



EMPLOYEE HANDBOOK

TIP: to easily find every instance of a key word in this handbook, press Ctrl and F keys simultaneously to “find” it. Partial words work too...Try it now and search for ‘PTO’!

Welcome to Monarch Healthcare Management!

On behalf of Monarch Healthcare Management, welcome to the Monarch family! Your facility utilizes Monarch as its management company. This Employee Handbook has been developed to help you become acquainted with our company and answer many of your initial questions.

We are ecstatic that you have joined our team where care and customer service is our priority. Our goal is to deliver the highest level of services to our clients with a smile on our face. Therefore, we expect only the finest from you as an employee of our facility. Monarch Healthcare Management is committed to providing excellence in health and housing services by recognizing the worth and potential of each client, their family, and our staff. We endeavor to rehabilitate and improve the clients' health, and when necessary, help them to accept decline with dignity and comfort in a loving, caring atmosphere. At any of these junctures, a smile goes a long way!

Your most important responsibility is to treat each client with the utmost kindness and respect. We exist to serve our clients and their families. They have honored us by choosing to live here. We are employed because of their decision to trust us to provide services to them.

It is our policy to recruit and maintain high level, professional staff who take pride in their responsibility to provide individual care and service, and who strive to restore or maintain the client's independent state of wellness. In whatever department you are working, be proud of the fact that you have chosen a career of service that will make a difference in people's lives.

We are glad you have joined us, and we hope you will find your work to be both challenging and rewarding!



About Us

Monarch Healthcare Management is an assisted living and sub-acute healthcare provider.

Monarch's Mission: Monarch's mission is to change the way short-term rehabilitation and long-term healthcare is delivered. Through our commitment to Innovative Care and 5-star Customer Service, we strive to put our residents, tenants, and families first.

Monarch was created with the intent to:

- Fulfill the community's need for health and housing in comfortable, well equipped, pleasant, home-like surrounding.
- Provide for the total physical, emotional, psychological and spiritual needs of our clients.
- Provide rehabilitative services when the need exists.
- Identify the changing needs of health and housing services and develop the best means of meeting those needs.
- Work cooperatively with community and local social agencies.

The core principals our group has established has led us to success in all our facilities. Our #1 priority is and will always be resident care. Second, we focus our attention to employee satisfaction and well-being. Our belief is with happy staff, you will have happy residents, which leads to equally happy families. We strive to ensure we are providing the best resident care, our employees are satisfied, and that we continue to enhance the family atmosphere surrounding the properties. This has also allowed us to reinvest in our properties and create the most updated facilities to continue servicing our communities.

Code of Ethics

Upon joining our company, to the best of your knowledge and ability, we ask you to commit to:

- Respect the confidentiality of information acquired in the course of employment.
- Ensure protection of clients from abuse and neglect in any form and promptly reporting any concerns.
- Share knowledge and maintain skills and qualifications necessary and relevant to Monarch's needs and your position requirements.
- Proactively promote ethical and honest behavior within the work environment.
- Assure responsible use and control of all Monarch assets, resources and information.
- Act ethically, honestly and with integrity, including the ethical handling of actual or apparent conflicts of interest in personal and professional relationships.
- Avoiding the appearance of accepting favors or being unfairly benefited for yourself or family member or friend, by accepting gifts, cash, special accommodations, favors from suppliers, clients, family members and visitors
- Report concerns of potential unethical practices.
- Avoid conflicts of interest, which should include disclosure of any material transaction or relationship that reasonably could be expected to give rise to such a conflict.
- Strive to understand and comply with applicable laws, rules and regulations of federal, state, and local governments and other appropriate private and public regulatory agencies.
- Ensure that clients, and others making payment on client's behalf, are billed only for services for which there is complete and truthful documentation.
- Report promptly any violations of this Code.

Core Values

Monarch Healthcare Management believes all of our services should be guided and directed by the following beliefs:

Excellence: We strive to not only meet but exceed the expectations of the people we serve. Our services focus not only on the individual's physical needs, but their spiritual, environmental, social, and emotional needs as well.

Individual Needs: Our foundation is person-centered care. Meeting the individual needs of each person is the central focus of our mission. Our employees take great pride in understanding the unique circumstances of each person and creating a unique, personalized care and service experience for every resident.

Dignity and Respect: All persons will be treated with dignity and respect in our communities. All information will be held in the strictest confidence. It is our job as health care providers to honor the wishes of our residents and their families and to deliver care that enriches their everyday lives.

Teamwork: We employ a team of professionals from multiple disciplines to ensure our residents and families receive the care and services they have come to expect. Our priority is to work together with allied health and human service providers in your local community to provide quality services to those that we care for.

Hospitality: Hospitality involves showing respect for our residents, visitors and community. We do this in a warm, friendly, and generous way each and every day. We strive to provide a superior experience for all who cross our thresholds.

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* = policies that must be formally acknowledged

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The Way We Work – The Monarch Way!

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About This Handbook

This Handbook contains information about the employment policies and practices of Monarch. We expect each employee to read this Employee Handbook carefully, as it is a valuable reference for understanding your job and our company. The policies outlined in this Handbook should be regarded as management guidelines, which in a developing business will require changes from time to time. Monarch retains the right to make decisions involving employment as needed to conduct its work in a manner that is beneficial to both employees and the company. This Handbook supersedes and replaces all prior Employee Handbooks and any inconsistent verbal or written policy statements. This Handbook is updated annually.

Monarch Healthcare Management complies with federal and state law and this handbook generally reflects those laws. Monarch also complies with any applicable local laws, even though there may not be an express written policy contained in the handbook.

Except for the policy of at-will employment, Monarch Healthcare Management reserves the right to revise, delete and add to the provisions of this Employee Handbook at any time without further notice. All such revisions, deletions or additions to the Employee Handbook must be in writing and must be signed by an officer of Monarch Healthcare Management. No oral statements or representations can change the provisions of this Employee Handbook. The provisions of this Employee Handbook are not intended to create contractual obligations with respect to any matters it covers. Nor is this Employee Handbook intended to create a contract guaranteeing that you will be employed for any specific time period. Any agreement to employment for a specified period of time will be put into writing and signed by an officer of Monarch Healthcare Management of Monarch Healthcare Management.

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If you are a member of a union and have a collective bargaining agreement, any benefits referenced are null and void. In addition, any policies set forth in your collective bargaining agreement supersedes said policies in this handbook.

Nothing in this Employee Handbook is intended to unlawfully restrict an employee's right to engage in any of the rights guaranteed them by Section 7 of the National Labor Relations Act, including but not limited to, the right to engage in concerted protected activity for the purposes of their mutual aid and/or protection. Nothing in this Employee Handbook will be interpreted, applied or enforced to interfere with, restrain or coerce employees in the exercise of Section 7 rights.

OUR COMPANY IS AN AT-WILL EMPLOYER. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THIS EMPLOYEE HANDBOOK, EITHER YOU OR MONARCH HEALTHCARE MANAGEMENT MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE. NOTHING IN THIS EMPLOYEE HANDBOOK OR IN ANY DOCUMENT OR STATEMENT, WRITTEN OR ORAL, SHALL LIMIT THE RIGHT TO TERMINATE EMPLOYMENT AT-WILL. NO OFFICER, EMPLOYEE OR REPRESENTATIVE OF MONARCH HEALTHCARE MANAGEMENT IS AUTHORIZED TO ENTER INTO AN AGREEMENT— EXPRESS OR IMPLIED—WITH ANY EMPLOYEE FOR EMPLOYMENT FOR A SPECIFIED PERIOD OF TIME UNLESS SUCH AN AGREEMENT IS IN A WRITTEN CONTRACT SIGNED BY AN OFFICER OF MONARCH HEALTHCARE MANAGEMENT.

This Employee Handbook may refer to current benefit plans maintained by Monarch Healthcare Management. Refer to the actual plan documents and summary plan descriptions if you have specific questions regarding the benefit plan. Those documents are controlling. Likewise, if a written contract is inconsistent with the Employee Handbook, the written contract is controlling.

Equal Employment Opportunity

Monarch Healthcare Management is committed to equal employment opportunity. We will not discriminate in any aspect of employment including recruiting, hiring, placement, transfer, training, promotion, rates of pay and other compensation, termination and all other terms, conditions, and privileges of employment. Our company will not discriminate based on any legally-recognized basis including, but not limited to: race; color; creed; religion; genetic information; national origin; sex; pregnancy, childbirth and related disabilities, age, including over the age of majority; disability; citizenship status; uniform servicemember status; marital status; status with regard to public assistance; sexual orientation, off duty usage of lawful products, such as tobacco and alcohol; status as a patient enrolled in the marijuana registry program; or any other protected class under federal, state, or local law. You may discuss equal employment opportunity related questions with your HR Director or Administrator.

Americans with Disabilities Act

Our company is committed to providing equal employment opportunities to qualified individuals with disabilities. This may include providing reasonable accommodation where appropriate in order for an otherwise qualified individual to perform the essential functions of the job. It is your responsibility to notify your HR Director of the need for accommodation. Upon doing so, your HR Director may ask you for your input or the type of accommodation you believe may be necessary or the functional limitations caused by your disability. Also, when appropriate, we may need your permission to obtain additional information from your physician or other medical or rehabilitation professionals. Monarch Healthcare Management will not seek genetic information in connection with requests for accommodation. All medical information received by Monarch Healthcare Management in connection with a request for accommodation will be treated as confidential.

Pregnancy Accommodation

Reasonable accommodations will be provided to the directly affected employee related to pregnancy, childbirth, or related medical conditions, to the extent the accommodation can be made without imposing an undue hardship on the business.

When an employee requests a reasonable accommodation, Monarch Healthcare Management will explore with the employee the possible means of providing the reasonable accommodation, which may include, but are not limited to:

- allowing more frequent breaks or periodic rest;
- assisting with manual labor;
- modifying job duties;
- modifying work hours/schedules;
- temporary transfer to a less strenuous or less hazardous position; or
- providing a leave of absence.

Monarch Healthcare Management may require the employee to provide a certification in connection with a request for reasonable accommodation that includes the following:

- the date the reasonable accommodation became medically advisable;
- the probable duration of the reasonable accommodation; and
- an explanatory statement as to the medical advisability of the reasonable accommodation.

If leave is provided as a reasonable accommodation, such leave may run concurrently with any leave where permitted by state and federal law.

For more information, or if you require an accommodation, please contact your HR Director.

No Harassment

Harassment is a form of employment discrimination marked by unwelcome conduct based on a protected class. We prohibit harassment of our employees by another employee, supervisor or third party for any reason based upon an individual's race; color; creed; religion; genetic information; national origin; sex (including same sex); pregnancy, childbirth and related disabilities; age, including over the age of majority; disability; marital status; status with regard to public assistance; sexual orientation, off duty usage of lawful products, such as tobacco and alcohol; status as a patient enrolled in the marijuana registry program; or any other category protected under federal, state, or local law (protected class).

Harassment is defined as conduct or language that creates an intimidating, hostile or offensive work environment. This conduct includes but is not limited to spoken and written comments and materials that are degrading, graphic, or negative stereotyping.

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 as 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 work environment.

Violation of this policy will result in disciplinary action, up to and including immediate termination.

If you have any questions about what constitutes harassing behavior or what conduct is prohibited by this policy, please discuss with your HR Director and/or your Administrator. At a minimum, the term "harassment" as used in this policy includes any of the following activities pertaining to an individual's protected class:

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- Offensive remarks, comments, jokes, slurs, threats, or verbal conduct.
- Offensive pictures, drawings, figurines, writings, or other graphic images, conduct, or communications, including text messages, instant messages, websites, voicemails, social media postings, e-mails, faxes, and copies.
- Requests for sexual favors regardless of the gender of the individuals involved; and
- Offensive physical conduct, including touching and gestures, regardless of the gender of the individuals involved.

We also absolutely prohibit retaliation, which includes threatening or taking any adverse action against an individual for (1) reporting a possible violation of this policy, or (2) participating in an investigation conducted under this policy.

Our supervisors and managers are covered by this policy and are prohibited from engaging in any form of harassing, discriminatory, or retaliatory conduct. No supervisor or other member of management has the authority to suggest to any applicant or employee that employment or advancement will be affected by the individual entering into (or refusing to enter into) a personal relationship with the supervisor or manager, or for tolerating (or refusing to tolerate) conduct or communication that might violate this policy. Such conduct is a direct violation of this policy.

Non-employees are covered by this policy. We prohibit harassment, discrimination, or retaliation of our employees in connection with their work by non-employees. Immediately report any harassing or discriminating behavior by non-employees, including contractor or subcontractor workers. Any employee who experiences or observes harassment, discrimination, or retaliation should report it using the steps listed below.

Due to the very serious nature of harassment, discrimination and retaliation, if you have any concern that our No Harassment policy may have been violated, you must immediately report your concerns to one of the individuals below:

1. Discuss any concern with your **HR Director**.
Name: _____
2. Phone #: _____
E-mail: _____
3. If you feel you cannot speak to your HR Director or are not satisfied after speaking with them, discuss your concern with your **Administrator**.

Name: _____
Phone #: _____
E-mail: _____

4. If you feel you cannot speak to your Administrator or are not satisfied after speaking with them, discuss your concern with the **Employee Relations Consultant** or **Anonymous Ethics Hotline** at **888-579-1848**.

Name: _____
Phone #: _____
E-mail: _____

If an employee makes a report to any of these management members and does not receive a response or they do not respond in a manner the employee deems satisfactory or consistent with this policy, the employee is required to report the situation to the Vice President of Human Resources.

You should report any actions that you believe may violate our policy no matter how slight the actions may seem.

We will investigate the report and then take prompt, appropriate remedial action. Monarch Healthcare Management will protect the confidentiality of employees reporting suspected violations to the extent possible consistent with our investigation.

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You will not be penalized or retaliated against for reporting improper conduct, harassment, discrimination, retaliation, or other actions that you believe may violate this policy.

We are serious about enforcing our policy against harassment. Persons who violate this or any other company policy are subject to discipline, up to and including termination of employment. We cannot resolve a potential policy violation unless we know about it. You are responsible for reporting possible policy violations to us so that we can take appropriate actions to address your concerns.

No Bullying

Workplace bullying is repeated abusive conduct against one or more staff members that causes stress, hurts morale or results in other adverse effects. Workplace bullying stems from the desire to control others and takes the form of intimidation, humiliation, threats, interference or sabotage of work or verbal abuse. Some examples of workplace bullying can include use of abusive language, insults, spreading rumors, making unreasonable criticisms, isolating people, belittling suggestions, excluding others and playing practical jokes. Bullying is the enemy of teamwork and creativity as it reduces productivity through creating an environment of fear. Bullies do not just hurt their coworkers, but negatively affect the motivation of the facility as a whole.

If you feel that you have been the victim of workplace bullying or if you have witnessed someone being bullied at work, report it to your manager or your HR Director immediately. If you do not feel comfortable speaking to either of these members of the management team, please bring your concern to the Administrator. If you feel you cannot speak to your Administrator or are not satisfied after speaking with them, discuss your concern with the Employee Relations Consultant or **Anonymous Ethics Hotline** at **888-579-1848**.

The situation will be investigated, with the first concern of ensuring the reporting staff member's safety, if applicable. The results of the investigation will not be made public but will be concluded within (5) business days, barring any unusual circumstances.

Anyone reporting instances of workplace bullying or taking part in the investigation is protected from retaliation. Retaliation will not be tolerated in any form. If it is found that false reports of bullying were made, corrective action, up to and including termination will result.

I have read and understand **both** the *No Harassment and No Bullying* policies.

Employee Print Name: _____

Position: _____

Employee Signature: _____

Date: _____

Preventing Violence in the Workplace

Violence against an employee, supervisor or member of management will not be tolerated. The purpose of this policy is to minimize the potential risk of personal injuries to employees at work and to reduce the possibility of damage to company property in the event someone, for whatever reason, may be unhappy with an action by an employee or member of management or a company decision.

If you receive or overhear any threatening communications from an employee or outside third party, report it to your HR Director or management member at once. Do not engage in physical or verbal confrontation with a potentially violent



individual. If you encounter an individual who is threatening immediate harm to an employee or visitor to our premises, call 911 immediately.

All reports of work-related threats will be kept confidential to the extent possible, investigated and documented. Employees are expected to report and participate in an investigation of suspected or actual cases of workplace violence and will not be subjected to disciplinary consequences for such reports.

Violations of this policy, including your failure to report or fully cooperate in Monarch Healthcare Management's investigation, may result in disciplinary action, up to and including termination of employment.

Anonymous Ethics Hotline

A whistleblower, as defined by this policy, is an employee of Monarch Healthcare Management who reports an activity that they consider to be dishonest, unethical or illegal to their supervisor, HR Director, Administrator or the anonymous **Ethics Hotline at 888-579-1848**.

The whistleblower is not responsible for investigating the activity or for determining fault or corrective measures; appropriate management officials are charged with these responsibilities.

Examples of illegal or dishonest activities are violations of federal, state or local laws; billing for services not performed or for goods not delivered; and other fraudulent financial reporting.

If an employee has knowledge or concern of illegal or dishonest fraudulent activity, they must contact any of the following:

1. Their immediate supervisor
2. HR Director
3. Administrator
4. Anonymous **Ethics Hotline at 888-579-1848**

The employee must exercise sound judgment and report in good faith to avoid baseless allegations. An employee who intentionally files a false report of wrongdoing will be subject to discipline up to and including termination.

Whistleblower protections are provided in two important areas -
- confidentiality and against retaliation. As much as is possible, the confidentiality of the whistleblower will be maintained. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law and to provide accused individuals their legal rights of defense.

Monarch Healthcare Management will not retaliate against a whistleblower. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, or poor work assignments and threats of physical harm. Any whistleblower who believes they are being retaliated against must reach out to one of the contacts listed in this policy immediately. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated. All reports of illegal and dishonest activities will be promptly submitted to the COO, Marc Halpert and/or CEO, Josh Legum, who are responsible for ensuring the investigation and any subsequent correlated action has been completed. Employees with any questions regarding this policy should contact the VP of Human Resources.

Our Employee Relations Philosophy

We are committed to providing the best possible climate for maximum development and goal achievement for all employees. Our practice is to treat each employee as an individual. We seek to develop a spirit of teamwork; individuals working together to attain a common goal.

In order to maintain an atmosphere where these goals can be accomplished, we provide a comfortable and progressive workplace. Most importantly, we have a workplace where communication is open and problems can be discussed and



resolved in a mutually respectful atmosphere. We consider individual circumstances and the individual employee. We firmly believe that with direct communication, we can continue to resolve any difficulties that may arise and develop a mutually beneficial relationship.

Talk to Us

We encourage you to bring your questions, suggestions and complaints to our attention. We will carefully consider each of these in our continuing effort to improve operations. If you feel you have a problem, present the situation to your supervisor so that the problem can be settled by examination and discussion of the facts. We hope that your supervisor is able to satisfactorily resolve most matters. If you still have questions after meeting with your supervisor or if you would like further clarification on the matter, request a meeting with your HR Director. They will review the issues and meet with you to discuss possible solutions. Your suggestions and comments on any subject are important, and we encourage you to take every opportunity to discuss them with us. Your job will not be adversely affected in any way because you choose to use this procedure.

If at any time you do not feel comfortable speaking with your supervisor or the next level of management, discuss your concern with any other member of management with whom you feel comfortable.

Employment Orientation

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New Employee Orientation

The day you complete new employee orientation paperwork is considered your hire date. In addition to completing new hire paperwork, ordering your background study and reviewing key policies, you were given a copy of our Employee Handbook as well as instructions on how to view it online.

If you have been previously employed with a Monarch Healthcare Management facility, you may be exempt from the orientation program, You must read the Employee Handbook and sign the receipt page before you will be allowed to begin the duties of your position. The receipt page must be returned to your HR Director. Please direct any questions you have regarding the Employee Handbook policies to your HR Director.

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Immigration Reform and Control Act

In compliance with the federal Immigration Reform and Control Act of 1986 (IRCA), as amended, and any state law requirements, if applicable, Monarch Healthcare Management is committed to employing only individuals who are authorized to work in the United States.

Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility.

If an employee is authorized to work in this country for a limited time period, the individual will be required to submit proof of renewed employment eligibility prior to expiration of that period to remain employed by Monarch Healthcare Management.

E-Verify

Monarch Healthcare Management utilizes a website-based system managed by the United States Department of Homeland Security to determine the employment eligibility of new employees who were

provided an offer of employment. We encourage you to learn more about the E-Verify process, including your rights and responsibilities as an employee and how to correct your records if a mismatch is found during the verification process.

Categories of Employment

Upon hire, you will sign a *Confirmation of Employment* and job description that will designate your employment classification.

All Full-Time and Part-Time employees will be scheduled to work a specific shift, schedule and/or number of hours and will be eligible for benefits as defined in the Employee Benefits Guide.

Full-Time employee that has a set schedule and holiday rotation and works more than 60 hours a pay period

Part-Time employee that has a set schedule and holiday rotation and works less than 60 hours a pay period

On-Call employees work as needed to fill open shifts. To maintain eligibility of employment, On Call employees must sign and abide by the *On Call Agreement* which includes working at least (2) weekend shifts per month and (1) holiday every calendar year or as directed by facility need.

Intermittent Student employees generally work June-August, but never longer than 90 days consecutively, as they are not eligible for benefits. Intermittent Student employee typically return to work during winter and/or spring break. Intermittent students must work 4 shift per pay period during their months of availability. It is the responsibility of the Intermittent Student to maintain contact with the facility HR Director regarding intention of returning to work the next summer. Intermittent students are not eligible to accrue PTO.

Temporary employees perform work for a specified period of time, normally less than one year

In addition to the preceding categories, employees are also categorized as “exempt” or “non-exempt”.

NON-EXEMPT employees are entitled to overtime pay as required by applicable federal and state law.

EXEMPT employees are not entitled to overtime pay and may also be exempt from minimum wage requirements pursuant to applicable federal and state laws.

Introductory Period

You are on an introductory period during your first 90 days of employment. During this time, you will be able to determine if your new job is suitable for you and your supervisor will have an opportunity to evaluate your work performance. However, the completion of the introductory period does not guarantee employment for any period of time since you are an at-will employee both during and after your introductory period.

The Administrator may decide to extend your introductory period no more than an additional (30) days if you have not worked enough hours in order to determine suitability for your position.

Internal hires who switch roles will also have a 90 day introductory period to evaluate job performance and fit for the role. These employees are eligible to use PTO during this time.

Employees who leave Monarch Healthcare Management and return, will serve a new introductory period.

Job Descriptions

Monarch Healthcare Management maintains a job description for each position in the company. The job description outlines the essential duties and responsibilities of the position. During New Employee Orientation, you will read and sign your job description,

which will be maintained in your personnel file. When the duties and/or responsibilities of a position change, the job description is revised to reflect those changes. If you have any questions or wish to obtain a copy of your position’s job description, please see your HR Director.

Your supervisor is responsible for the operations of your department. They are a good source of information about Monarch Healthcare Management and your job.

Driver’s License / Driving Record

Employees in positions where the operation of a motor vehicle is an essential duty must present and maintain a valid driver’s license and have an acceptable driving record. Changes in your driving record must be reported to VP Human Resources immediately. If driving is an essential function of your position and you become unable to drive for whatever reason, you may no longer be qualified for your position. Violations of this policy may result in immediate termination of your employment.

ORIENTATION TOPICS SPECIFIC TO SNFs and ALs (SNF = Skilled Nursing Facility AL = Assisted Living)

Background Study

Minnesota Nursing Home regulations require facilities licensed by MDH or Minnesota Department of Human Services (DHS) to complete a background study for anyone affiliated with the facility who may have direct contact with its residents and tenants.

If results from the background study determine that an individual has been disqualified from a position that allows direct access to clients of the facility, that individual will be removed from the facility and schedule immediately. DHS will directly notify the individual as well; the employee must work directly with DHS in resolving disqualifications. Monarch will hold the position open for up to (45) days, at which time if no further notice of ‘set aside’ is received, the employee will be removed from payroll. Only if the disqualification has been ‘set aside’, may the individual be able to return to the facility. In certain instances where there is a

disqualification (or multiple) that has been set aside, but is less than 7 years aging, Monarch reserves the right to rescind an offer of employment to that individual or terminate their employment if they were employed prior to receipt of notice from DHS; the VP Human Resources will make this decision. If disqualification is not set aside, the relationship with the facility will be terminated, whether it is employment, volunteer, etc.

Current Licenses and Certifications

Staff in positions that require an active license and/or certification are wholly responsible for ensuring it is maintained and valid. Failure to qualify for or maintain an active certification or license may be sufficient cause for termination of employment, at a minimum, **you will be immediately removed from the facility and schedule.**

Licensed and Registered nurses must have a valid Minnesota Nursing license with the Minnesota Board of Nursing at all times. In addition, Monarch Healthcare Management requires all nursing staff to maintain active cardiopulmonary resuscitation (CPR) certification.

Certified Nursing Assistants must be current on the Minnesota Nursing Registry or provide proof of passing the NAR exam. CNAs must complete twelve hours of education credits each anniversary year.

Licensed, registered and certified staff must take immediate action to notify appropriate agencies to ensure any name or address changes are documented.

The **Minnesota Board of Nursing** requires nurses to complete a Name Change Request form.

Minnesota Board of Nursing 1210
Northland Dr, Ste 120 Mendota
Heights, MN 55120 612-317-3000
888-234-2690
nursing.board@state.mn.us

The **Minnesota Nursing Assistant Registry** requires CNAs to send a photocopy of their marriage certificate, divorce decree or court order that changed their name; must include certification number and address.

Minnesota Nursing Assistant Registry
Box 64501
St. Paul, MN 55164-0501
651-215-8705
800-397-6124
health.fpc-nar@state.mn.us

The **Minnesota Board of Examiners for Nursing Home Administrators** requires Administrators to complete a Name Change form.

MN BENHA
2829 University Ave SE, Ste 404
Minneapolis, MN 55414-3230
651-201-2730
benha@state.mn.us

The **Minnesota Board of Social Work** requires Social Workers to complete a Name Change form.

Minnesota Board of Social Work
2829 University Ave SE, Ste 340
Minneapolis, MN 55414-3239
612-617-2100
social.work@state.mn.us

Tuberculosis Screening

All staff must have a baseline tuberculosis (TB) screening to reduce the risk to residents and co-workers. The need for annual testing will be determined by routine TB risk assessments. If staff fail to complete TB screening, they will not be scheduled to work; continued failure to screen will result in termination of employment.

Hepatitis B Vaccination Program

Staff in positions where there is a risk of exposure to blood and body fluids will be offered the opportunity to receive the Hepatitis B vaccination series at no cost. If there is a possibility that you are pregnant, consult your physician prior to starting the series. Once begun, it is important to complete the vaccination series according to schedule. If a staff member leaves employment during the six-month vaccination period, they are responsible to cover the cost to complete the series.

Covid 19 Vaccination Program

As Healthcare workers, you are on the front lines of taking care of residents and interacting with co-workers that puts you at risk for COVID 19 exposure. As employees, you are offered the opportunity to receive the COVID 19 vaccination at no cost to you. It is important to complete the vaccination series according to schedule. If a staff member leaves employment during the series, they are responsible to cover the cost of the series and complete it elsewhere.

New Hire Training

E-Learning. All staff must complete the assigned new hire courses in our e-learning system before they may begin their job duties. Failure to complete all courses within (10) calendar days will result in termination of employment unless additional time is approved by the Administrator. Management staff must complete their e-learning while at work.

In addition, mandatory e-learning will be assigned at the beginning

of every calendar quarter. Completion is a requirement of every Monarch employee's job. If e-learning is not completed by the due date, the employee will receive an additional week to complete. If it's not completed, a warning will be given with an extension of a second additional week, and if not completed again, a final warning will be given, with another week to complete. At that time, if the e-learning is still not completed by the extended deadline, the employee will be terminated. This will be progressive discipline and employees will receive disciplinary action if the e-learning is not completed each quarter.

Competencies. Staff in certain positions (nurses, CNAs, etc.) are required to clearly demonstrate both their understanding of core concepts and the ability to perform related crucial tasks prior to being released to work autonomously. It is a group responsibility to ensure the competency checklist is completed and ultimately returned to the HR Director to be placed in the personnel file.

Your Time - Hours, Breaks and Pay

3

NOTE: The Wage and Hour Laws Monarch Healthcare Management must abide by are very specific. It is important that all situations affecting your time or pay are addressed using the guidance of this section. If you have any questions, please ask **BEFORE** acting outside these parameters; your department director, HR Director, person who completes payroll duties, and/or Administrator will provide clarity.

Work Schedules

Staff with Set Schedules. Staff members in positions that have a regular schedule will receive verification of their schedule on the *Confirmation of Employment* at the time of hire or transfer into a different position. Any changes to the set days/hours must be approved by the department director. **If the need should arise to change an employee's set schedule, a 30 notice will be given unless its due to census cuts.**

Staff with Changing Schedules. Work schedules will be posted at least (2) weeks prior to the start of a workweek. It is your responsibility to monitor your schedule for changes. Any changes to the schedule must be approved by the Scheduler or department director. You will be scheduled so that you will not be required to work more than (6) consecutive days nor (2) weekends out of (4) except in cases of emergency, such as to maintain required nursing and nursing assistant staff ratios or if applying this policy would have the effect of depriving clients of needed services. **Department directors and staff members may mutually agree to additional weekends or consecutive days** after taking into consideration overtime and other provisions.

Trade Requests. All trades must be formally requested using your facility-specific document similar to below where both staff must sign and date the request. Trade requests will be considered and approved / denied based upon projected overtime, staff burnout, and other factors that affect the safety and quality of facility operations. Once a trade is approved, the same attendance and punctuality provisions will apply to the working staff member.



Shift Change Request	Date Requested: _____	Hours: _____
All submitted requests are considered PENDING until signed by the Director and a copy returned to the employee.	Employee A Name: _____	_____ agrees to work for
	Employee B Name: _____	_____ on above date/hours.
	Employee A Signature: _____	Date: _____
	Employee B Signature: _____	Date: _____

Mandation

Monarch abides by government mandates of ensuring a sufficient number of qualified nurses and nursing assistants are on duty to provide safe quality care to our clients. Nursing assistants and nurses will be expected to remain on duty until their replacement has arrived. If you are mandated to work extra hours or a shift, you will be assigned to the area of the campus that is in need.

When a call-in occurs, the Scheduler will make every effort to fill the open shift, as the practice of mandation is not a regular means of staffing, but rather a last resort to ensure adequate coverage. The nurse in charge during your mandation will determine and notify you if you can leave part way through the shift, as staffing needs potentially change. Staff mandated to stay will receive a free meal from the facility kitchen during the mandated shift.

Finding Your Own Replacement. If you are able to find another staff member to work your mandated hours/shift, it must first be approved by staff members designated to do so (Scheduler, charge nurse, DON, Administrator), ensuring your replacement will not incur overtime, etc. Absent formal approval, you will be responsible to work the hours/shift. The staff member who agrees to fulfill your mandation will receive credit for mandation that month and you will be subject to mandate at your next scheduled shift.

Refusal of Mandation. Staff refusing to stay or come in early upon notice to fulfill their mandation obligation or failure to find an approved replacement, will receive corrective action as outlined in the *Attendance and Punctuality* policy.

Call-In for Mandated Shift/Hours. If a staff member calls-in for the shift in which they were to be mandated they may receive a heightened corrective action as they are creating an additional mandation situation.

Open Shift Scheduling

When there are open shifts on the schedule, the facility will make every effort to fill them by asking for volunteers to pick up shifts. When these efforts have been unsuccessful, the mandation policy will be utilized to ensure our staffing levels will meet requirements.

To aid in easing the burden of mandation, nurses and CNAs are **encouraged** to complete an *Open Shift Scheduling Designation* form and return to the Scheduler by the 1st of every month. The OSSD form allows staff to state their preference for the following month's shifts to be mandated, if needed, or unavailability of mandation.

On Call Employees. **On Call staff must complete the OSSD form by the 1st of every month**, effective for the following month, designating the two weekend shifts they will be working. Failure to complete and return the OSSD to the Scheduler will result in the two weekend shifts being scheduled based on facility need determined by the Scheduler.

Open Shift Scheduling Procedure. Posted schedules will designate (star *) the staff member on each shift who will be expected to cover an open shift after all efforts to fill the vacancy have been exhausted.

1. A completed *Open Shift Scheduling Designation* form must be received before the 1st of every month and will be applied to the following month. The OSSD form designates preferences for mandation dates and preferences to not be mandated on certain dates. **These preferences are not guaranteed as resident safety takes precedence.**
2. The starred individual for the shift immediately preceding and following an open shift will be expected to cover half of the hours (split between the two **unless otherwise agreed upon**). In situations where the same staff member is both the preceding and following scheduled staff, only one obligation will apply.

3. Primary staff member designated for mandation, should it be necessary, will be designated with a single *; Secondary staff members will be designated with double ** and expected to stay if there are additional open shifts and/or if the primary mandated staff member fails to fulfill their requirement.
4. All normal overtime, weekend bonuses, etc. will apply for staff working mandated shift/hours

I have read and understand **both** the *Mandation and Open Shift Scheduling* policies. I will ask the Scheduler, my manager and/or Administrator for clarification on any questions I have.

Employee Print Name: _____

Position: _____

Employee Signature: _____

Date: _____

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Attendance and Punctuality

Attendance and punctuality are not only important factors for your success with Monarch, but absolutely critical as caregivers and support staff for the vulnerable population that we have been entrusted to serve. We work as a team and this requires that each person be in the right place at the right time. You are expected to be ready to work at your scheduled start time. You will be considered officially Late if you clock-in seven (7) minutes or more after your scheduled start time. You should complete the **Late Interview Questionnaire** with your HR Director, manager or Administrator upon arriving late **every** time; overnight staff can leave questionnaire in HR Director's mailbox.

Given the dependence our residents and tenants have upon us, attendance is an essential function of every Monarch job. Personal issues requiring time away from work, such as doctor's appointments or other matters, should be scheduled during your nonworking hours when possible. You must receive permission from your manager or person in charge of facility to leave the building during your scheduled shift; leaving without permission can be considered abandonment of shift and may result in corrective action, including termination of employment.

If you are absent for a full day without notifying your manager or available supervisor, it is assumed that you have voluntarily abandoned your position and you will be removed from the payroll; we will begin to actively recruit to replace your position.

If you are going to be late for work or absent, notify your manager as far in advance as is feasible under the circumstances; at least (4) hours prior to your scheduled start time, if possible. Your department director may require a doctor's note supporting a claim of illness or injury. Upon returning to work after an unplanned absence, you should report to your manager **prior to the start of your next scheduled shift** to complete the **Absence Interview Questionnaire**; overnight staff can leave questionnaire in manager's mailbox.

3

If you are absent for (2) or more consecutive days for the same reason, it will count as (1) unplanned absence. **If you are unable to work your scheduled hours, these hours will be re-scheduled on any day(s) of the week or weekend determined by facility needs.**

ABSENCES and LATE STARTS

Except during the Introductory Period, Unplanned Absences and Late Starts are measured in a rolling calendar year beginning with the 1st instance. In extenuating circumstances, Administrators can make a one-time exception to termination upon the 7th unplanned absence.

UNPLANNED ABSENCES During Introductory Period

- 1 = verbal counseling
- 2 = final written warning
- 3 = termination

UNPLANNED ABSENCES After Introductory Period

- 5 = verbal counseling
- 6 = written warning
- 7 = final written warning
- 8 = termination

LATE START

≥ 7 minutes after scheduled start time
3 occurrences = 1 absence

I have read and understand the *Attendance and Punctuality* policy. I will get clarification from the HR Director when needed.

Employee Print Name: _____

Employee Signature: _____

Date: _____

Recording Your Time

Monarch Healthcare Management is required by applicable federal, state and local laws to keep accurate records of hours worked by its staff. To ensure we have complete and accurate time records and that employees are paid for time worked, Employees are required to record all working time.

Unless otherwise instructed, all employees must use the time clock to record their hours worked. You are expected to keep an accurate record in **REAL TIME** of your hours worked. This includes punching in/out for your shift and punching in/out for unpaid time away from work during your shift. Frequently missed punches will be addressed by the corrective action process.

Employee who have a missing time clock punch or forget to punch the clock, must complete the *Timecard Change Request* form and submit to the HR Director or person who completes timekeeping duties for correction the **SAME DAY** it occurs. **It is your responsibility to ensure the accuracy of your timecard DAILY.** Any pay errors resulting from non-compliance with this policy will be adjusted on the next paycheck.

3

Non-Exempt employees must not clock-in more than (7) minutes ahead of your start time and clock out no later than (7) minutes after your quitting time, unless given permission by your manager to work outside your scheduled hours.

All employees subject to this policy are required to accurately record all time worked. Intentionally **falsifying a time record is considered fraud and may also be considered theft** if it results in an increase in pay not due to you. **Punching the clock on behalf of another staff member is also considered fraud** since punching the clock is synonymous with legally documenting time worked. As with all policies in this handbook, violations of this policy will result in corrective action.

Loitering is not allowed in the building. Staff are not allowed in the building outside of regular scheduled hours without a legitimate and reasonable purpose.

I have read and understand the *Recording Your Time* policy. I will ask the HR Director

Employee Print Name: _____

Employee Signature: _____

Date: _____

Overtime

Although we aggressively try to minimize overtime, there may be times when you will need to work overtime so that we may meet the needs of our residents and tenants. You will be given advance notice when feasible, but this is not always possible. If you are a non-exempt employee, you must have all overtime approved in advance by your department director.

All overtime is calculated and paid according to federal, state and local regulations. Non-exempt employees will be paid an overtime rate in accordance with the FLSA for eligible hours worked in excess of 40 in the facility's defined workweek, or as defined on your *Confirmation of Employment*. Facilities have different established 7-day workweeks; confirm with your HR Director the start and end days for your facility. Paid time off benefits are not considered hours worked for the purpose of determining overtime; eligibility is determined based on actual hours worked.

Discuss any questions you have concerning overtime pay with your HR Director or your Administrator.

Meal Break

Employees working (7) or more consecutive hours are required to take a (30) minute unpaid meal break. Non-exempt employees must clock out immediately prior to beginning their meal break and immediately before resuming work after their meal break. If for reasons out of your control, you were prohibited from taking your meal break, please bring this to your department director's attention immediately; otherwise, you must take your meal break and work your expected schedule. A *Timecard Change Request* should be completed stating no lunch was taken and the reason.

Given the nature of our work and the healthcare field, staff must ask permission to leave the grounds of the facility in the event an emergency should occur. This practice should be an exception to the rule that employees must stay on facility



grounds during meal breaks when they are clocked out. In the event an emergency does occur and your meal break is interrupted, you must punch-in so you will be fully paid for your time. If needed, due to automated 30 minute meal deductions, please complete the *Timecard Change Request* to document that your time was interrupted and you should be paid.

Due to infection control measures and perception to the public, staff must not eat meals in areas not designated to do so. Staff with an office not visible to the public may eat meals there, but non-exempt staff must not perform any work during their unpaid meal break, including answering phones or drafting e-mails.

Some departments may need to schedule their meal breaks in a staggered manner to ensure the continuity of care for our residents and tenants. **At no time may a Meal Break and Rest Break be combined back-to-back to extend the time away from work.**

If you would like to purchase a meal from your site's Culinary department, please coordinate the meal options and payment with the Culinary Director and/or HR Director or person who completes timekeeping duties.

You are responsible for cleaning up after yourself and leaving the break area as clean or cleaner than you found it. We are working in our clients' home and it should be respected.

Rest Break

Staff working (4) consecutive hours are provided time, not to exceed (15) minutes, to rest and refresh themselves; this time is paid. Rest breaks are earned for every set of (4) consecutive hours worked; staff working an (8) hour shift, will be allowed (2) rest breaks; staff working (12) hours, will be allowed (3). Rest breaks are taken roughly half-way through the consecutive (4) hours of work, taking into consideration the needs of our residents and tenants. **At no time may (2) Rest Breaks be combined back-to-back to extend your time not working or to manipulate your schedule so you may leave early.**

Nursing Mothers Break

Monarch Healthcare Management will provide a reasonable amount of break time to accommodate the mother's need to express breast milk for the employee's infant child up to one year of age. If possible, the break time should be taken concurrently with any Rest Break or Meal Break already provided. Non-exempt employees should clock out for any time taken that does not run concurrently with normally scheduled rest periods, and such time generally will be unpaid in accordance with state law.

We will make reasonable efforts to provide our nursing mothers with the use of a private room or other location near the employee's work area with access to an electrical outlet, to express milk in private. Notify your manager to coordinate time to express breast milk.

Your Pay

Facilities have established workweeks. Your (7) day work week is what is used to measure total weekly hours and overtime. Please confirm the start and end days of your (7) day work week with your HR Director or person who completes timekeeping duties.

Pay Day. Staff are paid biweekly on Fridays (no exceptions) for the period that ends on the last day of the previous workweek. When the payday is a federal banking holiday, you will be paid on the last working day (Thursday) before the holiday. The HR Director or designee will distribute paper checks during normal business hours and **only** to the owner of the check.

Direct Deposit. It is strongly recommended to enroll in Direct Deposit which will ensure receipt of your pay even when you are not in attendance at work on a pay day. Additional benefits of Direct Deposit are avoiding charges for stop payment fees for lost or destroyed paychecks.

Paycheck Corrections. We make every effort to ensure you are paid correctly, but inadvertent mistakes can occur. Please

review your paycheck for errors. If you find a mistake, report it to your HR Director or person who completes timekeeping duties immediately so they can facilitate the steps necessary to correct the error promptly. Pay errors resulting from the staff member's non-compliance with related policies in this handbook will be corrected on the following pay day as will errors totaling less than \$75.00. All other corrections will be made as soon as possible. If you lose or destroy your paycheck, you may request to have your check re-issued. You will be responsible for the cost of the stop-payment fee.

Paycheck Deductions. Monarch Healthcare Management is required by law to make certain mandatory deductions from your paycheck each pay period. These deductions typically include federal and state taxes, Social Security (FICA) taxes and any other deductions required under law or by court order for wage garnishments. The amount of your tax deductions will depend on your earnings and the number of exemptions you list on your federal Form W-4 and applicable Minnesota state withholding forms. You may also authorize voluntary deductions from your paycheck, including contributions for insurance premiums, retirement plans, spending accounts, or other services. Your deductions will be reflected on your check stub.

Garnishments / Child Support. When a staff member's wages are garnished by a court order, Monarch Healthcare Management is legally bound to withhold the amount indicated in the garnishment order from your paycheck. We will honor applicable federal and state guidelines that protect a certain amount of an employee's income from being subject to garnishment.

Loan/Salary Advances

Monarch Healthcare Management will not grant you a monetary loan or advance payment against your future salary or wage earnings.

Time Away from Work and Other Benefits

4

Paid Time Off (PTO)

Regularly scheduled full-time and part-time employees are eligible for paid time off (PTO).

PTO accrual begins immediately upon hire and is based upon hours paid (worked, PTO, holidays, etc.). The maximum PTO balance cannot exceed 300 hours.

After successful completion of your introductory period, you may begin to submit requests to use your available balance of PTO.

Accrual Schedule

Anniversary Year	Accrual Rate Per Hour Paid	Max PTO Hours Accrued Annually
Upon Hire	.05770	120
1	.06154	128
2	.06540	136
3	.06923	144
4	.07310	152
5	.07690	160
6	.08080	168
7	.08460	176
8	.08850	184
9	.09230	192
10	.09620	200



The following are minimum requirements; check with your HR Director or representative for facility specific procedures and expectations.

Requesting/Utilizing PTO. Submit electronic PTO requests to your manager for consideration. Staff in positions that require a replacement must submit PTO requests at least (2) weeks prior to the posting of the schedule, or a minimum of 24-hour notice if employee, with prior approval, finds own replacement for entire shift and replacement does not incur overtime. Requests are usually granted based on the date submitted, staffing levels and other work-related requirements. Requests that result in a negative available PTO balance will be denied.

If you do not report for or are absent for more than 2 hours of a normally scheduled shift, PTO use is required for the hours absent. No unpaid time off will be authorized if PTO hours are available. Exempt staff will have PTO assigned in compliance with state and federal wage and hour laws.

PTO will be paid at your base wage and will be paid on the payroll period in which the time off occurs.

Understanding Your PTO Balances.

Accrued PTO: This balance increases based on hours paid and the applicable accrual rate, and will update each pay period. This balance is immediately available for use upon completion of your introductory period.

PTO: This balance is made up of hours that are carried over from Accrued PTO at the time of your anniversary. As PTO is used, it is deducted from this balance.

The total of both balances is the total amount available for use.

Pay Out. If you have at least one year of service, upon approved transfer to On-Call position and satisfaction of posted schedule requirements, or upon voluntary termination and satisfaction of the (4) week resignation period, you will be paid the hours from your PTO balance. Accrued PTO balance is not eligible for payout. PTO cannot be used during your resignation period unless you agree to extend your notice period by the equivalent amount of time. If your employment is terminated, you are not eligible to receive pay out of your PTO.

Cash Out. Twice each year, in May and November, staff who have been employed at least one year are eligible to request to cash out up to (40) hours, but no more than half of their available PTO balance. Your HR Director will post notification of this opportunity.

PTO Donation. If you have exhausted all available benefit hours as a result of an extended absence due to medical or personal emergency, you may have PTO donated to you by your coworkers. The maximum allowable donation per staff member is (40) hours per event. Submit a *Recipient Application for PTO Donation* form to your HR Director who will provide to the Compensation and Benefits Director. Eligibility will be communicated and determined by the Compensation and Benefits Director based on:

- Absence due to your own illness, illness of an immediate family member, or a personal or family emergency
- All your available benefit hours have been exhausted and you have been absent for at least one week

Requests for PTO donation must occur in advance or during the staff member's absence, and will not be approved if requested after the staff member has returned from their absence.

Serious Health Condition Pay (SHC Pay)

All regularly scheduled employees are eligible to accrue Serious Health Condition Pay (SHC Pay).

Accrual of SHC Pay begins immediately upon hire using the multiplier .034615 and is accrued based upon hours paid. SHC Pay accrual caps at (72) hours per anniversary year and (400) total hours.

After successful completion of your introductory period, your SHC Pay may be used for qualified reasons.

Qualified Reasons. Status of a 'serious health condition' is determined by a healthcare provider and documented on the *Serious Health Condition* form. This benefit is eligible to be used to replace your wages upon absence due to your own serious health condition, injury, pregnancy or childbirth or the

same conditions for your eligible family members. Eligible family members include minor or adult children, spouse, parents, step-parents, parents-in-law, grandchildren, siblings or grandparents.

SHC Pay is available to replace your wages after a (10) consecutive calendar day elimination period, during which time available PTO must be used. Use of SHC Pay, regardless of notice given, will be counted as an absence according to the Attendance policy, unless time away qualifies for FMLA. SHC Pay cannot be used during your notice period and unused SHC Pay is not eligible for payout upon termination nor transfer to an On Call position.

Holidays

Full-time employees are eligible for paid holidays after successfully completing their introductory period. Monarch observes the following (6) holidays during the year:

New Years' Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

In addition, **(1) Floating Holiday** may be requested each calendar year. Unused floating holidays do not roll over annually.

Exempt employees will receive holiday pay in compliance with state and federal wage and hour laws. Non-exempt employees must work their scheduled workday both before and after the holiday in order to be paid for the holiday unless you are absent with prior approval. No staff member will receive a paid holiday if they have not worked in the (7) preceding days of the holiday unless you are on prior approved PTO or leave under FMLA.

If you are scheduled Monday-Friday, holidays falling on a Saturday or Sunday are observed the preceding Friday or following Monday to be discussed and agreed upon with your

manager. If you work a different schedule, the holiday is usually observed on the calendar day in which it falls.

Holiday Worked Pay. Only staff who are scheduled on a holiday rotation will receive two times their regular rate of pay (Holiday Worked Pay) for hours worked during the holiday. For these purposes, the holiday is designated as the 24-hour period starting at the beginning of the preceding overnight shift and ends with the close of the afternoon shift on the day of the holiday; the exception to this is Christmas and New Year's where the holiday starts at the beginning of the afternoon shift on the Eves and ends with the close of the day shift on the day of the holiday. Employees cannot receive both a paid holiday off and holiday worked pay.

Family and Medical Leave Act (FMLA)

The rules surrounding the application and management of the Family and Medical Leave Act (FMLA) are numerous and detailed. Below is a summary of those details. If you have any questions of how FMLA may apply to you, please ask your HR Director.

FMLA provides up to (12) weeks of unpaid, job-protected leave for employees who are unable to work due to their own serious health condition (SHC) or the need to care for their parent, spouse or child with a serious health condition.

Eligibility: There are (3) requirements for eligibility.

1. staff must have worked at least (12) months - does not need to be consecutive, and
2. a minimum of 1250 hours in the (12) months prior to taking leave, and
3. work in a facility that has at least 50 employees within 75 miles of your worksite

Qualifying Reasons: There are (3) qualifying reasons.

1. **Serious Health Condition** – taking FMLA leave to care for yourself or to care for your spouse, child or parent with an SHC. Serious Health Condition is defined as:
 - a. Conditions requiring an overnight stay in a hospital or other medical care facility



- b. Conditions that incapacitate you or your family member for more than (3) consecutive days and require ongoing medical treatment (either multiple appointments with a health care provider, or a single appointment and follow-up care such as prescription medication)
 - c. Chronic conditions that cause occasional periods when you or your family member are incapacitated and require treatment by a health care provider at least twice a year; and
 - d. Pregnancy (including prenatal medical appointments, incapacity due to morning sickness, and medically required bed rest).
2. **Expanding Your Family** – Staff may take FMLA leave for the birth of a child or to bond with a newborn child, or for the placement of a child for adoption or foster care and to bond with that child. Men and women have the same right to take FMLA leave to bond with their child, but it must be taken within one year of the child's birth or placement and must be taken as a continuous block of leave
3. **Military Family Leave**
 - a. **Qualifying Exigency Leave:** Up to (12) workweeks of FMLA leave to help families manage their affairs when a military member has been deployed to a foreign country. The military member must be the employee's spouse, child or parent.
 - b. **Military Caregiver Leave:** Up to (26) workweeks of FMLA leave to help families care for covered servicemembers with a serious injury or illness. The employee must be the spouse, child, parent or next of kin of the covered servicemember.

Rights and Protections. You may be able to take up to (12) weeks of job-protected leave. During this time, your health insurance will be continued as if you were not on leave. You will be required to pay for your portion of premiums through normal payroll deductions unless you do not have enough PTO and/or SHC Pay to cover it, in which employees must pay for the shortage upon return.

In some instances, leave can be taken intermittently or reduced hours. Planned medical treatments must be scheduled at times that minimize disruption to smooth operations of the facility. You will be able to return to the same job or similar as long as you are able to return to work before your FMLA leave is exhausted.

Employees with available PTO must use it concurrently during any scheduled hours you would have worked in the first (10) calendar days of FMLA leave, including intermittent FMLA leave. After that, accrued SHC pay will be used until exhausted, at which time, accrued PTO will be used for any remaining FMLA leave, including intermittent FMLA leave.

How to Request Leave. Employees must initially provide enough information so it can be determined if the time away will be qualified under FMLA; facility HR Directors will provide guidance and work closely with the Employee Relations Consultant. Thirty (30) days advance notice is required for planned leaves, such as surgeries or childbirth. Instances where advance notice is not possible, require notice as soon as you learn of the need. Although you do not need to provide diagnosis, enough information to determine that leave is due to an FMLA-protected condition is necessary. Requests should be made to the HR Director; requests made to employee managers will be routed to the HR Director immediately to begin the time-sensitive process.

Required Communication – Employer and Employee Notices, Certification and Designation. Communication and timing are very important. The HR Director will begin to officially track dates and information once it is determined that your time away may be a qualified reason for FMLA-covered leave. At that time, the HR Director will provide you with the federal *Notice of Eligibility and Rights & Responsibilities* form within (5) business days of being notified. Simultaneously, the HR Director will also provide the proper *Certification* for completion: typically, either the *Certification of Health Care Provider for Employee's SHC* form or the



Certification of Health Care Provider for Family Member's SHC form, as applicable. If it is determined that your time away may be a qualified Military Family Leave, the HR Director will provide that correlated *Certification* form:

- Certification for Serious Injury or Illness of a Current Servicemember*
- Certification for Serious Injury or Illness of a Veteran*
- Certification of Qualifying Exigency*

Employees have (15) calendar days from the date the *Notice of Eligibility* and the *Certification* are received to return the completed forms to the HR Director. Failure to provide complete and sufficient medical *Certification* may result in a denial of your FMLA request. If you are already absent from work, have not returned the forms and do not respond to communication, we will assume you have voluntarily terminated your employment.

The HR Director will provide the employee with the *Designation Notice* and the *Fitness for Duty Certification* form within (5) business days of receiving the complete and sufficient medical *Certification*. The *Designation Notice* will designate whether the request for FMLA is approved or if more information is needed. If approved, the *Designation Notice* will outline the timing expectations, the concurrent use of accrued PTO and SHC Pay as well as the requirement for a *Fitness for Duty Certification* in order to return to work.

While You Are Out – Staff must provide periodic updates on their status and intent to return to work or if the need for FMLA leave changes while out. You are required to contact the HR Director every (2) weeks, unless otherwise designated.

Medical Certification. Medical *Certification* must include: contact information for health care provider; when the SHC began; how long the condition is expected to last; facts about condition; whether you are unable to work/your family member is in need of care; and **whether you need continuous or intermittent leave. Intermittent leave designations will require an estimate of time needed for each absence, how often the absences will occur and the medical necessity for taking intermittent leave.**

The HR Director will notify the employee in writing, if necessary information is missing from the *Certification*; the employee must provide the missing information within **(7)** calendar days. If the validity of the *Certification* is questioned, the HR Director will request a second opinion at the cost of the company. If the first and second opinion differ, a third opinion may also be requested at the cost of the company.

Updated *Certifications* will be required when the need for FMLA leave continues for an extended period of time or if the circumstances described by the previous certification have changed significantly. Recertifications for intermittent FMLA leave may be requested every 30 days in connection with an absence in order to get an update on how often and for how long the leave should be.

Returning to Work. A *Fitness for Duty Certification* will be required, in most instances, in order to return to work. A notable exception is after the birth or adoption of a child. Employees will be returned to the same job or one that is nearly identical, at similar pay. This requirement is not applicable if the FMLA leave is exhausted and the employee is unable to return to work. If an employee does not return from FMLA leave as designated, the HR Director will review with the Employee Relations Consultant whether this is considered a resignation and the employee will be removed from payroll.

Certain key employees may not be guaranteed reinstatement to their position following FMLA leave. The VP Human Resources will

notify the employee if they are considered a key employee.

Leave of Absence (LOA)

The Leave of Absence (LOA) benefit is typically applied in situations where the employee is not able to use FMLA either due to eligibility or having a qualifying reason.

The LOA benefit provides you with the ability to request unpaid time away from work due to a serious health condition (up to 60 days) or certain compelling non-medical reason (up to 30 days). Time away from work is not considered job-protected.

Eligibility. Regularly scheduled full-time and part-time employees who have completed (180) days of employment are eligible to request a LOA for qualifying reasons. **Non-medical requests require both good performance and attendance status to be considered, as they are not commonly granted.**

Accrued PTO must be used for all time you would have been scheduled to work. In cases of leave due to serious health condition, available PTO must be used concurrently for the first (10) days of leave. After that, accrued Serious Health Condition Pay (SHC Pay) will be used until exhausted, at which time, accrued PTO will be used for any remaining leave. During an approved LOA, your health insurance will be continued as if you were not on a leave; you will be required to pay for your portion of the premiums through normal payroll deductions unless you do not have enough PTO and/or SHC Pay to cover it, in which you must pay for the shortage upon return.

How to Request Leave. You must initially provide enough information so it can be determined if the leave will be approved; your HR Director will provide this guidance and may work with the Employee Relations Consultant to administer. Thirty (30) days advance notice is required for planned leaves, such as surgeries or childbirth. Instances where advance notice is not possible will require notice as soon as you learn of the need. Although you do not need to provide diagnosis, enough

information to determine if the situation qualifies as a SHC is necessary. Your HR Director will provide you with the *Request for Leave of Absence* form for you to complete **Part A** to formally request the leave.

Within (5) business days of receiving the completed Part A of the Request, they will complete **Part B** notifying you of the eligibility decision. If you are eligible and the qualifying reason is due to a SHC, **Part C** of the *Request* form will be completed and will outline if and what you will need to supply in order for a determination of qualification to be made. The *LOA Certification for SHC* form will accompany the completed Request for you to bring to your physician for completion. Failure to provide your HR Director with a complete and sufficient medical Certification or supporting documentation for your request of leave will result in a denial of your request and any correlated SHC Pay. If you are already absent from work, have not returned the forms and do not respond to communication, we will assume you have voluntarily terminated your employment.

If information is missing from the Certification, your HR Director will notify you at which time you will have (7) calendar days to provide the missing information; it is best to ensure your physician completes the form comprehensively and clearly the first time. If the validity of the Certification is questioned, the HR Director will request a second opinion at the cost of the company. Additional Certifications for SHC will be required if the need changes significantly.

The HR Director will provide the employee with the *LOA* You may request additional time away from work in relation to the coordination of services and/or the need to grieve; if you have an available balance, PTO will be used.

Requests for bereavement leave should be made as soon as possible to your department director. Monarch reserves the right to request written verification of an employee's familial relationship to the deceased and their attendance at the funeral service as a condition of bereavement pay.

Designation Notice and the *Fitness for Duty/Cleared to Work*

Certification form within (5) business days of receiving the complete and sufficient *LOA Certification for SHC*. The *Designation Notice* will designate whether the LOA request is approved or if more information is needed. If approved, the *Designation Notice* will outline the timing expectations, the concurrent use of accrued PTO and SHC Pay as well as the requirement for a *Fitness for Duty/Cleared to Work Certification* in order to return to work.

While You Are Out – Staff must provide periodic updates on their status and intent to return to work or if the need for leave changes while out. You are required to contact the HR Director every (2) weeks, unless otherwise designated.

Returning to Work. A *Fitness for Duty Certification* will be required, in most instances, in order to return to work. A notable exception is after the birth or adoption of a child. Employees who do not return from leave as designated, the HR Director will review with the Employee Relations Consultant whether this is considered a resignation and the employee will be removed from payroll.

Bereavement Leave

Regularly scheduled full-time and part-time employees are eligible, after successful completion of their introductory period, to receive paid time away from work to attend services and/or coordinate processes for the death of eligible current family members.

Up to (3) days without loss of pay will be granted for your: parents, legal guardians, step-parents, spouse or domestic partner, children, step-children, siblings, parents-in-law, child(ren)-in-law, sibling(s)-in-law.

Up to (1) full day without loss of pay will be granted for: grandparents, step-grandparents, grandchildren, step-grandchildren and grandparents-in-law

Your time away will be compensated according to your regularly scheduled work hours and normal work schedule.

You may request additional time away from work in relation to the coordination of services and/or the need to grieve; if you have an

available balance, PTO will be used.

Requests for bereavement leave should be made as soon as possible to your department director. Monarch reserves the right to request written verification of an employee's familial relationship to the deceased and their attendance at the funeral service as a condition of bereavement pay.

Bone Marrow Donation Leave

If you work an average of (20) or more hours per week and at a location with more than (20) employees you are eligible to receive up to (40) hours of paid leave to donate bone marrow. Please provide your HR Director with written physician verification of the purpose and length of each leave.

Civil Air Patrol Leave

If you serve as a member of the Civil Air Patrol, and are called to duty, you will be entitled to unpaid leave, unless the leave would unduly disrupt operations. Exempt employees may be provided time off with pay, when necessary, to comply with state and federal wage and hour laws.

You must give as much notice as possible of the need for leave. You must keep the HR Director informed should the time for leave change. You will be required to provide certification from a civil air patrol authority of eligibility for the requested leave.

Election Judge Leave

If you are appointed to serve as an election judge, you will be granted leave to serve. Employees taking leave will be paid their normal rate of pay. You must provide your HR Director with at least (20) days advance written notice of your need for leave. The written request to be absent from work must be accompanied by a certification from the appointing authority stating the hourly compensation to be paid the employee for service as an election judge and the hours during which the employee will serve.



Military Leave

In the case of employee military leave, under the USERRA the employee can choose to use PTO however are not required to do so.

During a military leave if the employee is absent less than 31 days, the employee is entitled to coverage under the same benefit plan as if they were employed continuously. The employee will continue to pay their premium. For military leaves of 31 days or longer, the employee may elect to continue coverage up to 24 months or for the period of military service, whichever is shorter. The employee may be required to contribute up to 102 percent of their premium. Upon reinstatement, the employee must be reinstated immediately into the health plan without any waiting period or pre-existing condition exclusions.

Family Military Leave and Leave to Attend Military Ceremonies

If you are the spouse, parent, child, grandparent or sibling of a member of the United States armed forces who is injured or killed while engaged in active service, you may take up to (10) days of unpaid family military leave.

In addition, if you are the spouse, parent, legal guardian, child, grandparent, grandchild, sibling or fiancé of a member of the United States armed forces who has been ordered into active service in support of a war or other national emergency, you may take up to (1) day of unpaid military ceremonies leave each calendar year to attend a send-off or homecoming ceremony for the service member. This leave may be limited to the actual time necessary for you to attend the ceremony.

The request for leave may be denied if to approve would unduly disrupt operations. Staff must provide as much notice as possible of the need for leave under this policy.

Jury Duty

If you are summoned for jury duty, you will receive pay in a way that will make you whole; this benefit will not exceed (3) weeks. You will be required to provide proof of jury duty services, including payment received from the court, to your HR Director. When tallying your pay for hours worked and any pay you receive from the court for jury duty, any difference in what you would have received if you were not engaged in jury duty will be paid to you in order to make you whole. If you are released from jury duty during your normal working hours, you will be expected to return to work. Exempt employees will not incur any deduction in pay for a partial workweek absence due to jury duty.

Political Activity Leave

If you are a member of the state central committee or executive committee of a major political party or a delegate or alternate delegate of a convention of a major political party, you may take unpaid leave to attend any meetings or convention; including meetings of official convention committees. You must give at least (10) days' advance written notice to your HR Director of your need for leave under this policy.

School Visitation Leave

Full- and part-time employees are allowed up to (16) hours of leave without pay, during a (12) month period, to attend school conferences or school-related activities related to your child, including foster child, that cannot be scheduled during nonwork hours. This leave may also be used for childcare programs, pre-kindergarten or special education program attendance. Employees can choose to use available PTO in place of unpaid leave under this policy. Exempt employees may be provided time off with pay when necessary to comply with wage and hour laws.

Sick Care / Safety Leave

Staff in certain cities may be eligible for Sick and Safety Leave. Employees who have completed (12) months of employment, preceding the request for leave, and have worked for an average of

at least one-half the hours of full-time status in the (12)-month period immediately preceding the leave, may use available PTO for absences due to an illness or injury to your child (step, biological, adopted and foster), adult child, spouse, sibling, parent, stepparent, mother-in-law, father-in-law, grandchild (step, biological, adopted and foster), or grandparent for such reasonable periods as your attendance may be necessary. Leave is available on the same terms you are able to use PTO for your own illness or injury. You may also use accrued PTO for safety leave for the purpose of providing or receiving assistance because of sexual assault, domestic abuse, or stalking. This may be for your personal need or the needs of the family members described above.

Leave due to an illness of or injury to your adult child, spouse, sibling, parent, grandparent, grandchild, mother-in-law, father-in-law, or stepparent is limited to no less than (160) hours in any (12)-month period. This same limitation does not apply to leave for your child.

Victims of Crime Leave

If you are a victim of a crime and need to attend or participate in legal proceedings pertaining to the crime, you will be granted reasonable and necessary leave without pay. We will also grant reasonable time off from work without pay if you are a spouse or the next of kin of a victim of a violent crime to attend or participate in legal proceedings related to the crime. Affected employees must provide reasonable notice to their HR Director that leave under this policy is required.

Voting Leave

Monarch Healthcare Management believes that every employee should have the opportunity to vote in any state or federal election, general primary or special primary. Staff who are scheduled to work during an election or primary will be granted reasonable time off without loss of pay to appear at the employee's polling place, cast a ballot, and return to work on the date of the election. We reserve the right to select the hours you are excused to vote. Notify your department director and HR Director of the need for voting leave as soon as possible. You must present a voter's receipt to your HR Director upon return from voting leave.

Witness Leave

You will be given the necessary time off without pay to attend or participate in a court proceeding in accordance with state law. You must notify your HR Director of the need to take witness leave as far in advance as is possible. Employees will be required to use their PTO if they would like to get paid.

Employee Referral Bonus

All Monarch Healthcare Management employees are eligible to receive a bonus for referring a regularly scheduled full-time or part-time employee. The referred employee must list you on their application as a referral source (one name per application) or must mention your name prior to being hired.

\$250 will be paid after the referred employee completes (3) months of regularly scheduled employment.

\$500 will be paid after the referred employee completes (1) year of regularly scheduled employment.

Weekend / Holiday Bonus

Regularly scheduled full-time and part-time employees in positions that require shifts be filled are eligible to receive a shift pick-up bonus when they pick-up a weekend or holiday shift.

- ≥ 2 – 4 hours = \$15.00 bonus
- > 4 – 6 hours = \$20.00 bonus
- > 6 – 8 hours = \$25.00 bonus

Weekends start at the beginning of the afternoon shift on Friday and conclude at the end of the afternoon shift on Sunday.

Holidays start at the beginning of the preceding overnight shift and ends with the close of the afternoon shift on the day of the holiday; the exception to this is Christmas and New Year's where the holiday starts at the beginning of the afternoon shift on the Eves and ends with the close of the day shift on the day of the holiday.

Bonuses are based on the scheduled shift hours that you picked up rather than the time you punch on the clock. For example, if you picked up a (4) hour shift and punch out with 4.25 hours, you will receive the \$15 bonus. However, bonuses can be stacked. For example, if you pick up 12-hours' worth of shifts, you can request the \$25 bonus and the \$15. In order to be eligible, you must be working to fill an open shift(s) in addition to your normal scheduled hours.

To receive the bonus, eligible employees must complete the Timecard Change Request form and submit to payroll. Bonus payments are included in your regular paycheck and all applicable taxes will apply.

Scholarships

There are Education Assistance Programs in several functional areas of Monarch Healthcare Management, such as nursing, nursing assistants, social services and culinary management. These programs were created to improve the education and skills of long-term care staff and provide a means of career advancement. Reach out to your HR Director for further details.

Insurance Benefits

Monarch Healthcare Management has developed a comprehensive set of employee benefit programs to supplement our full-time employees' regular wages. Our benefits represent a hidden value of additional income for benefits eligible staff. Please refer to the *Employee Benefits Resource Guide* for a description of the current benefit plans maintained by Monarch. Refer to the actual plan documents for details, as these documents are controlling. Monarch reserves the right to modify, add and/or terminate available benefits at any time.

COBRA

You and/or your covered dependents will have the opportunity to continue medical and/or dental and vision benefits for a period of up to (36) months under the provisions of the Consolidated Omnibus Budget Reconciliation Act (COBRA) when group medical and/or dental and vision coverage for you and/or your covered dependents would otherwise end due to your death or because:

- your employment terminates, for a reason other than gross misconduct; or
- your employment status changes due to a reduction in hours; or
- your child ceases to be a "dependent child" under the terms of the medical and/or dental and vision plan; or
- you become divorced or legally separated; or
- you become entitled to Medicare.

In the event of divorce, legal separation, or a child's loss of dependent status, you or a family member must notify your HR Director within (60) days of the occurrence of the event. The HR Director will work with the corporate Benefits Director who will notify the individuals eligible for continuation coverage of their right to elect COBRA continuation coverage.

Section 125 Plans – FSA, HSA

Monarch Healthcare Management offers a pretax benefits contribution option for employees. This benefit is known as a Section 125 plan. A Section 125 plan allows you to make contributions toward premiums for medical insurance on a "before tax" basis. Your premium contributions are deducted from your gross pay before income tax and Social Security is calculated, thereby creating an initial cost savings. Please refer to the *Employee Benefits Resource Guide* for details.

401(k) Qualified Retirement Plan

Monarch Healthcare Management provides eligible employees with a 401(k) Retirement plan which is an excellent means of long-term savings for your retirement. The company's contribution, if any, is determined by Monarch on an annual basis. You can request a copy of the summary plan description which contains the details of the plan including eligibility and benefit provisions from your HR Director. Please refer to the *Employee Benefits Resource Guide* for additional details.

General Policies on the Job

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Access to Personnel Files

Employees have the opportunity to review their personnel file upon written request, once every (6) months, unless the employee is separated from the company. The company will comply with a request within (7) working days if the personnel record is located within the state and within (14) working days if the record is located outside the state. A former employee may review the record once each year after separation for as long as the personnel records are maintained. The personnel record subject to review shall include job applications, wage or salary history, warning or termination notices, fringe benefits information, attendance records, and performance evaluations. Other information such as letters of reference, results of employer testing, written comments of a personal nature about another employee or written comments made by and kept in sole possession of the employee's supervisor do not form part of the personnel record that is subject to review.

The record will be made available during the facility's normal hours of operation and at the employee's place of employment or other nearby location, in the presence of the HR Director, Administrator or corporate HR personnel.

Consistent with applicable law, an employee may have the opportunity to provide a written response, not to exceed (5) pages, to any disputed information in their personnel record.

After reviewing their files, employees may receive a copy of their personnel file upon written request. For more information, contact your HR Director.

Bulletin Boards

Your facility may use physical bulletin boards to transmit information to you and facilitate communication on various workplace activities. Though we also use other communication methods, bulletin boards are useful in providing visual reminders in areas of general employee only access, such as rear entrances, break rooms, etc. Staff should check the bulletin board at the beginning of every shift.

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In very limited instances, employees may ask permission to post simple notices to fellow coworkers, such as requests for ride sharing, etc. All bulletin board postings must be approved by the HR Director who is responsible for monitoring, updating and removing posted items.

Care of Equipment

You are expected to demonstrate proper care when using the company's property and equipment. No property may be removed from the premises without the proper authorization of your manager. If you lose, break or damage any property, report it to your manager at once. Intentional misuse, abuse or damage to property, equipment or supplies, including littering, will be grounds for corrective action. You should not have any expectation of privacy with property and equipment that belongs to and is supplied by Monarch; these property and equipment are subject to inspection at any time. All Monarch equipment and property must be returned on or before your last day worked.

Changes in Personal Data

In order to abide by recordkeeping requirements and to aid you and/or your family in matters of personal emergency, we need to maintain up-to-date information. Changes in name, address, telephone number, marital status, number of dependents or changes in next of kin and/or beneficiaries should be discussed with your HR Director immediately.

If you hold a license or certification as a requirement for your position, you must ensure your license or certification is updated with your name change and/or address change immediately. Please see the *Current Licenses and Certifications* policy in Section 2 for additional details.

Company Vehicles

Operators of company vehicles are responsible for the safe operation and cleanliness of the vehicle. Accidents involving a

company vehicle must be reported to Norm Jaffa as soon as possible. Employees are responsible for any moving and parking violations and fines that may result when operating a company vehicle.

Company vehicles are to be operated by authorized personnel only. Smoking, including use of e-cigarettes, is prohibited in company vehicles. The use of seat belts is mandatory for operators and passengers of company vehicles.

Employees must take appropriate safety precautions when using their cellular phone. Although hands-free communication options are allowed, the **hands-on use of cellular phones, while driving, including being stopped in traffic or at a light, is prohibited.** Employees are expected to comply with all applicable state laws, including the use of cellular telephones.

Contact with the Media

All media inquiries regarding your facility or Monarch Healthcare Management and its operations must be referred to your Administrator, who will refer to Marc Halpert, COO. The authorization to make or approve public statements on behalf of the company rests solely with company executives and/or the Administrator. No employees, unless specifically designated by the Administrator or company executives, are authorized to make statements on behalf of or as a representative of the company.

Dress, Appearance and Grooming

Maintaining a professional appearance is very important to the trust our clients and their families place in us. Part of the impression you make on others depends on your choice of dress, personal hygiene, and courteous behavior. Please ensure that you maintain good personal hygiene habits, including no strong odors. While at work, you are required to be clean, dressed appropriately for your position and well groomed. Violations to the dress code policy will be subject to the corrective action process.

All clothing, whether Monarch uniform or business casual attire must be clean, wrinkle and stain-free, and in good repair. Every Monarch staff member must wear a name tag at all times; this is a Department of Health regulation.

A smile is a required part of every Monarch employee's uniform!!

Staff are either required to wear the Monarch-monogrammed uniform or business casual attire, based on position.

Monarch Uniforms. Uniform colors are designated based upon position; your HR Director will provide details. Additional clothing, if any, must be worn underneath. No clothing that would pose a safety or infection control hazard may be worn; long scarves or headaddresses are only permissible if accommodating religious needs and there is an ability to alter length in order to safely perform required job duties. Hairnets must be worn when walking in or through the kitchen areas.

Business Casual Attire. Use discretion to ensure clothing fits correctly, neither too baggy nor too tight/revealing; this includes tops and bottoms. Tops should be at a length that ensures coverage of midriff and back when bending/reaching. Necklines must adequately cover your chest. Bottoms should be at a length that does not compromise safety nor professional image.

Staff of Monarch Healthcare Management must maintain a professional appearance including the below guidance:

- **hair** must be clean and neat
- **facial hair** must be neat and well-groomed
- **finger nails** must be kept short, well-groomed and clean; artificial nails are not allowed in direct care nor culinary positions
- **jewelry** should be minimal and at no time pose a safety hazard or infection control risk; facial piercings and dangling jewelry are not permitted
- **scents** should be limited and barely perceptible to others
- **shoes** must be safe for working conditions and appropriate to the position and work area; direct care and culinary staff must wear closed-toe footwear; crocs are acceptable

- however, the band must be worn around the back; clogs and sandals may be worn if they are appropriate for the work setting, subject to approval.
- **socks** or hosiery may be required in some positions according to the Department of Health
- **tattoos** if visible, must not be offensive, display nudity nor profanity

During certain holidays, special designated fun days or events, staff are encouraged and authorized to participate in dress-up days. Good judgement should be exercised to wear clothing that is safe and family friendly.

Employment of Relatives

A manager may not hire or supervise an individual if they have an on-going romantic relationship, including but not limited to, marriage, or if that individual is a member of the supervisor’s immediate family. The term immediate family refers to parents, children, siblings, nieces, nephews or other family members residing in the same household.

In the case of marriage of persons within the same department, an effort will be made to assign comparable job duties so as to minimize problems of supervision, safety, security and morale.

In other relationships between staff members that pose difficulties for supervision, security, safety or morale, the Administrator will attempt to reassign one to another position for which you are qualified, if such a position is available. At no time will relationships between staff be allowed to negatively impact the service or safety of our residents and tenants.

The Administrator must approve in writing any hiring decisions prior to an offer being made when the applicant is a relative of a current facility employee.



Expenses

Monarch Healthcare Management will reimburse employees for reasonable expenses incurred through pre-approved business travel or entertainment. Expense receipts are required. The following pre-approved business expenses will be reimbursed: travel expense, rental car, mileage, tips, business meals (in accordance with per diem rates; room service excluded).

Good Housekeeping

Good work habits and a neat, clean place to work are essential for job safety and efficiency. You are expected to keep your place of work organized and materials in good order at all times. Report anything needing repair or replacement to your manager.

Outside Employment

We hope that you will not find it necessary to seek additional outside employment. However, if you are planning to accept an outside position, you must notify your manager in writing.

Outside employment must not conflict in any way with your responsibilities within our company. You may not work for competitors nor may you take any ownership position with a competitor.

Employees may not conduct outside work or use company property, equipment or facilities in connection with outside work while on company time.

Personal Property

Monarch Healthcare Management nor your facility are responsible for loss or damage to personal property. Valuable personal items such as purses and all other valuables should not be brought into nor left in areas where theft might occur. Additionally, personal items may pose an infection control concern. Please take appropriate measures to safeguard your belongings in a designated area of the facility or your car.

Wage Disclosure Protection

Monarch Healthcare Management, consistent with state law, does not prohibit an employee from disclosing the employee's own wages or discussing another employee's wages which have been disclosed voluntarily. Further, the company does not require nondisclosure of an employee's wages as a condition of employment and will not require an employee to sign any document contrary to this policy. Employees are, however, under no obligation to disclose their wages.

You are encouraged to report violations of this policy to your HR Director. The company prohibits retaliation against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who engages in retaliation will be subject to disciplinary action, up to and including immediate termination. In the event a violation has been determined, an employee may be afforded remedies in accordance with state law.

Nothing in this policy shall be construed to permit an employee to disclose, copy, use, or transfer trade secrets or proprietary materials of the company or others without appropriate authorization. Additionally, nothing in this policy shall be construed to permit an employee to disclose wage information of other employees to a competitor of the company. Violations may result in disciplinary action up to and including termination as well as possible civil liabilities or criminal prosecution.

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Nursing Home and Assisted Living-Related Policies

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NOTE: The policies in this section are general overviews; you will receive training specific to your job upon hire, quarterly and as needed.

Abuse and Neglect

Monarch Healthcare Management and each of its skilled nursing facilities and assisted living communities are committed to providing an environment free from abuse, neglect and misappropriation of client property. Because of our high standards of employing staff with integrity and professionalism, extra scrutiny will be used to determine the safe employability of anyone found in violation of abuse, neglect or misappropriation of client property by a court of law even if it is 'set aside' by Minnesota Department of Human Services (MDHS), or if they have a substantiated finding entered in the Minnesota Nursing Assistant Registry, Minnesota Board of Nursing or Licensed Social Worker Registry.

Upon notification from NetStudy (MDHS' background study system) that an employee has been found disqualified to work at our facility without direct supervision, either from the initial criminal background study or the ongoing scanning for disqualifying actions, we will notify the staff member that we are in receipt of this information and effective immediately, they are no longer allowed onsite until we receive follow-up notification that the disqualification has been 'set aside' AND upon review by the Administrator and VP Human Resources, it is decided that the staff member likely does not pose a risk.

Employees receive the same notification from MDHS via mail, including remedies that they can take to request reconsideration for the information be 'set aside'. If the employee does not actively pursue reconsideration, as evidenced by continual communication with the HR Director, they will be removed from payroll (60) days from the initial date of the notice from MDH.

If while employed you are accused or suspected of client abuse, neglect or misappropriation of client property, you will be suspended and asked to vacate the premises immediately, pending a complete investigation. Whether or not this time will be paid is dependent upon if the claim(s) are found to be substantiated. If the findings lead to an unsubstantiated claim, your suspension will end and you will be paid for any time you missed during this period; you may be assigned additional training upon your return. If the claims are substantiated, a determination of your employment status and/or corrective

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action will be made depending on the nature and severity of the issue(s). At minimum, you will be required to complete additional education courses and receive formal corrective action that will be placed in your personnel file.

TYPES OF ABUSE

Below are some examples of abuse; this list is not exhaustive but represents a larger scope of what may constitute abuse. Some instances of abuse are unintentional but will be addressed through corrective action as they are not be tolerated. Please proactively ask questions if you do not understand or want further information about abuse. Open communication and education are the best measures to prevent abuse to our residents and tenants.

Residents may show signs of abuse through sudden change in behavior or new anxiousness/fearfulness of caregivers.

Emotional or Psychological. Verbal attacks, threats, rejection, isolation, or belittling acts that cause or could cause mental anguish, pain, or distress to a vulnerable adult.

Exploitation. Knowingly taking advantage of a resident for personal gain through the use of manipulation, intimidation, threats or coercion.

Financial. Use of a resident's money, belongings or resources for your or another person's benefit. Theft of a resident's personal belongings or coercing a vulnerable adult to sign a will or turn over their assets is considered financial abuse. Accepting gifts from residents is strictly prohibited and considered abuse.

Neglect. A pattern of willfully failing to provide care to a resident. Abandonment of assignment, failure to provide adequate food or hydration, or unmet physical needs are examples of neglect. Unintentional neglect refers to staff competency, such as when a caregiver does not have the skills or knowledge to care for a dependent person. Abandonment includes leaving a vulnerable adult, who is confused or dependent, alone in a situation where they cannot help themselves.

Physical. The use of physical force including pinching, pushing, shoving, shaking, slapping, hitting, kicking, pulling hair or burning. Force feeding or unnecessary roughness during feeding or oral care can also be considered physical abuse. Signs of physical abuse include sudden change in resident behavior, red marks, and injuries of unknown origin.

Sexual. Any kind of sexual contact with residents is considered non-consensual since a vulnerable adult cannot provide consent. Touching, rape, coerced nudity or sexually explicit photography are examples of sexual abuse.

Social Media or Internet. Using the internet to demean a resident is a form of abuse. Taking a resident's picture or recording without their knowledge and written consent is a violation of privacy and confidentiality. Keeping or distributing through multimedia messages or on social media, pictures or recordings of residents that are demeaning or humiliating is a form of mental abuse.

Verbal. Often referred to as mental or emotional abuse since verbal threats may result in emotional or psychological distress. Name calling, manipulating, criticizing, threatening or intimidating a resident are examples of verbal abuse. Signs of verbal abuse may include new anxiousness or fearfulness in the presence of a caregiver.

I have read and understand the *Abuse and Neglect* policy.

Employee Print Name: _____

Employee Signature: _____

Date: _____



HIPAA and Confidentiality of Client Matters

We take our clients' privacy and confidentiality very seriously. Our professional ethics require that each employee maintain the highest degree of confidentiality when handling our resident's and tenant's matters.

The Resident Bill of Rights and the HIPAA Privacy and Security Standards guarantee confidential treatment of clients' individual health information. Because of this, you are only allowed access to the minimum amount of a client's healthcare information required to perform the duties within your job description. Additionally, the amount of information accessible in response to a request for information is limited to the minimum amount needed to perform a specific type of work or complete a function. **Therefore, all requests for release of information must be directed to the Administrator, and in their absence, the Director of Nursing or person in charge of the facility.** Unauthorized removal of confidential medical records will result in corrective action.

You should refrain from indulging in unofficial conversation with anyone about any information relating to clients or posting client's names or other "individually identifiable health information", including on social media sites. HIPAA provisions also govern employees' personnel health information. In order to protect the confidential relationships between Monarch and you, unauthorized personnel are prohibited from disclosing confidential information about other employees to private individuals, organizations or government bodies unless demanded by legal process. Violations will result in corrective action.

HIPAA rules and regulations prohibit the use of computers for unauthorized access to client medical records. Additionally, you are prohibited from using any unauthorized electronic means to transfer or send confidential medical information to any party. Violations of our HIPAA and Confidentiality policies will result in corrective action, up to and including termination of employment. Additionally, Monarch Healthcare Management reserves the right to take appropriate legal action against you in the event of a violation of HIPAA Privacy and Security Standards.

Infection Control

Monarch Healthcare Management strives to educate all staff on infection control measures, formal work practices, and proper use of personal protective equipment (PPE). Infection prevention and control is required to prevent the transmission of communicable diseases in our skilled nursing homes and assisted living communities. Preventing, diagnosing and managing infections in a nursing home setting is difficult since the home is social by its very nature, with shared dining and recreational areas. For this reason, your facility has established and maintains an infection control program to help prevent the development and transmission of disease and infection. Training upon hire and annually thereafter, is required for all Monarch staff.

Infection prevention and control measures are highly monitored by state auditors, for a good reason. We must always be demonstrating our working knowledge of prevention to keep our residents safe.

Mandatory Reporting

As employees of nursing homes, rehabilitation facilities, etc., we are all considered mandatory reporters. If you have reason to believe that a resident or tenant is being or has been subject to abuse, neglect or financial exploitation or if you have knowledge that a vulnerable adult has sustained a physical injury which is not reasonably explained or has been a victim of involuntary seclusion, please report to your department director and/or the Administrator immediately.

Person-Centered Care

Monarch Healthcare Management strives to provide an environment that is as homelike as possible, including creating a culture where each resident is treated with dignity and respect.

We provide care and services in a person-centered environment in which our residents and tenants have control over their lives

and decision-making so they may lead lives that are meaningful to them. We facilitate our clients living as independently as possible and providing enriching activities.

Staff communications with residents and tenants reflect respect and inclusion where interactions are engaging; residents are addressed with the name or pronoun of their choice; labels such as “walkers” or “mechanical soft” are avoided; communications are done at eye-level and with eye contact maintained for residents who have hearing limitations; staff do not discuss residents in settings where others can overhear private or protected information; knocking on doors and requesting permission before entering or closing doors as requested. These are just some of the ways in which we demonstrate our respect for the individuals we serve.

Quality of Care

The priority of all Monarch Healthcare Management sites is to provide the highest quality of care possible for our residents and tenants so as to attain or maintain the highest practicable physical, mental and psychosocial well-being while promoting independence and autonomous decision-making.

Below is a partial list of areas of special focus of which we will prioritize to support our commitment to the highest quality of care possible.

- abuse
- accidents
- elopement
- hydration
- infection control
- nutrition
- pain
- physical functioning
- psychosocial functioning
- skin care

Training

All staff must be instructed in the requirements of the law and the rules pertaining to their respective duties; these instructions must be documented. Similarly, all staff must be informed of the policies of our facilities.

In-service education is provided at a minimum to ensure the continued competence of employees, but also addressing areas identified by QAPI. Trainings primarily occur via an online service delivery method. Upon hire, each newly hired staff will be assigned the courses that are required by law. Every quarter, additional courses will be assigned to every employee. Additional training is provided through staff meetings and training sessions. Training is mandatory; **failure to complete online course assignments by the due date will result in corrective action** for repeated failure to comply with education requirements.

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Conduct, Performance and Safety

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Standards of Conduct

Each of us have an obligation to understand and follow Monarch Healthcare Management policies and to maintain proper standards of conduct at all times. If an individual's behavior interferes with orderly, efficient operations, corrective action will be taken. All interactions with coworkers, clients and visitors must be professional, courteous, and support the principles of quality person-centered care with positive resident outcomes.

A good way to understand appropriate behavior and conversations is to remember, **we are working in our clients' home**. Our residents and tenants have a right to live in a calm, respectful home-like environment where they feel safe and cared for. Families will feel at peace experiencing our caring, thoughtful conduct and conversations. Below are guidelines that support this vision:

- Introduce yourself to new clients and visitors; smile! ask strangers if they require assistance
- Speak clearly, slowly and directly when communicating with clients and family members; medical terms should be explained in an understandable manner
- Conversations with clients, direct or overheard, should not pertain to personal issues, confidential matters about yourself or others, controversial or sensitive topics, personal views on politics, religion, etc.
- Concerns, conflict or criticism of the facility must not be discussed in working areas or in hearing distance of residents, tenants, family members, vendors or guests; please bring concerns to your department director and/or Administrator to discuss constructively
- Arguing, raised voices, vulgarity, or aggressive language must always be avoided
- Disorderly, hostile or violent behavior is strictly prohibited
- Food, beverages, personal belongings, purses, coats, cell phones, etc. must not be present in any work area including nursing stations, chart rooms, med rooms, food prep or service areas, med carts or housekeeping carts; offices with doors are excluded from this requirement

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Professional Boundaries

Our residents, tenants and their families trust in us to provide the highest level of care. In order to maintain that trust, we must be knowledgeable about professional boundaries and focus on maintaining those boundaries at all times. Understanding professional boundaries not only helps us to avoid potential misconduct, but also recognize instances needing clarity so we can continually focus on person-centered care for each of our residents and tenants.

“Professional boundaries” has been described as the spaces between the healthcare provider's power and the resident's vulnerability. As individual healthcare and service providers, we may have access to sensitive personal information about our clients; clients do not have personal information about us – this creates an imbalance of power. We must make every effort to ensure a person-centered relationship.

When professional boundaries are violated, residents may experience confusion, shame, self-doubt, anger, sadness or mistrust. If you encounter a situation where professional boundaries are not clear, discuss with your manager, the Director of Nursing and/or your Administrator.

Although it is difficult to outline exactly what is required of professional boundaries, it involves supporting a professional therapeutic relationship that protects the client's dignity, autonomy and privacy and allows for the development of trust and respect. To support professional relationships, there are some actions to avoid:

- sharing personal issues with your clients since they depend on you and may feel they must help you
- engaging in behavior with residents/tenants that could reasonably be interpreted as flirting
- keeping secrets with a resident/tenant
- spending more time than is necessary with a particular resident/tenant
- speaking poorly about colleagues or your employment to or in front of residents/tenants
- showing favoritism

- use social media to friend our clients or their family members
- developing a romantic relationship with our clients or their family members

All of our residents and tenants are considered vulnerable adults; they cannot provide consent to any sexual-related activity. Sexual misconduct includes any behavior that is seductive, sexually demeaning, harassing, or reasonably interpreted as sexual by the resident. It is the responsibility of the healthcare or service provider to establish appropriate boundaries with the residents and tenants.

The use of social media as it pertains to our clients, can unintentionally blur the lines between professional and personal life. There are confidentiality and privacy concerns in the context of being healthcare and service providers. Every resident and tenant deserves to have their privacy maintained and their private health information safeguarded. Because it is easy to unintentionally provide information that would breach our client's confidentiality or privacy, it is important that every employee understand the parameters of using social media when discussing anything that could remotely be work-related. Please see the Social Media policy for details.

Corrective Action

Monarch Healthcare Management's corrective action policy is progressive in nature and designed to provide a structured process to improve and prevent recurrence of undesirable behavior and performance issues. This policy is not intended to constitute a contract nor should anything in this policy be read or construed as modifying or altering the employment-at-will relationship between you and Monarch.

It is your duty and responsibility to be aware of and abide by existing policies and work rules. Additionally, it is your responsibility to perform your job duties to the best of your ability and to the standards set forth in your job description or as otherwise established. You are encouraged to take advantage

of all learning opportunities available and to request additional instruction when needed.

Monarch supports the use of progressive discipline to address issues such as poor work performance or misconduct to encourage staff to become more productive workers and to adapt their behavior to company standards and expectations. Generally, managers provide formal counsel or give a written warning to an employee to explain behavior that they have found unacceptable.

TYPES OF CORRECTIVE ACTION

Teachable Moment. A teachable moment form can be used in instances of providing simple reminders for newer staff, instances where expectations have changed and old behavior is still being seen or other similar situations that may not warrant a formal counseling.

Verbal Counseling. A verbal counseling occurs when a manager formally discusses an issue or concern with an employee.

Written Warning. A written warning is used for behavior or performance that a manager considers serious and/or intentional or when a verbal counseling has not helped change unacceptable behavior or performance.

Final Warning. A final warning places an employee on notice that any further instances same or similar in nature will likely result in termination. The employee either does not have the ability or willingness to take direction from the progressive disciplinary process or the nature of the issue is severe enough to warrant a final warning.

Termination. Termination may result when corrective action measures have failed to resolve the issue(s) of concern or when an issue is severe enough to warrant immediate termination. Managers will discuss termination situations with the HR Director and/or Employee Relations Consultant. All terminations must be discussed with and approved by the Employee Relations Consultant and/or VP Human Resources

Monarch reserves the right to administer appropriate disciplinary action for all forms of disruptive or inappropriate behavior. Each situation will be dealt with on an individual basis. **Depending on the type and severity of misconduct, the number of steps may vary. In some instances, more severe measures of corrective action must be taken.**

CONDUCT THAT CAN RESULT IN CORRECTIVE ACTION

Monarch has established general guidelines to govern the conduct of its staff. No list of rules can include all instances of conduct that may result in corrective action - **the list of examples below is not exhaustive**; sound judgment and common sense should prevail. Examples of conduct that may lead to corrective action and the usual course of disciplinary action have been separated into groups according to the severity and impact of the infraction. **Violations may be handled differently depending on the group they are in and the specific circumstances.** Monarch reserves the right to determine the appropriate level of discipline for any performance or conduct issues, including verbal counselings, written warnings, suspension without pay, demotion and termination.

GROUP 1

Teachable Moment form completed

Examples:

- Not wearing name badge
- Wearing gloves in the hallway
- Improper handwashing
- Not speaking with residents at eye level
- Not bagging linen before entering hallway

GROUP 2

1st offense: documented verbal counseling
2nd offense: written warning
3rd offense: final warning
4th offense: termination of employment

Examples:

- Creating conflict
- Failing to follow established work procedures
- Smoking in nonsmoking areas
- Loitering or loafing while on duty

- Disregarding the Monarch dress policy
- Abusing meal and rest breaks;
- Failing to record time correctly; missing punches
- Failure to complete e-learning before deadline
- Failure to maintain a quiet, calm work environment

GROUP 3

1st offense: written warning
2nd offense: final warning
3rd offense: termination of employment

Examples:

- In possession of and/or using cell phone while working
- Failing to report injuries, damage or accidents
- Violating safety rules
- Acting negligently
- Engaging in horseplay resulting in injury or damage
- Using vulgar or abusive language
- Treating others discourteously or unprofessionally
- Failure to follow guidelines concerning notification of an absence.

GROUP 4

1st offense: final warning
2nd offense: termination of employment

Examples:

- Leaving assigned work area without permission
- Violation of HIPAA
- Sabotaging facility, grounds or equipment
- Engaging in indecent behavior
- Disclosing confidential records or information
- Accessing confidential data without approval
- Refusal to work overtime, holiday, or mandation

GROUP 5

1st offense: termination of employment

Examples:

- Physical fighting
- Insubordination: refusal to do assigned job; deliberate delay in carrying out job duties
- Falsifying company records; timecards, etc.

- Dishonesty, deception, fraud, lying, theft
- Possessing, being under influence of or consuming intoxicants on the job
- Sleeping while on duty
- Concealing defective work or improper behavior
- Carrying a weapon of any sort on company property
- Gross misconduct; serious policy / procedure violation

GROUP 0 – Instances of Voluntary Resignation

Examples:

- Being absent for shift without notifying your supervisor within 24 hours
- Walking off the job without permission
- Leaving your shift or the facility without permission from your manager or the Administrator
- Failure to comply with license or certification requirements after being removed from the facility for such and not actively working to resolve
- Failing to provide updated employment authorization documents before their expiration date unless covered under an extension as outlined by USCIS

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Cellular Phones

Cell phones in the workplace present the potential for privacy violations and extreme infection control concerns, not to mention distraction from client care. Staff are prohibited from carrying, having or using cell phones or any other electronic communication devices, including smart watches, during working time. These devices must be powered off and stored away in your locker, coat, purse, etc. and out of the workspace. All calls, voice or text messages made or received must be during your meal or rest break.

Staff determined to have violated this policy will receive corrective action as follows:

- 1st violation = written warning
- 2nd violation = final written warning
- 3rd violation = termination of employment

Staff in positions that either require a cell phone as part of their job responsibilities or who have a segregated office (typically department directors) may have a cell phone in their office or on their person, as needed. If you are unsure how this policy applies to you, please discuss with your Administrator.

Staff in positions that require driving as a part of their job duties are prohibited from using electronic communication devices unless using hands-free options.

Client and Public Relations

Monarch Healthcare Management's reputation is built on excellent service and quality work. To maintain this reputation requires the active participation of every employee. The opinions and attitudes that our residents, tenants and families have toward us may be determined for a long period of time by the actions of one employee. It is sometimes easy to take a client for granted, but if we do, we run the risk of losing not only that client, but their family members and friends who may also be future residents and tenants. Each employee must be sensitive to the importance of providing courteous treatment in all working relationships.

Conflict of Interest

Monarch's reputation for integrity is one of its most valuable assets and is directly related to the conduct of its officers and staff. Employees must never use their positions with the company, or any of its clients, for private gain, to advance personal interests or to obtain favors or benefits for themselves, members of their families or any other known individuals, companies or business entities.

All staff should avoid, and when necessary, dissolve relationships that create actual or potential conflict of interest. It is your responsibility to disclose any potential conflicts of interest. **Accepting anything of value from a client or their family is strictly prohibited and considered a form of abuse.**

Employees are prohibited from sharing any company policies, procedures, forms, etc. with other companies or employees of other companies.

Monarch Healthcare Management adheres to the highest legal and ethical standards applicable in our field. The company's business is conducted in strict observance of both the letter and spirit of all applicable laws and the integrity of each employee is of utmost importance.

Keeping in Contact

During business hours, your supervisor should know your location at all times. If there is a need to leave the facility for work-related purposes, authorization from your Administrator is required. Staff who are out sick or on an extended leave must ensure adequate communication with their manager so an anticipated return to work date and/or time has been discussed.

Electronic Communications (Acceptable Use)

Employees may use Monarch systems to communicate internally with coworkers or externally with other business-related acquaintances for business purposes. There are numerous state and federal laws that apply to electronic communications. This policy contains guidelines for electronic communications created, sent, received, used, transmitted or stored using any of our systems or equipment during working time or to accomplish work tasks.

Electronic communications include messages, images, data, e-mail, instant messages, voice mail, fax machines, computers, smart phones, text messages, cameras, intranet, internet, back-up storage, information on memory or flash cards, jump or zip drives or any other type of removable storage drives.

All electronic communications contained in company systems are company records and/or property. Although an employee may have an individual password to access our systems, the systems and communications belong to Monarch. The systems and communications are accessible to Monarch at all times, including



periodic unannounced inspections. Our systems and communications are subject to use, access, monitoring, review, recording and disclosure without further notice. Although incidental and occasional personal use of our systems that do not interfere or conflict with productivity or company business or violate policy, are permitted, they may be accessed, recorded, monitored and disclosed by the company at any time without further notice. Therefore, employees should not use our systems for communications or information that they would not want revealed to third parties.

Employees may not use our systems in a manner that violates our policies including, but not limited to Equal Employment Opportunity and No Harassment. Employees may not use our systems in any way that may be seen as insulting, disruptive, obscene, offensive, or harmful to morale. Examples of prohibited uses include, but are not limited to sexually-explicit drawings, messages, images, cartoons, or jokes; propositions or love letter; ethnic or racial slurs, threats of violence or bullying or derogatory comments; or any other message or image that may be in violation of company policies or federal, state or local law.

In addition, employees may not use our systems:

- To download, save, send or access any discriminatory or obscene material
- To download anything from the internet without permission
- To download, save, send or access any site or content that may be deemed as "adult entertainment"
- To access any blog or post personal opinion on the Internet
- To solicit fellow coworkers or others
- To attempt or to gain unauthorized or unlawful access to computers, equipment, networks, or systems of our company or other companies or private persons
- In connection with any infringement of intellectual property rights, including copyrights; and
- In connection with the violation or attempted violation of any law

Employees will be personally liable and/or subject to fines and/or imprisonment for violation of applicable state and federal laws that govern electronic communications. This policy does not limit

an employee's rights under Section 7 of the National Labor Relations Act. Nothing in this policy is meant to restrict an employee's right to discuss the terms and conditions of their employment during non-working hours using non-company systems.

Violations of this policy may result in corrective action up to and including termination as well as possible civil liabilities or criminal prosecution. Where appropriate, Monarch may advise legal officials or appropriate third parties of policy violations and cooperate with official investigations. We will not, of course, retaliate against anyone who reports possible policy violations or assists with related investigations.

Non-Solicitation

We believe that staff should have a work environment free from interruptions of a non-work related nature. When you are to be working you should focus on your duties and not engage in activities that would interfere with your own work nor the work of others. For the purpose of this policy, solicitation includes, but is not limited to collection of any debt or obligation, for raffles of any kind or chance taking or for the sale of merchandise or business services, the attempt to sell any product or service (Tupperware, Avon, churches, schools, Girl Scout cookies, etc.) These interruptions may be detrimental to the quality and/or efficiency of your work as well as others and may not be respectful of others' job responsibilities and right not to be interrupted.

Solicitation is permitted as long as it is limited to the employee's meal or rest break and kept out of active working areas. A best practice is to ask permission from your HR Director to post a notice of solicitation and/or leave information in the breakroom. Nothing in this policy is intended to restrict an employee's statutory rights, including discussing terms and conditions of employment.

Distribution

Distribution by employees of any type (materials, goods, paper) is prohibited in work areas at any time, whether or not the employees are on working time. Electronic distribution is subject



to our *Electronic Communications* policy and may not occur during the employee's working time. Non-employees are prohibited from distributing materials to employees on company premises at any time. Literature that violate our EEO or No Harassment policies, includes threats of violence or is knowingly and recklessly false is never permitted. Nothing in this policy is intended to restrict an employee's statutory rights, including discussing terms and conditions of employment.

Personal Phone Calls

It is important to keep our company phone lines free for work purposes. Although the occasional use of the company's telephones for a personal emergency may be necessary, routine personal calls are not permitted.

Protecting Company Information

Protecting our company's information is the responsibility of every employee. Do not discuss our confidential business nor proprietary business matters, nor share confidential , personal employee information with anyone who does not work for us, such as friends, family members, members of the media or other business entities. All calls regarding a current or former employee's position/compensation with our company must be forwarded to your HR Director who will verify the caller's credentials and need to know.

Smoking in the Workplace

In order to maintain a safe and healthy environment for both staff and clients, smoking is only allowed in designated areas outside the building or in private vehicles when not being used in the course of employment. Designated smoking areas are determined by the Administrator based on the minimum standard that the designated areas are not visible to the general public nor clients. **Smoking is only allowed during your rest and meal break, which equates to (3) times for most full- time staff.** References to smoking include, but are not limited to cigarettes, cigars, e-cigarettes and vaping. Violations of this policy will result in corrective action.

Social Media

Monarch Healthcare Management recognizes the Internet provides unique opportunities to participate in interactive discussions and share information using a wide variety of social media. However, use of social media presents risks and carries with it certain responsibilities. To minimize risks to our clients and Monarch, all employees are expected to follow our guidelines for appropriate use of social media.

“Social media” includes all means of communicating or posting information or content of any sort in the Internet, including to your own or someone else’s blog, journal, personal website, or social networking website, web bulletin boards, chat rooms, whether or not associated or affiliated with Monarch, as well as any other form of electronic communication.

Monarch has in place, policies that govern use of its electronic communication systems, equipment, and resources which employees must follow. We encourage you to use good judgment when communicating via social media.

The laws and rules governing social media rights are numerous but **given our jobs as care-providers for vulnerable adults, we have additional heightened rules by which we must all abide.**

- Using the internet in a way that demeans a resident is a form of abuse, even if it is not intentional.
- Taking a resident’s picture or recording without their knowledge and written consent is a violation of their privacy and confidentiality.
- Keeping or distributing through multimedia message or on social media, pictures or recordings of residents that are demeaning or humiliating is a form of abuse.
- Posting personal health information (PHI) such as birth dates, nicknames, room numbers, diagnosis or conditions, even if not authoring the post, but by sharing, is a violation of HIPAA
Allowing resident families to take pictures that include other residents and may be posted on their social media site is forbidden
- Friending or following residents or their families

is forbidden, as is commenting on resident’s or their families’ social media pages

The same principles and guidelines found in our Employee Handbook policies apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow employees or otherwise adversely affects our clients, vendors, suppliers, people who work on behalf of our company or its legitimate business interests may result in corrective action, up to and including immediate termination of employment. Employees are encouraged to report violations of this policy.

The following is a general and non-exhaustive list of guidelines you should keep in mind:

1. Always be fair and courteous to fellow employees, our clients, their families and any vendors, suppliers or people who work on behalf of the company. Also, keep in mind that you are more likely to resolve work related complaints by speaking directly with your co-workers or by utilizing our Talk to Us policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparages clients, employees, vendors, or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone’s reputation or posts that could contribute to a hostile work environment on the basis of race, age, gender, national origin, color, disability, religion or any other status protected by federal, state or local law or company policy. Inappropriate postings that may include discriminatory remarks, harassment, retaliation, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to corrective action up to and including immediate termination



2. Make sure you are always truthful and accurate when posting information or news. If you make a mistake, correct it quickly. Be open about any previous posts you have altered. Use privacy settings when appropriate. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. The Internet is immediate. Nothing that is posted ever truly “expires.” Never post any information or rumors that you know to be false about the company, fellow employees, clients, vendors, suppliers, people working on behalf of the company or competitors.
3. Maintain the confidentiality of company trade secrets and proprietary or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications.
4. Do not create a link from your blog, website or other social networking site to the company's website without identifying yourself as a company employee.
5. Express only your personal opinions. Never represent yourself as a spokesperson for the company. If the company is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of the company, fellow employees, clients, vendors, suppliers or people working on behalf of the company. If you do publish a blog or post online related to the work you do or subjects associated with the company, make it clear that you are not speaking on behalf of the company. **It is best to include a disclaimer such as “The postings on this site are my own and do not necessarily reflect the views of Monarch Healthcare Management”.**
6. You must refrain from using social media while on working time or while using equipment we provide, unless it is work-related as authorized by your manager or

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Administrator, or consistent with the Acceptable Use of Electronic Communications Policy.

7. Do not use any company email addresses to register on social networks, blogs or other online tools utilized for personal use.

We prohibit retaliation against any employee for reporting possible violations of this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to corrective action, up to and including immediate termination.

All media inquiries should be directed to your Administrator, who will discuss with COO, Marc Halpert.

Monarch complies with state laws concerning access to an employee's personal social networking account, including restrictions concerning employer requests for an employee's username and/or password.

Nothing in this policy is designed to limit an employee's rights under Section 7 of the National Labor Relations Act.

If you have questions or need further guidance, please contact your HR Director and/or Administrator.

I have read and understand the *Social Media* policy.

Employee Print Name: _____

Employee Signature: _____

Date: _____

Substance and Alcohol Abuse

Monarch Healthcare Management has vital interests in ensuring a safe, healthy and efficient working environment for our employees and clients we serve. The unlawful or improper presence or use of controlled substances or alcohol in the workplace presents a danger to everyone. We have established, as a condition of continued employment, the following.

Employees are prohibited from reporting to work or working while using illegal or unauthorized substances, or any controlled substance except when the use is pursuant to a doctor's orders and the doctor advised the employee that the substance does not adversely affect your ability to safely perform the duties of your job.

In addition, employees are prohibited from engaging in the unlawful or unauthorized manufacture, distribution, sale or possession of illegal or unauthorized substances and alcohol in the workplace including: on company paid time, on company premises, in company vehicles, or while engaged in company activities. Our employees are also prohibited from reporting for duty or remaining on duty with any alcohol in their systems. Employees are further prohibited from consuming alcohol during working hours, including meal and rest breaks.

Your continued employment with Monarch is conditioned upon your full compliance with this policy. Any violation of this policy may result in corrective action, up to and including termination. Any employee who violates this policy who is subject to termination, may be permitted in lieu of termination, at the company's sole discretion, to participate in and successfully complete an appropriate treatment, counseling or rehabilitation program, as recommended by a substance abuse professional as a condition of continued employment and at the employee's expense, and in accordance with applicable federal, state, and local laws.

Consistent with its fair employment policy, Monarch maintains a policy of non-discrimination and reasonable accommodation with respect to recovering addicts and alcoholics, and those having a medical history reflecting treatment for substance abuse conditions. We encourage employees to seek assistance before their substance or alcohol use renders them unable to



perform their essential job functions or jeopardizes the health and/or safety of themselves, our clients and coworkers. Monarch will attempt to assist its employees through referrals to rehabilitation, appropriate leaves of absence and other measures consistent with our policies and applicable federal, state or local laws.

Monarch further reserves the right to take any and all appropriate and lawful actions necessary to enforce this substance abuse policy, including, but not limited to, the inspection of company issued lockers, desks or other suspected areas of concealment, as well as an employee's personal property when the company has reasonable suspicion to believe that they violated this policy.

Medical Marijuana. Although Minnesota has legalized marijuana for medicinal purposes, Monarch is not required to allow the medicinal use of marijuana in the workplace. Use is strictly prohibited on company property and may result in corrective action, up to and including immediate termination.

Performance Reviews

Your performance is important to ensure the safe, quality, person-centered care that is provided to our residents and tenants. Staff will receive performance reviews at a time consistent with their position. Your manager will review your job progress within the company and help you set new job performance goals. New employees will also be reviewed at the end of their introductory period.

The performance process should be highly interactive and thoughtful, as this is an opportunity to provide the basis for better understanding between you, your manager and/or other leadership with respect to your job performance, potential and development within the company. You will be asked to complete a self-review prior to the performance review meeting with your manager. It is highly recommended that you take the time to be thoughtful with your answers and begin thinking of what your career plan goals may be.

Pay increases are not necessarily implemented at the same time as your performance review, although any late pay adjustments will be retro-paid back to when they were effective.

Scaled Positions. Staff in scaled positions will be reviewed on or around their anniversary date.

Non-scaled Positions. Staff in non-scaled positions have a common review period that will be completed at the end of every year with any related pay increases effective January 1st.

Job Postings, Transfers and Promotions

We believe that job 'fit' and the ability to progress in your career are important in your happiness and performance. If you feel that a different position within Monarch Healthcare Management may be a better fit for you or you are looking to take the next step in your career, **you must have an open discussion with your manager.** Your manager will provide guidance in ensuring that all necessary requirements have been met in order to qualify to move to another position (attendance, corrective actions, etc.). Additionally, your manager may also provide details about the transfer process or facilitate conversations with people already in the position across Monarch so you can ask questions to help you plan.

Current Monarch employees must complete an INTERNAL application online in order to be officially considered for a position. Internal positions can be accessed by going to the Monarch website and navigating to the Employee Portal and choosing the Careers tab.

Job Postings. Job openings will be posted online for a minimum of (5) days internally on our internal career site. Qualified internal candidates must meet the skill, experience and educational requirements of the position in order to be given consideration. During the posting period, the facility may also advertise open positions externally and conduct interviews with qualified external applicants.

Transfers. Monarch Healthcare Management and its locations ensure equal opportunity to all qualified employees regardless of protected class, as listed in our *Equal Employment*

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Opportunity policy, while also upholding the philosophy to employ individuals who provide quality service and care to our clients. You will receive progress updates and a final determination of your transfer request as soon and as often as possible. Upon your transfer being approved (extended an offer of employment with a new title and/or facility as detailed on your *Confirmation of Employment*), flexibility in the start date at the new facility will be based on ensuring adequate staffing levels at your current facility, but no longer than (4) weeks from your current director's approval.

Upon transfer, you will retain your original date of hire and total hours worked, for benefits eligibility purposes. All documented corrective actions and attendance record will follow you to your new job and facility. A violation of a safety precaution may lead to corrective action, up to and including termination.

Safety – Each Employee's Responsibility

Safety can only be achieved through teamwork! Each employee must practice safety awareness by thinking defensively, anticipating unsafe situations and reporting unsafe conditions immediately.

Please observe the following precautions:

- Notify any member of management of any emergency situation. If you are injured or become sick at work, no matter how slightly, you must inform your manager immediately. **Accidents, injuries and exposure incidents require completion of the *Employee Statement of Work-Related Incident form (part of First Report of Injury)***
- The use or possession of alcoholic beverages or illegal substances during working hours, on company property is prohibited.
- Use, adjust and repair machines and equipment only if you are trained and qualified to do so.
- Know the proper lifting procedures. Get help when lifting or pushing heavy objects. Those in direct care positions must use safe resident lifting procedures.

- If you are not sure of the safe procedure for your job, ask!
- Know the locations, contents and use of first aid and firefighting equipment.
- Wear personal protective equipment in accordance with the job you are performing
- Comply with OSHA standards and/or applicable state job safety and health standards as written in our safety procedures.

In an Emergency

Your manager or any member of management must be notified immediately when an emergency occurs. Emergencies include all accidents, medical situations, threats of violence and the smell of smoke.

Unannounced fire and tornado drills are held routinely to ensure you are aware of emergency response procedures. Participation is mandatory; refusal to participate may lead to corrective action. Training is provided to assure you understand the steps required in emergency response situations.

Should an emergency result in the need to communicate information to employees outside of business hours, a member of management will contact you. Therefore, **it is important that you keep your personal emergency contact information up to date; notify your HR Director when this information changes.**

When events warrant, follow instructions and if told to do so, leave the building in a quick and orderly manner. You should assemble at the pre-determined location as communicated and wait for further instructions. Refer to the facility emergency response procedures to acquaint yourself with emergency response measures. For further details, ask your manager, HR Director, or Administrator.

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No Weapons in the Workplace

Possession, use or sale of weapons, firearms or explosives on work premises, while operating company machinery, equipment or vehicles for work-related purposes or while engaged in company business off premises is forbidden except where expressly authorized by Monarch and permitted by state and local laws. This policy applies to all employees, including those who have a valid permit to carry a firearm. This policy does not apply to firearms stored in employee's own locked motor vehicle.

If you are aware of violations or threats of violations of this policy, you are required to report it to your manager and/or the Administrator immediately. Violations of this policy will result in disciplinary action, up to and including termination.

Workplace Searches

To ensure the safety of all clients and staff as well as to protect company property, Monarch Healthcare Management reserves the right to conduct personal searches consistent with state law and to inspect any packages, parcels, purses, handbags, brief cases, lunch boxes or any other possessions carried to and from our property. In addition, Monarch reserves the right to search any employee's office, desk, files, locker, equipment or any other area or article on our premises. It should be noted that all offices, desks, files, lockers, equipment, etc. are the property of the company, and are issued for the use of employees only during their employment. Inspection may be conducted at any time at the discretion of the Administrator.

Persons entering the premises who refuse to cooperate in an inspection conducted under this policy may not be permitted to enter the premises. Employees working on or entering or leaving the premises who refuse to cooperate in an inspection, as well as employees who after the inspection are believed to be in possession of stolen property or illegal substances or in violation of related company policies, will be subject to corrective action, up to and including termination of employment.

If You Must Leave

Although your employment with Monarch Healthcare Management is on an “at-will” basis, the end of the employment relationship should be thoughtful and proceed orderly.

Notice Period. We request that you provide a (4) week written notice, provided on a Separation form, which may be obtained from your HR Director. You must work all scheduled days during your notice period and final date of notice period cannot fall on a holiday that is recognized in this handbook. In rare emergency situations, a shorter notice period may be agreed upon between you and the Administrator; this agreement and authorization must be in writing. **Resigning staff will be asked to complete a confidential Exit Interview.**

Contact Information. Ensure the HR Director has your updated contact information including mailing address so you do not experience delay in receiving W-2s, COBRA and other notices.

Time Off Benefits. Neither PTO nor SHC pay (including pre-approved PTO or SHC pay) can be used during your resignation period unless you agree to extend your notice by the equivalent amount of time. Use of Floating Holiday or PTO cashout is not available to employees in their notice period. Refer to Section 4 of this handbook for information on the terms and conditions of PTO and SHC payout.

References. Generally, we will confirm upon request our employees’ dates of employment and job title except in cases of termination due to acts of violence, theft, harassment or illegal conduct, according to federal and state law. Personal letters of reference may be provided by Monarch leadership.

Final Pay. Final paychecks will be issued consistent with applicable state statutes. Resigning staff will receive their final paycheck by Direct Deposit if they were enrolled, otherwise mailed to the address on file.



Receipt of Employee Handbook and Employment-At-Will Statement

I acknowledge that I have received a copy of the Monarch Healthcare Management Employee Handbook and I understand that it contains information about the employment policies and practices of the company. I agree to read and comply with this Employee Handbook. I understand that the policies outlined in this Employee Handbook are management guidelines only, which in a developing business will require changes from time to time. I understand that the company retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to the employees and the company. I understand that this Employee Handbook supersedes and replaces any and all prior Employee Handbooks and any inconsistent verbal or written policy statements.

I understand that except for the policy of at-will employment, the company reserves the right to revise, delete and add to the provisions of this Employee Handbook at any time without further notice. All such revisions, deletions or additions to the Employee Handbook will be in writing and will be signed by an officer of the company. I understand that no oral statements or representations can change the provisions of this Employee Handbook.

I understand that this Employee Handbook is not intended to create contractual obligations with respect to any matters it covers and that the Employee Handbook does not create a contract guaranteeing that I will be employed for any specific time period.

THIS COMPANY IS AN AT-WILL EMPLOYER. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THIS EMPLOYEE HANDBOOK, THE COMPANY OR I MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE. NOTHING IN THIS EMPLOYEE HANDBOOK OR IN ANY DOCUMENT OR STATEMENT, WRITTEN OR ORAL, SHALL LIMIT THE RIGHT TO TERMINATE EMPLOYMENT AT- WILL. NO OFFICER, EMPLOYEE OR REPRESENTATIVE OF THE COMPANY IS AUTHORIZED TO ENTER INTO AN

AGREEMENT—EXPRESS OR IMPLIED—WITH ME OR ANY EMPLOYEE FOR EMPLOYMENT FOR A SPECIFIED PERIOD OF TIME. ANY AGREEMENT TO EMPLOYMENT FOR A SPECIFIED PERIOD OF TIME WILL BE PUT INTO WRITING AND SIGNED BY THE PRESIDENT OF THE COMPANY.

I understand that this Employee Handbook refers to current benefit plans maintained by the company and that I must refer to the actual plan documents and summary plan descriptions as these documents are controlling.

I have read and understand the Paid Time Off (PTO) Policy in this Employee Handbook.

Initials_____Date_____

If I have questions regarding the content or interpretation of this Employee Handbook, I will ask my manager, HR Director or Administrator.

Employee Print Name: _____

Employee Signature: _____

Date:_____

EMPLOYEE COPY TO RETAIN FOR RECORDS

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Date:_____

HR COPY TO RETAIN FOR PERSONNEL FILE