



EMPLOYEE HANDBOOK

***Please Note:** Abbott House, LLC created the Employee Handbook to inform employees about our facility, including employment practices, policies and procedures. This handbook is intended to be only a *summary*. Employees are required to reference the policies and procedures in their entirety, which are located in the first-floor Administrative offices and with your Supervisor.

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WELCOME!

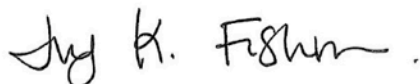
All the staff of Abbott House, LLC welcome you as you begin your employment here. We certainly wish you every success and hope that you will find your employment at Abbott House, LLC interesting, challenging and rewarding as you work with us. Abbott House, LLC's mission is dedicated to providing accessible, safe, efficient and effective psychiatric rehabilitation services to individuals with chronic and persistent mental illness. Our vision is to instill hope, improve mental health, social relationships and physical wellbeing through person-centered care. We look forward to your contributions to the mission of Abbott House, LLC and hope that you will join us in the feeling of pride as we work together to help residents who have a great need for the services Abbott House, LLC offers.

Ivy Fishman, MHA, NHA has been Abbott House, LLC's Nursing Home Administrator since September of 1999. As the Executive Director of Abbott House, LLC, Ivy is responsible for implementing policies regarding the management and operation of the facility. It is the intent of Abbott House, LLC to employ people who will contribute to the overall success of our organization and to have an atmosphere in which all employees demonstrate an understanding of the importance of the Abbott House, LLC's mission.

The Employee Handbook will help you in understanding the expectations Abbott House, LLC has for employees and will provide guidance for you as you begin your employment with the company. We want you to enjoy your work here and fully recognize your potential. Please familiarize yourself with the contents of this manual. Abbott House, LLC has an "Open Door" policy and we want you to ask questions and seek clarification of any of the contents as you begin and at any time during your employment with Abbott House, LLC.

Let us work together to develop your successful relationship with Abbott House, LLC.

Regards,

A handwritten signature in black ink that reads "Ivy K. Fishman". The signature is written in a cursive, flowing style.

Ivy Fishman, MHA, NHA
Executive Director

HANDBOOK PURPOSE

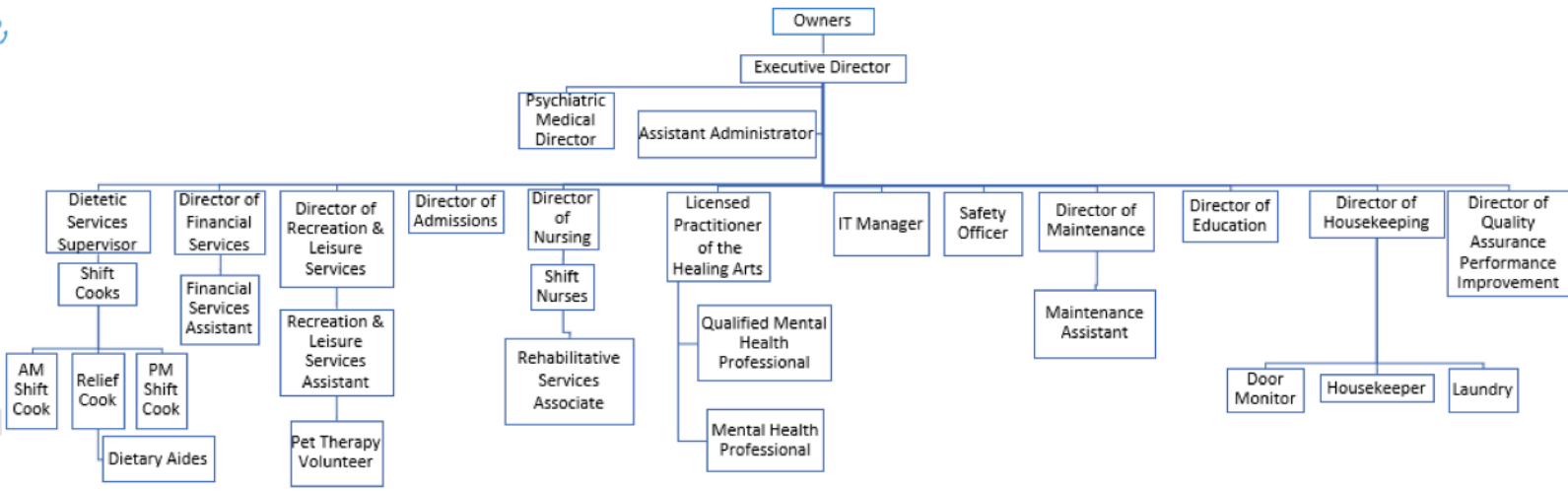
This handbook will acquaint you with information about working conditions, policies, rules and procedures at Abbott House, LLC. As an employee, you will be expected to adhere to all that is contained in this document. Every attempt is made to ensure that any policies are consistent with federal, state and local law. However, should inconsistencies arise, enforcement will be carried out consistent with applicable law.

Abbott House, LLC realizes that no handbook can anticipate every possible occurrence or question about policy. Thus, you should realize that this manual is prepared for informational purposes only and that the contents of the manual do not constitute a guarantee of employment. Abbott House, LLC reserves the right to revise, change, supplement or eliminate any provision listed in the handbook at any time with or without notice.

Employees will receive adequate notice and training relative to any changes that are made in this manual. Employees should feel free to ask questions regarding any information contained in this handbook.

ALL UNION WORKERS SHOULD REFER TO THE UNITED FOOD & COMMERCIAL WORKERS INTERNATIONAL UNION LOCAL 1546 FOR DETAILS ON BENEFITS REGARDING EMPLOYMENT

ORGANIZATIONAL CHART



CHAPTER 1: EMPLOYMENT

101. Employment at Will

- a. Illinois is an "employment at-will" state, meaning that an employer or employee may terminate the relationship at any time, without any reason or cause. Abbott House, LLC and an employee have the right to terminate the employment relationship at any time, with or without cause or notice.
- b. Nothing contained in the Abbott House, LLC Employee Handbook or in any oral or written statement shall change your employment at-will status or otherwise limit the right to terminate employment at will. This policy of at-will employment defined the sole and only relationship between you and Abbott House, LLC as to the duration of your employment and the circumstances under which your employment may be terminated. Please understand that no supervisor, manager, or representative of Abbott House, LLC other than the Executive Director has the authority to enter into any agreement with you for employment for any specified period of time or to make any promises or commitments contrary to the foregoing. Further, any employment agreement entered into by the Executive Director will not be enforceable unless it is in writing.

102. Equal Employment Opportunity

- a. Abbott House, LLC is committed to providing equal employment opportunity to qualified persons without regard to race, color, creed, ancestry, religion, sex (including pregnancy), age, sexual orientation, national origin, physical or mental disability, veteran status, genetic information or any other legally protected status. Employees may access further information at: <https://www2.illinois.gov>
- b. In keeping with this policy, Abbott House, LLC does not discriminate against any person because of race, color, origin, disability, age, veteran status, genetic information or any other characteristic protect by federal, state, or local law. This non-discrimination policy extends to all terms, conditions, and privileges of employment as well as all employment decisions including but not limited to recruiting, hiring, promotions, compensations, training, benefits and termination of employment.
- c. It is our policy, while striving for optimum utilization of ability and capability of all individuals, to base our employment and promotional decisions on job-related standards of past performance, experience, education, training, and interpersonal strengths and abilities. Length of service may be a factor considered only when two or more applicants possess equal qualifications.

103. Affirmative Action

- a. Abbott House, LLC is committed to developing and implementing equal opportunity for employees and applicants. We will continue to monitor and ensure that positive actions will be taken by all levels of management to ensure successful fulfillment of this commitment.

104. Employee Relations

- a. Abbott House, LLC believes that the conditions of work, wages and practices it has available for employees are competitive with those offered by other employers in this area. Employees who have any concerns regarding these conditions are encouraged to speak openly with the Executive Director or your supervisor to discuss concerns. Abbott House, LLC believes this is a positive way to influence the work environment and strives to deal openly and directly with employees who have concerns.

105. Open Door Policy

- a. It is the policy of Abbott House, LLC to encourage communication throughout all levels of the organization. To that end, the doors of supervisors, managers, directors, and the Executive Director are open to all employees whether the situation is the resolution of a problem or a suggestion. Please see Chapter 7, Section 710 on Grievances for more information.

106. Business Conduct & Ethics

- a. Employees of Abbott House, LLC owe a duty to our residents to act in a way that will merit trust and confidence. Abbott House, LLC will comply with all applicable laws and regulations and expects employees to conduct business in accordance this handbook and our policies to refrain from any illegal, dishonest, or unethical conduct.
- b. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your supervisor and, if necessary, with the Executive Director for advice and consultation.
- c. Compliance with the Code of Conduct and Ethics Policy is the responsibility of every Abbott House, LLC employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.
- d. See Code of Conduct and Ethics Policy and Procedure for additional information.

107. Corporate Compliance

- a. As an Abbott House, LLC employee, you are responsible for carrying your job responsibilities in a professional, conscientious, and ethical manner, and in accordance with all applicable laws, regulations, rules, and policies.
- b. You are responsible for reporting to management any actions or behaviors you believe, in good faith, violate ethical practices, laws, or regulation. You may report such actions without fear of reprisal or retaliation. However, if you fail to report these violations, you may be subject to disciplinary procedures.
- c. You must cooperate in the investigation of any unethical action or illegal activity.

- d. You are responsible for seeking supervisory advice if you have doubts or are unclear about what the right action is to stay compliant.
- e. You may also request advice from the Compliance Officer. Abbott House, LLC's Corporate Compliance Officer is the Executive Director, Ivy Fishman.
- f. Abbott House, LLC promotes professional excellence and encourages open and honest communication among all personnel. As such, you shall:
 - Be truthful and avoid misrepresentation.
 - Ensure fairness and objectivity in all activities.
 - Respect and protect the right of privacy of all people, including coworkers and residents.
 - Strive to meet performance standards at the highest possible level.
 - Refuse to engage in or tolerate any fraud, misuse, abuse, or waste of Abbott House, LLC resources, and report such violations to our Corporate Compliance Officer.
 - Encourage growth and self-improvement in yourself and your co-workers.
 - Exhibit respect for co-workers, residents, families, and guardians or representatives.
- g. See Corporate Compliance Policy and Procedure for additional information.

CHAPTER 2: EMPLOYMENT STATUS & RECORDS

201. Classification of Employees (Non-union)

- a. It is the policy of Abbott House, LLC to comply with the Fair Labor Standards Act. Accordingly, all employees are classified as either “Exempt” or “Non-Exempt” from overtime provisions.
- b. An employee will be informed prior to hire whether the position he or she seeks is Exempt or Non-Exempt under the Fair Labor Standards Act.
 - Exempt employees are not entitled to overtime compensation. Generally, these are positions of executives, professionals and supervisors.
 - Non-Exempt employees will receive one and one-half (1 ½) times their regular hourly rate of pay for all hours worked over eight (8) consecutive and over forty (40) during the workweek.
 - All employees will be compensated in an amount equal to not less than the Minimum Wage.
- c. In addition to the classification by the Fair Labor Standards Act, Abbott House, LLC employees will be classified as full-time, part-time, and temporary or contract as agreed at the time of hire.
 - **Full-Time Employees:** are those who have successfully completed the initial introductory period. Full-time employees are employees hired to work (5) five shifts per week without a predetermined termination date. The FTE rate is a .8 FTE or more. Full-time employees are eligible for full benefits.
 - **Part-Time Employees:** are those who have successfully completed the initial introductory period. Part-time employees are employees hired to work less than thirty-two (32) hours per week without a predetermined termination date.
 - **Temporary Employees:** are those persons who are hired by Abbott House, LLC for a limited time to supplement the office force or to assist in completion of a specific project. At times of need, these employees may be asked to work over the 30 hours.

202. Classification of Employees (Union)

- a. All union employees must review the agreement between United Food & Commercial Workers International Union Local 1546 and Abbott House for more information.

203. Introductory (Probation) Period

- a. **Introductory Employees:** All newly hired employees must successfully complete an initial probationary period of 90 days. This probationary period is intended as a working test period and is regarded as an integral part in determining the suitability and qualification of an employee for a position. The probationary period applies to all

employees regardless of previous employment experience with Abbott House, LLC

- b. All probationary periods may be extended with documented cause for an additional ninety (90) days. Upon completion of the 90-day probationary period, this initial period is considered completed, unless the employee is otherwise notified in writing by their immediate supervisor.
- c. Employees who successfully complete the probationary period as determined by Abbott House, LLC will enter the status of employment for which he/she is hired (i.e. full-time, part-time, etc.). However, the “at-will” employment relationship remains in effect and both the company and/or employee may terminate employment at any time, with or without notice or cause.

204. Orientation

- a. On the first day of employment, an orientation will be scheduled. You will be asked to sign an orientation checklist as acknowledgment that you have received the necessary written information and all the listed areas have been explained to you.

205. Training

- a. In addition to orientation, completion of Relias Learning online training must be completed within the first 30-60 days of employment.
- b. All employees are responsible to complete the annual DHS-DMH training on the specific topics and training hours prescribed by the **Department of Public Health: Specialized Mental Health Rehabilitation, Title 77 Section 380.130** through Relias Training. Staff training will be developed or approved by DHS-DMH and will include, but not be limited to:
 - understanding symptoms of mental illnesses;
 - principles of evidence-based practices and emerging best practices;
 - including trauma informed care;
 - illness management and recovery;
 - wellness recovery action plans;
 - crisis prevention intervention training;
 - consumer rights;
 - and recognizing, preventing, and mandatory reporting of abuse and neglect;
 - Training shall also include relevant health and safety matters;
 - Training shall use didactic as well as practical and on-the-job experiences.
- c. There are training modules provided by Abbott House, LLC through an online training program, Relias Learning. In addition, there will be additional in-person trainings provided at the facility, which will be announced by postings near the time-clocks in the facility.

206. Personnel Data Changes

- a. Each employee is asked to promptly notify Abbott House, LLC of any changes in personal demographic data collected at the time of hire. This includes: name, mailing address, telephone (cell and home) number, email address, emergency contacts and phone number, changes in professional license, car make, model and license plate, and resume updates. It is your responsibility to ensure your personal information is up to date.
- b. Information changes must be reported to the Executive Director, Assistant Administrator, Director of Financial Services or your supervisor.

207. Access to Personnel Files

- a. All personnel records are confidential and kept in the office of the Executive Director's. Only the Executive Director, Assistant Administrator and the Director of Financial Services may inspect the files. Breach of confidentiality of personnel records is cause for immediate termination of employment.
- b. If you wish to view or make a copy of any document within your personnel file, please schedule in advance a time to meet with the Executive Director or Assistant Administrator. A reasonable charge, not to exceed the actual cost to Abbott House, LLC, may be charged for any copies of records for the employee.

208. Employee Health Questionnaire/ Health Examination & Fitness For Duty

- a. All new hires will complete an Employee Health Questionnaire/Health Examination Form by their healthcare provider within 30 days after initial start date. Abbott House, LLC employees must be able to perform the essential duties of their jobs in a safe, secure, productive, and effective manner, without presenting a safety hazard to themselves, employees, or residents. Any false claims or misrepresentation are just cause for termination.
- b. The completed Employee Health Questionnaire/Health Examination Form will be placed into the employee's medical file.
- c. Abbott House, LLC may request and complete a Fitness-For-Duty Evaluation Form under the following circumstances:
 - When an employee is out more than five days.
 - When employee is ready to return to work after taking time off for serious illness or injury.
 - During a job transfer to determine whether they can meet the essential job functions.
 - If an employee has a physical or mental medical condition which could affect job performance.
 - All worker's comp situations.

- d. The Fitness-For-Duty evaluation may be required and conducted for use by the Executive Director and the department supervisor. This will be based on the duties of the job listed in the job description. The employee may not be permitted to return to work until:
 - Abbott House, LLC has received the necessary certification from the healthcare provider, and;
 - Abbott House, LLC has made its decision on whether the certification is sufficient for employee to return. In some cases, a second, independent evaluation may be necessary;
 - Approval from the worker's comp treating provider.

- e. If employee's condition qualifies as a disability under the Americans with Disabilities Act (ADA), Abbott House, LLC may require a Fitness-for-Duty evaluation only if it is job-related and consistent with business necessity. This standard will generally be met if Abbott House, LLC has a reasonable belief that:
 - The employee's condition may prevent the employee from performing the job's essential functions, or;
 - The employee poses a direct threat to his or her own safety or the safety of others.

209. Immunization Records

- a. All employees must have documented immunity (by history or titer) to rubella and Varicella or be immunized, if indicated, as recommended by the CDC.

- b. Staff with potential risk of exposure to blood or body fluids (OSHA classifications I or II), will be offered the Hepatitis B Vaccine. The first vaccination will be given within 10 working days in accordance with OSHA Standards. If the new employee has been vaccinated prior to their start date, a copy of the vaccination will be required, or a titer will be drawn.

- c. New employees will also have an initial two-step Mantoux test for TB exposure. A PPD will be performed annually thereafter.

210. Performance Evaluations

- a. Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal day-to-day basis. Additional formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

- b. Performance evaluations are scheduled approximately every 12 months, coinciding generally with the anniversary of the employee's original date of hire.

- c. Merit-based raises are awarded by Abbott House, LLC in an effort to recognize employee performance. (see Employee Raises, 407)

211. Job Descriptions

- a. Abbott House, LLC makes every effort to create and maintain accurate job descriptions for all positions. Each description includes sections for job information, job summary, essential duties and responsibilities, supervisory responsibilities (if applicable), qualifications, physical demands and work environment.
- b. Job descriptions help new employees understand their job duties and to set standards for employee performance evaluations.
- c. Abbott House, LLC would like you to remember that job descriptions do not necessarily cover every task or duty that you might be assigned, and that additional responsibilities may be assigned as necessary. You can contact the Executive Director if you have any questions or concerns about your job description.

212. Investigations of Current Employees

- a. Abbott House, LLC may occasionally find it necessary to investigate current employees, where behavior or other relevant circumstances raise questions concerning work performance, reliability, honesty, trustworthiness, or potential threat to the safety of coworkers and residents.
- b. Employee investigations may, where appropriate, include investigations of criminal records, including inquiries about any arrest for which the employee is out on bail.
- c. In the event that a background check is conducted, Abbott House, LLC will comply with applicable state laws, including providing the employee with any required notices and forms.
- d. Employee subject to an investigation are required to cooperate with Abbott House, LLC's lawful efforts to obtain relevant information, and may be disciplined up to and including termination for failure to do so.

CHAPTER 3: EMPLOYEE BENEFIT PROGRAMS

301. Employee Benefits

- a. Abbott House, LLC provides a wide range of benefit programs to eligible employees. Legally required programs (such as Social Security, workers compensation, state disability, and unemployment insurance) cover all employees in the manner required by the laws.
- b. Your eligibility for each benefit program depends on a variety of factors, including employee classifications. To better understand exactly which benefit programs you are eligible for, talk to the Director of Financial Services.
- c. The following benefit programs are available to eligible employees, subject to terms and conditions of each program and employment status:
 - 401(k) Savings Plan
 - Dental Insurance
 - Medical Insurance
 - Direct Deposit
- d. Benefit programs we offer require you to contribute to the cost.

302. Holidays

- a. Abbott House, LLC may grant holiday time off to non-union employees on the following holidays listed below:
 - New Year's Day (January 1)
 - Easter
 - Memorial Day (last Monday in May)
 - Independence Day (July 4)
 - Labor Day (first Monday in September)
 - Thanksgiving Day (fourth Thursday in November)
 - Christmas (December 25)
- b. Abbott House, LLC may grant paid holiday time off to eligible employees based on employment classification. Holiday pay will be calculated based on the hours worked. Eligible employee classifications:
 - Non-union employees
- c. To be eligible for holiday pay, employees must work the last scheduled day immediately preceding and the first scheduled day immediately following the holiday.

- d. A recognized holiday that falls on a Saturday will be observed on the preceding Friday. A recognized holiday that falls on a Sunday will be observed on the following Monday. It is expected that non-union employees share in working holidays, and coordinate days off to maintain adequate staffing of the facility.
- e. If a recognized holiday falls during an eligible employee's paid absence (such as vacation or sick leave), holiday pay will be provided instead of paid time off benefit that would otherwise have been applied.
- f. Paid time off for holidays will not be counted as hours worked for the purposes of determining overtime or accrued vacation.

303. Vacations

- a. Full-time licensed professionals, staff and non-union employees may be granted:
 - Two (2) weeks' paid vacation after one year of continuous employment.
 - Two (2) weeks' paid vacation after two years of continuous employment.
 - Three (3) weeks' vacation after three years of continuous employment.
 - Four (4) weeks' vacation after ten years of continuous employment.
 - Five (5) weeks' vacation after 17 years of continuous employment.
- b. All Union full-time employees are granted:
 - One (1) week paid vacation after one year of continuous employment.
 - Two (2) weeks' vacation after two years of continuous employment.
 - Three (3) weeks' vacation after five years of continuous employment.
 - Four (4) weeks after ten years of continuous employment.
 - Five (5) weeks after seventeen years of continuous employment.
- c. Payment for vacations will not be made before the first anniversary of employment, and not until the actual time of taking the vacation.
- d. Employees may take their vacations following their anniversary date, however, is subject to the approval of the Executive Director based on holidays, survey schedules and other staffing situations.
- e. Seniority will determine preference in each instance where the choice of a particular vacation period is in conflict between two or more employees in the same department.
- f. No partial vacation will be granted in cases where:
 - Employment is terminated before one year of continuous service from date of hire.

- Adequate written notice is not given.
 - Termination is due to cause without notice.
- g. An employee may be allowed more than his/her earned vacation with prior approval with no pay in any one year.

304. Workers Compensation Insurance

- a. Abbott House, LLC provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment.
- b. Employees who sustain work-related injuries or illnesses should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible. The immediate supervisor is obligated to immediately report the injury to the Executive Director and/or Assistant Administrator.
- c. In any event of injury in the workplace, it is the employee's ultimate responsibility to report to their supervisor and then immediately to the Executive Director and/or Assistant Administrator for appropriate claim reportability. Failure to report a work-related injury and follow the required procedures may result in the worker's compensation carrier denying the claim.
- d. Neither Abbott House, LLC nor the insurance carrier will be liable for the payment of workers compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activities sponsored by Abbott House, LLC.

305. Bereavement Leave

- a. Employees who wish to take time off due to the death of an immediate family member should notify their supervisor immediately.
- b. Up to three (3) days of leave is available for the death of an immediate family member, employee's or spouse's mother, father, brother sister, husband, wife, daughter, son, grandmother, grandfather, grandchildren and guardian for days employees are regularly scheduled to work, if necessary. Employer has the right to request travel documents and proof of travel. Grief leave is NOT applicable for "step" relationships as mentioned above.
- c. Employees may, with the Executive Director's approval, use any available paid leave for additional time off as necessary.

306. Benefits Continuation (COBRA)

- a. The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees

and their qualified beneficiaries the opportunity to continue health insurance coverage under Abbott House, LLC's health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are:

- Resignation
 - Termination of employment
 - Death of an employee
 - Divorce or legal separation
 - Dependent child no longer meeting eligibility requirements
- b. Under COBRA, the employee or beneficiary pays the full cost of coverage at Abbott House, LLC's group rate plus an administration fee. Abbott House, LLC provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for cover under Abbott House, LLC's health insurance plan. The notice contains important information about the employee's rights and obligations.

307. Paid Time Off (PTO)

- a. Paid Time Off (PTO) is provided as a flexible means to assist employees in meeting personal needs. Payment of PTO will be calculated at the employee's base rate of pay. PTO is an employment benefit, which allows each employee the opportunity to accrue hours, which can be used for paid time away from work. PTO must be used for vacations, sick time and personal time away from work.
- b. Eligibility for PTO:
- Abbott House, LLC grants PTO to regular full-time employees at full-time rates. Part-time employees working half-time or more receive prorated PTO consistent with their Full Time Equivalent (FTE) status. Part-time employees working less than half-time and fill-in employees do not receive PTO. Eligible employees will begin accruing PTO from their date of hire based on their FTE. If an employee's status changes from an ineligible PTO status to an eligible status, the PTO accrual will be effective upon the employee's status change date.
- c. Accumulation of PTO:
- Beginning upon date of hire, eligible employees will accumulate PTO each pay period based on their FTE. PTO accrual rates will change to the next level based on the employee's anniversary date of hire according to the schedules listed below. For example, a non-exempt employee hired on May 1, 2002 would be eligible for 4.00 hours of PTO per pay period until May 1, 2006 at such time their PTO accrual would change to 5.54 hours per pay period. PTO time will not accrue for unpaid time off while on an approved leave of absence. PTO time will not accrue while an employee is on short- or long-term disability.

- d. Managing Your PTO:
- The Director of Financial Services will have up to date PTO hours available upon request. However, Abbott House, LLC counts on staff to manage their PTO so that it will be available when needed. Responsible PTO planning is an essential element of this program. Accordingly, employees should keep a reserve in their account to cover unexpected emergencies and illnesses.
- e. Maximum PTO Accumulation/Carry-Over:
- Abbott House, LLC will allow a maximum of 120 PTO hours to be carried over from one year to the next. Any PTO amount in excess of 120 hours at the end of the calendar year will automatically be paid out to employees on the first pay period in January. Contracted employees should refer to their contract for specifics.
- f. PTO Segments:
- Abbott House, LLC issues PTO in 15-minute segments for non-exempt employees. Exempt employees are not paid on an hourly basis and therefore would not be required to take PTO in segments.
- g. Advance Notice/Approval:
- Employees are required to request PTO in advance where possible. All requests are subject to approval by the Executive Director and are conditioned upon appropriate staffing levels within the department.
- h. Advanced Payment of PTO:
- Advances of PTO payment will not be permitted, and negative balances will not be allowed.
- i. Leave Without Pay:
- Abbott House, LLC requires that you use accumulated PTO before leave without pay. Leave without pay will not be permitted with the exception of pre-approved and authorized "Leaves of Absence."
- j. Termination of Employment:
- Upon termination of employment, payment of all accrued PTO hours will be paid at the employee's base rate of pay. Payment will be included on the employee's final paycheck. The use of PTO hours or personal holidays to satisfy the termination notice period will not be permitted.
- k. Personal Days (Salary Employees)
- Personal days are accrued based on hire date for the first year.

I. Break in Service

- If you leave Abbott House, LLC and return as a regular employee within 30 days, Abbott House will honor your previous service for PTO purposes.

m. PTO and Workers' Compensation:

- PTO time is not payable for time off due to a work-related injury covered by Workers' Compensation Insurance. However, the waiting period as mandated by State Law, will be paid using PTO because this time would not be compensable under Workers' Compensation Insurance.

n. Payment for PTO Time:

- Abbott House, LLC pays PTO time in the normal paycheck distribution and at your normal rate of pay. If you have any questions, contact the Director of Financial Services in the bookkeeping office.

308. Health Insurance

a. Abbott House, LLC health insurance plan provides employees access to medical and dental insurance benefits. Employees in the following employment classifications are eligible to participate in the health insurance plan:

- Full-time employees

b. Eligible employees may participate in the health insurance plan subject to all terms and conditions of the agreement between Abbott House, LLC and the insurance carrier.

c. A change in employment classification that would result in loss of eligibility to participate in the health insurance plan may qualify an employee for benefits continuation under COBRA.

d. Details of the health insurance plan will be available in the Director of Financial Services' office. Information on costs of coverage can be provided in advance of enrollment to eligible employees. Contact the Director of Financial Services for more information about health insurance benefits.

e. Open enrollment is June of each year.

309. 401(K) Saving Plan

a. Abbott House, LLC established a 401(k) savings plan to provide employees the potential for future financial security for retirement.

b. To be eligible to join the 401(k) savings plan, you must complete 90 days of your introductory services and be 21 years of age or older. Eligible employees may participate in the 401(k)-plan subject to all terms and conditions of the plan.

- c. The 401(k) savings plan allows you to elect how much salary you want to contribute and direct the investment of your plan account, so you can tailor your own retirement package to meet your individual needs.
- d. Your contribution to a 401(k) plan is automatically deducted from your pay before federal and state tax withholdings are calculated, you save tax dollars not by having your current taxable amount reduced.
- e. Contact the Director of Financial Services for complete details of the 401(k) savings plan and for more information.

310. Continuing Education Units (CEU) Program

- a. Applies to department specific continuing education.
 - An amount is budgeted each fiscal year for expenses used by eligible staff members to attend external educational programs such as seminars given by the *Alliance for Living* and other organizations. The purpose of this program is primarily for staff required to have CEU or CME time for continuing licensure or certification.
- b. Course Eligibility for Continuing Education:
 - The course must be job related or prepare the employee for other Abbott House clinical positions.
 - Approval for and reimbursement of any expenses are at the discretion of the Executive Director.
 - A copy of the course program and receipt must be submitted for approval to the Executive Director or Assistant Administrator, prior to incurring any expenses
 - Non-exempt employees should schedule CEU hours during regularly scheduled workdays. Weekends, evenings or regularly scheduled days off are not included unless Executive Director or Assistant Administrator gives prior approval.
- c. While CEU's are expected to enhance employees' performance and professional abilities, participation in education programs and seminars will not entitle the employee to automatic advancement, a different job assignment, or pay increase.

CHAPTER 4: TIMEKEEPING & PAYROLL

401. Time Keeping

- a. Abbott House, LLC establishes a uniform, company-wide procedure for recording work hours and calculating compensation and benefits in order to comply with Federal and State laws.
- b. We depend on our time clock system to give us an accurate report of your work hours and compliance with our attendance and break policy.

402. Clocking in and out

- a. Employees are expected to:
 - Clock in when you arrive at work.
 - Clock out/in when you return from a meal or break.
 - Clock out when departing from work at the end of the workday.
 - Clock out when departing from work for personal reasons.
 - Clock out/in when you go on a meal break.
 - Enter any time clock errors in the Employee Log Book.
 - Be responsible for your own timekeeping.
- b. Employees should NEVER:
 - Clock in or out for another employee.
 - Perform any work for Abbott House, LLC without being punched in.
 - Clock in earlier than 29 minutes prior to their scheduled starting time, without prior authorization from their supervisor.
 - Work overtime without prior authorization from their supervisor.
 - Falsify, tamper or alter time records.
- c. Abbott House time clocks are programmed to automatically roll forward to the nearest half hour when an employee punches in prior to their scheduled start time.
- d. Time clocks do not roll forward for any in-punch, after the designated starting time.
- e. Employees may punch in up to 29 minutes prior to their scheduled start time but **will not** be paid until their scheduled start time.
 - Example: If your normal shift begins at 8 am, you may punch in at 7:32 am and the time clock will roll forward to 8 am.
 - If you are asked to arrive early you will need sign the employee log book stating that your workday began prior to your regularly scheduled shift.
 - **Do not** begin to work until your scheduled starting time, unless requested by

your supervisor.

- f. Direct all questions concerning the time clock to the Director of Financial Services.
- g. Any violations of this policy may result in corrective action, up to and including termination of employment.

403. Employee Log Book

- a. If at any time you should have a problem with the time clock, you must write an entry in the Employee Log Book with the time that should have been recorded by the time clock.
- b. Proper and accurate entries on the time clock are the responsibility of the individual employee.
- c. All employees may have their time stamps emailed on a daily basis through the UAttend Notification program. If you are interested, please notify the Director of Financial Services.

404. Paydays

- a. All employees are paid by direct deposit into their bank accounts on biweekly basis on every other Friday. Each paycheck will include earnings for all work performed through the end of the previous payroll period.
- b. Employees will receive paystubs during each pay period. The option to opt-out of receiving paper paystubs is available. Please inform the Director of Financial Services if you wish to stop receiving your paystubs.
- c. Timecard reports are available on-line to employees with valid email.

405. Pay Corrections

- a. Abbott House, LLC takes all responsible steps to ensure payroll checks are prompt and accurate.
- b. Employees are responsible for reporting any discrepancy immediately to their supervisor. Paycheck errors are generally corrected prior to or in the next regular paycheck.

406. Wage Garnishments

- a. Abbott House, LLC would like to avoid incurring the administrative costs of garnishments and wage assignments for employee.
- b. Abbott House, LLC encourages all employees to meet their financial obligations without involving Abbott House, LLC.

- c. Abbott House, LLC will adhere to legally imposed wage assignments and garnishments and will not modify the terms of those legal arrangements unless ordered to by the court. Abbott House, LLC will deduct the administrative costs of complying with wage assignments and garnishment orders, to the amount allowed by statute.
- d. If you take out a loan from Abbott House, LLC you are responsible to pay it back in a timely and efficient manner. Any and all legal fees associated with collections or other situations regarding the loan or monies owed, is the responsibility of the employee.

407. Employee Raises (non-union)

- a. Full-time and part-time employees must be employed with at least six months of continuous service.
- b. Full-time and part-time employees are provided an **annual** performance review and consideration for merit pay increases.
- c. Salary increase requests must be supported by a performance evaluation. Supervisors may not discuss any proposed action with the employee until annual reviews are completed.
- d. Performance evaluation **does not** always result in automatic salary increase. Employee's overall performance and salary level relative to position responsibilities must be evaluated to determine whether a salary increase is warranted.
- e. Out-of-cycle salary increases must be pre-approved by the supervisor, Executive Director and ABH Management.
- f. The following factors are the basis for awarding merit pay to employees:
 - Employee performance reported in the annual performance evaluation.
 - Available funds.
 - Recommendations of supervisors, as approved by Executive Director.

408. Employee Raises (Union)

- a. All union employees must review the agreement between United Food & Commercial Workers International Union Local 1546 and Abbott House for more information. Union contract supersedes this Employee Handbook for union employees.

CHAPTER 5: LEAVES OF ABSENCE

501. Time Away from Work for a Personal Leave of Absence (Not FMLA)

- a. Personal leaves of absence may be granted in special situations. Personal leaves of absence are without pay. They are available to employees who obtain proper approval and will be given priority to employees who have been with the company for more than one year of continuous service. Time-off accruals cease, and all insurance benefits cease after one month's absence due to personal leave. Please be aware that the company may not be able to guarantee the position or shift will be available upon return to work.

502. Time off to Vote

- a. Abbott House, LLC encourages employees to fulfill their civic responsibilities by participating in elections. Generally, employees are able to find time to vote either before or after their regular work schedule. If employees are unable to vote in an election during their nonworking hours, Abbott House, LLC will allow staff time to vote. Time away from work will be considered unpaid due to the option to vote via mail and online.
- b. Employees should request time off to vote from their supervisor at least five (5) working days prior to election day. Advance notice is required so that the necessary time off can be scheduled at the beginning or end of the work shift.

503. Court Leave

- a. If you are required to be in court on your own behalf or as a witness, PTO is appropriate. If you are required to serve as a juror, your time off will be classified as Court Leave. Please provide documentation of the legal request for your presence in court and submit it to your supervisor with a time off request form. Once you have completed your court obligation, please bring in the check you receive for your services and sign it over to Abbott House, LLC. You will receive your normal paycheck plus any mileage paid to you by the court. You will be expected to work normally scheduled work hours at Abbott House, LLC until your presence is required at the courthouse or once you have completed your court obligation.

504. Military Leave

- a. If you are an eligible employee, you may take short-term (not more than 10 working days) Military Leave at full regular pay minus military pay received. These days must be days you are regularly scheduled to work. If your military pay exceeds your normal Abbott House, LLC pay, Abbott House, LLC will not pay you for the period; however, all benefits will continue as long as the period does not exceed two weeks. You must submit a copy of your orders with your time off request form along with documentation of military reimbursement.

505. Pregnancy Leave

- a. Abbott House, LLC provides pregnancy leave of absence without pay to eligible

employees who are temporarily unable to work due to a disability related to pregnancy, childbirth, or related medical conditions.

- b. Employees in the following employment classifications are eligible to request pregnancy disability leave as described below:
 - Full-time employees
 - Part-time employees
- c. Employees should notify their employer as soon as they are aware of pregnancy and make requests for pregnancy leave to their supervisors at least 30 days in advance of foreseeable event and as soon as possible for unforeseeable events.
- d. A healthcare provider's statement must be submitted verifying the need for pregnancy leave with a beginning and expected end date. Any changes to dates should be promptly reported to Abbott House, LLC. Employees returning from pregnancy leave must submit a Fitness-for-Duty form from a health care provider for verification to return to work.
- e. Employees are normally granted unpaid leave for the time away from work, up to a maximum of 12 weeks within any 12-month period. Employees may substitute any accrued paid leave time for unpaid leave as part of the pregnancy leave period.
- f. Subject to the terms, conditions and limitations of the applicable plans, Abbott House, LLC will continue to provide health insurance benefits for the full period of the approved pregnancy leave at the expense of the employee.
- g. Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.
- h. An employee on pregnancy leave is requested to provide Abbott House, LLC with at least two weeks advance notice of the date to return to work.
- i. When pregnancy leave ends, the employee will be reinstated to the same or similar position, unless either the job ceased to exist because of legitimate business reasons or each means of preserving the job would substantially undermine the ability to operate at Abbott House, LLC safely and efficiently. If the same position is not available, the employee will be offered a comparable position in terms of such issues as pay, location and job content.
- j. If an employee fails to report to work promptly at the end of the pregnancy leave, Abbott House, LLC will assume that the employee has resigned.

506. Short Term Leave Without Pay

- a. Abbott House, LLC strongly discourages taking time off without pay. Adequate time off

is provided for most needs through PTO or other special forms of leave. Leave without pay will not be allowed during your introductory period unless it is a condition of hire, or illness supported by a doctor's statement. Short-term leave without pay is up to the Executive Director's discretion. You may not use leave without pay for short-term leave if any PTO exists in your PTO account. If you must use leave without pay because you have no PTO accumulated, you will not receive your PTO accumulation for the pay periods involved. Leave without pay is expensive to Abbott House. LLC in maintaining benefits not really earned by the employee, use of this form of leave is grounds for corrective action.

507. Long Term Leave Without Pay

- a. Leave of absences are available only for special circumstances. Long-term leave refers to all leaves greater than one-week duration and less than three months' duration, which are not covered by paid leave. You must make all such leave requests to your supervisor in writing and the Executive Director will make a final decision with input from your supervisor. The employee is responsible for paying their own medical and dental insurance premiums during this period. The company will retain your 401K, but no new dollars will be contributed to the pension plan. Benefits, which normally accumulate based upon time worked, do not continue to accumulate. Seniority will continue to accumulate provided the leave is six months or less.

508. Illinois Employee Sick Leave Act

- a. Please review your rights under the Employee Sick Leave Act (Public Act 99-0841) (the "Act") is a State law which took effect on January 1, 2017. The Act is a law requiring employers to allow employees to use at least a portion of the sick leave time that is already available to them, under certain existing employer policies, to care for certain relatives. The Act requires employers to allow employees to use such time "for absences due to an illness, injury, or medical appointment of the employee's child, spouse, [domestic partner], sibling, parent, mother-in-law, father-in-law, grandchild, grandparent, or stepparent, for reasonable periods of time as the employee's attendance may be necessary, on the same terms upon which the employee is able to use sick leave benefits for the employee's own illness or injury."

509. Federal Family Medical Leave Act (FMLA)

- a. Family Medical Leave Act: As an eligible Abbott House, LLC employee, you may take up to twelve (12) weeks of unpaid, job protected leave for certain family and medical reasons. You are eligible for this leave if you have total cumulative service of at least one year and have worked at least 1250 hours during the previous 12 months. Your FMLA leave time will be calculated on a "rolling" 12-month period measured backward from the date of any FMLA leave usage. All approved requests for Extended Illness Leaves and Worker's Compensation Leaves will count toward the 12-week limit if you qualify for an FMLA leave. Although most leaves will be continuous, some leaves may be intermittent. Approved FMLA leave is used concurrently with any payable time. Earned sick, vacation, and compensatory time must be used and will count toward the 12-week limit.

510. Requirements for FMLA and Illinois Employee Sick Leave Act

- a. If you are going to be absent for more than 3 consecutive days due to a serious health condition, you must notify your immediate supervisor, Executive Director or Director of Financial Services at least 30 days before you want to go on leave under the FMLA. If 30-days' notice is not possible, then notification must be as soon as possible. Written documentation by your physician to support the absence must be received no later than 15 calendar days following the FMLA request date. If proper documentation is not received within the 15 days, your request for FMLA could be denied. If you require time away from work for any of the following reasons, please contact your immediate supervisor, Executive Director and/or Director of Financial Services immediately.
- b. Birth of a child or placement of a child with the employee for adoption or foster care.
- c. To provide care for a spouse, child or parent of the employee who has a serious health condition.
- d. Due to the employee's own serious health condition that renders the employee unable to perform the functions of his or her position.

CHAPTER 6: WORK CONDITIONS & HOURS

601. Work Schedules

- a. All work schedules for employees vary throughout our organization. Supervisors will create a working schedule to cover the times and days of operation according to the terms under which the employee was hired. Therefore, an individual's work schedule may be variable and flexible according to the staffing needs of Abbott House, LLC so that all services are adequately covered by designated staff.

602. Overtime

- a. There may be times when Abbott House, LLC cannot meet its operating requirements or other needs during regular working hours. If this happens, we may give employees the opportunity to volunteer for overtime work assignments.
- b. It is our policy that overtime may not be worked without prior approval and authorization of the supervisor.
- c. All nonexempt employees will be paid overtime compensation in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked.

603. Lunch Breaks

- a. Each Department Head has the responsibility of establishing work schedules to assure that an employee has a minimum of a thirty (30) minute uninterrupted meal period for each scheduled shift of at least seven and one-half (7 1/2) hours. Meal periods should begin no later than five (5) hours after the start of the work period.
- b. Meal breaks must be taken in a location away from the employees' work station.
- c. Employees working shifts that equal or exceed twelve (12) hours may be offered a second unpaid 30-minute meal break.
- d. The employee is responsible for taking their meal break at the assigned time (if applicable) and returning to duties promptly at the end of the meal period.
- e. All non-exempt (hourly) employees must clock out at the beginning of the meal period and clock back in ready to resume work duties. Meal periods should not be less than thirty (30) minutes or more than one hour in duration.

604. Rest Breaks

- a. To the extent possible, an employee may be provided with a fifteen (15) minute rest period for each four (4) hour session worked.

- b. Rest periods are considered a privilege and will be only be allowed when the workload permits.
- c. Since this time is counted and paid as time worked, employees must remain on the work premises. This poses a financial liability to the organization.
- d. Employees will not clock in and out for rest periods when on the premises.
- e. If an employee is unable to take a rest period, the time is lost. It cannot be accumulated or used as compensation time and cannot be used to extend lunch or go home early.
- f. If possible, employees are asked to take their rest break away from their work area.
- g. Employees are expected to return to their work duties immediately following the fifteen (15) minute rest period. Employees returning to work later than the allowed fifteen (15) minute rest period may face corrective action.
- h. Failure to comply with the above policy may result in disciplinary action, up to and including, termination of employment.

605. Using of Phone and Mail Systems

- a. Abbott House, LLC telephone communications are an important reflection of our image to residents and the community. Every employee should use proper telephone etiquette. Some examples of good telephone etiquette are always using the approved greeting, speaking courteously and professionally, confirming the information you have received from the caller, and only hanging up once the caller has done so.

606. Cell Phone Usage

- a. Personal cell phones should be used with discretion. Frequent usage during normal business hours is not permitted. Employee may be asked to leave any personal cell phones in their vehicle.
- b. Employees are asked to make any personal phone calls on non-work time where possible and to ensure that friends and family members are aware of Abbott House, LLC's policy. Flexibility will be provided in circumstances demanding immediate attention.
- c. Employees may not use their cell phone to take photos, record or other means that may be in violation of HIPPA privacy laws.

607. Computer and Email Usage

- a. Abbott House, LLC may give employees access to computers, computer files, the email system and software to use for doing their work. Employees should not use a password,

access a file, or retrieve any stored communication without authorization.

- b. We strive to maintain a workplace that is free of harassment and sensitive to the diversity of our employees. Therefore, we prohibit the use of computers and email system in ways that are disruptive, offensive to others, violation of privacy or harmful to morale or other ways that may be deemed inappropriate or harmful to others.
- c. We prohibit displaying, downloading, or emailing sexually explicit images, messages, and cartoons. Other examples of unacceptable computer usage include (but are not limited to) ethnic slurs, racial comments, off-color jokes, videos, photos, resident related communication or anything that MAY be seen by another person as harassment or disrespectful.
- d. You should notify your supervisor if you learn about a violation of this policy. Employees who violate this policy are subject to disciplinary action, up to and including termination of employment.

608. Internet Usage

- a. Internet access to global electronic information resources of the World Wide Web is provided by Abbott House, LLC to assist employees in obtaining work-related data and technology. The following guidelines have been established to ensure responsible and productive Internet usage.
- b. All internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of Abbott House, LLC and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical and lawful. Please be aware that communications on the Abbott House, LLC telephones, computers or other technology is not private and may be recorded, videotaped or listened in on at any time for quality assurance, personal safety and possible legal matters.
- c. Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.
- d. Internet users should take the necessary anti-virus precautions before downloading or copying any file from the Internet. All downloaded files are to be checked for viruses; all compressed files are to be checked before and after decompression.

- e. Abuse of the Internet access provided by Abbott House, LLC in violation of law or Abbott House, LLC policies may result in disciplinary action, up to and including termination of employment. Employees may also be held personally and financially liable for any violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:
- sending or posting discriminatory, harassing, or threatening messages or images.
 - Using Abbott House, LLC's time and resources for personal gain or personal business.
 - Stealing, using, or disclosing someone else's code or password without authorization.
 - Sending or posting confidential material, trade secrets, or proprietary information outside of Abbott House, LLC.
 - Engaging in unauthorized transactions that may incur a cost to Abbott House, LLC or initiate unwanted Internet services and transmissions.
 - Sending or posting messages or material that could damage Abbott House, LLC's image or reputation.
 - Sending or posting messages that defame or slander other individuals.
 - Refusing to cooperate with a security investigation.
 - Attempting to break into the computer system of another organization or person.
 - Using the internet for political causes or activities, religious activities, or any sort of gambling.
 - Jeopardizing the security of Abbott House, LLC's electronic communication systems.
 - Passing off personal views as those of Abbott House, LLC.

609. Workplace Monitoring

- a. Abbott House, LLC may conduct workplace monitoring to help ensure quality control, employee safety and security.
- b. The computer equipment and systems and internet access available to employees are ALWAYS the property of Abbott House, LLC. Therefore, we reserve the right to monitor ALL computer activities. We also reserve the right to retrieve and read any computer files or data that are composed, sent, or received through Abbott House, LLC internet connections or stored in our computer systems.

610. Safety

- a. To assist in providing a safe and healthful work environment for employees, residents and visitors, Abbott House, LLC will provide information and training to employees about workplace safety and health issues through Relias Training and/or regular internal communication channels. These may include supervisor-employee meetings, bulletin board postings, memos, or other written communications.

- b. Abbott House, LLC plans to incorporate cameras and monitors throughout the building for overall safety of all staff, residents and visitors.
- c. Employees are expected to obey all safety rules and use caution in your work activities. You must immediately report any unsafe condition to the appropriate supervisor.
- d. In the case of an accident that results in an injury, regardless of how insignificant the injury may appear, you should immediately notify your supervisor. Prompt reporting can ensure legal compliance and quick initiation of insurance and worker's compensation benefits procedures.
- e. Abbott House, LLC expects the following for all employees, please follow any additional expectations according to your job description:
 - Chairs, wastebaskets, cord and other articles will not be left in aisles or walkways where they might be a hazard.
 - Desk, file and cabinet drawers/doors will not be left open while unattended.
 - Verbal harassment and horseplay are forbidden and will not be tolerated.
 - Drinking or use of illegal drugs on the job or reporting to work under the influence of alcohol or drugs is cause for immediate dismissal. Abbott House LLC reserves the right to require a drug/alcohol screen from employees at any time.
 - Report every injury, no matter how slight, to your supervisor at once.
 - Use good judgment when working around equipment. For example, wear gloves, goggles, masks and other safety equipment when appropriate.
 - Report all safety hazards to your supervisor.
 - Do not attempt to perform unfamiliar work unless you are assigned to do so and instructed by your supervisor.
 - Report electrical and machinery failures to your supervisor. Do not attempt to make repairs yourself, unless you are trained and authorized.

611. Parking

- a. Abbott House, LLC provides parking spaces on a first come first serve basis. Please refrain from parking in the emergency exit spot. This space is kept open for emergency services only. Parking in this space may result in being ticketed and towed without warning at your own expense.
- b. Parking meters and 2-3hr parking slots are available for staff and visitors on the streets and in designated parking lots.

612. Smoking

- a. Employees must comply with the Smoke Free Illinois Act.
- b. The designated smoking area for Abbott House employees is located in the garage on

the north side of the building.

- c. Employees may use their break time to smoke and must notify their supervisor if they plan to go outside to smoke. Unauthorized smoking breaks may be cause for disciplinary action.
- d. Employees are not permitted to smoke in resident smoking areas at any time.

613. Use of Equipment and Vehicles

- a. Abbott House, LLC's policy on our company vehicle applies to all approved employees who use the vehicle during working hours. All employees must pass the Safe Driving Course to drive the Abbott House, LLC vehicle. Employees who drive the company vehicle must have prior approval by the Executive Director; this includes a review and complete background check of driving record by the insurance company.
- b. Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using Abbott House, LLC property, you are expected to exercise care, perform or notify Executive Director of required maintenance, and follow all operating instructions, safety standards, and guidelines.
- c. You must notify your supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or other people.
- d. Abbott House, LLC vehicles are to be used only for Abbott House, LLC business, and not for personal use. Any employee violating this policy may result in disciplinary action, up to and including termination of employment. (see Safety Emergency Policy and Procedure for additional information).

614. Visitors in Workplace

- a. To provide for the safety and security of our employees and residents at Abbott House, LLC, only authorized visitors are allowed on the premises during the visiting hours from 10:00am-8:00pm. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.
- b. All visitors should enter Abbott House, LLC and check-in at the door monitor area. Authorized visitors will receive directions or be escorted to their destination by staff. Employees are responsible for the conduct and safety of their visitors.
- c. If an unauthorized individual is observed on Abbott House, LLC's premises, employees should immediately notify their supervisor or, if necessary, direct the individual to the door monitor area.

CHAPTER 7: EMPLOYEE CONDUCT AND DISCIPLINARY ACTION

701. Employee Conduct and Work Rules

- a. To ensure orderly operations and provide the best possible work environment, we expect you to follow rules of conduct that will protect the interests and safety of all employees, our residents and their families and/or representatives.
- b. The following are some examples of conduct that may result in disciplinary action, up to and including termination of employment:
 - Theft or inappropriate removal or possession of property.
 - Falsification of timekeeping records.
 - Working under the influence of alcohol, prescription or illegal drugs.
 - Possession, distribution, sale, transfer, or use of alcohol, prescription, illegal drugs or other contraband in the workplace, while on duty, or while operating Abbott House, LLC company vehicle or equipment.
 - Fighting or threatening violence in the workplace.
 - Boisterous or disruptive activity in the workplace.
 - Negligence or improper conduct leading to damage of Abbott House, LLC owned or resident-owned property.
 - Insubordination or other disrespectful conduct.
 - Violation of safety or health rules.
 - Smoking in prohibited areas.
 - Sexual harassment.
 - Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace.
 - Excessive absenteeism or any absence without notice.
 - Unauthorized absence from work-station during workday.
 - Unauthorized use of telephones, mail system, or other Abbott House, LLC owned equipment.
 - Unauthorized disclosure of confidential information.
 - Violation of personnel policies.
 - Unsatisfactory performance or conduct.
 - Inappropriate dress and/or behavior.
 - Sleeping on the job.
 - Leaving the premises during working hours without prior authorization from a person in authority.
 - Accepting gifts, money, or services in return for special consideration in conducting company business.

702. Attendance and Punctuality

- a. To maintain a safe and productive work environment, Abbott House, LLC expects

employees to be reliable and punctual reporting for scheduled work. All employees are expected to be ready to perform their assigned tasks at the beginning of their scheduled time period. Employees will be required to honor the allotted time for lunch breaks (start to finish).

- b. Absenteeism and tardiness place a burden on other employees and on Abbott House, LLC. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible (1 hour) in advance of the anticipated tardiness or absence. Failure to report or work along with failure to notify the respective supervisor will result in this absence being classified as: No Call, No Show and may result in disciplinary action, up to and including termination of employment.
- c. Poor attendance and excessive tardiness are disruptive and are not conducive to a productive work environment. Either may lead to disciplinary action, up to and including termination of employment.
- d. Abbott House, LLC reserves the right to require a statement by a health care provider whenever an employee misses work due to an illness or injury incurred off site. Abbott House, LLC may require such verification as a condition of returning to work. Although a provider's statement normally will not be required for absences of three working days or less, Abbott House, LLC may request such a statement where it determines that a provider's statement is warranted.

703. Vacation Requests

- a. Employees requesting time off must complete a "Vacation Slip/Time Off Request" form in advance (preferably 2 weeks) of the date they wish to be away from work.
- b. Vacation Slip/Time Off Request forms are provided by your supervisor or in the Department of Financial Services.
- c. Forms must be completed in full and signed by the employee and the supervisor or will not be accepted by the Department of Financial Services. Incomplete forms submitted to the Department of Financial Services will be returned to the employee for completion. Example: If the total hours field is not filled in with the exact number of hours requested, the form is considered incomplete and will be returned to the employee.

704. Personal Appearance and Dress Code

- a. Dress, grooming and personal cleanliness standards contribute to the morale of all employees and affect the business image Abbott House, LLC presents to the community. During business hours or when representing Abbott House, LLC, you are expected to present a clean, neat and professional appearance. Employees must dress and groom according to the requirements of the job and accepted social standards.

- b. Your supervisor is responsible for establishing a reasonable dress code appropriate to the job you perform. If your supervisor feels your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed or groomed. Under such circumstance, you will not be compensated for the time away from work. Consult your supervisor if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability.
- c. Without unduly restricting individual tastes, the following personal appearance guidelines should be followed:
 - Shoes must provide safe, secure footing and offer protection against hazards.
 - Hairstyles are expected to be in good taste.
 - Offensive body odor and poor personal hygiene is not professionally acceptable.
 - Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.
 - Nursing staff must wear scrubs.
 - Housekeeping staff must wear uniforms.
 - Name badges are required for all employees.
 - No casual t-shirts with merchandise logos. Sport team logos are only permitted during special team days, parties, or celebrations.
 - No cut-off shorts, miniskirts, or blue jeans.

705. Hand Hygiene

- a. Current CDC and medical practice information continue to speak to the benefit of Hand Hygiene programs to prevent possible spread of infections and for protection of workers and residents. Employees will follow recommended practices of hand washing with soap and warm running water before, during and after each resident contact. Soap dispensers, sinks and paper hand towels are available at strategically located accessible locations.
- b. Abbott House, LLC also provides dispensers for hand cleaning agents as gels/foams for employee use. Employees will engage in hand hygiene using whichever of these means for cleaning of hands. Employees will follow the recommendation of product manufacturers of these agents relative to use, duration of application and preferred method of use.

706. Name Badges

- a. All employees must wear their name badge to readily identify themselves and their position to residents, visitors, physicians, and other employees. New employees will receive a name badge from the Assistant Administrator. If an employee loses their name badge, they are required to notify their supervisor immediately in order to receive a

replacement badge. There will be a cost to the employee for replacement badges.

707. Food and Drink

- a. Employees may bring their personal food to consume for meals or purchase food tickets from the Department of Financial services for minimal fee of \$.75 per meal. Vending machines are available at the facility to purchase cold and hot drinks. Microwave ovens and refrigerators are located in the first and second floor utility rooms for staff use.

708. Drug and Alcohol Use

- a. Abbott House, LLC strives to maintain a drug-free and safe workplace. We expect each employee to report to work in a mental and physical condition that enables you to perform your job in a satisfactory manner.
- b. Abbott House, LLC will not tolerate the possession, use, manufacturing, distribution, or dispensing of controlled substances in the workplace, during work time or any violation of the law resulting in a conviction that would preclude you from working in a healthcare facility.
- c. We permit the legal use of prescribed drugs on the job only if they do not impair your ability to perform the essential functions of your job effectively and safety without endangering others.
- d. Abbott House, LLC exercises the right to test for drug and alcohol use whenever there is an individualized suspicion and reasonable basis to believe that any employee has recently ingested intoxicating substances.
- e. This policy applies to all employees of Abbott House, LLC regardless of their job title or worksite. If you violate this policy, it may lead to disciplinary action, up to and including immediate termination of your employment.

709. Drug Testing

- a. Using or being under the influence of drugs on the job may pose serious safety and health risks. To help ensure a safe working environment, job applicants and employees may be subject to urinary drug testing to determine the illicit or illegal use of drugs.
- b. All communications received by Abbott House, LLC relevant to employee drug or alcohol test results are confidential.
- c. Any employee who is the subject of a drug or alcohol test and for whom a confirmed positive test result is reported, shall upon written request, have access to any records relating to their drug records.
- d. Refusing to consent to testing or refusing to submit a specimen for testing may lead to disciplinary action, up to and including immediate termination of your employment.

- e. Drug testing will occur due to **Reasonable Suspicion**. Employees can be asked to submit to a drug and alcohol test if reasonable suspicion exists to indicate that their health or ability to perform work might be impaired. Factors that could establish cause include, but are not limited to:
- Repeated failure to follow instruction or operating procedures;
 - Violation of Abbott House, LLC safety policies;
 - Involvement in an accident or near-accident during work hours;
 - Discovery or presence of illegal or suspicious substances or materials in an employee's possession or near the employee's workplace;
 - Odor of alcohol and/or residual odor peculiar to some chemical or controlled substances;
 - Unexplained and/or frequent absenteeism;
 - Personality changes or disorientation;
 - Observable phenomena while at work, such as direct observation of alcohol or drug use or abuse or of the physical symptoms or manifestations of being impaired due to alcohol or other drug use;
 - Abnormal conduct or erratic behavior while at work or a significant deterioration in work performance;
 - A report of alcohol or other drug use provided by a reliable and credible source and/or;
 - Evidence that an individual has tampered with any drug or alcohol test during the individual's employment with Abbott House.

710. Workplace Violence

- a. Abbott House will not tolerate workplace violence.
- b. Abbott House has zero tolerance regarding words or actions involving intent to harm individuals, reputations or company property.
- c. We ask employees to report any concerns of violence to your supervisor, or a member of administration as soon as possible. Examples of violent behavior among coworkers include but are not limited to:
- Verbal abuse: unwelcome, embarrassing, offensive, threatening or degrading language.
 - Psychological abuse: communication or behavior that provokes fear or diminishes a person's dignity or self-esteem.
 - Sexual abuse: any unwelcome verbal, physical assault or harassment
 - Physical abuse: any purposeful act causing injury or trauma by means of physical contact.

- d. Any report, whether verbal or in writing by an employee regarding violent behavior will go through one of the following investigations below:
- Abbott House, LLC will conduct an initial risk assessment and determine the level of response required. During the investigation, there will be interviews of all people involved.
 - If an investigation shows employee-initiated threats of violence or physical violence in the workplace, corrective action will be taken, up to and including immediate termination.
 - If an investigation shows a resident-initiated threats of violence or physical violence their name will be submitted to the Executive Director or Assistant Administrator who will forward a “Warning Letter” to the residents regarding the consequences of inappropriate behavior.
 - Alleged Abuse of any kind will be reported to appropriate authorities and public health.
- e. If an employee encounters a violent situation, we recommend the following courses of action:
- Ensure the safety of yourself, employees, residents and visitors.
 - Remain calm and do not return verbal abuse.
 - Without exposing yourself or others to danger, try to calm the individual.
 - Validate their feelings by using the following examples: “I understand, you’re upset...” or “I realize you have been on the phone a long time...”
 - State clearly the boundaries or behaviors that you will allow. Example: “I understand you are upset. I would be too, but you will have to___.”
 - Give the individual choices. For example: “You can calm down and we can finish.” Or “You can leave and come back when you are calm.”
 - Do not close yourself off in a room with the violent individual.
 - Contact your local law enforcement department (911) if an altercation occurs which may harm employees, residents, and/or visitors on the premises.
 - Always maintain eye contact. It gives you information about when and where the attacker might strike you.
 - Be aware of the presence of structures, doors, tables, and other people.
 - If the incident results in an injury to anybody, notify the Executive Director or Assistant Administrator or a member of the Administrative Staff immediately.
 - Complete an incident report with your supervisor.

711. Grievance

- a. Grievance forms are located with your supervisor.
- b. Employees have the opportunity to present their complaints and attempt to resolve them through the Abbott House, LLC grievance procedure. Specific processes of

reporting concerns or complaints include the following:

- Face-to-Face Communication
 - Telephone
 - Email
 - Drop Box
 - Written Communication
- c. Information regarding an employee's grievance shall be kept confidential to the greatest extent possible. Those investigating a grievance may only discuss it with those individuals who are involved in the grievance. Abbott House, LLC reserves the right, at its sole discretion, to refuse to proceed with any grievance that it determines to be improper under this policy. This policy in no way alters the employment-at-will relationship.
- d. Allegations of harassment or discrimination may follow the grievance procedure, as well as the harassment policy below in section 711 of Sexual and Other Unlawful Harassment.
- e. We encourage employees to file grievances in a timely manner.
- f. The filing of a grievance does not suspend the action that has been taken by Abbott House, LLC. For example, if the employee is complaining that he or she was unfairly suspended without pay, he or she will remain suspended without pay for the period initially determined, unless and until the decision is reversed. Full payback and related benefits will be awarded to employees fully reinstated in all grievance cases in which the employee was appealing suspension, demotion, or involuntary separation.
- g. Final decision on individual grievances are not precedent-setting or binding upon Abbott House, LLC in future grievance actions.
- h. If the aggrieved employee wishes to pursue legal action in court, the legal action will be between the Abbott House, LLC and the aggrieved employee.
- i. Temporary employees and introductory employees are not entitled to use the grievance procedure described above.
- j. A grievance is defined as any dispute concerning disagreements arising from working relationships, working conditions, employment practices, or differences in interpretation of policy, which might arise between the organization and its employees. The following procedure will be followed in the event of a grievance:
- **Level I Grievance – Formal Written Grievance:** If the aggrieved employee is not

satisfied with the resolution of their supervisor, the individual may file a formal grievance with the Executive Director. The formal written grievance must be filed within seven (7) days of the event(s) leading to the grievance to be considered valid. This written grievance shall specify the facts and circumstances, which gave rise to the grievance. **For example, a nurse availing himself/herself of this process may file a written grievance with the Executive Director.** The Executive Director will conduct an investigation of the incident and will generally provide a written response to the employee within seven (7) days. If more time is needed to respond to the complaint, the person filing the complaint will be notified.

- **Level II Grievance – Appeal to Executive Director or Assistant Administrator:** If the aggrieved employee remains unsatisfied with the decision of the head of their department, the individual may file a grievance with the Executive Director or Assistant Administrator. The aggrieved employee must file a written grievance with the Executive Director or Assistant Administrator within seven (7) days of the supervisor's decision to be considered valid. The Executive Director or Assistant Administrator or Designee will provide a written or oral response to the employee within seven (7) days. The Executive Director or Assistant Administrator's decision is final.

712. Sexual and Other Unlawful Harassment

- a. Abbott House, LLC is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated. Abbott House, LLC provides ongoing sexual harassment training to ensure you the opportunity to work in an environment free of sexual and other unlawful harassment.
- b. Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a list of sexual harassment examples:
 - Unwanted sexual advances.
 - Offering employment benefits in exchange for sexual favors.
 - Making or threatening reprisals after a negative response to sexual advances
 - Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
 - Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
 - Verbal sexual advances or propositions.
 - Verbal abuse of sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or

- suggestive or obscene letters, notes, or invitations.
 - Physical conduct that includes touching, assaulting, or impeding or blocking movements.
- c. Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or, (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.
 - d. If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Executive Director or Assistant Administrator. You can raise concerns and make reports without fear of reprisal or retaliation.
 - e. Employees can complete documentation of the incident on a Grievance form for Abbott House, LLC records
 - f. All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.
 - g. Any supervisor who becomes aware of possible sexual or other unlawful harassment must immediately advise the Executive Director or Assistant Administrator, so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.
 - h. If you believe you have been harassed on the job, or if you are aware of harassment of others, you should provide a written or verbal complaint to your supervisor, Executive Director, or Assistant Administrator as soon as possible. Your complaint should be as detailed as possible, including the names of the individuals involved, the names of any witnesses, direct quotations when language is relevant, and any documentary evidence (notes, pictures, cartoons, etc.).

713. Resident Rights

- a. The rights of our residents are protected by federal and state regulations. Thus, all residents served by Abbott House, LLC must follow *Chapter II, Article I of the Mental Health and Developmental Disabilities Code* and the *Nursing Home Care Act (210 ILCS 45)* and have all the rights guaranteed pursuant to *Chapter II, Article I of the Mental Health and Developmental Disabilities Code*.

- b. Any person requiring care at Abbott House, LLC will receive appropriate care, be treated with courtesy and enjoy continued civil and legal rights.
- c. It is the responsibility of Abbott House, LLC employees to go over the Rights of Residents Policy to ensure those rights.
- d. See Rights of Residents Policy for additional information.

714. Bilingual Skills

- a. Employees have the right to use another language other than English when speaking about matters that are not related to his or her job duties. All employees have the right to communicate with each other in their primary language when not engaged in direct communication with or providing care to a resident. This right is protected by the Illinois Human Rights Act.
- b. Employees at Abbott House, LLC must understand, be mindful and aware the possible negative impacts their passing discussions in another language might have on our residents with mental health issues.
- c. Abbott House, LLC's residents are from varying backgrounds and not all of them speak English as a first language. If you as an employee speak or have skills in a language in addition to English, we may ask you for your assistance to the extent that you are capable in dealing with Residents and staff.

715. Use of Social Media

- a. Employees must be aware of the related risks and ethical considerations of social media such as Facebook, Twitter, Pinterest and etc. Employees are encouraged to use social media as it relates to Abbott House, LLC, reflecting only positively on the organization and its activities.
- b. At all times consideration of privacy and confidentiality, such as seeking permission from residents for posts or pictures that include them and not sharing information about residents in a personal post.
- c. Social media will be monitored for adherence to its expectations and violations will be dealt with using this policy.
- d. Engagement on social media during work hours is prohibited.

716. Return of Property

- a. Employees are responsible for Abbott House, LLC property, materials or written information issues to them in their possession or control.

- b. Employees must return Abbott House, LLC property immediately upon request or upon termination of employment. Where permitted by applicable laws, Abbott House, LLC may withhold from employee's check or final paycheck the cost of any items that are not returned when required. Abbott House, LLC may also take all action deemed appropriate to recover or protect its property.

717. Employee Termination

- a. Dismissal of an employee from their job duties may be categorized as voluntary or involuntary.
- b. Voluntary dismissal may include the following:
 - Resignation
 - Retirement
 - Failure to show for a specified number of days without notice
 - Expiration or completion of contract
- c. Involuntary dismissal may include the following:
 - Discharge for cause
 - Discharge without cause
- d. Although advance notice is not required, Abbott House, LLC requests at least 2 weeks' written resignation notice and at least 4 weeks from professional employees.
- e. If an employee does not provide advance notice as requested, the employee may be considered ineligible for rehire.

718. Corrective Action

- a. The major purpose of any corrective action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future. Abbott House, LLC's own best interest lies in ensuring fair treatment of all employees and in making certain that corrective actions are prompt, uniform, and impartial.
- b. Corrective action may call for any of five steps below:
 - Coaching and Counseling (this step will not negatively impact employment)
 - First Written Warning
 - Final Written Warning
 - Suspension
 - Termination of Employment
- c. The supervisor will request that the employee sign the documentation of the corrective

action discussion. The signature indicates only that the employee has been counseled as documented.

- d. An employee may be suspended with or without pay to allow a thorough investigation of an incident. It also may be used as another step in the corrective action process.
- e. Provided there has not been a corrective action for an additional offense in the interim, corrective action reports which are twelve (12) months or more from the date of the current offense may not be used for the purposes of imposing additional corrective action on an employee.
- f. Abbott House, LLC exercises sole discretion regarding the type of corrective action to be taken. The corrective actions described above do not guarantee an employee the right to progressive discipline. Employees who dispute the corrective action may utilize Abbott House, LLC's Grievance Procedure.
- g. Employees receiving any written warning within 6 months of performance evaluations will not be eligible for merit increases or position transfers.
- h. Depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.
- i. Abbott House, LLC recognizes that there are certain types of employee problems that are serious enough to justify either a suspension and in extreme cases, termination of employment, without going through the usual corrective actions.
- j. By using corrective actions, we hope that most employee problems can be corrected at an early stage, benefiting both the employee, Abbott House, LLC and ultimately the residents we serve.
- k. Abbott House, LLC or the employee may choose to end the employment relationship at any time. Abbott House, LLC may terminate an employee for any or no reason, with or without the use of corrective action, at any time, with or without notice.

ADDITIONAL DOCUMENTS

1. Code of Conduct and Ethics Policy and Procedure
2. Corporate Compliance Policy and Procedure
3. United Food & Commercial Workers International Union Local 1546 (for union workers)
4. Job Description
5. Grievance Form
6. Resident Rights

In accordance with applicable legal provision, annual review date effective: 11/2018.

IVY K. FISHMAN

11/2018

EXECUTIVE DIRECTOR

DATE

Ivy K. Fishman

SIGNATURE

Employee Acknowledgement Form

The employee handbook describes important information regarding Abbott House, LLC. I have entered my employment relationship with Abbott House, LLC voluntarily and acknowledge there is no specified length of employment. I understand that Abbott House, LLC or I may terminate this relationship with or without cause so long as there is no violation or applicable federal or state law. Further, the information in this handbook is subject to change and I understand that I will be notified should this occur.

This handbook is neither a contract of employment nor legal document. I have received the handbook and it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

Please return your signed employee acknowledgement form to your supervisor. Form will be placed into your personnel file for record keeping.

PRINT FULL NAME

DATE

SIGNATURE