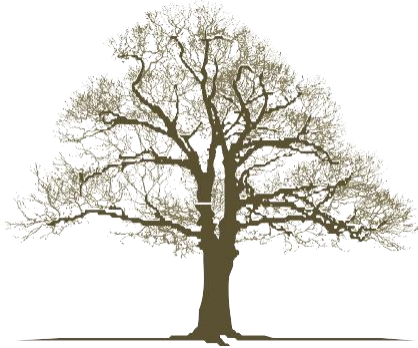


# Employee Handbook



THE LODGE AT  
BETHANY

COMMUNITY REDEFINED

## Welcome to The Lodge at Bethany

Second only to the Residents that we serve, you are one of the most important people who come through the doors at The Lodge. Who could have imagined that you would become a part of a tradition of service to others when you accepted employment with TheLodge?

The Lodge at Bethany has a long-standing tradition of excellence in service to those who choose to spend their time here and allow us the honor of serving them. While most of the Residents that we serve need assistance with the activities of daily living, there is no doubt that the care and attention that we are able to provide those who live within these walls is an opportunity for us to care for and love those whose well-being has been entrusted to us.

Matthew 5:7 states: "You're blessed when you care." As the only not for profit, faith based Assisted Living Community in Statesboro and surrounding areas, we desire to be distinguished in ways beyond the statutory definition provided for an Assisted Living Community. We desire to be distinguished by the caring attitudes of those like yourself that have accepted the challenge and privilege of serving others in this place. In fact, our first Belief as a part of our Core Values states very clearly that We are called to serve. The invitation that we extend to those who choose to make this place a Community where they live, invites them to Engage in a faithful and joyous community of care. With these ideals in mind, we invite you as well to be a part of this faithful and joyous community of care and find your calling here as more than a job or employment, but rather a chosen way of life. We have included in this Handbook a complete copy of The Bethany Way, and we encourage and request that each employee live into the true tenets of service and commitment to the provision of care for our Residents and their families as stated therein.

As an employee of The Lodge at Bethany, the importance of your contribution cannot be overstated. It is our desire to help you make the most meaningful contribution to the organization and to those we serve by providing a work environment that supports you. Starting a new job is exciting, but at times can be overwhelming. The employee handbook has been developed to help you get acquainted and answer many of your initial questions.

This handbook explains our personnel guidelines and benefits and the specific opportunities and responsibilities that exist for you at The Lodge at Bethany. If, at any time after your review of this handbook, you have a question or if you do not understand any part of the handbook, please feel free to discuss the matter with your Supervisor or with me. In an effort to be responsive to the needs of a growing organization, changes or additions to this handbook will be made when necessary. We will keep you informed when these changes occur.

We are glad that you have joined us and we hope that you find your work at The Lodge at Bethany to be challenging and rewarding. Together we can be a blessing in this Community.

Becky D. Livingston, Esq.  
Administrator & CEO

## The Bethany Way

### **Our Beliefs**

We are called to serve.

*Love God and love your neighbor.*

*Mark 12:30-31*

We are commanded to honor.

*Honor your father and mother.*

*Exodus 20:12*

We are witness to miracles every day.

*It all starts with faith.*

*Luke 18:27*

### **Our Invitation**

We invite you to engage in a faithful and joyous community of care.

### **Our Values**

Every day is a celebration.

*We come together to share the joy.*

Every act is one of compassion.

*We care for each other, and are richer for it.*

Every detail is with contentment in mind.

*We create peaceful sanctuary.*

Every interaction builds community.

*We are confident we live better, together.*

## NOTICE

This employee handbook is designed to acquaint an employee with The Lodge at Bethany (The Lodge) and to provide the employee with information about working conditions, employee benefits, and the policies affecting his/her employment. The employee should read and understand all provisions of the handbook. It describes the responsibilities as an employee and outlines the programs developed by The Lodge.

This handbook is merely a guideline and does not constitute a contract of employment, nor does it change the employment-at-will policy permitting the employee or The Lodge to end the relationship for any reason, at any time. Nothing in this handbook guarantees an employee any specific terms, conditions, or length of employment.

No employee handbook can anticipate every circumstance or question about policies. The Lodge reserves the right, should the need arise, to revise, supplement, or rescind any policies or portions from the handbook from time to time, as it deems appropriate, in its sole and absolute discretion. However, no future revision or modification of this handbook will change the employment-at-will relationship. Employees will be notified of such changes to policies and the handbook from time to time.

To familiarize new employees with The Lodge and its policies and procedures, a general orientation program has been developed and attendance is required by all new employees.

"When people walk into a place that has been carefully prepared, they are more likely to surrender themselves to it, trusting that whoever cared so much for the room might also care for them."

- Barbara Brown Taylor

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They don't live where we work –  
We work where they live.

01 December 2018

## **SECTION 1: HANDBOOK**

### **1.1 Development of Personnel Policies and Practices:**

The policies and procedures of The Lodge are established by the Administration and endorsed by the Board of Trustees to create a positive and organized work environment. The policies set forth in this employee handbook are the policies that are in effect at the time of publication. These may be amended, modified or terminated at any time by The Lodge at Bethany except for the policy on at-will employment, which may be modified only by a signed, written agreement between the organization and the employee. Nothing in this handbook may be construed as creating a contract between The Lodge and any of its employees.

### **1.2 Distribution of Handbook:**

The handbook will be provided to all employees upon employment. All employees must sign a statement indicating they fully understand the contents of the handbook. A copy of this handbook is available in the Administration office for review.

### **1.3 Compliance with Policies and Procedures:**

All Lodge employees are required to comply with all Federal, State, County, and Municipal laws, as well as the policies and procedures of The Lodge. It is the employee's responsibility to be aware of all policies and to consult the handbook when needed throughout the employment relationship.



## **SECTION 2: CONDITIONS OF EMPLOYMENT**

### **2.1 At-Will Employment:**

An employee of The Lodge is an “at-will” employee, which means that the employee may terminate employment at any time, with or without cause, and The Lodge has the same right. The employee’s status as an “at-will” employee cannot be changed other than by a written document signed by the CEO.

### **2.2 Equal Employment Opportunity:**

Equal Employment Opportunity has been, and will continue to be, a fundamental principle at The Lodge, where employment is based upon personal capabilities and qualifications without discrimination because of sex (except where gender is a bona fide occupational requirement), race, color, genetics, religious creed, national origin, age, disability, military, veteran, or disabled veteran status, veteran of the Vietnam era, or any other protected characteristic established by law. Equal Employment Opportunity and nondiscrimination will prevail throughout every aspect of the employment relationship, including but not limited to advertisement, recruitment, selection, placement, promotion, demotion, transfer, training, compensation, benefits, discipline, layoff, and termination.

The Administrative office of The Lodge has overall responsibility for this policy and will assume that The Lodge’s employment practices are in accordance with internal policy and state and federal laws. Employees’ questions or concerns should be referred to the Administrator of The Lodge.

Appropriate disciplinary action, up to and including termination, may be taken against any employee willfully violating this policy.

### **2.3 Immigration Law Compliance:**

The Lodge is committed to employing only United States citizens and aliens who are authorized to work in the United States and complies with the immigration laws and regulations. As a condition of employment, each new employee must properly complete, sign, and date the first section of the Form I-9 and provide the required supporting documentation.

### **2.4 Person(s) with a Disability:**

The Lodge supports following the policies set forth in the Rehabilitation Act, the Vietnam Era Veteran's Readjustment Assistance Act, the American's with Disabilities Act, and other applicable federal and state laws on the subject of disabilities and will advocate a program of achievements and reasonable accommodations to qualified individuals with disabilities. Qualified individuals with disabilities that may affect their job performance are encouraged to discuss these matters with their supervisor if they feel they need to do so.

### **2.5 Nepotism:**

In the interest of fairness to all employees, The Lodge reviews the permanent hiring of relatives and may hire relatives if (a) there is no direct or indirect supervisory/subordinate relationship; (b) there is no potential for favoritism or conflict of interest; and (c) there are no other factors the CEO determines would prevent such employment. For the purpose of this policy, "relative" is defined as spouse, child or child's spouse, brother, sister, parent, grandchild, or grandparent whether by blood or marriage.

## **SECTION 3: GENERAL HIRING AND EMPLOYMENT REQUIREMENTS**

### **3.1 Recruitment and Hiring of Personnel:**

The recruitment and hiring of all other staff for The Lodge is the responsibility of the Administrator. The organization may post vacancies in employment on the website for The Lodge, thereby making it known to current employees as well as others that there are vacancies within the employment of the organization that are open for hire. As such, the organization may give first consideration for promotion of qualified employees within the organization, and may notify employees of a vacancy. All prospective employees must complete an employment application, even if a resume is provided, before an offer of employment may be extended.

Even when qualified personnel may be available through the promotion of The Lodge employees, applications may be reviewed and considered from applicants who possess the education and training required for the position. Recruitment will comply with generally accepted ethical practices and will ensure equal opportunity of employment.

Former staff who voluntarily terminate employment may be eligible for rehire based on their qualifications and availability of positions. They will be interviewed and considered for employment in the same manner as any other candidate.

### **3.2 References:**

In keeping with the state regulatory requirements for ALC employees and to ensure that all applicants who join The Lodge are well qualified and have a strong potential to be productive and successful, it is the policy of The Lodge that an employment history for each employee is maintained in the employee's file.

If the potential employee has no prior employment history, then the ALC will check the employment references of all applicants prior to extending an offer of employment.

### **3.3 Pre-Employment and Employment Physical Examinations:**

In compliance with the Georgia State guidelines, the applicant understands and agrees that if The Lodge extends a conditional offer of employment, the applicant will be required to undergo a pre-employment physical examination and any tests, including but not limited to a report of physical examination completed by a licensed physician, nurse practitioner, or physician's assistant, and a TB screening completed within the twelve (12) months preceding the date of hire, to ensure that the employee is physically and mentally qualify to perform the job he/she has been assigned. The employee understands a job offer can be withdrawn if it is determined that the applicant cannot perform the requirements of the job and/or the employee presents a direct threat to the health and safety of others or self in the workplace.

The applicant further understands that The Lodge will make reasonable efforts to accommodate a covered disability to the full extent of the law. The applicant also understands all medical or disability related information supplied by or concerning the applicant will be held in confidence by The Lodge, subject to certain disclosures permitted to determine fitness for duty. Such employee examinations are job-related and consistent with business necessity.

### **3.4 Alcohol, Tobacco and Drug Tests:**

The Lodge is a drug-free, healthful, and safe workplace. The Lodge affirms commitment to the maintenance of a workplace free from the presence or effects of illegal and abused drugs, alcohol, or controlled substances. In this regard, the unlawful manufacture, distribution, dispensation, solicitation for sale or purchase, possession or use, either on or off the job, of any controlled substances in the workplace is strictly prohibited, including but not limited to, any off duty activity, including drug or alcohol related activity, that leads to the arrest of the employee or that causes embarrassment to The Lodge may be grounds for discipline, up to and including discharge. Likewise, it is a violation of the policy of The Lodge for any employee to report to work under the influence of or while possession in his/her body, blood, or urine, illegal drugs in any detectable amount, or for any employee to report to work under the influence of, or impaired by alcohol. Finally, it is a violation of the policy of The Lodge for any employee to use prescription drugs illegally, i.e., to use prescription drugs that have not been legally obtained or in a manner or for a purpose other than as prescribed. Employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner to ensure the safety and well- being of staff and Residents.

All job applicants will be subject to a pre-employment drug test, which will be conducted as a part of the pre-employment physical examination. Employment is contingent upon the receipt of a negative drug test. All job applicants who receive an offer of employment must complete a satisfactory substance abuse testing prior to direct Resident contact. Any applicant with a confirmed positive test result will be denied employment. Applicants will be required to submit voluntarily to a specimen test at a laboratory chosen by The Lodge, and by signing a consent agreement will release The Lodge from liability.

The Lodge has adopted testing practices to identify employees who use illegal drugs on or off the job or who abuse alcohol on the job. In addition to pre-employment testing, employees will be subject to additional substance abuse testing in the following instances:

When there is reasonable suspicion to believe that an employee is using illegal drugs or abusing alcohol on the job. “Reasonable suspicion” is based on a belief that an employee is using or has used drugs or alcohol in violation of the company’s policy drawn from specific objective and articulable facts and reasonable inferences drawn from those facts in light of experience. Among other things, such facts and inferences may be based upon, but not limited to, the following:

- Observable phenomena while at work such as direct observation of substance abuse or of the physical symptoms or manifestations of being impaired due to substance abuse;
- Abnormal conduct or erratic behavior while at work or a significant deterioration in work performance;
- A report of substance abuse provided by a reliable and credible source;
- Evidence that an individual has tampered with any substance abuse test during his/ her employment with the current employer;
- Information that an employee has caused or contributed to an accident while at work; or
- Evidence that an employee has used, possessed, sold, solicited, or transferred drugs while working or while on the employer’s premises or while operating the employer’s vehicle, machinery, or equipment.

A. When employees have caused or contributed to an on-the-job injury that resulted in a loss of worktime, which means any period of time during which an employee stops performing the normal duties of employment and

leaves the place of employment to seek care from a licensed medical provider.

- B. As part of a follow-up program to treatment for drug abuse when an employee has *involuntarily* entered a rehabilitation program because of a positive confirmed test result. The frequency of such testing shall be a minimum of at least once a year for a two year period after completion of the rehabilitation program. Advance notice of testing shall not be given to the employee.
- C. When a substance abuse test is conducted as part of a routinely scheduled employee fitness-for-duty medical examination that is part of the company's established policy or that is scheduled routinely for all members of an employment classification or group.
- D. Random testing is conducted without individualized suspicion of a violation of the company's substance abuse policy. Selection is made by neutral criteria so that all employees eligible for testing have an equal opportunity of being tested.

If the physician, company official, or lab personnel have reasonable suspicion to believe that the employee has tampered with the specimen, the employee is subject to disciplinary action up to and including termination.

Employees with a *confirmed* positive test result may, at their own option and expense, have a second confidential test performed on the *same* specimen. An employee will not be allowed to submit another specimen for testing. The employee will be required to pay for any and all costs incurred by any additional test(s).

In addition, the consumption or possession of alcoholic beverages on the premises of The Lodge is prohibited. An employee whose normal faculties are impaired due to the consumption of alcoholic beverages, or whose blood alcohol level test positive while on duty/company business shall be guilty of misconduct and shall be subject to discipline up to and including termination. Failure to submit to a required substance abuse test is misconduct and shall be subject to discipline up to and including termination.

It is the responsibility of the supervisors of the employees of The Lodge to counsel employees whenever they see changes in performance or behavior that suggest an employee has an alcohol or drug problem. Although it is not the supervisor's job to diagnose personal problems, the supervisor should encourage such employees to seek help and advise them about available resources for receiving help.

The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger others in the workplace.

The Lodge at Bethany offers resource information on various means of employee assistance in our community, including but not limited to a list of names, addresses, and telephone numbers of employee assistance programs and local drug rehabilitation programs. Employees are encouraged to use this resource file which is located in the Administrative office. An employee who enters an employee assistance or rehabilitation program during the course of employment may be subject to substance abuse testing at least once a year for a two-year period after completion of the program. The confidentiality of any information received by The Lodge through a substance abuse testing program shall be maintained, except as otherwise provided by law.



As a condition of employment, employees must abide by the terms of this policy and it shall be strictly enforced by management, with violators subject to disciplinary action up to and including termination. Employees must notify the employer in writing of any conviction for a violation of criminal drug statute occurring in the workplace no later than five (5) calendar days after such conviction, and prior to direct Resident contact.

The goal of this policy is to balance the respect for individuals with the need to maintain a safe, productive, and drug-free environment. The intent of this policy is to offer a helping hand to those who need it, while sending a clear message that the illegal use of drugs, and the abuse of alcohol are incompatible with employment at The Lodge.

**This Drug Free Workplace policy is intended to comply with Article 11, Chapter 9, Title 34 of the Official Code of Georgia Annotated and the state regulations.**

### **3.5 Criminal Background Check:**

Due to the important concerns of the health, safety, and welfare of our Residents, as a condition of employment all employees undergo a background check and periodic rechecks. The Lodge will comply with all applicable state and federal laws in conducting background checks and applicants and employees must complete required forms. Once hired, employees are required to notify their supervisor or the Administrator of any arrests and/or convictions within five (5) business days of the dates of the arrest and/or conviction.

### **3.6 Licensure Verification:**

All licensed and certified prospective employees must present their current licensure or certification prior to or at the time of hire. Copies of licensure, verification, and continuing education requirements are maintained in the employee's personnel file and must be current at all times. It is the employee's responsibility to provide this information to the office of the Administrator. This includes but is not limited to CPR, First Aid, TOFHLA, and professional licenses.

### **3.7 Job Description/Work Assignment:**

Upon accepting employment with The Lodge, each employee will be asked to read and sign a copy of his/her job description to assure the employee fully understands his/her duties and responsibilities. Job duties may change over time, but job descriptions serve as a general outline of the work to be performed. Supervisory personnel may find it essential to have an employee work outside the designated work area at times and the expectation is that the employee will cooperate.

### **3.8 Introductory Status and Orientation:**

An employee should use the introductory ninety (90) day period after being hired or rehired to determine whether the new position meets his/her expectations. The employer will use this period to evaluate employee capabilities, ability to work with supervisors and fellow employees. All new and rehired employees work on an introductory status for the first ninety (90) calendar days after their date of hire. During this period each employee will be required to attend mandatory orientation and meet all new employee in-service requirements as outlined in the regulations governing Assisted Living Communities. The introductory status period will allow the company and the new/rehired employee time to evaluate job requirements with performance, employer policies, and The Lodge culture. The immediate supervisor will provide the employee feedback regarding employee performance during this period. If the working arrangement is not satisfactory to either party at any time during this period of ninety (90) days, the employee relationship can be severed. Successful completion of the introductory status period does not guarantee continued employment and does not alter the at-will employment relationship between an employee and The Lodge. Employees in introductory status will assume “regular” status upon satisfactory completion of the introductory status period, unless extended, which can only be done in writing by the CEO. A full-time employee may become eligible for employer-provided benefits, subject to the terms and conditions of each benefit program as outlined.

### **3.9 Training and Development/In-Service Education:**

To improve the employee's education and experience and to meet the standards and regulations governing The Lodge, each employee is required to attend scheduled training and educational in-service classes for his/her position as outlined by the state regulations. If the scheduled class falls on a day or shift off, then the employee will be paid for the time in the classroom. The employee must be clocked in for the time and for the period of the class in order to receive compensation.

### **3.10 Employee Evaluations:**

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. A formal written performance evaluation will be conducted at the end of the employee's initial period of hire known as the ninety (90) day introductory status period. The Lodge shall provide ongoing formal performance reviews as required by the state regulations to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive and purposeful approaches for meeting goals. Salary adjustments are made at the sole discretion of The Lodge based on criteria such as, but not limited to, job performance and employee merit.

### 3.11 Outside Employment or School:

The Lodge recognizes that some employees may need or want to hold additional jobs outside their employment with The Lodge or attend school while employed by The Lodge. Employees are permitted to engage in outside work or hold other jobs or attend school, subject to certain restrictions based on reasonable business concerns.

#### **Procedures:**

The following rules for outside employment apply to all employees. The employee must notify the supervisors of their intent to engage in outside employment:

- Work-related activities and conduct away from The Lodge must not compete with, conflict with or compromise the company's interests or adversely affect job performance and the ability to fulfill all responsibilities to The Lodge. Employees may not solicit or conduct any outside business during work time for The Lodge.
- Employees of The Lodge must carefully consider the demands that additional work and school activity will create before accepting outside employment or committing to try and work at The Lodge and attend school simultaneously. Outside employment or school commitments will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, or job-related problems at The Lodge. The employee may be asked to discontinue the outside employment due to the interference, and irrespective of whether the outside employment or school is discontinued or maintained, the employee will remain subject to the normal disciplinary procedures for dealing with any job-related problem(s).
- In evaluating the effect that outside work or school may have on an employee's job performance and other job-related responsibilities, the employee's Supervisor or other designee will consider whether the proposed employment may reduce the employee's efficiency in working for The Lodge or

adversely affect the image of The Lodge, and will discuss these matters with the employee.

- Fraudulent use of any leave time provided by the employer or an employee's refusal or inability to maintain his/her commitment to The Lodge will result in disciplinary action up to and including termination of employment.

### **3.12 Employee's Personnel Record:**

The Lodge maintains personnel files on all of its employees. It is important that all employees keep the Administrative office at The Lodge advised of any changes in mailing address, name, telephone number, number and name of dependents, beneficiary designations, scholastic achievements, emergency contacts, etc., to the extent necessary for processing payrolls, benefits, and other employment related reasons. There may be times when The Lodge may need to contact an employee at home, therefore, it is important to have the current and correct contact information, such as a working telephone number on record. If an employee does not have a telephone, then an alternative number to contact must be provided (family, neighbor, friend, etc.). If an employee should leave employment and change their residence address, The Lodge should be notified so that the year-end W-2 forms can be sent to the proper address.

Employees may request access to their personnel file, but access to their personnel file is subject to the following restrictions:

- Advance requests of not less than twelve (12) hours may be required;
- Time and place of viewing of the personnel file shall be decided between the employee and The Lodge in an effort to limit the interference with the work time of both; and
- Employee records, including personnel and medical, are the property of The Lodge. The Lodge treats these records as confidential. Management has access to such records only on a need-to-know basis.

## SECTION 4: CLASSIFICATION, WORK HOURS & PAYCHECKS

### 4.1 Employment Classification:

All employees of The Lodge are at-will employees, which means that they may terminate their employment at any time, with or without cause, and The Lodge has the same right; however, all employees who resign are requested to give at least two (2) weeks' notice prior to their expected departure, which may or may not be requested by The Lodge. For the purposes of salary administration and eligibility for overtime payments and employee benefits, The Lodge classifies employees as either exempt or non-exempt. Non-exempt employees are entitled to overtime pay in accordance with federal and state overtime provisions. Exempt employees are exempt from federal and state overtime laws and, but for a few narrow exceptions, are generally paid a fixed amount of pay for each workweek in which work is performed.

If the employee changes positions during their employment with The Lodge or if the job responsibilities change, the Employee will be informed by the employee's supervisor of any change in the employee's exempt status.

In addition to the designation of exempt or non-exempt, all employees also belong to one of the following employment categories:

- **Full-time:** One who is normally scheduled to work an average of thirty-five (35) hours per week throughout the year at a regularly scheduled job. This employee is entitled to all employee benefits after ninety (90) days of employment, unless the employee benefit has specific requirements that must be met for entitlement that cannot be satisfied within this time period.

- **Part-time:** One who works less than an average of thirty-five (35) hours per week throughout the year on a regularly scheduled basis, and/or on an as-needed basis only. These employees do not qualify for benefits.
- **PRN:** Because of the nature of healthcare and the need for flexibility in scheduling for the staffing needs of The Lodge, one who has expressed interest in working on an as needed basis may be considered a PRN employee. As a PRN employee, the employee must maintain a positive and flexible attitude to meet the scheduling needs or risk losing the PRN status. PRN employees may only be scheduled to work no more than thirty-five (35) hours per week, and are required to maintain the same licensing, orientation, continuing education, and other employment requirements as a Full-time or Part-time employee. In addition, as a PRN employee, the employee will not be eligible to qualify for benefits. As a PRN employee, the employee must be available to work at least two (2) shifts or a total of sixteen (16) hours per month schedule and at least one (1) Holiday annually to maintain the privilege of designation as a PRN employee.
- **Introductory:** New employees work for ninety (90) days in an introductory status to determine their suitability for employment with The Lodge. As with other classifications, employees in the introductory period of employment are at-will employees, which means that they may terminate their employment at any time, with or without cause, and The Lodge has the same right.



## **4.2 Working Hours:**

As an employee of The Lodge, the healthcare needs of the Residents that are served are primary and as a healthcare Community such provision of care must be provided by the staff twenty-four (24) hours a day and seven (7) days a week. When accepting employment, an employee should be clear that the employee may be called to perform their job responsibilities on holidays and during shifts when they may not prefer to work, but in the interest of being sure that there is adequate care coverage to ensure the safety and well-being of the Residents, the employee may be needed to cover a shift not normally scheduled for them to cover.

## **4.3 Attendance and Punctuality:**

The Lodge expects regular attendance and punctuality from all employees. This means being in the workplace, ready to work, at the scheduled start time each day and completing the entire shift. Employees are also expected to return from scheduled meal and break periods on time. Employees will be trained to clock in and clock out during orientation, and it will be the employee's responsibility to honestly track the time in and out each day. Failure to clock in and out as required could result in discipline and/or termination.

#### 4.4 Call-Out Procedure:

As indicated previously, regular attendance by every employee is mandatory. In the event a staff member cannot report to work, they must notify the Scheduler/Administrator/ and/or Director of Health Services within a timely manner prior to the scheduled shift. It is imperative that the person calling out of their scheduled shift finds their own coverage for that shift prior to calling out for their shift. In the event a staff member will be late to their scheduled shift, they must notify the Shift Leader on duty, Director of Health Services, and/or the Scheduler/Administrator.

Employees utilize Schedule Anywhere to allow the employees to assist in the formation of the upcoming schedule. Administration attempts to publish the schedule for a four week period at least one week prior to the beginning of the period covered by the schedule.

Within five (5) days of the publication of the schedule, the Employee is required to notify the scheduler of any changes that should be made to his/her schedule. Thereafter, if there are any changes required, the *Employee* is expected to find their own replacement and notify the scheduler immediately in writing. The replacement that is called upon cannot be subject to overtime without expressed permission from the scheduler.

If a staff member calls out without adequate and proper coverage for their shift and/or does not follow the protocol as stated above, the same will be documented on a Call Out Form and placed in the staff member's HR personnel files. Upon the third offense within a quarterly period of call out procedures outlined herein, the result will be equal to an official written disciplinary reprimand that will be placed in the HR file of the Employee, and could be grounds for further discipline of the Employee when combined with the other HR documentation in that Employee's file. If the offenses continue to take place, disciplinary action, up to and including termination, may be imposed. These call out forms will be reviewed and used in the process of annual evaluations by the Administrator and/or Director of Health Services.

It is not acceptable for another party to call for the employee unless it is medically impossible for the employee to call personally.

The employee must provide the reason for the unexcused tardiness or absence, as well as the expected date of return to work. If an employee is absent for more than two (2) consecutive days, the employee must provide documentation (i.e., physician's note, obituary, etc.) to the Administrator upon their return, verifying the reason for the days of absence.

Absenteeism or unexcused tardiness for any reason that is not otherwise excused by the requirement of state or federal law or otherwise excused by the Administrator or the Director of Health Services (DHS) will result in disciplinary action, up to and including termination.

**Note:** A physician's statement will be required to substantiate all absences of two (2) or more consecutive days. A physician's statement will also be required to certify the employee is fit for duty and able to return to work.

#### **4.5 No Call/No Show:**

A no call/no show occurrence is an employee's failure to follow the Call-Out Procedure combined with failure to show up for work within one (1) hour after the start of the scheduled shift. A no call/no show results in the inability of The Lodge to serve its Residents and the employee involved is therefore subject to serious corrective measures. Barring mitigating circumstances, one occurrence of no call/no show may lead to disciplinary action, including but not limited to, termination.

#### **4.6 Mandatory Staff Meetings:**

Mandatory Staff Meetings are held on the fourth Friday of every month at 2:00p.m. unless notified differently via email or other communication. These meetings are Mandatory because it is imperative that each staff member hear the same important

information that is distributed at these meetings first hand from the Supervisors of the staff. Attendance at these meetings is not an option, and if the staff member cannot attend because of another job responsibility, school commitment, or sickness or other authorized reason, the staff member must notify the Supervisor in advance and in writing of the reason for the absence from the meeting. The staff member is then responsible for obtaining the Minutes of the Meeting from the Director of Health Education in order to be informed of the information and instructions provided to the staff during the meeting.

**Absence from the Mandatory Staff Meeting, like absence from a shift responsibility, is governed by the terms of these provisions of the Handbook and the policies of the Community and can include disciplinary procedures such as a warning, reprimand, withholding of a promotion or pay increase, reassignment, temporary suspension without pay, or termination, as The Lodge believes appropriate under the circumstances.**

#### **4.7 Leaving the Premises:**

If an employee desires to leave The Lodge's premises during working hours for any reason, including during the employee's break, the employee must notify and receive approval *in advance* from the Shift Leader. Even if the Shift Leader allows the employee to leave the premises, the break should not extend beyond the normal period allowed, and the employee must clock in and out as required otherwise.

#### **4.8 Overtime:**

When operating requirements or other needs cannot be met during regular work hours, employees may be given the opportunity to volunteer for overtime work assignments. All overtime work must receive a supervisor's prior authorization. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all non-exempt employees in accordance with federal and state wage and hour laws.

As required by law, overtime pay is based on actual hours worked. Paid Time Off (or similar leave) will not be considered hours worked for purposes of performing overtime calculations. Employees who work overtime without receiving prior authorization from the supervisor may be subject to disciplinary action, up to and including possible termination.

Overtime will be paid on actual hours worked over forty (40) hours in a work week. Only actual hours worked in excess of forty (40) worked hours will be paid at time and one half.

#### **4.9 Paychecks and Deductions:**

The Lodge employees are paid on a bi-weekly basis. In the event a regularly scheduled payday falls on a holiday, employees will be paid on the day preceding the holiday, unless otherwise required by state law.

Employees are encouraged to elect payment through direct deposit and receive an itemized statement of wages when payroll deposits have been made. A written authorization form for direct deposit will be provided during orientation or upon request. Should an employee elect to start direct deposit at some other point during their employment, the Staff Accountant should be contacted for the form. Paychecks will not, under any circumstances, be given to any person other than the employee without written authorization from the employee.

Deductions are made from employee pay only in circumstances permitted by applicable law. This includes, but is not limited to, mandatory deductions for income tax withholding and Social Security and Medicare contributions as well as voluntary deductions for health insurance premiums and other related contributions.

If the employee believes that an improper deduction has been made from the employee's pay, the employee should raise the issue with the Staff Accountant immediately. The matter will be investigated promptly. If the investigation reveals that the employee was subjected to an improper deduction from pay, the employee will be reimbursed promptly.

#### **4.10 Outside Indebtedness:**

Employees are required to make every effort to settle their financial obligations privately without involving The Lodge. Creditors are not permitted to contact employees while on duty and on The Lodge premises in an effort to collect debts. If the employee's creditors garnish the employee's pay for unpaid debt, The Lodge is required by law to honor such legal garnishments. The Lodge does not wish to become involved in the personal finances of its employees. The Lodge expects employees to handle their personal financial affairs with a sense of responsibility in order to avoid unnecessary garnishment proceedings.

## SECTION 5: SAFE WORKPLACE REQUIREMENTS

### 5.1 Safety-Conscious Conduct:

One of the primary objectives at The Lodge is to provide safe and healthy working conditions for our employees, as well as a safe and healthy environment for our Residents. The Lodge takes pride in being a clean, hazard-free, healthy, safe environment in which to work and makes every effort to comply with all relevant federal, state, and local occupational health and safety laws, including compliance with the standards contained in the Occupational Safety and Health Act (OSHA). In the interest of maintaining the safest possible environment, all employees are required to do the following:

- Observe all posted safety rules and adhere to all safety instructions provided by the supervisor and use safety equipment where required.
- Immediately report all hazardous conditions, broken equipment, or unsafe conditions to a supervisor.
- Immediately report all accidents or injuries, including any breaches of safety, to a supervisor, including promptly reporting any unsafe equipment, working condition, process or procedure to a supervisor.
- Complete an incident report for all incidents or accidents occurring on the Community's property in which the employee was involved or which he/she witnessed.
- Keep workspace neat, clean, and orderly.
- Give maintenance personnel or a supervisor broken parts (nuts, screws, etc.) necessary to repair broken equipment.
- Follow all safety policies and procedures.

If an employee becomes ill or gets injured while at work, the employee must notify their Supervisor **immediately**. Failure to do so may result in a loss of benefits under the state workers' compensation law.

The Lodge will make every reasonable effort to provide suitable return-to-work opportunities for every employee who is unable to perform his/her regular duties following a work-related injury. This may include modifying the employee's regular job or, if available, providing temporary alternate work depending on the employee's physical abilities. Only work that is considered productive and meaningful to The Lodge however shall be considered. Injured workers who are participating in the early return-to-work program are expected to provide feedback in order to improve the program's future development.

Failure to abide by the safety and accident rules of The Lodge may result in disciplinary action, up to and including termination.

## **5.2 Anti-Harassment Policy:**

The Lodge is committed to providing a workplace free of harassment. The Lodge will not tolerate verbal or physical abuse which harasses, disrupts, or interferes with another's work performance or creates an intimidating, offensive, or hostile environment. It is the Lodge's policy that sexual, racial, religious, handicap, or other harassment or discrimination will not be allowed. Harassing conduct may include, among other things, 1) epithets, slurs, stereotyping, or threatening, intimidating, or hostile acts, and 2) written or graphic material that denigrates or shows hostility or aversion toward an individual or group. The Lodge is committed to protecting employees from such harassment whether from other employees or non-employees such as vendors or clients. Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings, and business-related social events.



If there is a belief that the employee has experienced or witnessed harassment or discrimination, that employee should promptly advise the offender that his/her behavior is unwelcome and request that it be discontinued. Often this action alone will resolve the problem. The Lodge recognizes, however, that an individual may prefer to pursue the matter through complaint procedures. The Lodge prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports. If the employee believes that it would be inappropriate to discuss the matter with their supervisor, the employee may bypass the supervisor and report it directly to the Administrator or the CEO.

Misconduct constituting harassment, discrimination, or retaliation will be dealt with appropriately. Responsive action may include, for example, training, referral to counseling or disciplinary action such as a warning, reprimand, withholding of a promotion or pay increase, reassignment, temporary suspension without pay, or termination, as The Lodge believes appropriate under the circumstances.

If a party to a complaint does not agree with its resolution, that party may appeal to the Administrator or CEO.

Anyone who knowingly makes a false complaint of harassment, discrimination, or retaliation (as opposed to complaints that, even if erroneous, are made in good faith) will be subject to appropriate sanctions. However, failure to prove a claim of discrimination, harassment, or retaliation does not, in and of itself, constitute proof of a knowingly false accusation.

### **5.3 Resident Abuse:**

Any form of abuse or neglect of Residents is prohibited and will not be tolerated. Any employee that is involved in any allegations of Resident abuse will be suspended immediately without pay depending on the outcome of the internal investigation.

If the employee is determined to have been abusive to a Resident in any way, the employee will be subject to immediate dismissal and may be subject to criminal charges, including arrest. The employee may have legal charges brought against them depending upon the facts of the incident, and all reporting to the appropriate law enforcement and licensing authorities according to state and federal regulations will be forthcoming.

### **5.4 Personal Property:**

Employees should use discretion when bringing personal property into the workplace. The Lodge assumes no risk for any loss or damage to personal property. Additionally, employees may not possess or display on the premises of The Lodge any personal property that may be viewed as inappropriate or offensive.

### **5.5 Resident Property:**

Any time an item is reported missing by a Resident, a written report must be submitted to the Administrator, who will conduct an investigation. All articles left by Residents, visitors, or personnel must be turned in to the supervisor on duty along with written notification of who found the item, the location, and the time. The supervisor will take the item and the written notification to the Administrator. Lost items may be claimed from the Administrator upon proper identification.

## **5.6 No Unauthorized Use of Equipment and Supplies:**

Employees are prohibited from the unauthorized use of The Lodge equipment or supplies for personal use. This includes, but is not limited to, the use of the telephone system, facsimile transmissions, internet services, computer system, IPOD, iPhone, any devices, all supplies and equipment, such as the voicemail system, copy machines, as well as office stationary. Employees of The Lodge are similarly prohibited from removing equipment and supplies from the premises, including any of the Residents' said equipment and/or supplies. Violation of this rule will be followed by appropriate discipline, up to and including dismissal.

## **5.7 Smoke Free Community:**

The Lodge is a "Smoke Free" Workplace and Community. Employees set the example for our Residents and the Community that we serve. The use of all tobacco products of any kind by an employee is strictly prohibited and smoking will not be permitted on the grounds, including buildings, parking lots, or employee break areas. Violation of this policy will result in progressive discipline up to and including termination.

## **5.8 Visitors:**

Because The Lodge is a Community of Residents, Residents' Families, Volunteers, Staff, and others of the Community in general, Employees' are not encouraged to invite family members to come into The Lodge for purposes of visiting Residents or being a part of the activities that are offered to the Residents and it is against the policy of The Lodge to allow minor children to accompany the employee to work and to leave them in an unsupervised area while the employee works. Discretion should always be exercised when inviting or allowing a family member to come to The Lodge and only when permission has been obtained from the employee's supervisor should this be allowed. The break room is not a proper venue for staff members to entertain family

members and should not be used as such. Likewise, to minimize interruptions of work schedules, all staff members are required to abide by the rules of early arrival and clocking in for the employee's shift and should also be observant of any loitering to ensure that the employee has clocked out in a timely fashion at the end of the employee's shift. Under no circumstances should an employee loiter in work areas or in the break room during off hours.

Employees are encouraged to visit Residents only during their break periods. Visiting Residents at other times will interfere with the completion of job duties. Employees are expressly prohibited from utilizing a Resident's room for the purpose of using their television or anything else belonging to the Resident for personal use. Whether or not on duty, employees are expected to remain in the common area of The Lodge or employee only areas except when and if offering assistance or responding to a request by a Resident.

## **5.9 Driving Organizational Vehicles:**

The Lodge at Bethany provides safe transportation for all staff and residents. Only authorized and approved employees are allowed to operate The Lodge at Bethany vehicles for organizational purposes only. Employees who are approved to operate vehicles must have a valid Georgia driver's license on file with the Administrator. Additionally, operators cannot drive vehicles until they are approved and included on the organization's commercial insurance plan.

In accordance with Georgia law, The Lodge at Bethany prohibits the use of hand-held cellular devices while driving. Employees are required by law and by the policies of The Lodge to use a hands-free cellular device while driving or pull over on the side of the roadway, should the use of such a device become a necessity in the course of the employment. Sending and/or receiving text messages is expressly prohibited while operating any vehicle.

It is the responsibility of approved drivers to immediately report to the Administrator any traffic accidents or citations that might affect their driving record. Additionally, drivers must report to the Administrator any damage and even minor accidents that occur while driving any vehicle owned if the same occurred when driving a Resident or operating a vehicle while on business on behalf of The Lodge at Bethany. An incident report must be filed with the Administrator even if the accident does not require a police report. Failure to report vehicle accidents can result in discipline up to and including termination.

**5.10 Disaster Preparedness:**

An employee's conduct during emergency situations may have life or death consequences. The staff must be prepared to meet all types of unforeseen emergencies to safeguard the lives of our Residents, as well as themselves. The Lodge has developed an Emergency Preparedness Plan (EPP) outlining in detail the responsibility of each department and individual in the event of an emergency. All employees are required to complete the Fire Safety Training Course and training on the EPP within the time limits established by the regulations governing ALCs. A copy is available and accessible to all staff members and each employee is responsible for reading and understanding these emergency situations and plans, and attending required in-service training.

**5.11 Emergency Weather Conditions:**

If there is any question regarding hours of work during emergency weather conditions, employees are responsible for contacting their supervisors. Unless specifically told by your supervisor or another officer of The Lodge to not report to work, the employee is expected to show up and work the scheduled shifts during such conditions. Use common sense and good judgment when traveling to and from work in inclement weather.

## **5.12 Violations of the Law:**

The Lodge does not violate the law and does not tolerate those that do. If an employee believes that anyone who is associated with The Lodge has requested or directed him/her to do anything that violates the law, or has prohibited the employee from doing anything that the law requires him/her to do, the employee must report this immediately to the Administrator or CEO of The Lodge.

## **5.13 Workplace Violence Policy:**

The Lodge prohibits and will not tolerate any acts or threats of violence by any current or former employee(s) against another employee in or around the workplace or elsewhere at any time. The Lodge also will not tolerate any acts or threats of violence against or by employees, Residents, visitors, vendors, or other people at the work site at any time or while they are engaged in business with or on behalf of The Lodge, whether at or away from the facility.

The Lodge will take prompt remedial action, up to and including termination, against any employee who engages in any threatening behavior or acts of violence, or who uses any threatening language or makes threatening gestures.

If an employee becomes aware of violent, abusive, or threatening behavior, they should report it immediately to the Administrator. To the extent possible, such reports will be handled confidentially. The Lodge will not tolerate any form of retaliation against any employee for making a report under this policy. Likewise, no employee will suffer any retaliation for having complied with this policy.

The purpose of this policy is preventative, not punitive. It is the responsibility of each employee to contribute to a safe working environment. The Lodge cannot do its part to prevent violence in the workplace without the full cooperation of the staff.

## 5.14 Weapons in the Workplace:

Consistent with The Lodge's policy on workplace violence, The Lodge strictly prohibits employees from possessing weapons of any kind at the workplace or in their personal vehicles while they are parked on the premises. This prohibition explicitly includes firearms of any type, including those for which the holder has a legal permit. Other examples may include, but are not limited to, knives or any other instrument or device used for attack.

When there is reason to believe, in the opinion of the administrative staff of The Lodge, that an employee has a weapon at the work site or on The Lodge property, The Lodge may search an employee's personal property, which has been brought onto the property, and the employee may be requested to submit to a search by a representative of The Lodge.

This policy is designed to ensure the health and safety of all employees while they are at work. A violation of this policy may result in disciplinary action up to and including immediate termination.

## 5.15 Communicable Disease:

Universal precautions are to be followed in every instance while employed with The Lodge. In keeping with the dedication of The Lodge to safety, and ensuring the well-being of employees and Residents, an employee who shows signs and symptoms of a communicable disease (has a fever or appears to be contagious, i.e. flu, virus, infected skin lesions, etc.) and/or an employee that is injured or exhibits signs and symptoms that they are not capable of meeting the job description responsibilities in full without limitation, will not be permitted to work, if the presence of such an injury or illness could interfere with the employee's ability to safely perform the essential functions of his/her job. The employee will not be permitted to return to work until receipt of medical certification from the employee's physician is received and verifies that the employee does not or no longer poses(s) a safety risk. A copy of the employee's Job Description should be presented to the Physician to allow the Physician to verify the ability for the employee to perform their job responsibilities without limitation, including any medications that the employee might have been prescribed for the condition, if allowed to return. No staff member shall be allowed to work if the staff member has been prescribed mood altering drugs or pain medication that in any manner puts the Resident(s) at risk, i.e. causes the staff member to be susceptible to sleeping on the job, inability of the staff member to be able to fully complete the physical requirements of the job description such as lifting and providing all safety measures for the Residents.



## **SECTION 6: EMPLOYEE BENEFITS**

### **6.1 Eligibility:**

- Full time employees are eligible for the full benefit package.
- Part time employees and PRN employees are not eligible for benefits except those required by law.
- Temporary employee are not eligible for benefits except those required by law.
- Contractual personnel are not employees, but self-employed and therefore responsible for their own taxes and other payments due to state and federal governments, and are not eligible for any benefits provided by The Lodge.

### **6.2 Benefits Provided by Law:**

Mandatory insurance benefits will be provided by The Lodge for all employees. These include: Social Security, Medicare, Unemployment Compensation, and Workers Compensation.

### **6.3 Health and Life Insurance:**

The Lodge provides full time employees with both health and life insurance plan options. A detailed description of each benefit, the portion paid by the organization, and employee options for coverage will be provided during orientation and annually thereafter based on benefit changes. Questions that an employee has regarding these benefits during the year should be directed to the Staff Accountant or the Administrator.

## SECTION 7: EMPLOYEE LEAVES AND HOLIDAY BENEFITS

### 7.1 Paid Time Off (PTO) Policy:

The Lodge provides all full-time employees paid time off or PTO. An employee's PTO may be used for vacation, sick, appointments, holidays, personal business, emergencies, or other events that require the employee to be absent from work. Bereavement and jury duty absences are handled outside of the PTO policy. When absence is due to illness, The Lodge reserves the right to require appropriate medical documentation. Such documentation need only include the employee's name, the date and time the employee was seen, and if applicable, any specific instruction regarding the employee's incapacity to perform his/her job. Excessive absenteeism or tardiness can result in discipline, up to and including discharge.

Requests for PTO must be received and approved in advance, and should be submitted to the employee's supervisor as soon as possible, but in no event less than two weeks prior to the time requested, unless it is an emergency. Requests will only be approved if the employee has sufficient PTO available at the time of request, and will be granted on a first-come, first-served basis. In the event of a conflict in PTO requests, the supervisor will consider the staffing needs during the relevant period, as well as the length of service with the employees involved.

PTO is accrued on a pro-rata basis as follows:

<b>Time of Service</b>	<b>PTO Days Accrued for the Year</b>
0-11 months	9 Days
	(available to use after 90 days of employment)
1-1.9 years	14 Days
2-5.9 years	19 Days
6+ years	24 Days

If proper written notice is provided prior to termination via resignation or retirement, an employee will receive compensation at the then current rate of pay for unused PTO up to ten (10) days or eighty (80) hours.

## **7.2 Holidays:**

The Lodge at Bethany recognizes three holidays: Thanksgiving, Christmas, and New Year's Day. All other holidays can be requested off as per the instructions above with the use of PTO; however, because we are a Community that provides care 24 hours per day/7 days per week, an employee is expected to work not less than one Holiday per calendar year.

Failure to work the day before, the day of, or the day after a holiday, if scheduled to work, will result in no holiday pay. If an employee does work on a holiday, the employee may take a day in exchange for the holiday and in lieu of the compensation if the same is taken within the same pay period. If a day is not taken in lieu of the compensation as stated herein, compensation for working one of the designated holiday will be paid at time and one half.

## **7.3 Jury Duty:**

If the employee is summoned to serve on a jury, the employee will give a copy of the Summons to his/her Supervisor at the time it is received so that proper scheduling and arrangements can be made. The employee should keep the Supervisor regularly informed as to when return from jury duty can be expected. If dismissed early from jury duty, the employee is expected to return to work as discussed with his/her Supervisor. The Lodge will comply with all federal, state, and local jury duty statutes. The employee will be paid their normal wage if they are scheduled for the period of time that they are being called upon to perform jury duty but are unable to do so because the lost time from work was made necessary by jury duty. The employee will be required to furnish confirmation of jury duty service.

## **7.4 Bereavement:**

The Lodge recognizes that death in the immediate family may necessitate absence from scheduled work hours by the employee. In the event of the death of a father, mother, brother, sister, spouse, child, grandchild or grandparent, whether by blood or by marriage, of the employee, bereavement leave of up to three (3) days paid leave for the funeral and any necessary preparations will be granted to active, full-time employees. Additional leave can be requested as PTO.

An employee is expected to return from a leave as defined herein on or before the date it expires. Failure to do so may result in separation of employment.

## **SECTION 8: EMPLOYEE PERFORMANCE MANAGEMENT**

While the employees of The Lodge are employed “at will,” the interest of The Lodge lies in ensuring fair treatment of all employees and in making certain that discipline is prompt, fair, and consistent. The purpose of any discipline process is to correct inappropriate behavior or poor performance, prevent reoccurrence, and assist the employee involved to maintain and provide further satisfactory service as well as provide a means for employees to resolve their workplace problems.

To assure orderly operations and provide the best possible work environment, The Lodge expects employees to follow a code of conduct that will protect the interests and safety of all individuals and The Lodge. Open communication between management and employees and the establishment of a friendly, cooperative work environment are key to eliminating disciplinary problems.

### **8.1 Progressive Discipline Policy:**

The Lodge may utilize a progressive discipline policy to correct employee problems including but not limited to, misconduct, excessive absenteeism, and poor job performance. When it becomes necessary to take corrective action, The Lodge will make every effort to apply discipline in a fair and consistent manner. Depending on the particular circumstances, including but not limited to the frequency or seriousness of the matter, The Lodge reserves the right to accelerate discipline up to and including termination in any individual case.

The options of discipline do not required progressive steps, although management may sometimes use progressive step discipline. These appropriate disciplinary procedures may be used either independently or in combination although there may be some exceptions dictated by circumstances and the severity of the problem.

- **Verbal Warning:** An employee may receive a verbal warning during a conference with a supervisor. The purpose is to inform the employee of a need for improvement. A written record of this oral warning may be placed in the employee's file. Employees will be permitted to read, respond, and sign the warning form if they desire.
  
- **Written Warning:** An employee may receive a written warning from their supervisor explaining what must be done to correct the situation and a time frame in which the progress will be monitored. If an employee receives a written warning, the employee will be asked to acknowledge receipt of the written warning by signing the form. The signature does not mean an employee agrees with the supervisor's complaint as it is stated in the warning report. A copy of the written report will be placed in the employee's personnel file and the employee will receive a copy. If the employee fails to improve by the date given on the time frame allowed in the warning report, other disciplinary action, up to and including suspension, demotion, and termination may result.
  
- **Final Warning:** An employee may receive a final warning if adequate improvement is not demonstrated after verbal and/or written warnings, the problem is severe, and if there are special mitigating circumstances. If an employee fails to improve by the date given or the time frame allowed in the written warning, other disciplinary action, up to and including suspension, demotion, and termination may result.

- **Employee Termination:** An employee may have their employment involuntarily terminated. The employee whose employment is involuntarily terminated will be paid for time worked as of the time of dismissal on the next regularly scheduled payday. An employee who has been involuntarily terminated is not eligible for re-hire by The Lodge.
- **Suspensions:** A supervisor may make the decision to suspend an employee pending further investigation. A minimum of one (1) day and a maximum of ten (10) days without pay will be used as parameters in suspension cases. Upon management's completion of an internal investigation, the supervisor will arrange a conference to inform the employee of a final employment decision, up to and including termination.

## 8.2 Employment Terminations:

- **Resignation:** An Employee may terminate employment in instances when the employee initiates and chooses to leave The Lodge voluntarily. Employee(s) are required to give a minimum of two (2) weeks written notice. The Lodge reserves the right to not require the employee to work the notice. Department heads, supervisors, and licensed personnel are required to give thirty (30) days written notice. Failure to give proper notices may affect payment of the accrued benefits. All notice of resignation must be written, signed, and dated by the resigning employee.
- **Withdrawal of Resignations:** Resignations, whether verbal or written, are considered final and binding. An employee desiring to withdraw a resignation may do so only with approval of the CEO of The Lodge.
- **Retirement:** Voluntary retirement from active employment status initiated by the employee.

- **Involuntary Termination:** Employee termination initiated by The Lodge within or outside of the scope of progressive discipline. Employee benefits may be affected by employee termination. The employee will be notified of the benefits that may be continued and of the terms, conditions, and limitations of such continuance. The employee will receive pay for the last days worked at the next regularly scheduled pay date.

Employees who resign without providing the required minimum written notice of resignation or are terminated will forfeit all earned and unused PTO.

### **8.3 Evaluation:**

Performance evaluations and goal setting will be completed for employees in accordance with ALC regulations. All performance reviews will be completed in writing by your supervisor on the form designated by The Lodge, and reviewed during a conference with the employee. Factors considered in the review include the quality of the job performance, attendance, meeting the requirements of the job description, dependability, attitude, cooperation, compliance with employment policies, any disciplinary actions, and year-to-year improvement in overall performance of the employee. Supervisors should consult with the employees and check on progress and improvement in a problem area during any disciplinary timeframe. Consultations will be documented accurately as to dates and outcomes for the meetings. Any compensation increases are given by The Lodge at its discretion in consideration of various factors, including the performance of the employee as evidence by the performance review.



## 8.4 Grievance Procedure:

The Lodge recognizes that it is important for employees to have a formal procedure for resolving employee complaints that cannot be settled through informal communication channels with an employee's supervisor or other appropriate personnel. Employees may utilize the grievance procedure regarding disciplinary suspensions, demotion or dismissal. Any concerns regarding conditions of employment, the application of personnel policies, overtime, working conditions, written warnings and suspensions pending investigation or any other concerns of a similar nature, should be handled informally with the supervisor. If the concerns cannot be adequately managed in this manner, the Grievance Procedure is one way for employees to resolve complaints or disagreements regarding his/her employment. An employee who wishes to use the grievance procedure must follow the guidelines set out in the Grievance Policy of The Lodge, which can be obtained in the office of the CEO. Filing a grievance is the employee's right and in no way should adversely affect his/her employment.

## SECTION 9: GENERAL REGULATIONS

### 9.1 Dress Code:

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the image that is presented by The Lodge to our Residents, visitors, vendors, and other staff. Each employee is expected to appear clean, neat, and well groomed, with regard to attire and hairstyles for work since the employee's personal appearance reflects the standards of The Lodge. Because most of our employees deal with Residents and have "high visibility" to the public, such personal matters as attending to make-up, nails, chewing gum, eating candy, or other foods should never be done in the presence of Residents. Employees who appear for work inappropriately dressed will be sent home and directed to report to work in proper attire. Under such circumstances, employees will not be compensated for time away from work. Although a dress code policy cannot be all encompassing, the following guidelines are to be adhered to and assist in setting the standard of acceptable attire and grooming:

- Jewelry: Conservative in nature and not hazardous to job responsibilities. Specifically, earrings should be small and moderately-sized, and no more than two per ear. Rings are allowed if it is a plain band, no stones. Simple necklaces can be worn under your clothes.
- Cologne, perfume, or lotion should not be heavy scented or overwhelming.
- Hair should be clean, natural, and tastefully styled-no bright or unnatural colors (purple, pink, blue, green). Pull long hair back with clips, hair ties, or bands.
- Body art should not be visible to the degree possible and in no instance should the body art reflect hateful comments or lewd jokes or scenes.
- Nails shall be clean, neat, trimmed, and of short length (not to exceed the end of the finger itself) which is appropriate for the job function, as well as sanitary.

- All direct care, kitchen, and maintenance personnel are prohibited from wearing any open-toed shoes, crocs, or clog shoes (with or without straps). In other words, closed toe and heel shoes should be worn and “flip flop” style shoes are prohibited. All shoes should have slip resistant soles.

Employees failing to adhere to proper standards are subject to disciplinary action according to the Progressive Discipline Policy.

Employees may seek an exemption from any of these requirements from the Administration by providing in writing, justification that the employee requires a reasonable accommodation relating to the employee’s religious beliefs, physical disability, or other justifiable circumstances.

## **9.2 Computer, Email and Internet Usage:**

The Lodge’s computer systems allow greater productivity but can cause problems if used improperly. It is extremely important that all employees use good business judgment when using the computer systems.

Computer hardware, software, electronic mail, internet connections, and all other technology communication or data storage systems used by The Lodge are the property of the organization. Employees have no right of personal privacy in their use of The Lodge computer and electronic communication systems.

To ensure compliance with all applicable laws, computer, email and other internet usage may be monitored, including but not limited to reviewing documents created and stored on The Lodge systems, monitoring sites visited by employees on the internet, reviewing materials downloaded or uploaded by employees from or to the Internet, and reviewing emails sent and received by employees.

The Lodge purchases and licenses the use of various computer software for business purposes and does not own the copyright to

this software or its related documentation. Unless authorized by the software developer, The Lodge does not have the right to reproduce such software for use on more than one computer. Employees may only use software according to the software license agreement. The organization prohibits the illegal duplication of software and its related documentation.

The possibility of receiving viruses from unknown software downloads can be a threat to the entire organization system. Employees are encouraged to use caution and good judgment when downloading anything onto The Lodge computers. Such downloads should be for business purposes only.

Abuse of the computer system or other technology may result in disciplinary action, up to and including termination of employment.

### **9.3 Social Media:**

Every staff member has the responsibility to extend The Lodge's code of ethical conduct in using social media in a productive manner. Online posting can conflict with the interests of The Lodge and its Residents. Social media and networking sites are public; therefore, the use of company assets should be used to perform job-related activities only.

If an employee discloses his/her affiliation with The Lodge in an online communication, all communications associated with the disclosure must be treated as professional communication governed by this and all other policies of The Lodge. The Lodge's confidential and proprietary information, or personal identifying information of anyone at The Lodge, in online postings or publications should not be disclosed. Sharing these types of information, even unintentionally, could result in harm to The Lodge and legal action against the employee and The Lodge.

The Lodge prohibits the use of social media to post or display inappropriate comments about coworkers, supervisors, and/or the employer. Posting of comments that are vulgar, obscene,

threatening, intimidating, and harassing are unacceptable and prohibited. This includes comments against The Lodge's workplace policies which forbids discrimination, harassment, or hostility on the account of age, race, religion, sex, ethnicity, nationality, disability, or other legally protected class, status or characteristic.

No employee may incorporate The Lodge's logo or other intellectual property in a website, blog, chat room, video- sharing site, bulletin board, or other social media without The Lodge's written permission. Failure to observe copyright or license agreements will result in disciplinary action, up to and including termination.

#### **9.4 Confidentiality:**

The Lodge takes the protection of confidential information regarding Residents and organizational intellectual property very seriously. To protect such information, employees may not disclose any confidential or proprietary information about the organization to any unauthorized individual. If you receive a request for confidential information, you should immediately refer the request to your supervisor or the Administrator.

Especially as it relates to Residents, information should only be discussed with The Lodge staff who provide service. Any violation of confidentiality may result in immediate termination. All employees are required to comply with the protection of all confidential information of Residents at The Lodge.

#### **9.5 Media Relations:**

In the interest of the safety of our staff and residents, no staff member is permitted to contact the media or make any statement to the media without clearance from the Administrator. All media inquiries should be referred to the Administrator or CEO.

## **9.6 Gifts, Contributions, and Receipts:**

It is the policy of The Lodge that its employees shall not obtain any improper personal benefit by virtue of his/her employment. Therefore, it is The Lodge's policy that employees shall not accept gifts from any Residents or a Resident's family member, guardian, representative, or responsible party.

In addition, neither a Resident nor a Resident's responsible party shall be coerced by any means into giving contributions. When contributions are freely made by the Resident or Resident's responsible party for a restricted and specific purpose, such contribution must be used only for the designated purpose. A receipt shall be provided for all contributions and a central record of such receipts shall be maintained at The Lodge.

## **9.7 Solicitation and Distribution Policy:**

In order to maintain a proper business environment and prevent interference with an employee's own work and the work of others, solicitation of any kind is prohibited while either employee is on his or her working time. This includes selling any kind of service or merchandise, soliciting financial contributions, or soliciting for any other cause. Solicitation by non-employees on The Lodge's premises or at The Lodge sponsored events is prohibited at all times, unless expressly authorized by The Administrator.

Distribution of advertising material, handbills, printed, or written literature of any kind in the working areas of The Lodge is prohibited at all times.

## **9.8 Receipt of Personal Mail:**

The Lodge is not equipped or staffed to deliver personal mail. All personal mail should be sent to the employee's home address. In addition, to protect the safety of the workplace, any personal mail received in the workplace may be subject to inspection.

## **9.9 Domestic Abuse:**

If an employee is experiencing a personal domestic situation that is or may affect operations of The Lodge, the employee should report the situation to their supervisor or the CEO in order to protect the Residents that are served as well as fellow employees.

## **9.10 Cell phones:**

The Lodge has established a policy regarding the use of personal and company cell phones while employees are on duty and conducting business relative to The Lodge. The use of cell phones for personal business is strictly limited to lunch and breaks or emergencies, and The Lodge assumes no responsibility for the damage or loss of the phone. Cell phones should not be used while rendering care to a Resident or in a Resident's unit. Employees are strictly prohibited from using cell phones, audio, video recording, or other electronic devices to photograph or record any employee, Resident, Volunteer, or any aspect of the facility or facility operations without direct permission from the employee's supervisor. In the event such is allowed by the Supervisor, as soon as the same is sent to the Supervisor for the intended purpose, the photo should be deleted from the employee's phone and otherwise completely discarded. Texting, tweeting, updating Facebook status and other social media engagement is not allowed during work times. Employees are expected to make friends and family members aware of this policy.

