

Hospice of the Piedmont, Inc.

# Team Member Handbook



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## **Introductory Statement**

This handbook is designed to acquaint you with Hospice of the Piedmont and provide you with general information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as a team member and outlines the programs developed by Hospice of the Piedmont to benefit team members. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No team member handbook can anticipate every employment circumstance or question. As Hospice of the Piedmont continues to grow, the need may arise and the organization reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. The only exception to any changes is our employment-at-will policy permitting you or Hospice of the Piedmont to end our relationship for any reason at any time. Team members will, of course, be notified of such changes to the handbook as they occur.

## History of Hospice of the Piedmont

A movement began in the late 1970s and early 1980s in the United States to create a service that would meet the needs of the dying in a compassionate and caring way. In our local communities of High Point and Asheboro, concerned community members independently formed two of the first hospice organizations in North Carolina – Hospice of the Piedmont and Hospice of Randolph.

### Our History

1979 – Members of the American Cancer Society began to meet about forming a hospice in High Point.

1980 – Hospice of High Point incorporated.

1981 – A group of community members in Asheboro became interested in creating a hospice organization and incorporated the Thornton R. Cleek Memorial Hospice (Hospice of Randolph County) in December.

1982 – Hospice of High Point admitted their first patient.

1983 – Hospice of Randolph accepted its first patient. Hospice of High Point was renamed Hospice of the Piedmont.

1986 – The first annual Hospice Auction & BBQ to benefit Hospice of Randolph was held.

1988 – The first Taste of the Town was held to benefit Hospice of the Piedmont.

1992 – Asheboro’s Center of Living, current offices at 416 Vision Drive, were completed.

1994 – Hospice of Randolph changes its name to Center of Living Healthcare, offering a range of services from hospice to adult day healthcare.

1997 – Hospice of the Piedmont moves to its current offices at 1801 Westchester Drive, the former Martin Twin Theater.

2005 – Asheboro leaders decide to return to the organization’s former name, Hospice of Randolph County, Inc.

2006 – Hospice Home at High Point, our High Point inpatient facility, cares for its first patient.

2011 – The Randolph Hospice House, our Asheboro inpatient facility, serves first patient.

2013 – Project to expand Hospice Home at High Point adding four new patient rooms is completed.

2019 – Hospice of the Piedmont and Hospice of Randolph merge.

Looking forward, our organization embraces the values of those who passionately pursued the hospice mission so many decades ago. It is our goal to empower individuals and their families to seek the care they need on the terms they choose. With these considerations at the forefront of all we do, we will continue to do great things.

*Hospice of the Piedmont and its affiliate Hospice of Randolph are a not-for-profit organization governed by a Board of Directors. We are a member of the National Hospice and Palliative Care Organization, the Association of Home & Hospice Care of North Carolina and the United Way of Greater High Point.*

## Code of Ethics

Team members of Hospice of the Piedmont should subscribe to and practice the following principles.

### Internal Relations

#### A. Patient and Family

- **Admissions**  
Offer access to hospice and palliative care to all patients and their families in need of those services.
- **Care and Services**  
Provide patients and their families with the highest possible level of quality end-of-life care and services, while maintaining professional boundaries that respect their rights and privacy.
- **Conflicts of Interest**  
Avoid activities that conflict with the organization's responsibilities to patients and their families.
- **Discontinuation of Care**  
Discontinue care only upon the voluntary consent of the patient, when the patient is no longer medically eligible, or when the organization cannot provide care without compromising the ethical or professional integrity, or the safety, of its team members.
- **Information Management, Confidentiality and Privacy**  
Respect and protect confidential information.

#### B. Team members and Volunteers

- **Team Member and Volunteer Relations**  
Ensure that hospice and palliative care team members and volunteers are treated with respect and fairness, while supporting their ability to obtain the highest level of skill and expertise in their profession or role.

#### C. Governance

- **Governance**  
Adhere to governance structures that ensure the organization fulfills its mission and purpose.

### External Relations

#### A. Hospice Market (other hospices, suppliers, payers)

- External Collegial Relationships  
Work cooperatively with other healthcare providers, suppliers and payers to provide compassionate and competent end-of-life care.

#### B. Donors

- Development and Fundraising  
Be open and transparent in soliciting and accepting financial and/or in-kind support.

#### C. General Public

- Access  
Promote universal availability of comprehensive hospice and palliative care services, in diverse healthcare settings and with specific emphasis on reaching traditionally underserved populations.
- Marketing and Referrals  
Follow marketing and referral practices that promote compassionate, high-quality care for patients and their families.
- Public Information  
Develop and disseminate accurate, honest and timely information about hospice, palliative care and other end-of-life issues to local, state and national communities.

#### D. Society

- Research  
Support the advancement of knowledge to improve the provision, quality, and outcomes of hospice and palliative care.

### **Nature of Employment**

This handbook is intended to provide team members with a general understanding of our personnel policies. Team members are encouraged to familiarize themselves with the contents of this handbook, for it will answer many common questions concerning employment with Hospice of the Piedmont.

However, this handbook cannot anticipate every situation or answer every question about employment. It is not an employment contract and is not intended to create contractual obligations of any kind. All team members are employed at will. This means that neither the team member nor the organization is bound to continue the employment relationship if either chooses, at its will, to end the relationship at any time.

In order to retain necessary flexibility in the administration of policies and procedures, Hospice of the Piedmont reserves the right to change, revise, or eliminate any of the policies and/or benefits described in this handbook, except for its policy of employment-at-will. The only

recognized deviations from the stated policies are those authorized and signed by the Chief Executive Officer of Hospice of the Piedmont.

## **Employee Relations**

Hospice of the Piedmont believes that the work conditions, wages, and benefits it offers to its team members are competitive with those offered by other employers in this area and in this industry. If team members have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors, Human Resources, or the CEO of Hospice of the Piedmont.

Our experience has shown that when team members deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that Hospice of the Piedmont amply demonstrates its commitment to team members by responding effectively to team member concerns.

## **Equal Employment Opportunity**

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Hospice of the Piedmont will be based on merit, qualifications, and abilities. Hospice of the Piedmont does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, Vietnam veteran status, genetic information, sexual orientation, gender identity and genetic expression or any other characteristic protected by law.

Hospice of the Piedmont will make reasonable accommodations for qualified individuals with known disabilities, unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any team members with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor, Human Resources, or the CEO of Hospice of the Piedmont. Team members can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

## **Disability Accommodation**

Qualified individuals with disabilities may make requests for reasonable accommodation to their direct supervisor. On receipt of an accommodation request, the team member's department director and/or Human Resources will meet with the individual making the request to discuss and identify the precise limitations of job functions resulting from the disability and



the potential accommodation that the Company might make to help overcome those limitations.

Hospice of the Piedmont will determine the feasibility of the requested accommodation, considering various factors, including, but not limited to, the nature and cost of the accommodation, the availability of tax credits and deductions, outside funding, overall financial resources, and the accommodation's impact on the operation of the organization, including its impact on the ability of other team members to perform their duties.

Hospice of the Piedmont will inform the team member of the Company's decision on the accommodation request and when appropriate steps for making the accommodation.

## **Staff/Board Relationships**

### Staff Relationships with Board of Directors

The Board of Directors is the governing body of the Corporation. Every team member must work within the framework of policies established by the Board, but team members work for the Chief Executive Officer (CEO) and other team members to whom he/she has delegated supervisory authority. No individual Board member, officer or committee has authority to give instructions to a team member unless so authorized by the CEO. The authority of the Board of Directors is vested in its group action and committees. It is charged with setting general policies and employing a CEO. The CEO is charged with the total responsibility for administration and operation of the Corporation within these policies. The Board's line of authority is to the CEO, not the individual team members. Of course, effective work relationships require cooperation and cordiality between the Board of Directors and the team members. Board members, both individually and collectively, have the right to seek information about the effectiveness of any and all projects and team members for the purpose of evaluation, planning, and policy making.

### Role of the Chief Executive Officer

The Chief Executive Officer is an employee of the Board of Directors and derives his/her authority from the Board and is responsible to it for his/her performance. The CEO is responsible for its administrative leadership and the day-to-day operation of the Company. The CEO reports to the Chairman of the Board.

## **Hiring of Relatives**

The employment of relatives in the same area of an organization may cause serious conflicts and problems with favoritism and team member morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried into day-to-day working relationships.

Relatives of persons currently employed by Hospice of the Piedmont may be hired only if they will not be working directly for or supervising a relative. Hospice of the Piedmont team

members cannot be transferred into such a reporting relationship.

If the relative relationship is established after employment, the individuals concerned will decide who is to be transferred. If that decision is not made within thirty (30) calendar days, management will decide.

In other cases, where a conflict or the potential for conflict arises, even if there is no supervisory relationship involved, the parties may be separated by reassignment or terminated from employment.

For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the team member is similar to that of persons who are related by blood or marriage.

### **Immigration Law Compliance**

Hospice of the Piedmont is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin. Hospice participates in the E-Verify program.

In compliance with the Immigration Reform and Control Act of 1986, each new team member, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former team members who are rehired must also complete the form if they have not completed an I-9 with Hospice of the Piedmont within the past three years, or if their previous I-9 is no longer retained or valid.

Team members with questions or seeking more information on immigration law issues are encouraged to contact Human Resources or the CEO. Team members may raise questions or complaints about immigration law compliance without fear of reprisal.

### **Conflicts of Interest**

Team members have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which Hospice of the Piedmont wishes the business to operate. The purpose of these guidelines is to provide general direction so that team members can seek further clarification on issues related to the subject of acceptable standards of operation. Contact Human Resources for more information or questions about conflicts of interest.

An actual or potential conflict of interest occurs when a team member is in a position to influence a decision that may result in a personal gain for that team member or for a relative as a result of Hospice of the Piedmont's business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the team

member is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if team members have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to an officer of the organization as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where a team member or relative has a significant ownership in a firm with which Hospice of the Piedmont does business, but also when a team member or relative receives any kickback, bribe, substantial gift (see pg. 45), or special consideration as a result of any transaction or business dealings involving Hospice of the Piedmont. For further information or clarification please consult Human Resources or the CEO of Hospice of the Piedmont.

### **Outside Employment**

A team member may hold a job with another organization as long as he or she satisfactorily performs his or her job responsibilities with Hospice of the Piedmont. All team members will be judged by the same performance standards and will be subject to the organization's scheduling demands, regardless of any existing outside work requirements.

If Hospice of the Piedmont determines that a team member's outside work interferes with performance or the ability to meet the requirements of the organization as they are modified from time to time, the team member may be asked to terminate the outside employment if he or she wishes to remain with Hospice of the Piedmont.

Outside employment will present a conflict of interest if it has an adverse impact on Hospice of the Piedmont.

### **Employment Categories**

It is the intent of Hospice of the Piedmont to clarify the definitions of employment classifications so that team members understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the team member and the organization.

Each team member is designated as either nonexempt or exempt from federal and state wage and hour laws. Nonexempt team members are entitled to overtime pay under the specific provisions of federal and state laws. Exempt team members are excluded from specific provisions of federal and state wage and hour laws. A team member's exempt or nonexempt classification may be changed only upon written notification by Hospice of the Piedmont management.

In addition to the above categories, each team member will belong to one other employment category:

Regular Full-time team members are those who are not in a temporary or introductory status and who are regularly scheduled to work a minimum of thirty (30) hours per week. Regular full-time team members are eligible for the organization's benefit package, subject to the terms, conditions, and limitations of each benefit program.

Introductory team members are those whose performance is being evaluated to determine whether further employment in a specific position with the organization is appropriate.

Regular Part-time team members are those who are not assigned to a temporary or introductory status and who are regularly scheduled to work less than the full-time work schedule, but at least twenty-four (24) hours per week.

PRN team members are those who are not assigned to a temporary or introductory position and who are regularly available to work to cover staff absences and assist during peak census periods. While they do receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for all of the organization's other benefit program. In the event they should work for Hospice of the Piedmont for more than 1,000 hours in any calendar year, they would become eligible for the employer match and the discretionary match in the Company's retirement plan for that year, subject to the terms, conditions and limitations of that benefit program.

To ensure that the PRN staff maintains current knowledge of Hospice of the Piedmont policies and practices, we require that PRN staff work at a minimum of two (2) shifts per month. It is the responsibility of each team member to contact the team leader with their schedule of availability by the 15<sup>th</sup> of the preceding month and to maintain current personnel information including but not limited to contact information, licensure status, competencies, annual education requirements, and certifications. Current automobile insurance declarations must be maintained, if applicable.

Temporary team members are those who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary team members retain that status unless and until notified of a change. While temporary team members receive all legally mandated benefits (such as workers' compensation insurance and Social Security), they are ineligible for all of the organization's other benefit programs.

### **Access to Personnel Files**

Hospice of the Piedmont maintains a personnel file on each team member. The personnel file

includes such information as the team member's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of Hospice of the Piedmont, and access to the information they contain is restricted. Generally, only supervisors and management personnel of the organization who have a legitimate reason to review information in a file are allowed to do so.

Team members who wish to review their own file should contact Human Resources or the CEO. With reasonable advance notice, team members may review their own personnel files in the offices of Hospice of the Piedmont at the convenience of Hospice of the Piedmont and in the presence of an individual appointed by Hospice of the Piedmont to maintain the files.

### **Employment Reference Checks**

To ensure that individuals who join Hospice of the Piedmont are well qualified and have a strong potential to be productive and successful, it is the policy of the organization to check the employment references of all applicants.

Human Resources will respond only to those reference check inquiries that are submitted in writing. Responses to such inquiries will confirm only dates of employment, wage rates, and position(s) held.

### **Personal Data Changes**

It is the responsibility of each team member to promptly notify Hospice of the Piedmont of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents (if required for insurance purposes), individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. It is the team member's responsibility to update their information in the online payroll system or to notify Human Resources of any changes.

### **Introductory Period**

The introductory period is intended to give new team members the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. Hospice of the Piedmont uses this period to evaluate team member capabilities, work habits, and overall performance.

Either the team member or the organization may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

All new and rehired team members work on an introductory basis for the first ninety (90) calendar days after their date of hire. Any significant absence will automatically extend an introductory period by the length of the absence. If the organization determines that the

designated introductory period does not allow sufficient time to thoroughly evaluate the team member's performance, the introductory period may be extended for a specified period.

### **Employment Applications**

Hospice of the Piedmont relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

### **Performance Evaluation**

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

The performance of all team members is generally evaluated according to an ongoing 12-month cycle.

Merit-based pay adjustments may be awarded by Hospice of the Piedmont in an effort to recognize truly superior team member performance. The decision to award such an adjustment is dependent upon numerous factors, including the information documented by this formal performance evaluation process. The merit-based pay adjustment ranges are controlled by the Board of Directors and subject to their discretion.

### **Employee Benefits**

This handbook provides partial description of benefits that may be available to you. The description does not replace or override the various plan documents or insurance policies which are the final authority regarding the provisions of each plan and insurance coverage. The plan documents and insurance policies control in deciding any questions which may arise concerning the benefits described in this handbook and control over any contrary information provided. As with all benefits, Hospice of the Piedmont reserves the right to unilaterally amend, modify, or discontinue all or any part of its benefit plans, and such changes could be applied to active and inactive participants, including retirees, survivors, disabled personnel, personnel on a leave of absence, and COBRA participants.

Eligible team members of Hospice of the Piedmont are provided a wide range of benefits, including retirement and health care benefits. A number of the benefits (such as Social Security, workers' compensation, and unemployment) cover all team members in the manner prescribed by law, but as to some benefits, eligibility is based on a variety of factors unique to

each program. Programs have terms, conditions, and applicability which are subject to change, and no guarantee is made that Hospice of the Piedmont will continue to provide the benefit. Hospice of the Piedmont reserves the exclusive right at any time to discontinue, modify or amend, in whole or part, any provisions or benefit provided. The continuation of any benefit is in Hospice of the Piedmont's discretion. Check with Human Resources or CEO to review the benefit documents to determine whether you qualify.

The following benefit programs are currently (as of May 2021) available to eligible team members:

- Auto Mileage
- Benefit Conversion at Termination
- Bereavement Leave
- Cell Phone Allowance
- Deferred Compensation Plan
- Dental Insurance
- Employee Assistance Program
- Family Leave
- Flexible Spending Account
- Health Savings Account
- Holidays
- Jury Duty Leave
- Life Insurance
- Long Term Disability Benefits
- Medical Insurance
- Medical Leave
- Retirement Plan
- Sick Leave Benefits
- Tuition Assistance
- Vacation Benefits
- Vision Insurance

### **Workers' Compensation Insurance**

Hospice of the Piedmont provides a comprehensive workers' compensation insurance program at no cost to team members. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the team member is hospitalized, immediately.

Team members who sustain work-related injuries or illnesses should inform their supervisor as soon as practical. No matter how minor an on-the-job injury may appear, it is important that it be reported as soon as practical. This will enable an eligible team member to qualify for coverage as quickly as possible.

Per the organization's agreement with our workers' compensation carrier, the organization does provide "light or restricted duty" for team members who sustain a compensable work-related injury and are unable to perform the essential functions of their job due to the injury.

Neither Hospice of the Piedmont nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during a team member's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by Hospice of the Piedmont.

Benefit accruals, such as PTO, ESL, or holiday benefits, will be suspended while the team member is out for a work-related accident or illness, and will resume upon return to active

employment.

**Paid Time Off/Extended Sick Leave**

Hospice of the Piedmont offers paid annual leave as a benefit to team members who are classified as regular full-time or regular part-time team members. Eligible team members will be allowed to accrue into and draw from two banks of leave called Paid Time Off (PTO) and Extended Sick Leave (ESL), subject to forfeiture and the other conditions listed below.

I. Accruals

Category	<u>Paid Time Off</u>		<u>Extended Sick Leave</u>	
	Hrs Per Pay Period	*Maximum Days Per Year	Hrs Per Pay Period	*Maximum Days Per Year
40 Hrs per week 0 < 2 yrs	6.77	22	1.85	6
40 Hrs per week 2 < 5 yrs	7.38	24	1.85	6
40 Hrs per week 5 < 8 yrs	8.62	28	1.85	6
40 Hrs per week 8 < 10 yrs	9.54	31	1.85	6
40 Hrs per week 10 < 12 yrs	10.15	33	1.85	6
40 Hrs per week 12 < 15 yrs	10.77	35	1.85	6
40 Hrs per week 15+ yrs	11.38	37	1.85	6
36 Hrs per week 0 < 2 yrs	6.09	20	1.67	5.4
36 Hrs per week 2 < 5 yrs	6.65	22	1.67	5.4
36 Hrs per week 5 < 8 yrs	7.75	25	1.67	5.4
36 Hrs per week 8 < 10 yrs	8.58	28	1.67	5.4
36 Hrs per week 10 < 12 yrs	9.14	30	1.67	5.4
36 Hrs per week 12 < 15 yrs	9.69	32	1.67	5.4
36 Hrs per week 15+ yrs	10.25	33	1.67	5.4
32 Hrs per week 0 < 2 yrs	5.42	18	1.48	4.8
32 Hrs per week 2 < 5 yrs	5.91	19	1.48	4.8
32 Hrs per week 5 < 8 yrs	6.89	22	1.48	4.8
32 Hrs per week 8 < 10 yrs	7.63	25	1.48	4.8
32 Hrs per week 10 < 12 yrs	8.12	26	1.48	4.8
32 Hrs per week 12 < 15 yrs	8.62	28	1.48	4.8
32 Hrs per week 15+ yrs	9.11	30	1.48	4.8
24 Hrs per week 0 < 2 yrs	4.06	13	1.1	3.6
24 Hrs per week 2 < 5 yrs	4.43	14	1.1	3.6
24 Hrs per week 5 < 8 yrs	5.17	17	1.1	3.6
24 Hrs per week 8 < 10 yrs	5.72	19	1.1	3.6
24 Hrs per week 10 < 12 yrs	6.09	20	1.1	3.6
24 Hrs per week 12 < 15 yrs	6.46	21	1.1	3.6
24 Hrs per week 15+ yrs	6.83	22	1.1	3.6

(Each new accrual rate begins when the year of service is reached for that accrual category. For example: the new accrual shall begin on the anniversary of the second year of service.) \* Days are reflected as 8 hour days. For team members hired before 10/01/2019, please contact Human Resources for accrual schedules.



- A. Accruals are based on hours paid. Each hour or portion of an hour paid will result in an accrual. PTO and ESL shall not accrue during times of a leave of absence, whether paid or unpaid.
- B. Accruals are earned on a maximum of 80 hours per pay period for team members regularly scheduled for 40 hours per week, 72 hours for team members regularly scheduled for 36 hours per week, 64 hours for team members regularly scheduled for 32 hours per week and 48 hours for team members regularly scheduled for 24 hours per week.
- C. Accruals begin on the first day of the pay period following date of hire.
- D. PTO may accumulate to a maximum of 240 hours for team members regularly scheduled to work 40 hours per week; 216 hours for team members regularly scheduled to work 36 hours per week; 192 hours for team members regularly scheduled to work 32 hours per week; and 144 hours for team members regularly scheduled to work 24 hours per week.
- E. ESL may accumulate to a maximum of 480 hours.
- F. Upon reaching maximum PTO/ESL accruals, no additional accrual will occur until utilization or sell back reduces the accrual below the maximum.
- G. Payment for PTO/ESL is based on a team member's base rate of pay and shall be exclusive of shift differentials and other premiums.

## II. Utilization

- A. ESL can only be utilized for personal illness and the illness of a dependent child, spouse/domestic partner or parent, beginning with the second day of absence. PTO will be used for the first missed shift in any 24 hour period of an illness, vacations, holidays, and personal days for illnesses in the family, personal business, etc. A relapse with the same type of illness within 72 hours of returning to work is considered to be the same illness in determining whether to use PTO or ESL. While use of ESL for personal illness is limited only by the amount of accrued time available, use of ESL to care for a dependent child, spouse/domestic partner or parent shall be limited to five (5) days per calendar year based upon availability of accrued hours.
- B. PTO and ESL can be used after 60 days of employment, with the exception of designated holidays and personal illness days. PTO may be used for holidays at any time after the first day of employment if enough hours have accrued in the PTO bank to cover the holidays.
- C. PTO may be used for any approved absence except those provided for elsewhere.
- D. Payment of PTO is dependent upon prior approval except in the case of sudden illness or

emergency. Payment of ESL is dependent upon the team member's properly calling in and upon explanation by the team member or their physician. A team member may be asked to provide proof of illness before PTO/ESL is authorized.

- E. Termination by Hospice of the Piedmont: Regardless of the reason, any team member terminated by Hospice of the Piedmont forfeits any accrued but unused PTO.

Retirement or Termination by Team Member: Upon retirement or termination by the team member, up to 240 hours of PTO may be paid to the team member provided the team member has complied with the terms of this section. In order for team members to be eligible for PTO payout they must have: (1) completed their 90-day introductory period, (2) given "written notice," and (3) worked for Hospice of the Piedmont during their "applicable time of notice of resignation," meaning the notice period must be exclusive of PTO. Team members may not use PTO while working their notice.

"Written notice" means that the team member has given to their supervisor or to the Human Resources Department of Hospice of the Piedmont a letter of resignation: (i) stating the date the notice is delivered to Hospice of the Piedmont, (ii) stating the last day the team member will be working for Hospice of the Piedmont, and (iii) signed by the team member. "Applicable time of notice of resignation" means: (i) at least four weeks' written notice of resignation from exempt team members and clinical team members, (with the exception of nurse aides,) or (ii) at least two weeks' written notice of resignation from nonexempt team members (with the exception of nurses, RN and LPN, social workers and chaplains) in order for team members to be eligible for the PTO payout. Any team member failing to meet all three of the requirements (the 90-day introductory period, provide "written notice" and meeting the "applicable time of notice of resignation") will forfeit any accrued but unused PTO. Team members CANNOT use any PTO during the notice period unless Hospice of the Piedmont approves its use during the notice period.

- F. ESL will be forfeited and not be paid upon any termination by Hospice of the Piedmont or the team member or retirement by the team member and may not be applied towards early retirement.
- G. PTO/ESL may be taken in minimum increments of 15 minutes for non-exempt team members and in one hour increments for exempt team members.
- H. For extended illnesses, PTO may be used after all ESL time has been exhausted.
- I. PTO and ESL must be accrued before they can be taken.
- J. PTO and ESL will only be paid on regular pay days and will be for time taken in that pay period.
- K. During three defined periods throughout each calendar year, team members may exchange

(sell back) up to 80 hours of PTO for cash, provided the exchange (sell back) will not reduce the accrued PTO balance below 100 hours. Also, in order to be eligible for an exchange (sell back), team members must have used at least 40 hours of PTO within the past 12 months. Team members may initiate their request with Human Resources at any time during the following time frames:

January, 1 - April, 30;  
May, 1 - August, 31; and  
September, 1 - December, 31

Eligible team members shall determine the number of hours to be exchanged for cash, and hours will be paid at team member's regular rate of pay. Only one request per team member per period shall be approved. PTO exchange (sell back) payments will not be used to calculate contribution to the retirement plan and will be subject to all applicable taxes. The offering of such exchanges of PTO for cash is at the discretion of Hospice of the Piedmont, and may be suspended at any time with notice to team members.

- L. Team members who are absent for a full day/shift, whether planned or unplanned, are required to use PTO/ESL for the entire day/shift they were absent. In extenuating circumstances, to meet Company needs, and only when pre-approved, supervisors may allow a team member to count extra hours worked, during the week the PTO/ESL was taken, towards the absent day to reduce the amount of PTO/ESL used.
  - M. Hospice of the Piedmont understands that in order to fulfill the duties, obligations and responsibilities of their job, exempt team members may work in excess of 40 hours per week. In order to promote a good work-life balance and as may be deemed reasonable, managers, in their sole discretion, may allow exempt team members to flex up to 4 hours without requiring the use of PTO. Exemptions to this provision include PTO which may be required to be taken in accordance with an approved leave of absence (i.e. FMLA, etc.) or other reduced work schedule which has been approved.
- III. Miscellaneous
- A. Supervisors, in rare circumstances may, on a very limited basis, approve time off without pay for team members who have not yet earned PTO or ESL benefits, have not reached the end of their 60-day waiting period or have no PTO/ESL time remaining. Excused time off without pay should be limited and approved only for extraordinary circumstances. Any team member using unpaid time off may be terminated as regular and predictable attendance is an essential function of the team member's job.
  - B. For scheduling purposes and in order to meet business needs, team members' requests should be submitted at least 48 hours in advance of the requested time period.
  - C. PTO and ESL benefits extended by Hospice of the Piedmont may be regulated or otherwise

modified as necessary.

- D. It is the responsibility of the supervisor to approve and schedule all time off.
- E. Hospice of the Piedmont observes the following holidays and team members may receive PTO payments for these days: New Year's Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day.

Any holiday hours not taken will be maintained in the PTO bank. Holiday hours may not be paid unless there are sufficient hours in the PTO bank.

- F. Team members may use PTO to take time off for other holidays when the office is not closed.

### **Employee Assistance Program**

An Employee Assistance Plan (EAP) is provided for the benefit of team members and any member of their household. It provides a free and confidential counseling and referral service for problems dealing with family or emotional problems, and drug or alcohol abuse. It is provided as a voluntary service. Please refer to the Employee Intranet, or see Human Resources or your supervisor for contact information for the EAP provider.

### **Bereavement Leave**

Team members who wish to take time off due to the death of an immediate family member should notify their supervisor immediately.

Up to 24 hours of paid bereavement leave will be provided to full-time team members.

Bereavement pay is calculated based on the base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials.

Approval of bereavement leave will occur in the absence of unusual operating requirements. Team members may, with their supervisor's approval, use any available paid leave (PTO only) for additional time off as necessary.

Hospice of the Piedmont defines "immediate family" as the team member's spouse, parent, child, sibling, grandparents, grandchildren, mother-in-law, father-in-law, daughter-in-law, son-in-law, brother-in-law, sister-in-law and domestic partner. For the death of any other family member, the day of the funeral will be given, with pay.

## **Jury Duty**

Hospice of the Piedmont encourages team members to fulfill their civic responsibilities by serving jury duty when required. Full-time team members may request up to two weeks of paid jury duty leave over any two year period.

Jury duty pay will be calculated on the team member's base pay rate times the number of hours the team member would otherwise have worked on the day of absence. Full-time team members are eligible for jury duty pay.

If team members are required to serve jury duty beyond the period of paid jury duty leave, they may use PTO or may request an unpaid jury duty leave of absence.

Team members must show the jury duty summons to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate their absence. Team members are expected to report for work whenever the court schedule permits.

Either Hospice of the Piedmont or the team member may request an excuse from jury duty if, in Hospice of the Piedmont's judgment, the team member's absence would create serious operational difficulties.

Benefit accruals, such as PTO, ESL, or holiday benefits, will be suspended during unpaid jury duty leave and will resume upon return to active employment.

## **Witness Duty**

Hospice of the Piedmont encourages team members to appear in court for witness duty when subpoenaed to do so.

If team members have been subpoenaed or otherwise requested to testify as witnesses by Hospice of the Piedmont, they shall receive compensation at the team member's base and/or salaried rate of pay for the period of witness duty.

Team members will be granted a maximum of eight hours of paid time off to appear in court as a witness at the request of a party other than Hospice of the Piedmont. Team members will be paid at their base rate and are free to use any available PTO to receive compensation for any period of witness duty absence that would otherwise be unpaid.

The subpoena should be shown to the team member's supervisor immediately after it is received so that operating requirements can be adjusted, where necessary, to accommodate the team member's absence. The team member is expected to report for work whenever the court schedule permits.

## **Benefits Continuation (COBRA)**

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives team members and their qualified beneficiaries the opportunity to continue health insurance coverage under Hospice of the Piedmont's health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of a team member; a reduction in a team member's hours; a team member's divorce or legal separation; and a dependent child no longer meeting eligibility requirements.

Hospice of the Piedmont provides each eligible team member with a written notice describing rights granted under COBRA when the team member becomes eligible for coverage under Hospice of the Piedmont's health insurance plan. The notice contains important information about the team member's rights and obligations.

## **Continuing Education**

Hospice believes that regular education and training are integral to staff's competency maintenance and skill development and is an essential component of continuing to ensure excellence in service delivery and state of the art patient care. To assist its team members' improvement, Hospice may make loans to its team members for continuing education which loans may be forgiven in whole or part provided the team member remains with Hospice after their continuing education is completed.

Team members interested in the Continuing Education policy should see the CEO or Human Resources for additional information and policy details.

## **Daily Activity Logs**

All team members both exempt and non-exempt are required to keep accurate work records as specified below. Altering, falsifying, tampering with activity logs, or recording activity on another team member's record may result in disciplinary action, up to and including termination of employment.

At the supervisor's discretion, administrative/clerical staff may make entries into their supervisor's activity/time log. Similarly, at the supervisor's discretion, administrative/clerical staff may be delegated similar responsibilities for other personnel within the same department.

### Non-exempt Team members:

Accurately recording time worked is the responsibility of every non-exempt team member. Federal and state laws require Hospice of the Piedmont to keep an accurate record of time worked in order to calculate team member pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Nonexempt team members should accurately record the time they begin and end their work in

the payroll management system. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always be approved before it is performed.

Exempt Team members:

Due to the nature of Hospice of the Piedmont operations, it is necessary for exempt team members to record accurate daily record of visits and administrative activities for billing and cost tracking purposes.

**Paydays**

All team members are paid biweekly on every other Friday. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

In the event that a regularly scheduled payday falls on a holiday, team members will receive pay on the last day of work before the regularly scheduled payday.

Team members are required to have direct deposit for their pay. Team members may access a statement of their wages through the company's online payroll platform. The web address can be obtained from the Human Resources Department.

**Employment Termination**

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine.

Hospice of the Piedmont will generally schedule exit interviews at the time of employment termination. The exit interview will afford an opportunity to discuss such issues as team member benefits, conversion privileges, repayment of outstanding debts to Hospice of the Piedmont, or return of Hospice of the Piedmont owned property. Suggestions, complaints, and questions can also be voiced. Exit interviews are voluntary. Exit interviews are conducted by Human Resources. In the event of a conflict of interest an alternative interviewer may be offered.

Since employment with Hospice of the Piedmont is based on mutual consent, both the team member and Hospice of the Piedmont have the right to terminate employment at will, with or without cause, at any time. Employee benefits, such as PTO and ESL, will be affected by employment termination. The effect on PTO and ESL is set forth in the Paid Time Off/Extended Leave section in this Handbook. Some benefits may be continued at the team member's expense if the team member so chooses. The team member will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

## **Administrative Pay Corrections**

Hospice of the Piedmont takes all reasonable steps to ensure that team members receive the correct amount of pay in each paycheck and that team members are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the team member should promptly bring the discrepancy to the attention of Human Resources. Corrections will be made as soon as practicable.

## **Pay Deductions**

The law requires that Hospice of the Piedmont make certain deductions from every team member's compensation. Among these are applicable federal, state, and local income taxes. Hospice of the Piedmont also must deduct Social Security taxes on each team member's earnings up to a specified limit that is called the Social Security "wage base." Hospice of the Piedmont matches the amount of Social Security taxes paid by each team member.

Hospice of the Piedmont offers programs and benefits beyond those required by law. Eligible team members may voluntarily authorize deductions from their pay checks to cover the costs of participation in these programs.

If you have questions concerning why deductions were made from your pay check or how they were calculated, please see Human Resources.

## **Garnishments and Other Legally Required Deductions**

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

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

## **Shift Premiums**

Hospice of the Piedmont will pay a shift differential premium for hours worked during a second, third, evening or weekend shift. This premium will apply to any non-exempt team member



who works the entire shift or covers a portion of a shift at the request and approval of management. At the discretion of Hospice of the Piedmont, shift premiums may be subject to change. Such changes shall be communicated to the affected staff in advance.

### **Reporting and Call-In Pay**

Nonexempt team members who report for work on time at the beginning of their scheduled shift and without advance notification from the organization that they are not needed, or sent home because no work is available will receive two (2) hours reporting pay at their regular straight-time rate.

Reporting pay will not be paid if team members are notified or a reasonable effort was made to notify them at least two (2) hours before the start of their shift not to report to work.

Reporting pay will not be accrued toward overtime. Only actual hours worked can be counted as overtime.

### **Work Schedules**

The normal workweek is Sunday through Saturday and consists of 40 hours. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week. Supervisors will advise team members of the times their schedules will normally begin and end.

### **Meals and Breaks**

Exempt and non-exempt team members who work at least 6 hours per shift/workday are encouraged to take a meal break (generally 60 minutes for an 8-hour day and 30 minutes for staff working in the in-patient units). This break provides the opportunity to relax and complete the work day more efficiently. No team member is expected to perform any work duties while on their unpaid lunch break. Any non-exempt team member who performs any duties that are more than *de minimus* should immediately notify their supervisor and note it on their time records in order to receive pay. Unless approved in advance by the Manager, non-exempt team members should not work through or skip a meal period in exchange for leaving early. Provided their work is maintained, non-exempt team members may, with their supervisor's approval, schedule two (2) 15-minute rest breaks during any regularly scheduled work day. Rest periods are paid time.

### **Use of Phone, Mail and Electronic Communication System**

Personal use of telephones for long-distance and toll calls is not permitted except in the event of an emergency (approval of the management staff required). Team members should practice discretion in using company telephones when making local personal calls and are required to reimburse Hospice of the Piedmont for any charges resulting from their personal use of the

telephone. The use of Hospice of the Piedmont-paid postage for personal correspondence is not permitted.

The Electronic Mail System Hardware is the property of Hospice of the Piedmont. Additionally, all messages composed, sent or received on the e-mail system are the property of Hospice of the Piedmont. The e-mail system is not to be used: to create any offensive, disrespectful or disruptive messages; circulate jokes, comics or non-job related computer graphics or send chain letters. No team member should have any expectation of privacy while using Hospice of the Piedmont's phones, hardware, internet, email, or any electronic communication systems.

Hospice of the Piedmont prohibits the unauthorized use of software. The organization expects its team members to conduct themselves responsibly in this regard. Team members should refrain from making or using unauthorized copies of software. Upon termination of employment, team members may not retain any computer-related programs, files, or materials for personal possession. All computer-related materials are the property of the organization.

### **Drug, Alcohol and Tobacco Free Environment**

Hospice of the Piedmont is committed to providing a safe and healthy environment for our staff, volunteers, patients and visitors. In keeping with the philosophy, we maintain a drug, alcohol and tobacco-free environment. Regardless of location, smoking and/or the use of drugs, alcohol, or tobacco (cigarettes, cigars, pipes, or any sort of smokeless tobacco, including e-cigarettes) is not permitted while on duty and/or while performing any services for Hospice of the Piedmont. These prohibitions extend to anywhere on Hospice of the Piedmont property at any time. "Drugs" as used in this policy includes: drugs, medicines or controlled substances (1) not legally obtainable, or (2) legally obtainable but not used in a lawful, safe or prescribed manner, or (3) mind or mood altering substances which are not sold as drugs or medicines but are used as mind, behavior, or mood altering effects. The definition of Hospice of the Piedmont property for the purpose of this policy includes all buildings, structures, parking lots and any area including patient property where a staff member or volunteer is engaged in Hospice of the Piedmont business. This policy applies equally to all team members, volunteers and visitors.

### **Overtime**

When operating requirements or other needs cannot be met during regular working hours, team members may be scheduled to work overtime hours. When possible, advance notification of these mandatory assignments will be provided. All overtime work must receive the supervisor's prior authorization. Overtime assignments will be distributed as equitably as practical to all team members qualified to perform the required work.

Overtime compensation is paid to all non-exempt team members in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked. Time off on holiday leave, sick leave, PTO/ESL, unpaid leave, worker's compensation leave, or any leave of absence will not be considered hours worked for purposes of performing overtime

calculations.

## **Emergency Closing**

At times, emergencies such as severe weather, fires, power failures, or earthquakes, can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility.

The CEO or their designee will notify staff of the office closing by distributing a voice mail or other broadcast message to all staff mailboxes no later than 7:30 a.m. It is the team members' responsibility to check their voice mail or cell phone for a text message. In the case of an emergency closing, all scheduled staff should remain available for telephone consultations and possible home visits during normal working hours. All scheduled exempt team members will accept calls at home at no additional compensation.

In the case of an emergency closing, each Manager is expected to connect with their team members to ensure coverage of responsibilities.

When operations are officially closed due to emergency conditions, the time off from scheduled work will be paid. When the offices are open, each team member should use their own judgment regarding travel conditions in their area. If it is not safe to travel, they may use PTO leave if the office is not officially closed. The use of PTO in such cases shall not count as an unplanned absence.

## **Business Travel Expenses**

All business travel must be approved in advance by the CEO of Hospice of the Piedmont. If the travel is approved, Hospice of the Piedmont will reimburse team members for reasonable business travel expenses incurred while on assignments away from the normal work location subject to each actual expense incurred being approved for reimbursement by the CEO.

### Travel Outside of the Service Area

Team members whose travel plans have been approved are responsible for making their own travel arrangements.

When approved, the actual reasonable costs of travel, meals, lodging, and other expenses directly related to accomplishing business travel objectives will be reimbursed by Hospice of the Piedmont. Team members are expected to limit expenses to reasonable amounts subject to final approval of each expense by the CEO, whose decision shall be final.

Expenses that generally will be reimbursed include the following:

- Airfare or train fare for travel in coach or economy class or the lowest available fare.

- Car rental fees, only for compact or mid-sized cars.
- Fares for shuttle, ride-share or airport bus service, where available; costs of public transportation for other ground travel.
- Taxi fares, only when there is no less expensive alternative.
- Mileage costs for use of personal cars, only when less expensive transportation is not available.
- Cost of standard accommodations in low to mid-priced hotels, motels, or similar lodgings.
- Cost of meals, no more lavish than would be eaten at the team member's own expense.
- Tips not exceeding 20% of the total cost of a meal or 10% of a taxi fare.
- Charges for telephone calls, fax, and similar services required for business purposes.

### Travel inside the Service Area

Vehicle mileage for business purposes is reimbursed at the current Company rate. Team members are required to keep accurate records of the exact mileage incurred and report this on their daily logs. When multiple staff members are attending the same conference, event, etc., carpooling should be used to minimize cost.

Team members who are involved in an accident while traveling on business must promptly report the incident to their immediate supervisor. Vehicles owned, leased, or rented by Hospice of the Piedmont may not be used for personal use without prior approval.

When travel is completed, team members should submit completed travel expense reports within 30 days. Reports should be accompanied by receipts for all individual expenses.

Team members should contact their supervisor for guidance and assistance on procedures related to travel arrangements, expense reports, reimbursement for specific expenses, or any other business travel issues.

Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the team member, can be grounds for disciplinary action, up to and including termination of employment.

### **Automobile Insurance**

Team members who use their personal automobile in connection with business travel with Hospice of the Piedmont must carry automobile liability and personal injury protection insurance at least at the minimum level required by the North Carolina Department of Insurance. Team members who use their personal automobile as part of their job with Hospice of the Piedmont are required to provide a current copy of their automobile declaration of insurance containing the amount of liability coverage and the renewal dates to the Human Resources Department.

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

Team members who have worked for Hospice of the Piedmont for at least twelve (12) months and at least 1,250 hours during the prior twelve (12) months may take up to twelve (12) weeks of unpaid leave for the following reasons:

- Birth of a child of the team member, and to care for such child;
- Placement of a son or daughter with the team member for adoption or foster care;
- To care for the spouse, son or daughter, or parent of the team member who has a serious health condition; and
- A serious health condition which renders the team member unable to perform the functions of the team member's position.

Hospice of the Piedmont will utilize a rolling twelve (12) month period, measured backwards from the date FMLA leave begins.

A “serious health condition,” for purposes of this policy, is an illness, injury, impairment, or physical or mental condition which involves: inpatient care in a hospital; continuing treatment by a health care provider for any period requiring an absence from work for more than three (3) calendar days; a chronic serious health condition which requires periodic visits to a health care provider over an extended period of time which may cause episodes of incapacity; a period of incapacity for a long-term or permanent condition for which treatment may not be effective; any absence for multiple treatments by a health care provider for restorative surgery or any condition which would likely result in a period of incapacity of more than three (3) calendar days if untreated.

In the case of unpaid leave for the birth or placement of a child, intermittent leave or working a reduced number of hours is not permitted unless both the team member and Hospice of the Piedmont agree. If both spouses are employed by Hospice of the Piedmont, the combined leave shall not exceed twelve (12) weeks.

Military Family Leave: Team members who have worked for Hospice of the Piedmont for at least 12 months and at least 1,250 hours during the prior 12 months are eligible to request a leave of absence for the following reasons:

- “Any qualifying exigency” arising out of the fact that the spouse, son, daughter, or parent of the team member is on active duty status, in support of a contingency operation.

Military Caregiver Leave: An eligible team member who is the spouse, son, daughter, parent, or next of kin of a covered service member who is recovering from a serious illness or injury sustained in the line of duty on duty is entitled up to 26 weeks of leave in a single 12-month period to care for the service member.

General Rules Applicable to all FMLA Leave: Hospice of the Piedmont will utilize a rolling 12

month period measured backwards from the date FMLA leave begins. No team member is permitted to work in another job while on FMLA leave.

In the case of leave for serious health conditions, the leave may be taken intermittently or on a reduced hours basis only if such leave is medically necessary. If intermittent or reduced hours leave is required, Hospice of the Piedmont may in its sole discretion temporarily transfer the team member to another job with equivalent pay and benefits that better accommodate that type of leave.

During family leaves of absence, Hospice of the Piedmont will continue to pay its portions of the health insurance premiums and the team member must continue to pay his/her share of the premium. Failure of the team member to pay his/her share of the health insurance premium may result in loss of coverage. If the team member does not return to work after the expiration of the leave, the team member will be required to reimburse Hospice of the Piedmont for payment of health insurance premiums during the family leave, unless the team member does not return because of the presence of a serious health condition which prevents the team member from performing his/her work or due to circumstances beyond the control of the team member.

During unpaid leave, the team member shall not accrue employment benefits, such as Paid Time Off, Extended Sick Leave, retirement, etc. Employment benefits accrued by the team member up to the day on which the family leave of absence begins will not be lost.

Team members are required to use their PTO and Extended Sick Leave time during the twelve (12) week family leave. NOTE: That portion of the family leave of absence which is Paid Time Off, Extended Sick Leave will be with pay according to Hospice of the Piedmont's policies regarding Paid Time Off and Extended Sick Leave and will run concurrent with FMLA.

Team members who return to work from a family leave of absence within or on the business day following the expiration of the twelve (12) weeks are entitled to return to their job or an equivalent position without loss of benefits or pay.

Applications for family leaves of absence must be submitted in writing. Applications should be submitted at least thirty (30) days before the leave is to commence, or as soon as possible if thirty (30) days' notice is not possible. Appropriate forms must be submitted to the Human Resources Department to initiate family leave and to return the team member to active status. Team members requesting medical leave must provide Hospice of the Piedmont periodically with the appropriate medical certification completed by the health care provider. A team member returning to work from an extended absence (more than 3 calendar days) due to their own serious health condition is required to provide Hospice of the Piedmont with a return to work note from their physician before being allowed to return to work. The burden rests with the team member to keep Hospice of the Piedmont advised of their medical status. Hospice of the Piedmont does not provide "light or restricted duty" for team members who return to work from a personal medical leave and are temporarily unable to perform the essential functions of

their job.

For more information regarding FMLA please Human Resources.

### **Non-FMLA Medical Leave**

A team member with a serious medical condition as defined under the FMLA, who is in his or her first year of employment and has completed the Introductory Period, may request a leave of absence for their own qualifying medical event. This leave will be considered for team members that need to be out of work for five (5) consecutive days. Team members may take leave up to six (6) weeks within their first 12 months of service at Hospice of the Piedmont.

A team member with a serious medical condition as defined under the FMLA who has completed one year of service but does not meet the 1,250-hour requirement; or has exhausted leave available under the FMLA may request a leave of absence for their own qualifying medical event. Time away from work will generally not exceed six (6) weeks in a "rolling" 12-month period.

Intermittent leave under Non-FMLA Medical Leave is not permitted unless such leave has been approved as a reasonable disability-related accommodation pursuant to the Americans with Disabilities Act Amendments Act (ADAAA). Requests for disability related accommodations should be made to Human Resources.

A team member who is taking Non-FMLA Medical Leave must use any and all accrued time off banks prior to being placed in an unpaid leave status. Use of any and all available accrued time shall be consistent with the provisions outlined for the specific type of time off (e.g., PTO and ESL). Pursuant to the PTO/ESL accrual policy, PTO and ESL will not accrue during times of a leave of absence, whether paid or unpaid. Team members who take a non-FMLA Medical Leave do not have job restoration rights. However, Hospice of the Piedmont will make a reasonable effort to reinstate the team member to the same position or a position with equivalent status, pay, benefits and other employment terms upon the team member's return before or at the end of the approved leave period. In the event Hospice of the Piedmont will not be able to restore the team member, the team member will receive written notice from Human Resources.

Any request for Non-FMLA Medical Leave must be submitted in writing as far in advance as possible and will be reviewed on a case-by-case basis by Hospice of the Piedmont management. The decision to approve or disapprove is based on the circumstances for the leave, the length of time requested, the team member's job performance and attendance record, the effect the team member's absence will have on the business and the expectation that the team member will return to work when the leave expires. The team member is not permitted to work another job while out on Non-FMLA Medical Leave.

The team member may continue to participate in all eligible insurance plans by paying the premiums while on unpaid leave.

Team members are expected to be able to return to work by the end of their approved leave. Prior to returning from leave, the team member must secure a release from his or her healthcare provider confirming the release to return to work to perform regular duties.

#### Unable to Return from Non-FMLA Medical Leave

If the team member is not medically released to return to work at the end of his or her leave and the team member has not been granted any additional leave, employment ends as "unable to return from leave" effective the last day of the approved leave, unless a continuation of leave has been granted as an accommodation under the ADAAA, or for other reasons.

#### Failure to Return from Non-FMLA Medical Leave

Any team member who fails to return to work as scheduled after leave may be subject to dismissal from employment. Team members who exceed their leave without extension(s) of their leave approved under appropriate leave provisions, may be subject to corrective action or termination of employment pursuant to the Attendance and Punctuality Policy.

### **Military Leave**

A military leave of absence will be granted to team members, except those occupying temporary positions, to attend scheduled drills or training or if called to active duty with the U.S. armed services.

Team members will receive partial pay for two-week training assignments and shorter absences. Upon presentation of satisfactory military pay verification data, team members will be paid the difference between their normal base compensation and the pay (excluding expense pay) received while on military duty. The portion of any military leaves of absence in excess of two weeks will be unpaid. However, team members may use any available paid time off for the absence.

Subject to the terms, conditions and limitations of the applicable plans for which the team member is otherwise eligible, health insurance benefits will be provided by Hospice of the Piedmont for the full term of the military leave of absence. Paid Time Off, and Extended Sick Leave benefits will continue to accrue during a military leave of absence.

Team members on two-week active duty training assignments or inactive duty training drills are required to return to work for the first regularly scheduled shift after the end of training, allowing reasonable travel time. Team members on longer military leave must apply for reinstatement in accordance with all applicable state and federal laws.

Hospice of the Piedmont prohibits discrimination against team members on the basis of military duty, affiliation or status and requires reinstatement of a team member following military leave to the same position or a position of like seniority, status and pay, as dictated by federal and state laws. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service, such as the rate of vacation accrual and job seniority rights.



## **Pregnancy Related Absences**

Hospice of the Piedmont will not discriminate against any team member who requests an excused absence for medical disabilities associated with a pregnancy. Such leave requests will be made and evaluated in accordance with the Family and Medical Leave policy provisions outlined in this handbook and in accordance with all applicable federal and state laws.

Requests for time off associated with pregnancy and/or childbirth (apart from medical disabilities associated with these conditions) will be considered in the same manner as any other request for an unpaid personal or family leave.

## **Personal Leave**

Team members who have experienced a hardship (major illness or accident to the team member's immediate family member) or catastrophe (house fire, etc.) that is not eligible for or related to Family Medical Leave may take an unpaid personal leave. Team members are allowed 80 hours of unpaid personal leave in a rolling 12-month period. A team member who is taking Personal Leave must use any and all available accrued time off banks prior to being placed in an unpaid leave status. Use of any and all available accrued time shall be consistent with the provisions outlined for the specific type of time off (e.g., PTO and ESL). Pursuant to the PTO/ESL accrual policy, PTO and ESL will not accrue during times of a leave of absence, whether paid or unpaid.

Any request for personal leave must be submitted in writing as far in advance as possible and will be reviewed on a case-by-case basis by Hospice of the Piedmont management. The decision to approve or disapprove is based on the circumstances for the leave, the length of time requested, the team member's job performance and attendance record, the effect the team member's absence will have on the business and the expectation that the team member will return to work when the leave expires. The team member is not permitted to work another job while out on personal leave.

The team member may continue to participate in all eligible insurance plans by paying the premiums while on unpaid leave. Personal leaves are not granted for the purpose of other employment except military. Team members who have exhausted all available leave and fail to return to work on the scheduled day will be considered to have voluntarily resigned.

## **Team Member Conduct and Work Rules**

To ensure orderly operations and provide the best possible work environment, Hospice of the Piedmont expects team members to follow rules of conduct that will protect the interests and safety of all team members and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace.

The following are examples of infractions of rules 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 or illegal drugs
- Violation of the Drug and Alcohol Use policy
- Fighting or threatening violence in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer owned property.
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Violation of the Harassment and Retaliation policy
- 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 the workday
- Unauthorized use of telephones, mail system, or other employer-owned equipment.
- Violation of personnel policies
- Unsatisfactory performance or conduct

Team members may report conduct or activities that are in violation of the conduct and work rules to their supervisor, the Human Resources Department or the CEO.

Employment with Hospice of the Piedmont is at the mutual consent of Hospice of the Piedmont and the team member, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

## **Weapons**

Hospice of the Piedmont prohibits, forbids and does not tolerate weapons on Hospice of the Piedmont property, or during any organization-related activity.

Weapons include visible and concealed weapons, including those for which the owner has necessary permits. Weapons can include firearms, knives with a blade longer than three inches, explosive materials or any other objects that could be used to harass, intimidate or injure another individual, team member, volunteer or member of management.

Team members may report conduct or activities that are in violation of the weapons policy to their supervisor, the Human Resources Department or the CEO.

## **Drug and Alcohol Use**

All team members are forbidden to use or possess alcohol or drugs at any time during the work day or anywhere on Hospice of the Piedmont's premises or while on Hospice of the Piedmont business. The word "drugs" as used in this policy include: drugs or controlled substances (1) not legally obtainable, or (2) legally obtainable but not used in a lawful, safe, or prescribed manner, or (3) mind or mood altering substances which are not sold as drugs or medicines but are used for mind, behavior, or mood altering effects. Violators may be subject to immediate termination.

The legal use of prescribed drugs is permitted only if the prescribed drug is used in the prescribed manner and does not impair the team member's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace. New applicants will be subjected to pre-employment drug testing.

Any team member suspected of using or being affected by drug or alcohol consumption may be requested to take a drug and alcohol test immediately. Failure to promptly submit to a drug and alcohol test at that time will ordinarily result in termination of employment.

While it is impossible to list every factor which might lead to a decision to request a team member to take a drug or alcohol test, typical factors which may indicate a team member's impairment include:

- Excessive absenteeism or tardiness;
- Unexplained significant deterioration in job performance;
- Significant changes in personality (repeated abusive behaviors, insolence, insubordination);
- Reliable written reports from other team members;
- Unexplained absences from normal worksites;
- Unusual behavior which cannot be explained;
- Change in appearance and demeanor;
- Reddened eyes or dilated pupils;
- Odor of alcohol or drugs;
- Slurred speech;
- Difficult in motor coordination;
- Alleged or suspected theft of controlled substance.

Team members who are under the influence of alcohol or drugs on the job will be subject to discipline, including immediate termination.

## **Voluntary Referral for Counseling or Rehabilitation**

Hospice of the Piedmont recognizes and accepts that early treatment is the key to rehabilitation for substance abusers. Therefore, team members are encouraged to voluntarily request help. A team member may volunteer for assistance either by requesting help from the

Human Resources Department, a supervisor or by contacting a rehabilitation and/or counseling service.

As a result of a team member's good faith effort, the team member's job security shall not be jeopardized. The team member shall still be subject to all applicable terms, conditions, and responsibilities of employment with Hospice of the Piedmont.

## **Harassment and Retaliation**

Hospice of the Piedmont is committed to providing a work environment that is free of discrimination and unlawful harassment and retaliation. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, genetic information, sexual orientation, gender identity and genetic expression or any other legally protected characteristic will not be tolerated. Harassment (both overt and subtle) or retaliation is a form of team member misconduct that is demeaning to another person, undermines the integrity of the employment relationship, and is strictly prohibited.

Hospice of the Piedmont's no tolerance policy for harassing behavior extends to all Company-related activities, including off-site. This policy applies to all team members, volunteers, Board members, vendors, visitors and other persons not affiliated with the organization, regardless of their title, position or gender. No person, team member or third party, no matter his or her title or position has the authority, expressed, actual, apparent or implied, to commit or allow harassment.

Sexual harassment is a form of sex discrimination that can occur in a variety of different circumstances. Examples of unlawful work-related sexual harassment, include, but are not limited to:

- Conduct unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment;
- Direct or implied threats that submission to sexual advances will be a condition of employment or continued service with the organization.
- Sexually related material such as pornography, objects, pictures or websites;
- Unwelcome verbal or visual conduct of a sexual nature such as comments, innuendoes, jokes, emails, voicemail messages, gestures, leering or stalking; and
- Unwelcome physical sexual contact, such as grabbing, leering, groping, pinching, patting, massaging someone's neck or shoulders, pulling against another's body, rape, molestation or any attempts to commit such wrongdoing.

Any team member who wants to report an incident of harassment should promptly report the matter to his or her supervisor, the CEO or Human Resources Department. Team members can raise concerns and make reports without fear of reprisal. The organization takes allegations of harassment seriously and will promptly and thoroughly respond to all complaints. Team members are not required to directly confront any person who is the source of the problem or closely associated with the person who is the source of the problem. Team members are required to make

a reasonable effort to bring forward any allegations of unlawful harassment so the organization may stop such wrongdoing and prevent future occurrences.

Hospice of the Piedmont recognizes that making false, bad faith accusations can have serious consequences for those who are wrongly accused. The organization prohibits deliberately providing false information during an investigation. Policy violators are subject to disciplinary action, up to and including termination.

The organization will make every effort to ensure those named in a complaint, or are too closely associated with those involved in the complaint, will not be part of the investigative team or efforts. Hospice of the Piedmont can, at its discretion, utilize a neutral third-party investigator to address harassment allegations.

Anyone engaging in any harassment will be subject to disciplinary action, up to and including termination of employment. Hospice of the Piedmont will not tolerate any retaliation. Specifically, no team member will be subject to any form of retaliation or discipline who in good faith: (a) pursues a harassment complaint, or (b) participates as a witness, or (c) assists in an investigation. If you feel that retaliation has occurred against you or anyone else, you should immediately report it to your supervisor, the CEO or the Human Resources Department.

## **Workplace Violence**

Hospice of the Piedmont is committed to preventing workplace violence and maintaining a safe work environment. The organization does not tolerate acts of workplace violence committed by or against team members and strictly prohibits team members from making threats or engaging in violent acts.

Team members are expected to behave at all times in a civil and courteous manner towards co-workers, patients, family members and other business associates. Provocation, whether verbal or physical, is not tolerated. In addition to “on the job” conduct, Hospice of the Piedmont may hold team members responsible for “off duty” conduct that occurs on the organization’s premises or has a negative impact on the organization and/or the morale or performance of other team members. Provoking or engaging in physical fights can result in disciplinary action, up to and including termination.

### Warning Signs of Potential Violence:

There are often signs serving as a warning that violence in the workplace may occur. Please review the following list of common early warning signs, keeping in mind that demonstration by an individual of one or many of the actions on the below list do not automatically point to certain violence. However, their activities should be noted and the Company’s EAP service could become involved to assist detecting and defusing a potential workplace incident.

- Increase in use of alcohol or using drugs.

- History of violent or aggressive behavior or frequent physical fighting off or on duty.
- Displaying a loss of control, (e.g., loss of temper on a frequent basis, frequently for unsubstantiated reasons, or over minor issues).
- Either joking or making serious direct or veiled threats.
- Physically, verbally or emotionally intimidating others or instilling fear, for example harassing phone calls, emails and/or stalking.
- Being obsessed with one's job and having no known outside interests.
- Being a loner and/or expressing a strong desire for a personal or romantic relationship with a co-worker. Under these circumstances, the co-worker may feel threatened and report the unwanted attention.
- Obsession with weapons or militia, particularly if this is new behavior for a team member or volunteer.
- Feeling constantly disrespected, demonstrating a "me versus the world" attitude. Experiencing difficulty with authority, for example feeling discriminated against, harassed, or intentionally targeted. Does not accept criticism well and commonly harbors resentment.
- Expressing desperation, significant frustration or depression over recent professional, personal, or financial problems.
- Fascination with other recent incidents of violence and approval of the use of violence.
- Disregard for safety, thus presenting a risk to self and others.
- Demonstrates a lack of conscience and/or abuse towards other persons or animals.
- Vandalism or property damage.
- Failing to acknowledge the feelings or rights of others.
- Having been a victim of violence or bullying.

All threats of, or actual, violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management, without fear of reprisal. This includes threats by team members, patients, family members, vendors or other members of the public. All suspicious individuals or activities should also be reported to a supervisor. At no time, should a team member place themselves in harm's way by trying to intercede or see what is happening.

Management will promptly and thoroughly investigate all reports of threats of or actual violence and of suspicious individuals or activities. Hospice of the Piedmont reserves the right to utilize an outside and neutral third-party investigator to respond to allegations of workplace wrongdoing, misconduct or other personnel problems.

Hospice of the Piedmont will seek prosecution of all of those who engage in violence on its premises or against its team members while they are engaged in employer business.

The organization cannot guarantee a totally violent free workplace.

### Reporting

Team members shall report each and every incidence of violence in the workplace they experience or witness, regardless of the persons involved. No reprisals will be permitted against any team member for reporting an incident or near incident. Team members shall also report any and all safety and security violations or hazards of which they have knowledge. Reports should be made to a team member's immediate manager, unless that manager is an individual involved in the alleged violence. In this case, the team member may proceed directly to the next level of supervision. Management will promptly investigate reports received in consultation with the Human Resources Director.

### Education and Training

All team members will receive instruction regarding the Workplace Violence Policy during orientation and annually thereafter. In collaboration with the Education Department, along with the Safety Committee will ensure workplace violence training is completed as required.

### **Attendance and Punctuality**

To maintain a safe and productive work environment, Hospice of the Piedmont expects team members to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other team members and on Hospice of the Piedmont. In the rare instances when team members cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence. Team members must make direct contact with their supervisor. (Voicemail or email messages are not considered direct contact.) If the supervisor is not present or available, a team member must notify the next Manager in the organizational hierarchy. Should the next manager not be available the team member must notify the Human Resources Department. Team members are solely responsible for reporting their absence and keeping their supervisor informed of their leave status. Only in extenuating circumstances may another individual report an absence on behalf of a team member.

Should a team member volunteer and be scheduled to work an extra shift/day and subsequently calls out, it will be counted and documented as an unplanned absence.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

A team member returning to work from an extended absence (more than 3 calendar days) due to their own serious health condition are required to provide the company with a return to work note from their physician before being allowed to return to work. Please see the Leave of Absence policy and/or Family Medical Leave of Absence policy for more information regarding medical absences. Hospice of the Piedmont does not normally provide "light or restricted duty" from team members who return to work from a personal medical leave and are temporarily unable to perform the essential functions of their job.

## Unscheduled Absence

Team members are expected to report to work as scheduled. However, it is understood that unexpected events may occur, resulting in an unscheduled absence. Absences such as emergencies or sickness that result in the team member being away from work for a whole day, without 48 hours' notice, will count as one (1) occurrence. An absence of multiple days due to the same personal illness, injury or other incident will be counted as one occurrence for the purpose of this policy.

Excessive absences of any type prohibit a team member from being successful within their given role. Therefore, the following guidelines will apply to unscheduled absences within any 12-month rolling calendar period.

Verbal Warning – will be issued when a team member has four (4) unscheduled occurrences within a 12-month period. The team member will be counseled regarding their excessive absences, and this will be documented and placed in the team member's personnel file.

Written Warning – will be issued when a team member has five (5) unscheduled occurrences within a 12-month period. This will be reviewed with the team member, documented and placed in the team member's personnel file.

Final Warning – will be issued when a team member has six (6) unscheduled occurrences within a 12-month period.

Termination - If a team member has seven (7) unscheduled absences within a 12-month period, termination will occur.

The following absences are not charged against the team member's overall attendance record for the purpose of determining chargeable absences:

- Jury Duty
- Military Leave
- Bereavement Leave
- Work Related Accident
- "No Work" Days\*
- Closure of office due to inclement weather or natural disaster.
- Planned Vacations\*\*
- Suspensions
- Holidays
- Approved Family Leave of Absence
- Approved Medical Leave of Absence

\*"No Work" days occur when the organization sends a team member home due to low census.

\*\*Planned vacations require a two working day notice.

## **Confidential Information**

Confidential information concerning patients may be obtained while a team member performs his/her duties. Team members are not to discuss this information with any person not concerned



with the direct care of the patient. A violation of this policy will be cause for disciplinary action. Every team member is required to sign a confidentiality statement.

## **Personal Appearance**

Dress, grooming, and personal cleanliness standards contribute to the morale of all team members and affect the business image Hospice of the Piedmont presents to customers and visitors. To ensure that representatives of Hospice of the Piedmont help maintain the Company's professionalism, team members and volunteers are expected to dress in a manner that exhibits safety, cleanliness, modesty and respect. Team members who appear for work inappropriately dressed will be sent home and directed to return to work in proper attire. Under such circumstances, team members will not be compensated for the time away from work.

## **Dress Code**

Hospice of the Piedmont offers a casual dress code as a benefit to team members. However, the expectation is for team members to exercise good judgment in determining appropriate attire for patient care, business meetings, conferences, off-site professional engagements, etc. At times, business casual or business professional attire may be the most appropriate choice.

Nametags are required for all staff. Lab coats are required for all nursing staff (i.e. nurses, certified nursing assistants) when they are visiting in the home. When working in a clinical setting, all staff are required to wear footwear that covers the toes and heel. Any team member with a clinical degree or certification is able to wear scrubs.

The following are prohibited under casual dress code parameters:

- Clothing that contains vulgar language, graphics or any visual or written content/phrases that may be offensive to others (such as profanity, racial slurs, suggestive comments or graphics, etc.)
- Clothing that promotes or refers to illegal drugs or alcohol products
- Revealing attire, including but not limited to low-cut shirts or blouses; shirts that expose the lower chest, lower back, or midriff area; skirts or dresses that rise more than two inches above the knee, leggings or tights that aren't appropriately covered by a long shirt or dress; clothing that is too tight; halter tops; tube tops; tank tops that do not extend to the edge of the shoulder or that don't fully cover the back; clothing that exposes undergarments; outfits lacking proper undergarments; etc.
- Clothing that contains rips, holes, or stains
- Sweat pants, yoga pants, beachwear, swimwear, loungewear, pajamas
- Visible tattoos that contain vulgar language/graphics or material that may be offensive to others

- Bare feet, slippers or flip flops, of any kind. Flip flops are defined as any footwear which has a 'Y' strap which fits between the toes and does not have a small heel or graduated wedge sole.
- Shorts, of any kind, are not permitted
- Printed t-shirts, with the exception of company issued t-shirts, which may be worn on Fridays
- Hats of any kind

Consult your supervisor or director if you have questions as to what constitutes appropriate attire.

## **Resignation**

Resignation is a voluntary act initiated by the team member to terminate employment with Hospice of the Piedmont. Although advance notice is not required, to leave in good standing Hospice of the Piedmont requests at least four weeks' written notice of resignation from exempt team members and clinical team members, with the exception of nurse aides, and two weeks' written notice from nonexempt team members, with the exception of nurses (RN and LPN,), social workers and chaplains. Notices must be exclusive of PTO. Team members may not use planned PTO while working their notice. The payment of unused PTO is controlled exclusively by the terms in the Paid Time Off/Extended Sick Leave policy of this Handbook.

Prior to a team member's departure, an exit interview will be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits. Exit interviews are voluntary.

## **Return of Property**

Team members are responsible for all property, materials, or written information issued to them or in their possession or control. Team members must return all Hospice of the Piedmont property immediately upon request or upon termination of employment.

## **Solicitation and Distributions**

Each year Hospice of the Piedmont receives many requests from other organizations and individuals seeking permission to solicit team members for various causes, or asking that Hospice of the Piedmont carry on solicitations for them. Many of these requests are made in support of worthwhile endeavors which are commendable in their aims. However, should Hospice of the Piedmont permit such solicitations, it would result in complete confusion and would seriously impair the efficient operation of our organization. Hospice of the Piedmont has found it necessary to limit such solicitations by the following rules:

- Solicitation and/or distribution of literature by nonteam members to Hospice of the Piedmont team members or while on Hospice of the Piedmont property is prohibited.

- Solicitation by team members to Hospice of the Piedmont during working time, or which in any way interferes with work, is prohibited.
- Distribution of literature by team members on Hospice of the Piedmont property in work areas, or which in any way interferes with work, is prohibited.

“Working time,” for purposes of this rule, is defined as those periods which are designed for the performance of assigned job tasks by the team member doing the soliciting or distributing or the team members being solicited or given material, and does not include break or meal periods even if paid by Hospice of the Piedmont.

### **Progressive Discipline**

The purpose of this policy is to state Hospice of the Piedmont's position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

Hospice of the Piedmont's own best interest lies in ensuring fair treatment of all team members and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the team member for satisfactory service in the future.

Although employment with Hospice of the Piedmont is based on mutual consent and both the team member and Hospice of the Piedmont have the right to terminate employment at will, with or without cause or advance notice, Hospice of the Piedmont may use progressive discipline at its discretion. Disciplinary action may call for any of four steps -- verbal warning, written warning, suspension with or without pay, or termination of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and, still another offense may then lead to termination of employment.

Hospice of the Piedmont recognizes that there are certain types of team member problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

While it is impossible to list every type of behavior that may be deemed a serious offense, the Team Member Conduct and Work Rules policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct which may trigger

progressive discipline.

By using progressive discipline, we hope that most team member problems can be corrected at an early stage, benefiting both the team member and Hospice of the Piedmont.

### **Problem Resolution**

Hospice of the Piedmont is committed to providing the best possible working conditions for its team members. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from Hospice of the Piedmont supervisors and/or Human Resources Department.

Hospice of the Piedmont strives to ensure fair and honest treatment of all team members. Supervisors, managers, and team members are expected to treat each other with mutual respect. Team members are encouraged to offer positive and constructive criticism.

If team members disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No team member will be penalized, formally or informally, for voicing a complaint in good faith with Hospice of the Piedmont in a reasonable, business-like manner, or for using the problem resolution procedure.

Hospice of the Piedmont can, at its discretion, utilize a neutral third-party investigator to address allegations of workplace wrongdoing, conflicts or complaints.

Team members are not required to directly confront the person who is the source of their report, question or complaint before notifying any of the individuals listed. Nevertheless, staff are required to make a reasonable effort to bring forward a report or complaint so that conflict may be resolved.

Hospice of the Piedmont prohibits retaliation made against any team member who lodges a good faith complaint of wrongdoing, utilizes the Problem Resolution policy, or who participates in any related investigation or follow up. Team members should recognize that making false or bad faith accusations of wrongdoing can have serious consequences for those who are wrongly accused. Hospice of the Piedmont prohibits deliberately making false and/or malicious allegations of wrongdoing, as well as deliberately providing false information during an investigation. Anyone who violates this rule is subject to disciplinary action, up to and including termination.

The organization will make every effort to ensure that those named in a complaint, or are too closely associated with those involved in the complaint, will not be part of the investigative team or efforts.

### **Prescription Writing for Non-Patients**

Hospice of the Piedmont has adopted the recommendations of the American Medical Association (AMA) which advises physicians against writing prescriptions for co-workers, friends, or family members. Hospice of the Piedmont physicians are not permitted to write prescriptions of any kind for any Hospice of the Piedmont team member or family member of the team member (unless it is in direct provision of Hospice or Palliative Care Services).

This policy has been established in an effort to foster the practice of good medicine, encourage staff to have a relationship with a primary care doctor and to reduce risks to Hospice of the Piedmont, the Medical Staff and Hospice team members.

Non-compliance may result in disciplinary action up to and including termination.

### **Professional Boundaries**

Hospices of the Piedmont staff, including volunteers, are expected to live up to the highest standards of professional conduct when carrying out work of the organization. In addition to the organization's policy of professional conduct and ethics, the staff is expected to abide by the code of ethics and conduct established by their respective professions.

Hospice of the Piedmont staff will provide care while observing principles of professional boundaries as listed below but not limited to:

- Staff will provide care as outlined in the organization's job descriptions and the patient's plan of care. Staff will assume the roles and/or responsibilities of their discipline practice. All interventions with the patient/family and caregiver must be directed by the plan of care. When it is not clear how to apply this norm to a given situation the issue must be brought to the interdisciplinary team for discussion and recommendation.
- The interdisciplinary team provides care. Individual team members must avoid promoting an exclusive relationship with patient, family or caregivers. Team members cannot contact patients, families or caregivers for personal reasons. Examples of contact include contact in person, by phone, e-mail or regular mail, outside of normal working hours; or contact other than that of a professional nature during normal working hours.
- The on-call system is designed to provide after hours and weekend contacts. If the assigned primary staff assesses the need for after hours or weekend contact by the assigned primary staff instead of the on-call staff, supervisory approval is necessary.
- If a team member has a prior relationship with a patient, family or caregiver, the team member is responsible for immediately informing the team of the dual relationship. Efforts will then be made to select the most appropriate staff member to work with the patient/family and caregiver. The organization will make every effort to avoid dual relationships. If a staff member provides care for someone with who they have a prior relationship, whether professional, social or other, a professional relationship must be maintained. Questions or concerns should be directed to the staff member's supervisor. Staff members may request a transfer of care based on prior established relationships and concern for potential boundary violations.

- Staff will maintain professional relationships with patients and their families or caregivers. They will avoid engaging in intimate or personal relationships with patients, immediate family members or caregivers while caring for the patient and/or during the family's thirteen month bereavement period. Immediate family members will be defined as patient's child(ren), spouse, parent or sibling or family member that is providing direct care to the patient. Examples of personal relationships include contact in person, by phone, e-mail or regular mail, outside of normal business hours; or contact other than of a professional nature during normal working hours.

Hospice of the Piedmont staff will avoid:

- Giving patient, family or caregivers staff home and or cell numbers or email addresses.
- Disclosing personal issues including the health concerns of the staff member or the staff member's family information.
- Discussing politics and personal religious beliefs.
- Attending patient/family social events excluding funerals.
- Inviting patient/family members to join him/her in activities or parties outside of work including invitations to attend the staff member's church or the patient's church.
- Keeping patient/family member's key to the patient's home. If needed for entry, the interdisciplinary team will develop a plan with the patient, family or caregiver.
- Selling or buying items, goods or services of any kind to or from patients, families or caregivers while they are under the care of Hospice of the Piedmont.
- Accepting or giving gifts to patients, families or caregivers.

Violation of this policy may be grounds for disciplinary action, up to and including termination.

### **Distracted Driving**

Hospice of the Piedmont team members are prohibited from texting, making use of electronic mail functions or talking on a hand-held cell phone while driving for Hospice of the Piedmont related business. This includes, but is not limited to, answering or making phone calls, engaging in phone conversations, reading or responding to e-mails and text messages.

Team members are required to pull over to a safe place if a call must be made or received while on the road. Team members are encouraged to turn off cell phones or put on silent or vibrate before starting the car, consider modifying voice mail greeting to indicate you are unavailable to answer call or return messages while driving and inform clients and associates of this policy as an explanation of why calls may not be returned immediately.

### **Gifts**

Hospice of the Piedmont recognizes that those whom we serve may wish to give the staff a gift in appreciation and likewise the staff may want to present gifts to patients and families. Hospice of the Piedmont feels it is important not to obligate the patient and family by gifts. Homemade or

homegrown items not exceeding \$25 in value may be given or received when appropriate. Giving or receiving any other kind of gift is unacceptable. Cash gifts (including checks, gift cards, and gift certificates) are unacceptable. Should the team member be faced with the offer of a gift of appreciation beyond that specified and encounters any difficulty in explaining the policy to the potential donor, the team member should ask their supervisor for guidance. In the event of an unusual situation, the team member could request that an ethics committee be convened to consider the issue.

### **Patient Family Wills**

This policy applies to all Hospice of the Piedmont team members and volunteers. No Hospice of the Piedmont team member or volunteer shall witness the signing of a patient's will. No Hospice of the Piedmont team member or volunteer shall initiate any discussion with a Hospice of the Piedmont patient or members of the patient's family regarding the possibility of Hospice of the Piedmont being a beneficiary under the will of the patient. If a Hospice of the Piedmont patient or family member mentions the possibility of naming Hospice of the Piedmont as a beneficiary in the patient's will, this shall be communicated to the CEO. All patients are encouraged to use the services of an attorney in drafting or revision of a will. If the patient does not have access to an attorney, Hospice of the Piedmont can assist the family find one.

### **Electronic Communications**

Telephone, fax, voice mail, email, and Internet accesses are provided for Hospice of the Piedmont business use. Excessive or improper personal use of these devices is prohibited. Hospice of the Piedmont owns the computers, software, and telephones that make up the voice mail, e-mail, fax, and Internet systems and permits team members to use them in performing their duties for Hospice of the Piedmont. All records created by or received by these systems are considered Hospice of the Piedmont records. All records created by or received by these systems are subject to Hospice of the Piedmont review. In the use and access of these systems, a team member has no expectation of privacy. If used for personal uses, the team member assumes the risk and understands there is no privacy for the use of the systems and no privacy for the documents and records created—even if personal to the team member.

While telephones, fax, voice mail, email, and Internet devices are intended for business purposes, Hospice of the Piedmont permits occasional informal and personal use, within reasonable limits. However, communication through these is subject to monitoring by Hospice of the Piedmont. The use of discriminatory, harassing, hostile, suggestive, or otherwise inappropriate language or content is strictly prohibited and will subject violators to disciplinary action up to and including termination. Use of these devices for inappropriate or excessive solicitation or distribution of literature is also strictly prohibited.

Although Hospice of the Piedmont may not monitor or patrol every team member communication through the telephone, email, fax or Internet, **team members have no right or expectation of privacy when using these devices or systems.** Also, note that Hospice of the

Piedmont will have access to voice mail, email, fax and Internet records, even if personal to the team member and such records are subject to review by Hospice of the Piedmont and subject to disclosure to law enforcement or government officials.

Hospice of the Piedmont prohibits the unauthorized use of software. The organization expects its team members to conduct themselves responsibly in this regard. Team members should refrain from making or using unauthorized copies of software programs.

Upon voluntary or involuntary termination team members may not retain computer-related programs, files or materials for personal possessions. All computer-related materials are the property of the organization.

## **Social Media**

Hospice of the Piedmont understands that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers and volunteers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media. This policy applies to all team members who work for Hospice of the Piedmont.

### Guidelines

In the rapidly expanding world of electronic communication, *social media* can mean many things. *Social media* includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with Hospice of the Piedmont, as well as any other form of electronic communication.

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

### Know and follow the rules

Carefully read these guidelines, Hospice of the Piedmont's Harassment and Retaliation policies, and ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.



### Be respectful

Always be fair and courteous to fellow team members, patients, family members, volunteers, or people who work on behalf of Hospice of the Piedmont. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers or management than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage patients, family members, co-workers or volunteers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, color, age, sex, disability, genetic information, religion, sexual orientation, gender identity, gender expression or any other status protected by law or Hospice of the Piedmont policy.

### Be honest and accurate

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about Hospice of the Piedmont, fellow team members, patients, family members, volunteers and people working on behalf of the Company or competitors.

### Post only appropriate and respectful content

Maintain the confidentiality of Hospice of the Piedmont's private or confidential information. Private or confidential information may include lists of patients, family members, and all financial information of the Company. Do not post internal reports, policies, procedures or other internal business-related confidential communications.

Do not create a link from your blog, website or other social networking site to a Hospice of the Piedmont website without identifying yourself as a Hospice of the Piedmont team member.

Express only your personal opinions. Never represent yourself as a spokesperson for Hospice of the Piedmont. If Hospice of the Piedmont is a subject of the content you are creating, be clear and open about the fact that you are a team member and make it clear that your views do not represent those of Hospice of the Piedmont, fellow co-workers, patients, family members, or people working on behalf of Hospice of the Piedmont. If you do publish a blog or post online related to the work you do or subjects associated with Hospice of the Piedmont make it clear that you are not speaking on behalf of Hospice of the Piedmont. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of Hospice of the Piedmont."

### Using social media at work

Except for infrequent and occasional personal use that does not disrupt you or co-worker's performance, or affect Hospice of the Piedmont's system, or violate any other Hospice of the

Piedmont policy, generally you should refrain from using social media while on work time or on equipment the Company provides, unless it is work-related as authorized by your supervisor. Excess use in the opinion of your supervisor may lead to discipline up to and including termination. Do not use Hospice of the Piedmont email addresses to register on social networks, blogs or other online tools utilized for personal use. There is no expectation of privacy AT ANY TIME when using any Hospice of the Piedmont owned electronic device or Hospice of the Piedmont provided service.

#### Retaliation is prohibited

Hospice of the Piedmont prohibits taking negative action against any team member for reporting a possible deviation from this policy or for cooperating in an investigation. Any team member who retaliates against another team member for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

#### Media contacts

Team members should not speak to the media on the Hospice of the Piedmont's behalf.

#### For more information

If you have questions or need further guidance, please contact your supervisor, the Human Resources Department or the CEO.

### **Staff Rights**

Each team member has the right not to participate in the aspects of care of treatment that are in conflict with his or her cultural values or religious beliefs.

If a team member has a dispute regarding the care for which they are to provide, the team member should first discuss the matter with their immediate supervisor. If the issue is not resolved at this time, the immediate supervisor will temporarily substitute another staff member in order to not disrupt patient care. The manager and team member will then utilize the following procedure:

- The team member should present in writing to the CEO within 24 hours his/her concern.
- The CEO will then form an Ad Hoc Committee which will include the CEO, a clinical manager and a non-clinical manager to discuss the team member's concern.
- The Committee will determine within 2 working days if the team member is appropriately justified based on his/her cultural values or genuine religious beliefs.

### **Safety**

It is the policy of Hospice of the Piedmont to affirm and comply with the spirit and letter of the Occupational Safety and Health Act (OSHA) to assure healthful and safe working conditions.

OSHA regulations are posted conspicuously as may be required by State or Federal law. Each team member is responsible for strict adherence to all safety and health rules and regulations designed to carry out the purpose of the statute.

### **Families/Friends in the Workplace**

Family members/friends/children (of any age) may not accompany team members while they are making home visits. When a family member, friend or child visits a team member in the office or inpatient setting, it is the team member's responsibility to exercise good judgement in allowing the visitor access to work areas and to ensure that potentially sensitive or confidential information is safeguarded. If a family member/friend provides patient-visit related transportation, a Confidentiality Statement form must be completed and turned in to the Corporate Compliance Officer.

### **Professional Certification**

At the discretion of the team member's supervisor, the Company will compensate eligible team members for (1) one initial professional certification. If the certification is obtained through a professional association which provides a discount for members, the Company will reimburse a maximum of the member rate. The certification should be related to the team member's primary role as defined by the job description. The organization defines professional certification as an additional qualification a team member may obtain which is in addition to any degree attainment/requirement or other licensure requirement of the team member's job. For some positions, the organization may require a certain professional certification. For other positions, professional certification may be encouraged but not required.

Although the organization encourages and rewards professional development, individuals who do not possess a professional certification, but who are working in roles for which a professional certification as of July 1, 2020 is required shall be considered exempt from the requirement and shall not be required to obtain a professional certification. This exemption shall not prohibit the individual from receiving any normal and customary considerations upon successful completion of any required professional certification for which they may be currently exempt.

Team members are responsible for the certification exam fee, in addition to all certification review course fees and resources. Consistent with the provisions of the Continuing Education and Request For Other Educational Assistance policy(ies); the organization will pay the team member for the regular workday while attending applicable review course(s).

Upon receipt of official notification of the initial professional certification, the Company will reimburse team member for the certification exam fee. In addition, the team member may be eligible for a pay adjustment.

Team members are responsible for all certification renewal fees. No additional pay

adjustments will be made for subsequent renewals.

## **Telecommuting**

Hospice of the Piedmont respects and honors work-life balance and recognizes that telecommuting may be of benefit to both the team member and the organization. The Company considers telecommuting to be a viable, flexible work option when both the team member and the job are suited to such an arrangement. Telecommuting may be appropriate for some team members and jobs but not for others. Telecommuting is not an entitlement, it is not a companywide benefit, and it in no way changes the terms and conditions of employment with Hospice of the Piedmont.

## **Referral Bonus Program**

Team Members are encouraged to refer others for employment to Hospice of the Piedmont. To promote team member referrals, the agency may offer a monetary incentive for each successful referral.

All team members, except those managers with hiring authority or leadership responsibilities over the referred candidates, are eligible for the incentive.

For each new hire that is referred by a current Hospice of the Piedmont team member, 50% of the incentive will be paid to the referring team member once the new team member has completed their General and Department Specific New Hire Orientations. In addition, the referring team member will be paid the remaining 50% following (6) six consecutive months of employment from the date of completion (by the newly hired team member) of their General and Department Orientations.

To be eligible for the Referral Bonus Program, Human Resources should be notified in the following manner: 1) Applicant may list the referring team member's name on the application or cover letter as applicable; or 2) Either the applicant and/or team member must notify the Human Resources via verbal or written communication prior to the first interview.

In the event the applicant was referred by multiple team members, the monetary incentives will be distributed equally among those team members.

In addition, former team members of Hospice of the Piedmont or Hospice of Randolph are not considered "new referrals". Therefore, the Referral Bonus Program excludes previous team members as new applicant/referral potential.

## **Job Posting**

To ensure that all team members are made aware of and have the opportunity to apply for openings within our organization, positions will be posted when a vacancy occurs, as business conditions permit.

All team members with six or more months of continuous service in their current position and who have a satisfactory performance and attendance record, are eligible to apply for posted openings.

While it is the organization's philosophy to promote from within whenever possible, there are business conditions that could cause a position to be filled without posting, or to post the position while simultaneously recruiting externally. Business conditions that could cause this include, but are not limited to: organizational restructuring; position requirements that include skills, education, and /or experience that are not known to match any existing team member; critical operational needs; etc.

In its sole discretion, the organization reserves the right to determine the immediate business needs of the organization and respond accordingly even if such decisions may be inconsistent with the provisions outlined herein, such that no action should violate any state or federal law.

### **Company Use of Personal Likeness**

Hospice of the Piedmont reserves the right to use badge photos or candid photos taken during company events for internal postings on the intranet or company email as appropriate. The company also retains the right to use such photos for social media postings.

Anyone wishing not to have their personal likeness used internally or for social media purposes may decline. Please see a member of Human Resources to complete a declination.

In the event a personal likeness would be subject to commercial (i.e., advertising, etc.) purposes, the organization would expressly request permission from each individual whose likeness may be used for such purposes.