the same for all staff.

C. DISCIPLINARY ACTION

Formal disciplinary action taken will be consistent with the nature of the deficiency or infraction involved and the record of the employee. Formal disciplinary action will include one or more of the following: Verbal Warning, Written Warning, Final-Written Warning, and Termination of employment. Nothing herein will prohibit the administration from informal disciplinary action for just cause such as verbal/oral warning discussions or counseling.

In such formal actions, a Disciplinary Action Form will be given to the employee that shall include a written description of the deficiency, or infraction involved, and, except in cases of dismissal, a statement of the likely consequences of further unsatisfactory performance and/or conduct. Employees are given an opportunity to review and comment on the Disciplinary Action Form. Employees are asked to sign the form indicating the issues were discussed.

1. Verbal Warning – a copy of the Disciplinary Action Form, or documentation of the verbal/oral warning discussion or counseling shall be kept in the employee’s official personnel file permanently.
2. Written Warning - a copy of the Disciplinary Action Form shall be kept in the employee’s official personnel file permanently.
3. Final Written Warning – a copy of the Disciplinary Action Form shall be kept in the employee’s official personnel file permanently.
4. Termination/Dismissal - in the interest of good discipline, an employee may be terminated/dismissed from service for good cause. A copy of the Disciplinary Action Form shall be kept in the employee’s official personnel file permanently. A final paycheck will be paid the following payday, unless state law requires otherwise.

D. GROUNDS FOR DISCIPLINARY ACTION

Employees may be subjected to disciplinary action up to and including termination for any of the following offenses:

- Repeated tardies
- Repeated missed punches
- Engaging in horseplay, scuffling, etc.
- Performing unauthorized work
- Causing loss of material due to carelessness
- Leaving place of work without permission or clocking out
- Gambling during work hours
- Violating safety regulations
- Carelessness affecting personal safety of others
- Soliciting contributions without approval while on facility time or premises
- Distributing printed material on facility time and premises without approval
- Making false and/or malicious and/or vicious statements
- Failure to follow instructions or job description
- Smoking or use of tobacco in facility
- Violation of dress code
- Failure to attend a MANDATORY Meeting, Education or Training
- Eating/drinking in places where rules/regulations prohibit eating/drinking
- Displaying an attitude of indifference toward job, having a bad attitude and/or

- display of such in front of other employees, patients, or visitors
- Violation of breach of confidentiality in this handbook and the Employee Code of Conduct
- Violation of Company Social Media Policy
- Violation of Company Personal Communications Device Policy
- Violation of Company Personal Cell Phone Usage Policy
- Violation of any company policy

For violation of any of the following rules/regulations/standards/laws, which are considered to be of LOW or ZERO tolerance, an employee shall be subject to immediate termination of employment. The following list is not intended to be all inclusive. The company reserves the right to practice “At Will” employment.

- Falsification of employment records or employment information
- Recording work time of another employee
- Falsifying any work time (theft of time) – yours or others
- Threatening, intimidating, coercing, harassing, bullying or interfering with another person
- Provoking or engaging in a physical fight during work hours or on company premises
- Causing physical injury to another person
- Immoral or indecent conduct
- Carrying firearms, weapons or dangerous substances on company premises.
- Using threatening abusive or foul language on company premises
- Misconduct in the form of sexual harassment
- Reporting for or attending work under the influence of illegal drugs, alcohol or other such substances
- Possessing, distributing, selling or transferring alcohol or illegal drugs in the workplace or grounds
- Reporting for or attending work in a state of mental or physical impairment related to prescription medications
- Behavior of any kind which causes unfavorable publicity/image or impairs company/hospital credibility or reputation
- Misusing, destroying, or damaging company property
- Working overtime without authorization or refusing to work assigned hours
- Sleeping on the job
- Insubordination
- Theft
- Theft of time
- Drug diversion
- Patient abuse or neglect (physical or verbal)

- HIPAA violation(s) – Breach of safeguarding (PHI) Protected Health Information or (PII) Personally Identifiable Information
- Violation of breach of confidentiality in this Employee Handbook and/or the Employee Conduct and Working Environment Policy/Employee Code of Conduct
- Fraudulent documentation
- Falsifying of patient medical records
- Workers compensation fraud
- Any violations of standards that could result the hospital receiving an Immediate Jeopardy for patient safety

Violating any safety or health policy, rule or standard which could result in harm to a patient or employees, including failure to perform appropriate hand hygiene and appropriate use of Personal Protection Equipment; proper disinfection of multi-patient equipment; or equipment taken into a patient room.

E. PERSONAL TELEPHONE CALLS AND CELLULAR PHONES

Employees should instruct relatives and friends NOT to contact them by phone at work except when extremely necessary or for an emergency. Employees will be contacted for emergency calls only. Messages will be taken for all other calls. Messages can be picked up at the Nurse’s Station or Front Desk. Employees with patients are instructed NOT to leave service of the patient to take or make a personal call, unless it is an emergency.

Personal Communication Devices are defined as electronic media or communication devices like, but not limited to, cell phones, pagers, text pagers, wireless devices, tablets, computers, etc.

AMG does not permit the use of cell phones or personal communications devices in any patient care areas in order to ensure and protect patient privacy as well as to avoid any possible interference with medical equipment or the healthcare team. Employees should leave their cell phone/personal communications device in their locker or other secure location during work hours. Employees may retrieve messages only in non-clinical areas on personal breaks and lunch time. However, employees must respect the privacy of co-workers and are not allowed to use cell phones in the employee lounge when other employees are present.

Texting of patient information is not permitted. Texting of any patient information/protected health information is a violation of federal law and forbidden

Digital Cell phone photography in the hospital is forbidden.

F. SOCIAL MEDIA

Social Media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web or log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with the Company, as well as any other form of electronic communication.

The same principles and guidelines found in the Company's policies and beliefs apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow employees or otherwise adversely affects members, patients, customers, suppliers, people who work on behalf of the Company or the Company's legitimate business interests may result in disciplinary action up to and including termination.

Know and Follow the Rules

Carefully read the Company's Social Media Policy, the Company's Compliance Code of Ethics and Business Conduct, the Company's Confidentiality Agreement, the Company's Employee Conduct and Working Environment Policy (formerly Employee Code of Conduct), The Company's Internet E-mail Acceptable Use Policy, the Company's Electronic Device Policy, the Company's Cell Phone Usage Policy, the Company's HIPAA Policies and Procedures, and the Discrimination and Harassment Prevention Policy, and ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Employees must refrain from using social media while on work. Do not use the Company's email addresses or your work email addresses to register on social networks, blogs or other online tools utilized for personal use. The use of any social media at work is strictly prohibited.

G. USE OF COMPUTERS

Computers provided this facility, are for business use only, not for personal use. All software residing on individual computers is provided by and/or approved by Acadiana Management Group, LLC (AMG Corporate). AMG Corporate has access and rights to review any information associated with computers and software provided by them. This includes all data residing on the computer's hard drive and all data sent or received via Internet or e-mail (internal and external). Utilization of hospital/office computers to surf the web, shop, perform school work or conduct personal business is

not permitted.

H. ETHICS AND CONDUCT

All employees are expected to maintain high standards of performance. Kindness, friendliness, and respect toward our patients are expected at all times. Employees will NOT gossip, make unnecessary noises or engage in any other activities that would disturb patients.

Employees are expected to cooperate with their supervisors and co-workers. Employees will read and acknowledge the Employee Code of Ethics and Business Conduct and Employee Conduct and Working Environment Policy (formerly Employee Code of Conduct). Any violation of either of these Codes is grounds for disciplinary action up to and including termination.

Patients have the right to expect all personal information about themselves, their family, their medical condition, and their financial circumstances to be kept confidential. AMG has the right to expect that all information about the company and its facilities be kept confidential. They also have the right to expect that all corporate and facility policies, procedures, and manuals be kept confidential. You have an obligation to protect these confidences. Never discuss confidential information with others who are not authorized to receive it, either inside or outside of the facility. If you are unsure about what information is confidential or how to handle confidential information, please ask your supervisor or the Director of Health Information Management to elaborate.

Inquiries concerning a patient's condition or personal affairs should be referred to the charge nurse, case management/social services, the CCO, the CEO or the attending physician. Unofficial and unauthorized discussion of patients, outside the line of duty is cause for immediate termination and may result in legal action.

I. EMPLOYEE HEALTH AND MEDICAL CONDITIONS

All employees must inform their supervisor immediately if they have any medical conditions, which might affect their abilities to perform their normal duties. Employees MUST inform their supervisor as soon as they SUSPECT that they may have such a medical condition or be pregnant. There is no exception to this rule. The employee will be asked to visit their physician, and may not return to work until a written note is received from their physician stating they may continue regular duties, or may not, or have any limitations.

Employees must be physically and mentally able to perform their assigned duties and carry out their responsibilities optimally in a safe and efficient manner when they

report to work, and must maintain that ability throughout their shift or working schedule. Employees in violation of this policy are subject to disciplinary action up to and including termination, under applicable the Company policies.

Any employee who use authorized (prescription) drugs and/or narcotics, or over-the-counter, or off-the-shelf medication during work and have any reason to expect such use may impair, compromise safety, or affect their ability to perform their work must report this information to the Department Manager or CCO. A determination will then be made as to whether the employee will be able to perform the essential functions of the job safely and properly.

J. PERSONAL ITEMS

AMG assumes NO responsibility for the repair or replacement of any personal items such as clothing, eyeglasses, jewelry, etc., worn by the employee. Please park your vehicle in a legal parking space and always lock it when it is not in use. We will not be responsible for damage to your car. We will not be responsible if it is stolen. AMG also assumes NO responsibility for any personal items you bring with you to work, such as photo frames, flowers, tools, dishes, electronic devices, etc. You are responsible for these items and anything broken or stolen will not be repaired or replaced.

K. DRUGS, NARCOTICS AND ALCOHOL & DRUG DIVERSION

It is the policy of AMG to maintain a workplace and workforce free of drugs, alcohol, or other substances and the abuse of any of these; and a workplace free of drug diversion. The presence of illegal drugs, alcohol, or other such substances in one's system, on one's person, on facility premises, while conducting business, or while operating vehicles, machinery or equipment is prohibited by this policy. Drug diversion of any kind is considered theft and prohibited in the workplace.

1. Employees are prohibited from the use, sale, dispensing, distribution, possession, or manufacturing of illegal drugs and narcotics or alcoholic beverages on AMG premises or work sites.
2. AMG will not hire, unless state or local law provides otherwise, alcoholics or drug abusers whose current use of such substances prevent them from performing their jobs or who would constitute a direct threat to the property or safety of patients, employees or others. Whenever applicants for employment are to be tested for the presence of such substances, they are to be informed in advance and in writing of the test.
3. Employees will be subject to disciplinary action, up to and including termination, for violations of this policy. Such violations include, but are not limited to:
 - a. Possessing illegal or non-prescribed drugs and narcotics or alcoholic beverages at work;

- b. Being under the influence of such substances while working;
- c. Using such substances while working;
- d. Dispensing, distributing, manufacturing or selling substances on AMG premises or work sites.

Employees, their possessions, and AMG issued equipment and containers under their control are subject to search and surveillance at all times while on AMG premises or while conducting AMG business.

- 4. Employees may be required to take a test any time to determine the presence of drugs, narcotics and/or alcohol, unless such tests are prohibited by law. Testing positive for illegal drugs and/or alcohol is a violation of the policy. Employees subject to the Drug-Free Workplace Act who are convicted of any criminal drug violation occurring in the work place must report such conviction to the supervisor and/or CEO within five days and the CEO is then to take appropriate action as required by law.
- 5. Supervisors should report immediately to the CEO any action by an employee who demonstrates any unusual behavior pattern. A Behavioral Observation Checklist can be completed and reviewed. The CEO will determine whether the employee should be examined by a physician or clinic and/or tested for drugs and/or alcohol. Employees believed to be under the influence of drugs, narcotics, and/or alcohol will be required to leave the premises. The CEO should be notified to arrange safe transit.
- 6. Employees who use legal drugs or narcotics during work and have reason to expect such use may affect their ability to perform their work must report this fact to their supervisor. A determination will then be made as to whether the employee should be able to perform the essential functions of the job safely and properly.
- 7. The company has a Drug Diversion in the Workplace – Reporting and Response Policy. There is zero tolerance for drug diversion! Licensed staff will be reported to their licensure board for discovery of drug diversion and/or refusal to take a drug screen upon suspected drug diversion.
- 8. Any employee who is abusing drugs or alcohol may be granted a leave of absence to undertake rehabilitation treatment. The employee will not be permitted to return to work until certification is presented to the supervisor and/or CEO that the employee is capable, of performing his/her job. Failure to cooperate with an agreed upon treatment plan may result in discipline, up to and including termination. Participation in a treatment program does not insulate an employee from the imposition of Discipline for violations of these or other AMG policies.
- 9. AMG will, to the extent feasible, provide continuing awareness programs for the work force about the harmful effects of drug and alcohol abuse.

L. SMOKING & TOBACCO-FREE ENVIRONMENT

For health and safety reasons, the company discourages smoking and use of tobacco. AMG does have a Smoking & Tobacco-Free Environment Policy. You are responsible for knowing this policy and for following it.

Smoking and/or the use of tobacco, electronic cigarettes/vapor devices is not permitted anywhere in company facilities at anytime.

Remember to observe all no smoking signs and smoke/use tobacco only in designated areas.

NO SMOKING, TOBACCO USE, OR USE OF ELECTRONIC SMOKE DEVICES/VAPOR DEVICES INSIDE ANY BUILDING OR STORAGE AREA!!! NO EXCEPTIONS!!! Smoking in the building will be monitored by smoke detectors placed at random in the building. Employees found smoking anywhere inside a hospital building or storage area will be subject to disciplinary action, up to and including termination.

Workforce members may not share their personal tobacco products and smoking materials with patients.

Smoking and use of tobacco is permitted outside in designated areas only. Discard cigarette butts and tobacco in the ashtray provided.

M. TRAVEL REIMBURSEMENT

You may request reimbursement for travel expenses and mileage while you are away on company business. These must be approved by the CEO before you leave. The Business Office or HR Administrative Assistant will show you the procedure for obtaining reimbursement. Expense reports must be filed each month in a timely manner for reimbursement.

The use of personal vehicles to transport patients is NOT permitted.

N. GIFTS FROM PATIENTS AND OTHERS

Patients, their family members and friends appreciate the care and assistance you and your co-workers give them. Often, they will thank you for it. Occasionally, however they may want to repay you with a personal gift or even money. When this happens, you must thank them for their kind thought and politely, but firmly refuse to accept their gift. If they insist, ask your supervisor for assistance. The CEO or Chief Clinical Officer, however, may accept a gift to the entire staff.

O. SEXUAL HARASSMENT

It is the policy of the Company to provide a work environment free of discrimination and sexual harassment for all employees.

Sexual harassment is a form of misconduct, which undermines the integrity of the employment relationship. No employee, either male or female, should be subject to unsolicited or unwelcome sexual overtures or conduct, either verbal or physical. Sexual harassment does not refer to occasional compliments of a socially acceptable nature. It refers to behavior which is not welcome, is personally offensive, and which undermines morale, and therefore, interferes with an individual's work effectiveness.

Such conduct is specifically prohibited, whether committed by supervisor or co-workers. This includes:

1. Repeated overt, offensive sexual flirtations
2. Advances or propositions
3. Verbal abuse of a sexual nature
4. Graphic or degrading comments about an individual or his/her appearance
5. Display of sexually suggestive objects or pictures
6. Any offensive or abusive physical contact

All incidents of sexual harassment must be reported immediately to your Immediate Supervisor, HR Administrative Assistant, facility CEO, or AMG Corporate Compliance Officer. The company will investigate any charges of this nature, and any person found guilty of sexual harassment will be subject to strict disciplinary actions up to and including dismissal.

P. THEFT PREVENTION

1. Theft by employees will not be tolerated. Any employee found to be stealing will be terminated immediately. Criminal charges may be filed against anyone found to be stealing. Any licensed or certified staff involved in theft will be reported to their licensing or certification board.
2. Investigations - whenever a suspected theft is reported, an investigation will be conducted as follows:
 - A. Any employee who may have been in a position to know anything relating to the theft will be questioned. Written and signed statements may be required at the discretion of the administration.
 - B. Any employee who has been in a position to know anything relative to the theft may be required to submit to a polygraph examination.
 - C. Refusal to be questioned, refusal to make a written statement, or refusal to submit to a polygraph examination in accordance with this policy

constitutes grounds for immediate termination.

- D. Searches - Employees, visitors, vendors, and any other persons entering or leaving the premises will be subject to being stopped and any packages, parcels, bags, purses, cases, or other containers they are carrying searched. Searches will be conducted if a theft is suspected. Searches will be conducted at the discretion of the CEO. They will be performed at random times and will be unannounced if necessary.

Q. GRIEVANCE PROCEDURE

If an employee believes that he/she has been treated unfairly in connection with his/her job, he/she may use the procedure outlined below with the assurance that no coercion, discrimination or reprisals against him/her will follow because of his/her registering a grievance. A grievance procedure is designed to bring satisfaction in all cases where there are problems to be solved and grievances are to be aired and resolved.

Steps to resolving grievances include:

1. The employee must first bring the problem to the attention of his/her supervisor.
2. The supervisor will investigate the problem and attempt to resolve it.
3. If the supervisor cannot resolve it, then the employee will be asked to submit his/her grievance in writing to the department head (copy to the CEO).
4. If the department head does not resolve the grievance, then it will be brought to the attention of the CEO whose decision will be final.

R. PATIENT ABUSE AND NEGLECT

With AMG, the welfare and safety of the patient always comes first. This is your primary responsibility. Patients are to be treated with courtesy, tact, and the highest level of professional and safe care.

Sometimes being sick can make people moody, cranky, or unkind. Occasionally this might happen to one of the patients at the facility. No matter how patients act or treat you, you must always respond in a professional manner, treating them with dignity and respect as well as giving them the highest possible quality of care. Any employee who abuses a patient or who **INTENTIONALLY** neglects a patient and their needs will be terminated immediately and reported to their licensing or certification board.

S. SUGGESTIONS

Your ideas and suggestions on how to improve our hospitals operation or its patient services are always welcome. They may be presented in person or in writing to your

supervisor and/or CEO.

T. AUTHORIZED PERSONNEL ON COMPANY PREMISES

Only authorized personnel shall be allowed on the facility premises at any time to include:

1. Employees of AMG
2. Medical Staff practitioners
3. Patients and their families, and expressly invited guests
4. Official visitors/representatives of AMG

Personal family members or friends of employees are not allowed to socialize with employee at work.

VI. POLICIES

A. AMERICANS WITH DISABILITIES ACT (ADA) & AMERICANS WITH DISABILITIES AMENDMENTS ACT (ADAAA)

The company recognizes its legal responsibilities to assure citizens with disabilities are provided equal and full access to services, employment opportunities, and participation in the Company's sponsored programs and activities. In order to assure non-exclusion, the Company has conducted an internal self-evaluation of its policies, procedures, programs and facilities.

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act (ADAAA) are federal laws that require employers with 15 or more employees to not discriminate against applicants and individuals with disabilities and, when needed, to provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

B. FAMILY AND MEDICAL LEAVE ACT (FMLA)

The Family and Medical Leave Act (FMLA) guidelines are as follows:

1. Such leaves are mandatory to those who qualify and should be handled outside the attendance policy. For example, jury duty, military leave, etc., does qualify.
2. The law does have a provision that requires us to continue health insurance

provided the employee continues his/her share of the premium and the right to recover our portion should the employee not return from leave.

3. The law does not preempt any existing policy, practice, or other law (State or Federal).
4. Employees may take the leave intermittently. They cannot be required to take all twelve weeks if they request less time.
5. The law allows us to require individuals to take unused vacation time during the leave period. The manager **MUST** notify the intent to do so before the employee's leave starts.
6. Employees returning from leave do not have to be returned to their former job. However, they must have a job of equivalent pay and benefits.

C. IMMIGRATION AND REFORM ACT OF 1986

In order to make sure the Company is in compliance with this law, we have mandatory procedures and record-keeping methods we must follow. Administration has been issued I-9 Forms on which you are to verify that the person hired was not an unauthorized alien. This form must be retained in Human Resources Department and will attest that we have examined one of the documents listed in (I) below or one of the documents listed in (II) and (III) below:

- I. U.S. Passport, Certification of U.S. Citizenship, Certificate of Naturalization, Unexpired Foreign Passport authorizing U.S. employment, or an Alien Registration Card which contains a photograph and is evidence that the employment is authorized in the United States.
- II. (Must also have one from III) Social Security Card, Birth Certificate, or other documents listed in the regulations.
- III. (Must also have one from II) Driver's License or State ID card if it has a photo) and sufficient personnel data as required by the regulations and other types of identification for children under 16 as the Attorney General sees appropriate.

There is a penalty for paperwork violations or lack of required paperwork as described above. Stated differently, we are subject to a fine for failing to do paperwork, even if the people hired are not unauthorized aliens. After completion of proper forms where we attest that we have inspected certain documents as listed above, we must retain the form and make it available for inspection by the Department of Labor, Department of Homeland Security, and/or United States Citizenship and Immigration Services during the period beginning on the date of hiring, recruiting or referral and ending.

Documents presented by an individual may be copied but only (except as otherwise permitted by law) for the purpose of complying.

It is imperative that all the staff involved in referrals and hiring be familiarized and comply with this legislation.

**ACADIANA MANAGEMENT GROUP
AND AFFILIATES**

Employee Handbook Statement of Acknowledgement

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I, _____, have received,
read, and understand the Employee Handbook of Acadiana Management Group,
LLC and Affiliates. This does not constitute an employment contract, neither
expressed nor implied.

Signature: _____ Date: _____

Facility: _____

HR Witness Signature: _____

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Employee Handbook Revised 9/20/2017



Compliance Hotline

For Reporting Suspected Cases of Fraud, Ethics Violations, or Violations of Laws or Company Policies



844-523-2091

Anonymous reports may be made

Or write:

**AMG Compliance Officer
101 LaRue France, Suite 500
Lafayette, LA 70508**

**Complaints may also be submitted via
website: amgihm.ethicspoint.com**