

2014 Edition



**[EMPLOYEE
HANDBOOK/POLICIES AND
PROCEDURES MANUAL]**

Cumberland Heights – Employee Handbook/Policies and Procedures Manual

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Part One – Introduction

Welcome

Dear Employee:

Welcome to Cumberland Heights. We are excited to have you as a part of our team.

This handbook has been prepared for the employees of Cumberland Heights to explain and help you understand the policies, procedures and benefits of our organization. Please take the time to familiarize yourself with the contents of this handbook and direct any questions you have to your Manager or the Human Resources Director.

The success of Cumberland Heights is directly related to our operating as a team. We strive to ensure fair and equitable treatment of all team members and to promote open and honest communication. Our goal is to attract, motivate, develop and retain the best people possible. Every position is essential to our success, and with this in mind, we will do our best to see that you are provided with support and resources to make your employment relationship with Cumberland Heights a positive one. If, at any time, you need assistance or guidance, please do not hesitate to contact your immediate supervisor or the Human Resources Director.

It is important to note this handbook is intended to be a guide for Human Resources policy decisions and is not intended to be construed as a contract. Each of us is considered an at-will employee of Cumberland Heights, employed for an indefinite period of time.

In addition to helping you understand employment policies, this handbook should provide you insight into Cumberland Heights' mission and philosophy that forms the basis of these policies. Please keep your handbook in a convenient location so it can be used as a quick reference. A current copy is also available for reference on the Cumberland Heights' Intranet.

Once again, welcome. We are glad to have you with us.

Sincerely,

Jay Crosson
Interim Chief Executive Officer & Chief Financial Officer

Organizational History

Cumberland Heights is a private, not-for-profit corporation that exists solely for the purpose of treating patients and their families for the disease of chemical dependency. In addition to residential detoxification and rehabilitation, outpatient services, and family treatment programs, we provide extended care services, aftercare, educational programs, professional programs, and relapse prevention programs designed to help chemically dependent patients and their families.

Cumberland Heights was founded in 1965 by Robert Crichton, Sr. and Dr. Thomas Frist, Sr., along with other influential citizens in the Nashville area. Cumberland Heights accepted its first patient in July of 1966. In 1975 the facility accepted its first female patients, and in 1985 the first adolescents were admitted. Today we are licensed for 142 residential beds, and eight outpatient sites. Our facility is accredited by the Joint Commission and is fully licensed by the State of Tennessee Department of Mental Health and Developmental Disabilities.

Organizational Structure

The governing body of Cumberland Heights is a Board of Directors consisting of no more than 30 members that meets quarterly as a whole, and its various Committees meet regularly. The Executive Committee of the Board of Directors includes the President, Vice President, Secretary and Treasurer.

The Chief Executive Officer reports directly to the Board of Directors. The Executive Management team is led by the Chief Executive Officer and includes the Chief Medical Officer, Chief Administrative Officer, Chief Financial Officer, Chief Clinical Officer, Chief Marketing Officer, Chief of Business Development and Plant Operations, Chief Development Officer, and Controller.

The management staff of Cumberland Heights report to one of the executive management team members listed above.

The clinical departments of Cumberland Heights include: Residential Adult Men's Services (First Step and Traditional Care), Residential Adult Women's Services (First Step and Traditional Care), Residential Adolescent Services (Primary, Extended Care, River Road Academy), Adult Extended and Professional Care Services, Adult and Adolescent Outpatient Services, Family Services (i.e., Adult, Youth, Children's), Pastoral Care Services, Admissions, Activity Services (i.e., recreational therapy, art therapy, music therapy), Nursing Services. Cumberland Heights' Professional Associates (i.e., physicians and nurse practitioners) operates under Cumberland Heights Foundation as a separate 501(c)(3) organization.

The non-clinical departments of Cumberland Heights include: Facility Administration (i.e., Executive Management, Human Resources), Fiscal Services (i.e., Accounting, Payroll, Accounts Payable), Accounts Receivable/Patient Registration, Quality Management, Medical Records, Information Technology, Business Development, Marketing/Public Relations, Development, Dietary Services, and Support Services (i.e., Housekeeping, Maintenance, Security, Patient Assistant Team).

Cumberland Heights is continuously evaluating current programs/treatment services and the need for additional programs/treatment services that will enhance and strengthen ongoing recovery services.

Mission Statement

To transform lives, giving hope and healing to those affected by alcohol or drug addiction.

Core Values

Our Core Values honor our history and traditions by:

- Always putting the patient first.
- Providing the highest quality care throughout our continuum of services.
- Recognizing the principles embodied in the 12 Steps as the essential foundation of lasting recovery.
- Providing a physical and therapeutic environment conducive to the transforming power of a spiritual awakening.
- Valuing the importance of family participation in the recovery process.
- Remaining grateful for those who support our mission and share our passion for recovery.
- Demonstrating the same care and respect for our employees that they show for our patients.

Code of Ethics

Cumberland Heights adheres to a strict Code of Ethics. This Code of Ethics applies to all employees of Cumberland Heights regardless of position or discipline, including volunteers, trainees, and interns. Those employees who are in professional positions are also subject to the ethical codes of their various professional organizations. Cumberland Heights' Code of Ethics is detailed in a separate document employees receive and acknowledge agreement and adherence to during initial orientation to Cumberland Heights. Violations of the Code of Ethics may result in disciplinary action, up to and including termination.

Treatment Philosophy

Treatment provided by Cumberland Heights is based upon the belief that addiction is a primary, progressive, chronic, and potentially fatal disease that may be arrested with treatment and an ongoing recovery program. The disease impacts and results from causative factors in the physical, mental, emotional, social, and spiritual realms. The process of treatment, from assessment through continuing care, must therefore address all of the aforementioned realms.

The 3 Steps of Service

1. The needs of the patient always come first.
2. Our conduct always proceeds from concern for the patient and their family.
3. If you perceive a conflict between your job and the needs of any patient, refer to #1.

The Standards of Customer Service

1. A customer is anyone who comes to you with a need, either internal or external.
2. At Cumberland Heights we treat all individuals as we would like to be treated; with dignity and respect; in the utmost professional, caring, helpful, and attentive manner; and with a smile and an open ear, as if they are our first priority.

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3. Our mission is the principle belief of Cumberland Heights. It must be known, owned, and carried out by all.
 4. Our motto is “We are here to help patients and their families recover.” We treat patients and families with dignity and respect, holding them in our highest regard.
 5. The 3 Steps of Service are the foundations on which we operate. We must keep these in mind during all interactions to ensure retention, satisfaction and loyalty.
 6. The Employee Promise is the basis for our work environment. It will be honored by all staff members.
 7. We are here because we want to work with alcoholics and addicts. We understand the disease to be physical, spiritual, social, and emotional.
 8. We strive to see beyond the behaviors and symptoms of the disease and respond to the person and family that suffer.
 9. Those of us in recovery can use this as an additional asset in the service of the patient.
 10. We are encouraged to give ourselves the highest quality of physical, emotional, mental, and spiritual care during our time away from work so that we may focus fully on our patients and their families while we are at work.
 11. We embrace constructive feedback as an opportunity to gain new skills to better serve the needs of our patients. We must remain teachable in order to perform the “Principles of Cumberland Heights” to the best of our ability.
 12. To create pride and satisfaction in the workplace, all staff members are vested with the responsibility to be involved with the planning of work that will affect them.
 13. We are empowered. When a patient or a colleague has a problem or need, we are to break away from our regular duties to address the issue.
 14. Cumberland Heights’ objectives are communicated to all staff members. It is everybody’s responsibility to support these objectives.
 15. All staff members will successfully complete and adhere to annual organizational training and specific departmental training. This includes the continuing education requirements of a professional licensure.
 16. We value every referral source. Prompt problem resolution is the responsibility of each staff member. We must strive for the timely resolution of any issue, whether for an internal or external customer, or referral professional. Whoever receives a complaint will own it, resolve it to the complainant’s satisfaction, and record it.
 17. Always escort visitors, patients, and family members rather than directing them to another area of the campus.
 18. Always use Cumberland Heights’ telephone etiquette. Adhere to voice mail standards.
 19. Take pride in your personal appearance. Everyone is responsible for conveying a professional image by adhering to Cumberland Heights’ grooming and dress standards.
 20. Think safety first. Each staff member is responsible for creating a safe, secure and accident-free environment system wide. Be aware of all fire and safety emergency procedures and report any security risks immediately.

Environment/Culture –The Employee Promise

At Cumberland Heights, we believe each and every employee contributes to the overall well being of our patients and to Cumberland Heights’ growth and success. Our employees are our most important resource. By applying the principles of the Twelve Steps – honesty, trust, respect, integrity, accountability, spirituality, commitment and service – we nurture and maximize talent to the benefit of each individual and through that to Cumberland Heights. Cumberland Heights fosters a work environment where the quality of life is enhanced, individual aspirations are fulfilled and the “Spirit of Cumberland Heights” is strengthened, one day at a time.

Employee Handbook Purpose/Interpretation

The information in this handbook is designed to acquaint employees with Cumberland Heights and provide them information about working conditions, employee benefits and some of the practices affecting their employment. *This handbook is not intended as an employment contract and should not be considered as such.* Although we have made every effort, this handbook cannot anticipate every situation or answer every question about employment. Nothing in this handbook should be relied upon as a guarantee for certain privileges, working conditions or continued employment

These policies and procedures may be changed, interpreted, withdrawn, or added to by the management of Cumberland Heights at any time, at Cumberland Heights' sole discretion and without prior notice to the employee. We have done our best to correctly explain the policies, procedures, and benefits in all sections of this handbook. However, if these pages inadvertently contain anything that disagrees with formal plans, policy statements, legal documents, or state and federal laws, we will follow the latter in the administration of our programs. Otherwise, any oral or written statements contrary to what is stated in the handbook and employment application should not be relied upon by an employee.

Questions regarding the content of this handbook can be addressed to your immediate supervisor or Human Resources.

Part Two – Employment

Equal Employment Opportunity

It is the policy of Cumberland Heights to ensure equal opportunity in compliance with federal and state laws. Employees and applicants for employment will not be discriminated against on the basis of age, race, creed, color, religion, national origin, ancestry, gender (includes pregnancy or related medical conditions), sexual orientation, veteran's status, or physical or mental disability. Cumberland Heights will assure compliance with its policy in employment decisions, including but not limited to recruitment, hiring, compensation, training and apprenticeship, promotion, upgrading, demotion, downgrading, transfer, layoff, termination, and all other aspects of employment.

Genetic Information Discrimination

In compliance with Title II of the Genetic Information Nondiscrimination Act (GINA), Cumberland Heights does not tolerate the discrimination or harassment of employees or applicants based on an employee's or applicant's genetic information or test results (i.e., family medical history) or the genetic information or test results of the family member of an employee or applicant. Additionally, it is unlawful for Cumberland Heights to disclose genetic information or test results about employees or applicants. Any genetic information or test results will be maintained in a file containing only medical information and in compliance with other applicable federal and state laws.

Employment At Will

While Cumberland Heights strives to make the employment relationship a mutually satisfying one, Cumberland Heights can make no assurances, either expressed or implied, concerning the duration of employment. **All employees of Cumberland Heights are at-will, meaning that either Cumberland Heights or the employee can terminate employment at any time, with or without cause or notice.** In addition, it should be noted that no one has the authority to make promises or guarantees of employment, which are not consistent with the organization's at-will policy. Therefore, no statement or promise by a supervisor, manager or department head may be interpreted as a change in policy nor will it constitute an agreement made with an employee.

Compliance Information

In order for Cumberland Heights to comply with federal government regulations regarding its practice to employ people without discrimination, it is necessary for the organization to compile and maintain detailed information on each formal candidate for employment and those who are hired. This information will include the candidate's or employee's sex, race, and veteran's status including service in the Vietnam era.

Immigration and Naturalization

The U.S. Immigration and Naturalization Service requires Cumberland Heights and candidates for employment to provide specific information within three (3) days of commencing employment. Candidates for employment must complete Section 1 of Form I-9 and provide the organization with specific documents to establish their identity and employment eligibility.

An employee will not be allowed to continue employment without providing proper identification documents.

Anti-Harassment Policy

It is the goal of Cumberland Heights to provide a workplace free of tensions involving matters that do not relate to Cumberland Heights business. The environment of the organization should be characterized by mutual trust and the absence of intimidation, oppression and exploitation. Federal and state laws do not permit, and we will not tolerate, harassment of employees by other employees, or by our customers or vendors. Likewise, we will not tolerate harassment of a customer or vendor by any employee of Cumberland Heights.

This includes harassment because of race, sex, sexual orientation, religion, color, national origin, ancestry, disability or medical condition, age, or any other basis protected by federal, state, or local law. Such conduct by an employee could result in corrective action up to and including termination of employment.

While it is not easy to define precisely what harassment is, it includes any physical, verbal or visual conduct that creates an intimidating, offensive, or hostile environment which interferes with work performance.

Such conduct becomes harassment when:

- ❖ submission to the conduct is explicitly or implicitly a term or condition of an individual's employment;
- ❖ submission to or rejection of this conduct is a basis for employment decisions;
- ❖ this conduct has the purpose or effect of substantially interfering with an individual's work performance, or creates an intimidating, hostile, or offensive work environment.

Such behavior is unacceptable in the workplace itself and in other work-related settings such as business trips and social events attended with co-workers (whether or not the social event is sponsored by Cumberland Heights). Such conduct by vendors or visitors to Cumberland Heights also will not be tolerated.

Under Title VII of the Civil Rights Act, two categories of sexual harassment exist:

- "Quid pro quo" harassment, where submission to harassment is used as the basis for employment decisions. Employee benefits such as raises, promotions, better working hours, etc., are directly linked to compliance with sexual advances. Therefore, only someone in a supervisory capacity (with the authority to grant such benefits) can engage in quid pro quo harassment. Example: A supervisor promising an employee a raise if she goes on a date with him; a manager telling an employee she will fire him if he does not have sex with her.
- "Hostile work environment," where the harassment creates an offensive and unpleasant working environment. Hostile work environment can be created by anyone in the work environment, whether supervisors, other employees or customers. Hostile environment harassment consists of verbiage of a sexual nature, unwelcome sexual materials or unwelcome physical contact as a regular part of the work environment. Texts, emails, cartoons or posters of a sexual nature, vulgar or lewd comments or jokes, or unwanted touching or fondling all fall into this category.

Other sexually harassing conduct in the workplace, whether physical or verbal, committed by employees, supervisors, managers, officers or non-employees is prohibited. This includes, but is not limited to:

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- Offensive sexual flirtation
 - Advances
 - Propositions
 - Abuse of a sexual nature
 - Graphic verbal commentary about an individual's body
 - Sexually degrading words to describe an individual
 - The display in the workplace of sexually suggestive objects or pictures

Another example of workplace harassment is bullying. Cumberland Heights defines bullying as “repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment. Cumberland Heights considers such behavior as a form of harassment and in violation of one of our guiding principles for all individuals to be treated with dignity and respect.

Bullying may be intentional or unintentional. It must be noted, however, that where an allegation of bullying is made, the intention of the alleged bully is irrelevant, and will not be given consideration when meting out discipline. As in sexual harassment, it is the effect of the behavior upon the individual which is important.

Any employee who believes that he or she is being harassed should report the incident(s) to his or her Manager or the Human Resources Director. If an employee feels he/she is a victim of harassment, or observes harassment of another employee or customer, he/she should immediately tell the person displaying offensive behavior to stop. He or she may not be aware his or her conduct is unwelcome or offensive. We encourage employees to address harassment directly when it occurs. However, this is not required. Also, immediately employees should report any incident of harassment to any supervisor or manager, AND the Human Resources Director even if you have discussed it directly with the individual(s) involved. Please provide the following information when reporting harassment:

1. Date(s), time(s), and location(s) of the incident/incidences that took place;
2. Description of each incident: e.g., was any physical contact made?, what was said and/or done?, etc.;
3. Anyone with whom you've discussed the incident/incidences.

Each case will be promptly and confidentially investigated to determine whether harassment occurred. All investigations will be designed to protect the privacy of, and minimize suspicion toward all parties concerned. Investigation of a complaint may include, but is not limited to, interviewing the complaining and accusing parties as well as other employees or customers necessary to obtain sufficient information upon which to make an assessment of the situation. While we will make every effort to be sensitive to privacy issues, in the course of an investigation we will discuss relevant information with appropriate parties on a need-to-know basis. Allegations

that are substantiated will result in disciplinary action, up to and including termination, against the employee engaged in the harassment. Likewise, malicious accusations will result in disciplinary action, up to and including termination.

Retaliation against any individual who reports or participates in an investigation due to reports of discrimination or harassment is strictly prohibited.

Supervisors must promptly advise Human Resources or the CEO of any incidents of sexual or other forms of harassment. Specifically, with respect to sexual harassment conduct, no supervisor, manager, or officer shall threaten or insinuate either explicitly or implicitly that any individual's submission to or rejection of sexual advances will in any way influence any decisions regarding that person's employment, evaluation, wages, advancement, assigned duties, shifts, or any other condition of employment.

In furtherance of this Anti-Harassment policy, Cumberland Heights does not condone supervisors and managers dating subordinates. Such relationships can be potentially disruptive to the work environment, may create a conflict or the appearance of a conflict of interest, and lead to charges of favoritism, discrimination, and claims of indirect harassment. While Cumberland Heights has no desire to interfere with the private lives of its employees, or their off-duty conduct, where such conduct impacts upon the work environment in a negative manner, Cumberland Heights reserves the right to take whatever action is appropriate, in its discretion, to protect Cumberland Heights's interests.

Anti-Retaliation Policy

Cumberland Heights' specifically prohibits retaliation against any individual engaged in a protected activity. Protected activities include making an honestly believed complaint of sexual or other forms of harassment; participating as a witness or otherwise in a harassment investigation; or requesting accommodations based on religion or disability. Thus, employees can raise concerns, make reports, request accommodations, and participate in investigations without fear of reprisal.

Retaliation conduct is seen as adverse action that could dissuade a reasonable worker from making or supporting a charge of discrimination and includes actions such as termination, demotion, refusal to promote, threats, unjustified negative evaluations, unjustified negative references or increased surveillance. Retaliation will not be tolerated and will be cause for discipline up to and including termination.

If an employee believes he/she is being retaliated against, or if he/she believes his/her employment is being affected by such conduct directed at someone else, he/she should immediately discuss his/her concerns with the department head, Human Resources, or the CEO.

Americans with Disabilities Act (ADA)

It is the policy of Cumberland Heights to prohibit discrimination against "qualified individuals with disabilities" in compliance with the Americans with Disabilities Act. A qualified individual with a disability is an applicant or employee who can perform the essential functions of the job in question with or without reasonable accommodation. Disability is defined as:

- a physical or mental impairment that substantially limits one or more major life activities;

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- a record of such an impairment; or
 - being regarded as having such impairment.

If an employee requires accommodation for a medical condition or disability he/she should contact his/her Manager or the Human Resources Director in order for the request for accommodation to be evaluated. We will make every effort to handle each request for disability accommodation sensitively and to protect the confidentiality of the information shared with us whenever possible.

Cumberland Heights is also committed to not discriminate against any qualified employees or applicants because they are related to or associated with a person with a disability.

Religious Accommodation

Cumberland Heights' policy is not to discriminate against any individual on the basis of religious beliefs. The religious discrimination provisions of Title VII of the Civil Rights Act and any subsequent amendments provide accommodations for employees for religious observations or practices when practical as Cumberland Heights' business permits. Consideration will be given to requests for accommodations based on cost, resources, impact on patient care, decreases in workplace efficiency, or infringes on the rights of other employees, etc.

If practical or when Cumberland Heights' business permits, we will allow time off from work to observe religious holidays not otherwise recognized as Cumberland Heights' holidays. Requests for time off for bona fide religious observances will be considered on a case-by-case basis. In order to reasonably accommodate time off requests, employees must notify their Managers in advance of the holiday. If vacation and/or personal time is available, the employee may use it for the observance of such holidays; otherwise, such time off is without pay.

Note: This policy applies only to religious holidays. It does not apply to regular weekly days of worship. If an employee's regular work schedule falls on his/her worship days, generally he/she will be required to work as scheduled. Questions regarding work schedule/worship day conflicts should be directed to the employee's Manager.

There may also be times a staff member feels he/she cannot provide a particular service to an individual based on the employee's religious beliefs. Cumberland Heights may accommodate the employee to the extent that patient care is not adversely impacted. Employees with such a conflict should discuss this with their supervisors as soon as it becomes known.

Orientation

Orientation begins at the time of the offer of employment and continues throughout the evaluation period. Department and position specific orientation is conducted by the department manager or designee(s). All employees will receive general orientation regarding a variety of topics, including organizational mission and philosophy, customer service, program services, emergency responses, safety and infection control, confidentiality and ethics prior to active duty. Clinical employees will receive additional orientation, as applicable, regarding admission and discharge criteria, medication administration, electronic medical records systems, scanning, and charting/documentation.

A formal New Employee Orientation is also required to be completed within thirty (30) days of hire. New employees must complete one or both courses, as applicable, on the Intranet within the first three (3) days on the job followed by a classroom session that is offered on a monthly basis.

Evaluation Period

No interview process can be extensive enough to ensure compatibility between the individual and Cumberland Heights. The first 90 days of employment, therefore, is considered an evaluation period. The 90-day evaluation period is not a guaranteed period of employment. During this 90-day evaluation period, the employee and Cumberland Heights mutually evaluate job requirements, competencies, performance, policies and teamwork. During the evaluation period, an employee may voluntarily terminate employment without notice, or if the performance of the employee is not satisfactory as determined by Cumberland Heights, the employee may be released with or without notice.

Upon satisfactory completion of the evaluation period, the employee's manager shall complete a written performance evaluation and competence assessment to be submitted to Human Resources. Ordinarily, completion of the evaluation period does not involve any change in pay rate.

Evaluation periods may be extended an additional 30 to 90 days at the manager's discretion.

Satisfactory completion of the evaluation period does not alter the employment-at-will relationship. You will be evaluated throughout the employment relationship. Eligibility for certain benefits during this period will be outlined by the primary supervisor and may also be found within the content of this handbook. (See Vacation, Sick Leave, Insurance/Retirement Benefits, etc.).

Employee Classifications

Positions are classified as either exempt or non-exempt according to criteria set forth in the Federal Fair Labor Standards Act (FLSA) and applicable state laws. A position's status is determined in conformance with these laws based on job duties performed, following regulatory guidelines.

Exempt – Employees who are in occupations which are executive, professional, technical, or sales oriented and are paid a salary are exempt from overtime. Exempt employees are not required to enter hours worked into the time and labor management system.

Non-Exempt – Non-exempt employees may be paid on either an hourly or salaried basis and will receive overtime pay. Non-exempt employees are required to enter hours worked into the time and labor management system.

We also classify employees as:

Regular full-time– One who is not in a temporary status and who is regularly scheduled to work a full-time schedule (30-40 hours per week). Regular full-time employees are eligible for Cumberland Heights' full benefit package, including time off benefits, subject to terms, conditions and limitations of each benefit program. Regular full-time employees receive all legally mandated benefits (such as Worker's Compensation and FICA).

Part-time with benefits– One who is not in a temporary status and who is regularly scheduled to work a part-time schedule (24-29 hours per week). Part-time with benefits employees will receive pro-rated PTO and holiday time off benefits. Part-time with benefits employees are ineligible for benefit programs, but will receive all legally mandated benefits (such as Worker’s Compensation and FICA).

Part-time with no benefits– One who is not in a temporary status and who is regularly scheduled to work a part-time schedule (less than 24 hours per week) OR who is assigned to work on an intermittent and/or unpredictable basis. While they receive all legally mandated benefits (Worker’s Compensation and FICA), they are ineligible for all of Cumberland Heights’ other benefit programs, including time off benefits.

Temporary employee – One who is employed on a temporary basis as an interim replacement, to temporarily supplement the work force or to assist in the completion of a specific project. Temporary employees are hired for a specific and limited period generally less than six months. Temporary employees are eligible only for Worker’s Compensation benefits and FICA. Employment beyond any initially stated period does not in any way imply a change in employment status.

Office Hours

Cumberland Heights’ residential facility operates 24 hours a day, 7 days a week while outpatient sites generally operate Monday through Friday. Work schedules for employees vary throughout the organization. Managers will advise employees of their individual work schedules. 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.

In addition to regular work hours, hourly employees may be required to work overtime in the event that their replacement on the following shift is unable to report to work or for other coverage as needed. Occasionally employees may be asked to work on temporary assignments for which they are qualified that are in place of or in addition to their usual job assignments.

No employee recognized as critical staff should leave the facility until his/her replacement for the next shift is able to report to work or unless approval is given by his/her manager and/or department head, especially during an emergency or other unplanned event (i.e., inclement weather).

Timekeeping

Cumberland Heights utilizes a web-based time and labor management system for timekeeping purposes. Hourly employees are required to enter hours worked into the designated time and labor management system. All hourly employees will be informed of how to register as a user in the time and labor management system and when to record time-in and time-out. Employees are responsible and care should be taken to ensure that all time worked is recorded accurately to determine pay.

Rules for hourly employees recording time worked:

- ❖ Each employee must log into and out of the web-based system to enter his/her own time-in and time-out (including departure from work for personal reasons).

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- ❖ Under no circumstance is any employee allowed to record time for another employee.
 - ❖ Employees must report all time worked, including overtime.
 - ❖ Employees must accurately record the days for PTO or any other type of leave.
 - ❖ Employees must report any errors in recorded time worked to their managers or designees.
 - ❖ Employees are not permitted to alter recorded time worked.
 - ❖ Employees are not permitted to perform “off the clock” work without being paid.

Each person will be paid for all work time properly recorded. Failure to follow the rules for recording time worked will result in disciplinary action up to and including termination.

Employees should review their paycheck and promptly report any errors to Payroll, whether an underpayment or overpayment. Failure to report any errors will result in disciplinary action up to and including termination.

Exempt employees are required to record the days they are taking PTO or any other type of leave.

Lunch and Break Periods

Employees working six (6) or more hours in one day will automatically receive an unpaid lunch period of 30 minutes. Managers will schedule meal periods to accommodate operating requirements. Employees should take their lunch break away from the work area.

There are designated clinical employees who do receive a paid lunch period because of job and/or shift requirements. These employees will be paid their full hours worked.

Each workday, eligible non-exempt employees are provided with two (2) rest periods of 15 minutes in length. To the extent possible, rest periods will be provided in the middle of the work periods. Rest periods count as time worked and do not require an employee to record time-in and time-out.

Employees may eat meals in the Cumberland Heights’ dining room during their scheduled work shift. Employees are required to purchase meal tickets or pay for individual meals. If an employee is working beyond his/her normal shift and would like to eat dinner before going home (and is not returning to work), there is an additional meal charge. Only staff working on Saturday nights may eat at the facility on Saturday night. Employees who work on Sundays and/or attend the Sunday service may eat lunch afterwards for an additional charge. Charges for employee meals are established by the Dietary Services Department. Any meal charges not paid by the end of each payroll period will be deducted from an employee’s pay with a surcharge.

Outside Employment

An employee may hold a job with another organization as long as he/she is performing his/her job duties and responsibilities in a satisfactory manner. If Cumberland Heights determines that an employee’s outside work interferes with performance or the ability to meet the requirements of Cumberland Heights, the employee may be asked to terminate the outside employment, if he/she wishes to remain with Cumberland Heights, or resign.

Outside employment will present a conflict of interest if it has real or potential adverse impact on Cumberland Heights. Any Cumberland Heights employee pursuing outside employment in the field of alcohol and drug abuse treatment should consult with his or her immediate manager about any potential conflicts of interest prior to accepting additional employment.

Hiring of Relatives

It is Cumberland Heights' policy that relatives of staff currently employed by the organization may be hired only if they will not be working directly for or supervising a relative. If already employed, they cannot be transferred into such a reporting relationship. If the relative relationship is established after employment, the employees will be given fifteen days to offer suggestions as to how the situation may be resolved; however, management will ultimately decide who is to be transferred. 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 termination from employment.

Dual Relationships

A dual relationship is defined as one in which a healthcare professional and a patient have another set of roles by which they interact **in addition** to that of healthcare professional and patient. The patient is defined as one who may be or has been a patient or family member of Cumberland Heights or it may be an employee or the immediate family of an employee. Immediate family is defined as the spouse, child, parent, sibling or grandparent of an employee or anyone else serving in these roles regardless of blood relationship.

Cumberland Heights takes the position that dual relationships are to be avoided in order to have a clear and uncompromised focus on the welfare and care of the patient and/or family member seeking help. Cumberland Heights has established specific guidelines to prevent dual relationships from occurring. They are:

- Cumberland Heights' professional counseling staff shall not treat colleagues, co-workers or their immediate family members in private practice and/or outside counseling employment.
- Immediate family members may not be treated in a program in which the employee works without the approval of executive management.
- Licensed Independent Practitioners who have contracted with Cumberland Heights to provide specific services are strongly discouraged from treating Cumberland Heights' employees or their immediate family in their own practices.
- Cumberland Heights' employees who are members of a Twelve Step Program shall not sponsor other employees.
- Cumberland Heights' employees, other than those providing pastoral care services, shall not hear Fifth Steps with patients of Cumberland Heights.

Employment of Minors

Persons age 18 or over may be considered for regular full-time or regular part-time employment.

No person under the age of 14 will be employed under any circumstances. A minor between the ages of 14 and 18 may be employed on a part-time, PRN or temporary basis as long as employment does not interfere with the minor's health, safety, well being, or school. A minor is not permitted to be employed:

-
- During school hours
 - Between 7:00 pm and 7:00 am
 - More than three (3) hours per day on any school day
 - More than eight (8) hours per day on any non-school day
 - More than forty (40) hours per week on any non-school week.

A minor must present proof of age as well as meet the requirements of I-9 reporting guidelines.

Please note that any employee under the age of 21 is not permitted to drive Cumberland Heights' vehicles for business or personal vehicles on Cumberland Heights business at any time.

Children at Work

Cumberland Heights strives to be a family friendly organization, acknowledging there are times when routine childcare arrangements fall through or other emergencies occur. For that reason, employees may bring children to work with them for a limited period of time. When this situation occurs, the manager should be notified immediately, the child should be closely supervised by the parent at all times, and the child is restricted from patient care areas. Sick children should not be brought to work at any time for infection control reasons.

Personnel Files

Personnel records are centrally located at the main campus on River Road for all employees as required by current employment laws. An abbreviated file may be maintained at a particular outpatient site at which the employee is stationed. All personnel files are maintained confidentially. Information contained in the personnel files will not be given to anyone outside Cumberland Heights unless employee permission is granted in writing, information is given in response to a written authorization to release information form (i.e., mortgage/credit applications), access is required by legal subpoena, or information is requested by authorized law enforcement agencies or local, state, or federal agencies conducting official investigations or audits. Human Resources may provide basic employment information without written permission, such as dates of employment, position, and status. Information provided will be documented and maintained in the employee's personnel file.

Cumberland Heights maintains designated information separate from the general personnel record in accordance with federal and state laws (i.e., HIPAA, GINA). Separate files are maintained for medical information (including genetic information and tests results), workers compensation, and I-9 forms.

The employee is responsible for notifying his/her Manager and the Human Resources Director as soon as possible of any change of name, address, telephone number, marital or dependent status, emergency contacts, beneficiary, and so forth. Failure to report such changes in a timely manner may result in loss of benefits for the employee and/or his/her dependents.

Licensed and/or credentialed employees are required to submit proof of current license(s) and/or credentials. Employees who are required to provide proof of current license(s) and/or certification in order to practice (i.e., nurses and physicians) and fail to do so before expiration date will not be permitted to work until proof of current license(s) and/or certification is provided.

Employees who routinely drive their own vehicles on Cumberland Heights business as part of their job must provide proof of current driver's license and adequate insurance, as well as renewals of both. Employees who

are approved to drive Cumberland Heights' vehicles must provide proof of current driver's license as well as renewals.

Consistent with Cumberland Heights' policy of open communications, each employee has the right of reasonable and timely access to view personal information in his or her records. Employees are permitted to address inaccurate information and/or express disagreement with the information retained in the records. Personnel files are the property of Cumberland Heights and therefore, cannot be removed from the office in which they are maintained.

The internal availability of personnel information is strictly limited to members of management with a clear "need to know."

Employee Performance and Development

Cumberland Heights conducts performance evaluations for its employees upon completion of a 90-day evaluation period and annually thereafter. The performance evaluation completed at the end of 90-days will be accompanied by a competency assessment. Hereafter, the competency assessment occurs every three (3) years based on an organizational calendar.

Performance Evaluations and Competency Assessments provide employees and their managers with the opportunity to discuss job performance goals and objectives, job duties and responsibilities, recognize strengths, identify areas for improvement, and discuss methods for improving overall performance. Written documentation of each review should be signed and dated by both the employee and supervisor and placed in the employee's personnel file.

A positive performance evaluation does not, at any time, guarantee an increase in wages or salary, a promotion or continued employment. Compensation increases and the terms and conditions of employment are determined by, and at the discretion of Cumberland Heights.

Cumberland Heights relies on its employees to perform accurately, timely and appropriately in all aspects of their job duties and responsibilities. Cumberland Heights has established a Corrective Counseling process, that may include coaching, training, and corrective action, to help employees comply with expected standards as well as to deal with those employees who do not. Individual employee circumstances and events will be evaluated on a case-by-case basis. It is also noted that Cumberland Heights is an at-will employer and is not required to follow a particular order of steps or go through each step as outlined. The goal of Corrective Counseling is for the employer to make a good faith effort in leading the employee down a successful path

In addition to performance evaluations and Corrective Counseling, employees are encouraged to discuss job performance with their managers on an ongoing basis. It is not necessary to wait for a performance evaluation to discuss work performance or any job related problem. If at any time an employee becomes concerned about his/her progress, or if there are any other matters of concern regarding employment, these should be discussed immediately with the supervisor. Cumberland Heights feels this process is extremely important to make the employees' employment with Cumberland Heights a productive and satisfying experience.

Corrective Counseling

The purpose of this policy is to state Cumberland Heights' position on administering equitable and consistent discipline for misconduct and unsatisfactory job performance in the workplace.

The intent of performance counseling is to reinforce the conduct and performance standards of Cumberland Heights and to focus on meeting those standards. If an employee does not meet the identified standards, as well as continue to meet the remainder of the performance standards for his/her position, Cumberland Heights may take corrective action. Cumberland Heights's best interest lies in ensuring fair treatment of all employees and making certain corrective actions are prompt, uniform and impartial. Corrective Counseling emphasizes the individual's responsibility for improving performance or conduct while providing consequences for the lack of acceptable progress.

Corrective counseling may include a verbal warning, written warning, or termination of employment, depending on the nature and severity of the issue. **It should be noted there may be circumstances when one or more steps are bypassed.** Corrective counseling may consist of the following counseling when applicable:

1. **Verbal Warning** - The employee's supervisor brings the conduct or performance issue to the employee's attention, verifies the employee understands the standards, suggests how the problem may be remedied and warns the employee against further occurrences.
2. **Written Warning** - If the same or separate issue occurs, the employee may receive a written warning that refers to the verbal warning, states the nature of the problem, required corrective action and possible consequences if the problem is not corrected. A copy of the written warning (signed by both the employee and supervisor) will be placed in the employee's personnel file. The formal written warning may be accompanied by the following measures:
 - a. **Investigative Administrative Leave (1-5 days with pay in an investigation situation)**
 - b. **Probation (30-90 days)**
 - c. **Suspension (1-3 days without pay)**
3. **Termination** - The goal of corrective counseling is to provide an employee with the opportunity to correct performance or conduct issues and become a productive member of Cumberland Heights' team. If, however, issues persist despite discipline, the employee may be dismissed. Termination for unsatisfactory conduct or performance may render an employee ineligible for re-employment.

There are certain types of employee issues that may warrant termination of employment without going through the steps outlined above. An employee may be discharged without notice for serious offenses including, but not limited to, failure to perform adequately the duties and responsibilities of the job; negligent and/or abusive patient care; frequent absences or tardiness; unauthorized disclosure of patient, employee, or company confidential information; rude or discourteous behavior towards visitors, management or other employees, including the use of foul language, profanity, or vulgarity; solicitation or acceptance of gratuities, gifts, rebates or bribes from visitors, or vendors; sexual or other forms of harassment; flagrant neglect of work;

insubordination; possession of or being under the influence of alcohol or a controlled substance while on company business or premises; theft; physical assault on a fellow employee; falsification of any records, including time sheets, expense reports or other company documents; possession of weapons on Cumberland Heights' premises; willful destruction of company property; or for any other action having an adverse impact on the work and the reputation of Cumberland Heights.

Additionally, conduct outside the workplace including, but not limited to, violation of the law and/or actions that may involve material risk to organizational operations and/or potential damage to Cumberland Heights's reputation/good standing in the community may give rise to discipline, up to and including termination of employment. Therefore, it is each employee's responsibility to inform the organization immediately of convictions of any criminal offenses. Failure to notify the company may subject the employee to disciplinary action, up to and including termination of employment.

Problem Resolution/Employee Grievances

It is the policy of Cumberland Heights to resolve workplace issues and problems through an internal grievance procedure that ensures any problems or complaints are considered quickly, fairly, and without fear of reprisal.

The objectives of the grievance process are:

- To provide the employee with the means of being recognized and heard;
- To alert management to causes of employee dissatisfaction and provide an opportunity to eliminate the causes;
- To formally and appropriately address grievances in a timely and fair manner;
- To foster a climate of trust;
- To maintain a positive and engaged workforce.

Matters relating to the terms of employment, such as classification, rate of pay, and title are generally handled on a case-by-case basis between the employee and his/her manager rather than through the grievance procedure.

Employees should direct questions concerning grievance procedures to their managers and/or the Human Resources Director. Employees do have the obligation to continue to work normally without interrupting current job responsibilities during this process.

Grievance Procedure:

Step 1: An employee should *notify his/her manager within five (5) days of the event* that has given rise to the grievance and *allow the manager at least three (3) working days* in which to respond in an effort to achieve a mutually satisfactory resolution prior to beginning the formal grievance process. If the grievance is not resolved informally through discussion between the employee and the manager, the employee may elect to proceed to Step 2 .

Step 2: If the employee elects to proceed, the grievance should be directed to the Department Head or the supervising executive manager, whichever may be applicable in the chain of command. The Department Head or supervising executive manager will *investigate, meet with the parties involved,*

and attempt to resolve the matter. If the grievance is not resolved at this level, the employee may then elect to proceed to Step 3 and file a formal written grievance with the Human Resources Director.

Step 3: The employee has **five (5) working days from the time of the meeting to file** a formal written grievance with the Human Resources Director. The Human Resources Director will **investigate and attempt to resolve the matter within ten (10) working days**. In the event a resolution is not reached with the intervention of the Human Resources Director, the employee may then elect to proceed to Step 4.

Step 4: A meeting will be arranged between the Chief Executive Officer, the Executive Associate Director (as designated), the Human Resources Director, the supervising executive manager or Department Head, the manager, the employee, and any other parties with direct involvement in the matter. The Chief Executive Officer (or designee) will provide the employee **a written response to this meeting within five (5) days** of the scheduled meeting. The Chief Executive Officer (or designee) makes the final determination regarding all employee disputes.

Step 5: The employee may appeal the decision of the Chief Executive Officer (or designee) to the Personal Committee of the Board of Directors. The request for appeal must be submitted in writing to the Chairman of the **Personnel Committee within ten (10) days after the final determination** has been made by the Chief Executive Officer (or designee). The Personnel Committee will consider the evidence submitted by the employee and all concerned parties and will **respond to the employee within ten (10) days after the Committee's next scheduled meeting**. This response will be in writing and will be delivered through the Chief Executive Officer (or designee) to the employee.

Separation Procedures/Termination of Employment

Employee Initiated Termination/Resignation

As set forth in the at-will relationship, employees are free to resign from their positions at any time, with or without cause, and with or without notice. Whenever possible, employees are asked to provide at least two weeks' notice in writing prior to leaving Cumberland Heights' employment. Cumberland Heights reserves the right to release an employee immediately with pay in lieu of the notice upon receipt of a resignation.

Employer Initiated Terminations

Cumberland Heights is an at-will employer. Cumberland Heights may terminate employment of any employee for any reason or no reason so long as it is not in violation of law.

Final Wages

When an employee leaves the employment of Cumberland Heights, his/her employment ends of the last day worked and any wages due will be paid within the normal payroll schedule or within the time frame established by state law. Final wages may include payment for unused time off benefits as outlined in that section.

Benefits at Termination

When an eligible employee leaves the employment of Cumberland Heights, he/she will be provided with information about available options regarding continuation of benefit plans in which he/she was participating, including medical and dental insurance, through Human Resources and/or the Benefits Administrator (COBRA).

Return of Cumberland Heights' Property

When an employee leaves the employment of Cumberland Heights, he/she is required to return any and all Cumberland Heights' property in his/her possession, including but not limited to, all Cumberland Heights documents, materials, computer equipment, mobile phones, corporate credit cards, keys, and name badges.

Exit Interview

An employee may be asked to participate in an exit interview. The information discussed will provide closure to the employee in regards to his/her employment with Cumberland Heights and it will enable Cumberland Heights to consider the employee's comments and suggestions for improving Cumberland Heights's management, operations and ideas in general. Exit interview documents will be maintained separately from an employee's personnel file.

Rehire Eligibility and Service Bridging

Where business needs dictate, it is the practice of Cumberland Heights to rehire former employees who a) voluntarily left organization employment in good standing, or were b) laid off due to business slowdown(s) and who possessed a satisfactory record of service.

Employees, in good standing, with satisfactory job performance, who were part of a reduction in force, as well as those who voluntarily resigned, may be eligible for rehire based on company records. Former employees deemed ineligible for rehire are excluded from rehire consideration. Exceptions to rehire consideration must be approved by the supervising executive manager.

Service Bridging Guidelines for Eligible Employees

1. If a former employee with less than one year's prior service is rehired, the employee will be considered a new employee and will not be eligible for prior service bridging for seniority.
2. If a former employee with more than one year's prior service is rehired, the employee's seniority will be bridged. Service bridging will include prior service recognition for accrued leave plans.

Rehire Service Date Adjustment

When bridging of prior service is granted, a rehired employee's company service date will be adjusted in accordance with service bridging guidelines.

Part Three – Leave Time

Holidays

Cumberland Heights will grant time off to eligible employees for holidays designated each year. Employees will be advised of the holidays prior to the benefit (or calendar) year as well as in the time and labor management system. A recognized holiday that falls on a Saturday will be observed on the preceding Friday. A recognized holiday that falls on a Sunday will be observed on the following Monday.

Employees in the following employment classifications are eligible to use holiday time off as described in this policy:

- Regular full-time employees (30-40 hrs/wk)
- Part-time with benefits employees (24-29 hrs/wk)

Once employees enter an eligible employment classification (see above), they are eligible for paid holiday time off. There is no waiting period.

For eligible regular full-time and part-time with benefits employees taking time off for a recognized holiday, they will receive holiday pay based on the employee's straight time hours the employee would otherwise have worked on that day (up to eight hours maximum). Eligible part-time employees (24-29 hrs/wk) will earn prorated holiday pay.

For eligible non-exempt employees working on a recognized holiday, they will receive holiday pay (up to eight hours maximum) plus regular wages for hours worked on the recognized holiday (i.e., double time) or they will receive another scheduled day off within the same pay period or no later than 30 days from the recognized holiday.

If a holiday falls on an employee's normally scheduled day off, the employee may be paid for the holiday or given another day off at the discretion of the manager.

Managers will advise employees of their individual work schedules for holidays.

If a recognized holiday falls during an eligible employee's unpaid leave of absence (e.g., all other time off benefits have been exhausted), the employee will be ineligible for holiday pay.

Paid time off for holidays will not be counted as hours worked for the purposes of determining overtime.

Inclement Weather

Emergency conditions, such as severe weather, can disrupt Cumberland Heights operations and interfere with work schedules, as well as endanger employees' wellbeing. These extreme circumstances may make it impossible for employees to report to work.

In the event that emergency conditions occur before the beginning of the regular work day, it is expected that all employees directly involved in patient care or holding positions essential to the efficient operation of the facility (i.e., critical staff) will make every good faith effort to report to work. If it is impossible for the employee to report to work, he/she should advise his/her manager and/or department head as soon as possible.

In the event emergency conditions occur during a regular work day, it is essential for employees (recognized as critical staff currently at the facility) not leave the facility until their replacement is able to report to work or unless approval is given by their manager and/or department head.

Employees who are not directly involved in patient care or who do not hold positions essential to the efficient operation of the facility may use their discretion in deciding when to leave the facility.

Employees unable to report for duty due to emergency conditions are considered excused, but must use PTO for the absence unless otherwise approved by their department head.

Paid Time Off (PTO)

Effective April 14, 2014, Cumberland Heights amended its traditional time off policies that previously included three separate banks - vacation, sick and personal days. Cumberland Heights' new time off policy will be based on a Paid Time-Off (PTO) bank and is considered to be a more modern, employee-friendly approach to time off. Employees will no longer be required to designate a reason for taking paid time off, except in situations requiring approved FMLA leave. Our changing to a PTO system allows the employee the flexibility to manage their time off in a way that best suits their personal needs.

Please be assured that employees will not be losing any time off that you have already accrued – including those who may have been maxed out on vacation and sick. Any accrued and unused vacation, sick, and personal time not taken before April 14, 2014 will **automatically transfer** into your PTO Bank in Ultipro as of April 14, 2014.

NOTE: The balances will not show in Ultipro until the first payroll is processed for pay date May 2, 2014.

PTO Accrual

PTO time will accrue similar to our previous policies for vacation and sick. Full-Time employees (30-40 hours per week) will accrue time off from hours worked according to the chart below and are based on a maximum of 80 hours per pay period for accrual. **Part-Time (24-29 hours per week) employees will accrue half that rate.** In addition, accrual rates will increase at five year intervals up to 30 years of service (previously accrual rates maxed out at ten years).

Employees who are Part-time with no benefits (less than 24 hours per week or PRN) are not eligible for any PTO benefits.

Directors accrue PTO at the one level above their actual seniority. Executives accrue PTO at two levels above their actual seniority.

For 2014 Only – Regular Full-Time (30 -40 hrs/week):

Years of Service	Rate	Accrual based on 80 Hour Pay Period	Maximum Accrual Balance based on 80 Hour/Pay Period
0-5	.0769	6.15 hours	328 hours (41 Days)
5-10	.0961	7.69 hours	388 hours (48.5 Days)
10+	.1153	9.23 hours	448 hours (56 Days)

As of 2015:

Years of Service	Rate	Accrual based on 80 Hour Pay Period	Maximum Accrual Balance based on 80 Hour/Pay Period
0-5	.0769	6.15 hours	160 hours (20 Days)
5-10	.0961	7.69 hours	200 hours (25 Days)
10-15	.1153	9.23 hours	240 hours (30 Days)
15-20	.1269	10.15 hours	264 hours (33 Days)
20-25	.1384	11.07 hours	288 hours (36 Days)
25-30	.1461	11.68 hours	304 hours (38 Days)
30+	.1538	12.30 hours	320 hours (40 Days)

Maximum Rollover

NOTE: At the start of the first pay period for 2015, and every year thereafter, there will be a limit on the maximum number of hours that can be rolled over to start each new year. The maximum number of hours will be half your annual maximum as the chart below represents.

Years of Service	Max Rollover Amount
0-5	80 Hours (10 Days)
5-10	100 Hours (12.5 Days)
10-15	120 Hours (15 Days)
15-20	132 Hours (16.5 Days)
20-25	144 Hours (18 Days)
25-30	152 Hours (19 Days)
30+	160 Hours (20 Days)

FMLA Time Bank

From November 2014 to December 15 2014, employees will have the option to roll over a maximum of 30 Days (240 hours) of PTO time into an FMLA Time Bank. This will be a one-time opportunity not to lose any extra time accrued. For each following year thereafter, employees can roll up to a maximum of 3 days (24 hours) of PTO time per year into the FMLA Time Bank. The FMLA Time Bank can be used by eligible employees who complete the required process and are approved for FMLA leave. Please refer to the Employee Handbook section for Family Medical Leave Act (FMLA).

The FMLA Time Bank cannot be used for PTO time that is not in compliance with FMLA approved leave nor will it be paid out upon termination.

Payout Upon Termination

In the event of termination, employees will be paid for half of their remaining PTO balance. This is comparable to the previous policy where vacation time would be paid out upon leaving Cumberland Heights. Neither sick nor personal time balances were paid out to employees previously.

This is a reminder that upon termination the FMLA Bank will not be paid out.

Once employees enter an eligible employment classification (see above), they begin to earn PTO according to the schedule.

PTO requests will be reviewed and approved by the manager based on a number of factors, including business needs and staffing requirements.

PTO is paid at the employee's base pay rate at the time of vacation. It does not include overtime or any special forms of compensation such as incentives or shift differentials.

The length of eligible service is calculated based on a benefit (or calendar) year. In the event that available PTO is not used by the end of the benefit year, unused time will be rolled over according to the maximum amount allowed per years of service. The employee may opt to roll no more than three (3) days into the FMLA bank as stated previously.

Upon change in eligibility due to classification of Part-Time with no Benefits, employees will be paid half of their remaining PTO balance.

Employees will not accrue vacation benefits while on any leave of absence.

Unscheduled Absences

Cumberland Heights expects its employees to work as scheduled and to manage their time off in a way that best suits their personal needs.

Employees who are unable to report to work due to an unexpected personal event are required to notify their director, supervisor or manager before the scheduled start of their workday. Absences for unexpected personal events will count as unscheduled absences (see Attendance).

Employees who need to work from home are required to get approval from their director, supervisor or manager in advance.

Employees who are unable to report to work due to illness or injury are required to notify their director, supervisor or manager before the scheduled start of their workday. The direct supervisor or manager must also be contacted for each additional day of absence. Before returning to work from a sick leave absence of three (3) calendar days, an employee may be required to provide a physician's verification he/she may safely return to work and with or without restrictions.

Employees who are unable to report to work due to illness or injury are not required or expected to work from home and PTO for the unscheduled absence(s) will be used as available.

As a condition of eligibility for FMLA Bank, an employee on an extended absence due to their own illness or injury or the illness or injury of an immediate family member must apply for any other available compensation and/or benefits, such as Family Medical Leave Act (FMLA), worker's compensation and/or disability insurance programs, as applicable.

PTO benefits will be used to supplement any payments an employee is eligible to receive from Worker's Compensation or disability insurance programs. The combination of any such disability payments and PTO benefits cannot exceed the employee's normal weekly earnings. If the employee is receiving additional compensation from Worker's Compensation or disability insurance, he/she will only be charged for the amount of PTO necessary to make up the difference between the normal rate of pay and the compensation received from other sources.

Discretionary Leave of Absence

Discretionary leave without pay is available separate from or not related to FMLA or other medical leaves of absences for employees who wish to take time off from work duties to fulfill personal obligations.

Employees in the following employment classifications are eligible to request a personal leave of absence as described in this policy:

- Regular full-time employees (30-40 hrs/wk)
- Part-time with benefits employees (24-29 hrs/wk)

Discretionary leave may be used after a waiting period of 90 calendar days in an eligible employment classification and/or with approval in advance by the manager and supervising executive.

Discretionary leave may be granted for a maximum of fourteen (14) calendar days. If this initial period of personal absence proves insufficient, consideration may be given to a written request for a single extension of no more than seven (7) additional calendar days. ***Employees must use any available PTO time prior to the effective date of the personal leave of absence.***

Requests for discretionary leave will be evaluated based on a number of factors, including anticipated operational requirements and staffing considerations during the proposed period of absence.

Subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible, Cumberland Heights will continue to provide health insurance benefits for the term of the personal leave of absence.

The accrual of PTO time will be suspended during the leave and will resume upon the employee's return to active employment.

When discretionary leave ends, the employee will return to the same position or to a similar one for which he/she is qualified. If the previous position or a comparable one is not available, an effort will be made to offer another position that is available and suitable. Although every reasonable effort will be made to place an employee at the end of a discretionary leave of absence, Cumberland Heights cannot guarantee reinstatement in all cases. If an employee fails to report to work at the expiration of the approved discretionary leave of absence, Cumberland Heights will assume that the employee has resigned.

Bereavement Leave

Cumberland Heights provides up to three days off with pay to travel, attend the funeral, and/or grieve following the death of an eligible employee's immediate family.

The employee's immediate family includes the employee's spouse/significant other, parent, child, or sibling, including those 'in locos parentis' (someone who has served as a parent or guardian in the absence of the parent or guardian); the employee's spouse's parent, child, or sibling; the employee's child's spouse, and grandparents or grandchildren. Special consideration may be given to any other person whose association with the employee was similar to any of the above relationships. In addition, immediate family includes any other person who is related to the employee by blood or by law who regularly resides with or is primarily supported by the employee.

Employees should contact their manager/supervisor as soon as possible concerning the need for bereavement leave. Employees should also indicate the length of their anticipated absence.

Any absence due to bereavement of more than three days will require an employee to use available PTO time.

Jury Duty

Cumberland Heights supports employees who are called to fulfill their civic duty to serve on a jury.

Jury duty is paid at the employee's base pay rate at the time of duty for each day served. It does not include overtime or any special forms of compensation such as incentives or shift differentials.

The employee is required to provide a copy of the jury summons to the manager as soon as possible after receiving.

Upon return to work the employee is required to provide the manager with verification from the court of the number of days served.

Cumberland Heights recognizes that alternate scheduling may need to occur when employees are called for jury duty. In general, if an employee is released from jury duty with at least four (4) hours remaining in his/her regular workday, the employee is required to return to work for the remainder of the shift. Dependant upon facility needs, Cumberland Heights may temporarily alter the schedules of employees who are regularly scheduled for after hours shifts during their jury duty.

Cumberland Heights supports employees who are subpoenaed to appear in court for witness duty. Employees must show the subpoena to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate the employee's absence.

If the employee has been subpoenaed as a witness by or for Cumberland Heights, he/she will receive employer paid time off for the entire period of witness duty.

Employees will be granted unpaid time off to appear in court as a witness when requested by a party other than Cumberland Heights. Employees are required to use any available PTO to receive compensation for the period of this absence.

The employee is expected to report for work whenever the court schedule permits.

Military Duty

Cumberland Heights will administer military leave and returns from leave in accordance with the [38 USC 4301] Uniformed Services Employment and Reemployment Rights Act (USERRA). Upon completion of military service, employees also are entitled to be restored to their former jobs with no loss of service time, or to a position offering the same pay with no loss of service time.

Additionally, under USERRA, while on a military leave of absence, employees may elect to obtain continued insurance coverage at their own expense for a maximum of 24 months. Upon reemployment from military leave, the employee will be exempt from insurance waiting periods or limitations on coverage for the employee and all covered family members. Also, employees reemployed from military leave will be treated as if they have been continuously employed for vesting and benefit accrual purposes

Military leave will be unpaid. Employees may use any available PTO to receive compensation for the period of leave.

Employees must show provide a copy of their report orders to the manager as soon as possible.

Subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible, Cumberland Heights will continue to provide health insurance benefits until 30 calendar days after military leave begins. At that time, employees who want to continue their coverage will become responsible for the full costs of such benefits. Cumberland Heights will resume its share of the payment of these costs when the employee returns to active employment.

The accrual of PTO time will be suspended during the leave and will resume upon the employee's return to active employment.

Employees 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 for reasonable travel time.

Employees on longer military leave must apply for re-employment in accordance with all applicable state and federal law. Every reasonable effort will be made to return eligible employees to their previous position or a comparable one.

Consistent with the Family and Medical Leave Act (FMLA) regarding military leave, employees who are called for duty with the Armed Forces, including a member of the National Guard or Reserves, are entitled to an unpaid leave of absence (see FMLA section).

An employee who is called to military service, voluntarily or involuntarily, will be granted a leave of absence for the time necessary to fulfill the military obligations. The employee should notify his or her immediate supervisor upon receiving notice to serve. Such notification to Cumberland Heights may include written verification of duty call from military authority, date the leave is to commence, and the expected date of return.

Voting

Cumberland Heights will comply with all requirements of state law regarding employees' voting privileges.

Employees should make every effort to vote on non-working time. If an employee does not have three consecutive non-working hours during which he/she can vote, up to three hours of employer paid time off will be granted to vote. Requests for such time off must be made to the employee's supervisor no later than noon on the day prior to the election. The supervisor may designate the time to be taken from work for the employee to vote.

Family Medical Leave Act (FMLA)

The purpose of the Family and Medical Leave Act (FMLA) is to allow employees to balance their work and family life by taking reasonable unpaid leave for eligible reasons as described in the text below.

All medical leaves of absence will be reviewed for eligibility under FMLA and subsequent amendments. FMLA requires covered employers to provide up to 12 weeks of unpaid, job protected leave to eligible employees for certain family and medical reasons. FMLA permits employees to take leave on an intermittent basis or to work a reduced schedule under certain circumstances.

Employees are eligible if they have worked for their employer for at least one year and if they have worked at least 1,250 hours over the previous 12 months. Generally, FMLA applies to regular full-time employees.

Unpaid leave must be granted for *any* of the following reasons:

- the care of the employee's child after birth, or placement for adoption or foster care;
- the care of the employee's spouse/significant other, son, daughter or parent, including those 'in locos parentis' (someone who has served as a parent or guardian in the absence of the parent or guardian), who has a serious health condition; or
- a serious health condition that makes the employee unable to perform his/her job.

Serious health condition is defined as any injury, illness, impairment, or a physical or mental condition that involves:

- In-patient care (overnight stay) in a hospital, hospice, or residential medical care facility; or
- Continuing treatment by a health care provider that either prevents the employee from performing the functions of his/her job or prevents the qualified family member from participating in school or other daily activities. Continuing treatment requirement may be met by a period of incapacity of three (3) or more consecutive calendar days combined with:
 - ✓ at least two visits to the health care provider; or,
 - ✓ at least one visit to the health care provider followed by a regimen of continuing treatment, incapacity due to pregnancy, or incapacity due to a chronic condition.

The employee will provide advance leave notice and medical certification to the Human Resources Director, when foreseeable or as soon as practical in unforeseeable circumstances. **Required paperwork includes the “Cumberland Heights’ Request for FMLA Leave” and the “Certification of Health Care Provider” form,** which are available in Human Resources or on the Intranet Human Resources page. The medical certification will be required to support the request for leave because of a serious health condition. Cumberland Heights has the right to require a second or third opinion (at Cumberland Heights’s expense) and/or a fitness-for-duty report in order to return to work. Taking of FMLA leave may be denied if requirements are not met.

An employee’s FMLA leave and 12-week allotment will commence from the first date of absence for the covered situation, regardless of when FMLA is formally requested.

Employees will be required to exhaust any accrued FMLA Bank and/or PTO while taking FMLA leave. The employee must comply with normal time off policies.

An employee is not required to use FMLA leave entitlement in one block.

If the employee or the employee’s family member requires only periodic treatment (e.g., chemotherapy or dialysis) for a medical condition, the employee may request FMLA leave on an intermittent basis. Intermittent leave is to be taken in no less than one hour increments and will be counted toward the 12-week allotment (12 weeks = 480 hours for regular full-time employees, or a prorated portion for eligible part-time employees).

If FMLA leave is due to one of these reasons and is properly requested and documented, the employee will be returned to his/her same position or an equivalent position with the same rights, benefits, pay, and other terms and conditions that existed prior to the leave. Although every reasonable effort will be made to return an employee to a position, Cumberland Heights cannot guarantee reinstatement once the employee’s leave has gone beyond the FMLA period. If the employee is not released to return to work within 12 weeks, he/she may request a discretionary leave of absence.

If a husband and wife both work for Cumberland Heights and each wishes to take leave for the birth of a child, adoption or placement of a child in foster care, or to care for a parent (but not a parent "in-law") with a serious

health condition, the husband and wife may only take a combined total of 12 weeks of leave. If a husband and wife both work for Cumberland Heights and each wishes to take leave to care for a covered injured or ill service member, the husband and wife may only take a combined total of 26 weeks of leave.

Cumberland Heights reserves the right to deny leave reinstatement to key employees, where such denial is necessary to prevent substantial and grievous economic injury to the Cumberland Heights's operation. Key employees will be notified of Cumberland Heights's intention to deny reinstatement as soon as a determination is made. Key employees are defined as the highest-paid 10 percent of employees within a 75-five mile radius of the facility where employed.

Family and Medical Leave (FMLA) for Military:

In addition to allowing employees to take reasonable unpaid leave for medical reasons, for the birth or adoption of a child, for the care of a child, spouse, or parent who has a serious health condition, this Act was amended in 2008 to allow employees to take reasonable unpaid leave for the care of a covered service member with a serious injury or illness or because of a qualifying exigency arising out of the employee's spouse, son, daughter or parent on active duty or call to active duty status in support of a contingency operation. In this regard, FMLA is intended to balance the demands of the workplace with the needs of families, to promote the stability and economic security of families, and to promote national interests in preserving family integrity.

An Eligible employee with a spouse, son, daughter or parent on covered active duty or call to covered active duty status in the National Guard or Reserves in support of a contingency operation may use his/her 12-week FMLA leave entitlement to address certain qualifying exigencies.

"Covered active duty" means the deployment of a member of the regular Armed Forces to a foreign country and the order to active duty of a member of a reserve component of the Armed Forces or a member of the National Guard. A qualifying exigency includes; a) short-notice deployment (call or order 7 calendar days prior to deployment); b) Military and activities related to call to active duty; c) childcare and school activities; d) making or updating financial and legal arrangements; e) counseling; f) rest and recuperation (limited to 5 day per leave, up to 12 work weeks in a 12 month period, to spend time with military member on short-term leave); g) post-deployment activities, defined as up to 90 days following termination of active duty status or to address the death of the covered service member, such as making funeral arrangements; and h) additional activities agreed to by both employer and employee which arise out of the active duty or call to active duty.

An Eligible employee may also take up to 26 weeks of FMLA leave due to a special leave entitlement to care for a covered service-member during a single 12-month period. A covered service-member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty while on active duty rendering the service-member medically unfit to perform his/her duties for which the service-member is undergoing medical treatment, recuperation, or therapy, or is in outpatient status, or is on the temporary disability retired list.

If FMLA leave is due to one of these reasons and is properly requested and documented, and the employee returns from leave prior to exhausting applicable weeks of FMLA eligibility, the employee will be returned to

his/her same position or an equivalent position with the same rights, benefits, pay, and other terms and conditions that existed prior to the leave. If the employee is not released to return to work within the applicable weeks of FMLA eligibility, he/she may request a discretionary leave of absence.

Maternity Leave

State law provides that employers allow up to 16 weeks of unpaid, job-protected maternity leave for pregnancy, childbirth, adoptions and nursing. The law applies to both eligible male and female employees. This leave should be used in conjunction with the Family and Medical Leave Act (FMLA).

Eligible employees must have been employed for at least 12 consecutive months as a regular full-time employee.

The employee must give at least three (3) months advance notice to the manager and to the Human Resources Director, when foreseeable or as soon as practical in unforeseeable circumstances.

For an employee who needs to express breast milk for the employee's infant child, a reasonable, unpaid break time each day will be provided. Reasonable efforts will be made to provide a room or other private location, other than a public restroom, for the employee to express breast milk. The break time must, if possible, run concurrently with any break time already provided to the employee. Cumberland Heights is not required to provide a break time if to do so would unduly disrupt its business operations.

Part Four – Compensation

Compensation Overview

Cumberland Heights seeks to pay salaries that are fair to the individual employee, appropriate to the job, and consistent with the marketplace. Periodic salary surveys and studies are performed and/or utilized in the determination of these criteria.

The salary level for any particular job is based on a number of factors, including the experience, education, and training required to qualify for any particular job. Other considerations for salary levels include knowledge, skills, abilities, scope of responsibility, judgment, level of supervision, and the nature of the interpersonal interactions inherent in the performance of a particular job.

Wage and salary increases are based on job performance, meeting standards and expectations, and overall contributions to the success of the organization. Wage and salary increases are not guaranteed and must be earned. Wage and salary increases are granted at the sole discretion of management. Wage and salary increases do not create an implied contract for future employment and do not alter the “at-will” nature of the employment relationship with Cumberland Heights.

Promotions

Cumberland Heights recognizes there are often opportunities for advancement in a growing business. Promotions may be granted from within the organization whenever possible based on previous and current job performance, meeting standards and expectations, and overall contributions to the success of the organization.

Pay Periods

All employees are paid bi-weekly. Pay will include earnings for all work performed through the end of the previous payroll period. Each new payroll week begins on Mondays at 12:01 a.m. and ends on Sundays at midnight.

Payroll Deductions

Cumberland Heights is required by law to make the applicable deductions from employee earnings on behalf of the employee. Amounts withheld will vary according to earnings, marital status, government regulations and other factors. Mandated withholdings include Federal Insurance Contributions Act (FICA) taxes, which are collected for the Internal Revenue Service (IRS) and for social security.

Additionally, other voluntary deductions may be deducted from employee earnings, including, but not limited to, health insurance coverage, dental coverage, life insurance, supplemental insurance, retirement plan, or other benefits that may be elected by an employee.

Cumberland Heights is also required by law to recognize and respond to court orders, liens, or wage garnishments. If Cumberland Heights receives a notice of pending garnishment or wage assignment regarding an employee’s pay, the employee will be notified.

Neither pay advances nor extensions of credit on unearned wages will be provided to employees.

The law requires payroll deductions to cover federal, state, and local income taxes and Social Security/Medicare (FICA). These deductions are made automatically. Other deductions for other programs will be made upon a written authorization with the approval of the President.

Direct Deposit

All employees are required to enroll and participate in direct deposit of payroll. With direct deposit, employees will have their paychecks electronically transferred to the designated checking and/or savings accounts.

Employees using direct deposit will have access to their paycheck stub via the online labor and management system.

It should be noted that Cumberland Heights cannot guarantee the date/time on which each bank automatically posts funds into your account.

Overtime

All employees who are classified as non-exempt are eligible to receive overtime compensation at the rate of one and one-half times his/her regular rate of pay for hours worked in excess of forty hours each week in accordance with Federal law. PTO and holiday time do not count as hours worked when computing overtime.

Exempt employees are not eligible for overtime pay. Exempt employees' compensation is fixed irrespective of the number of hours required to complete the necessary work.

You may be expected to work overtime when requested by your Manager. All overtime worked by non-exempt employees must be approved in advance by your Manager. **Overtime hours worked without management approval is a violation of policy and may result in disciplinary action up to and including termination.** An emergency or unplanned event may require that staff not leave the facility until their replacement for the next shift is able to report to work or unless approval is given by their manager and/or department head resulting in overtime. The manager and/or department head must be notified at the earliest convenience to approve overtime in these situations.

Errors in Pay

Although Cumberland Heights takes every precaution to avoid errors in each paycheck, at times errors may occur. If a deduction has been taken from an employee's salary improperly (one not allowed by law), he/she should promptly report *in writing* the error to his/her supervisor. The supervisor or other authorized Cumberland Heights representative will obtain the correct information from the employee. If an error is found, the adjustment will be made promptly.

Part Five – Benefits

Group Insurance Benefits

Cumberland Heights offers a group insurance benefits package to its eligible employees to protect the employee's (and the employee's family, as elected) health and welfare. Regular full-time and regular part-time employees will be eligible for group insurance benefits in accordance with applicable waiting periods and provided the enrollment process has been completed within the designated enrollment time period. Options for group insurance benefits may include Medical, Dental, Life, Accidental Death & Dismemberment (AD&D), Long-Term Disability (LTD), Short-Term Disability (STD), and other supplemental insurance products. Group insurance benefits are handled through a contracted Benefits Administrator who provides notices and enrollment forms to eligible employees.

Family coverage is available to an employee's spouse, and dependents. Dependents are defined as an employee's natural born children, step children living with the employee, adopted children, or children the court has appointed to the employee as a legal guardian. The dependent child age limit is 26 unless the dependent child is eligible for coverage through his/her own employer. An employee interested in domestic partner coverage should see Human Resources for more information.

After an enrollment period ends, whether upon hire or during the annual open enrollment time period, an employee cannot make changes to his/her coverage for that plan year unless the employee experiences a qualified change in family status or a Life Event, such as:

- Loss or gain of coverage through a spouse's employer plan;
- Loss of eligibility of a covered dependent;
- Death of a covered spouse or child;
- Birth or adoption of a child;
- Marriage, divorce, or legal separation or annulment; or
- Other qualified event according to IRS or DOL regulations.

An employee has **thirty (30) days** from the date of the Life Event to make changes to his/her current elections. If the Benefits Administrator is not notified and/or does not receive the appropriate change forms within **thirty (30) days** of the Life Event, the next opportunity for changing benefit elections will be through the annual open enrollment period.

All benefits in all plans end on the date an employee becomes no longer active in a benefits-eligible class. The only exception is Medical and Dental coverage, which ends on the last date of the month in which an employee terminates employment or becomes ineligible.

Although Cumberland Heights provides the insurance benefits coverage for eligible employees and their families, the specific conditions covered, claims processing and actual benefit payments are between the employee and the insurance carrier. Cumberland Heights does not accept responsibility or liability for actions taken by any insurance carrier. Employees are expected to submit claims and resolve issues directly with the insurance carrier.

Qualified Medical Child Support Order (QMCSO)

Cumberland Heights is required by law to recognize and respond to any receipt of a Medical Child Support Order (“Order”) or a National Medical Support Notice (“NMSN”) issued pursuant to Section 401(b) of the Child Support Performance and Incentive Act of 1998. The Order or NMSN will be reviewed by Human Resources to ensure that it contains the required information to determine it is a Qualified Medical Child Support Order (“QMCSO”). Human Resources will send a letter acknowledging receipt of the Order or NMSN to the employee and to any entity(ies) designated in the Order or NMSN. Human Resources will work with the group insurance benefit provider to process the Order or NMSN in accordance with established QMCSO procedures.

Employees should see the Human Resources Director for additional information or assistance.

401(k) Retirement Plan

Employees are eligible to participate in the 401(k) retirement plan program through salary deferral after meeting all eligible requirements and waiting periods. Cumberland Heights may offer a program to match the employee’s contributions as designated by the Chief Executive Officer. Employees should see the Human Resources Director for enrollment information and forms.

Employee Assistance Program (EAP)

Cumberland Heights offers the services of an Employee Assistance Program (EAP) for employees through a contract with a professional employee assistance provider. This service is provided at no cost to the employee. The EAP provides confidential assessments, referrals, and problem resolutions to employees and their immediate family members who may need or request these services. The EAP may also be used to locate professional healthcare providers and other services in the community. EAP services are private and confidential.

EAP contact information is available in designated employee areas (i.e., Intranet, employee work rooms, Human Resources).

Work Related Injuries/Workers Compensation

Cumberland Heights provides workers compensation insurance for all employees, regardless of classification. Cumberland Heights pays the full cost of this coverage.

For an employee to receive benefits through workers compensation, an injury or illness must have arisen out of and/or in the course of employment with Cumberland Heights.

Workers compensation benefits include partial payment of lost wages and/or payment for required medical treatment. Wage benefits generally begin several days after disability occurs. The benefit amount is determined by the workers compensation insurance carrier, in accordance with state law. In the event of death

of an employee due to a work-related injury or illness, a death benefit may also be paid to the surviving spouse and/or children of the employee.

In the event of a work-related injury or illness, employees are required to contact their manager or designee immediately. In addition, an internal report regarding the details of the injury/illness must be completed and provided to the Human Resources Director within 24 hours or the next business day. This notification is required even if the injury/illness seems minor and/or if there is no time lost from work.

If an employee is unable to work due to a work-related injury or illness, the workers compensation leave of absence will be combined with Family and Medical Leave (FMLA). Any time off due to a workers compensation injury or illness will be applied toward the twelve (12) weeks leave to which an employee is entitled under FMLA.

As workers compensation wage benefits generally do not cover full salary, PTO benefits will be paid to the employee to make up the difference between workers compensation benefits and the employees wage or salary. Once sick leave and vacation benefits are exhausted, the employee will only receive workers compensation benefits as applicable.

You must notify your manager and the Human Resources Director of your expected return to work from a work-related injury or illness, including any work related restrictions. Generally, employees who have been employed for one year and have worked a minimum of 1,250 hours over the previous twelve months (e.g. eligible for FMLA) and who will be returning to work within 12 weeks (e.g. maximum FMLA leave) will be returned to their same position or an equivalent position with the same rights, benefits, pay, and other terms and conditions that existed prior to the leave. Modified duty and reasonable accommodations consistent with the American Disability Act (ADA) may be available with a physician's written release stating physical restrictions and/or limitations.

NOTE: Please refer to the Discretionary Leave of Absence and FMLA sections of this Employee Handbook for additional information about employee rights, eligibility for continued insurance benefits coverage, and other options.

As long as PTO and holiday benefits are available, employees will continue to accrue paid time off benefits at their regular accrual rate. Once exhausted, employees will cease to accrue PTO benefits while on any leave of absence, including workers compensation leave.

While the intent to have employees with legitimate claims receiving benefits due to workers compensation, Cumberland Heights also strongly supports all laws designed to protect employers against fraudulent claims or fraudulent extension of claims. Workers compensation is a valuable, but expensive benefit, and Cumberland Heights asks for the help of employees in protecting this benefit by promptly reporting any evidence of fraudulent activity related to workers compensation to the Human Resources Director.

In addition to the Tennessee Drug Free Workplace and in accordance with workers compensation requirements, employees will be tested for alcohol and/or illegal drugs following work-related accidents that result in personal injury and/or damage to Cumberland Heights' property. If any employee has a positive test that has been

confirmed, he/she will not be eligible for workers compensation benefits and will be subject to disciplinary action up to and including termination.

Credit Union

Cumberland Heights's employees have the option of becoming members of a designated credit union. Credit Unions offer many services such as checking, savings, loans, credit cards, and Christmas Clubs.

Credit Union information is available in designated employee areas (i.e., Intranet, employee work rooms, Human Resources).

Discretionary Employee Benefits

Cumberland Heights may offer discretionary benefits such as Tuition Reimbursement, Licensing Renewals, and Training Reimbursements to eligible employees when financially feasible and at the discretion of executive management.

Optional Employee Amenities

At its discretion and through various partnerships with community resources, Cumberland Heights may offer discounts, reimbursements, and/or payroll deductions for optional employee amenities, such as YMCA memberships, discount wholesale clubs, sporting events, or recreational venues.

Part Six – Employee Conduct

Misconduct

Cumberland Heights expects all employees to follow any policies, guidelines and rules of conduct to protect the interests and safety of all employees and of the organization.

Misconduct involves inappropriate or unprofessional behavior or conduct in the workplace which could lead to disciplinary action up to and including immediate termination. Below are examples types of such misconduct.

This list is not to be considered all-inclusive.

- Sexual or Other Harassment
- Retaliation against any employee for reporting information
- Falsification of employee and/or patient documentation or records
- Falsification of time keeping records
- Excessive unexcused absence and tardiness
- Absence without notice or Job abandonment
- Negligence or improper conduct leading to property damage
- Negligence or improper use of Cumberland Heights' property, equipment, and/or vehicles
- Breaches of confidentiality, privacy and security rules and regulations
- Conduct that reflects adversely on the employees or organization
- Unauthorized disclosures of trade secrets or proprietary information
- Violations of Code of Ethics and/or professional licensure ethics
- Inappropriate relationships with current or former patients and/or family members
- Violations of safety, security or infection control policies
- Workplace theft and/or fraudulent acts
- Workplace threats and/or violent acts
- Possession of unauthorized weapons on campus
- Refusal to consent and cooperate with warranted searches of persons or personal property for unauthorized weapons
- Possession, use, or sale of alcohol, drugs or paraphernalia on Cumberland Heights' property, in Cumberland Heights' vehicles, or while carrying out Cumberland Heights' business
- Refusal to submit to samples for drug screening purposes
- Violations of the Employee Substance Abuse Policy
- Sleeping on the job
- Failure to meet performance standards
- Insubordination or failure to perform reasonable duties as assigned
- Violations of Cumberland Heights and personnel policies and procedures.

An employee may be terminated immediately without warning in the event of willful misconduct. Willful misconduct includes, but is not limited to, harassment, retaliation, insubordination, wrongful or misuse of

Cumberland Heights' property, conviction of a felony, patient abuse and/or neglect, or other acts of serious misconduct, negligence or inappropriateness.

Substance Abuse and Use

Cumberland Heights is committed to providing a substance-free workplace based on its own mission and philosophy and in accordance with the Tennessee Drug Free Workplace Act. In accordance with the Tennessee Drug Free Workplace, it is a violation of Cumberland Heights' policy for:

- Any employee to use, possess, sell, trade, offer for sale or offer to buy illegal drugs or otherwise engage in the illegal use of drugs while on or off the job;
- Any employee to report to work under the influence of or while possessing in his/her body, blood, or urine any illegal drugs in any detectable amount;
- Any employee to report to work under the influence of or while impaired by alcohol; and
- Any employee to use prescription drugs in an illegal manner.

Cumberland Heights has adopted testing procedures to identify employees who illegally use drugs on or off the job or who abuse alcohol on the job. It shall be a condition of employment for all employees to submit to substance abuse testing upon hire and when there is reasonable suspicion (e.g., perceived impairment) to believe that an employee is using or has used drugs or alcohol in violation of the policy.

In addition to the Tennessee Drug Free Workplace and in accordance with workers compensation requirements, employees will be tested following work-related accidents that result in personal injury and/or damage to Cumberland Heights' property.

All required testing is free and confidential. The confidentiality of any information received by the employer through the designated and qualified substance abuse testing program shall be maintained, except as otherwise provided by law. This does not, however, prohibit disclosure among Cumberland Heights' management as reasonably necessary in making hiring or disciplinary decisions based on a positive test result that has been verified by a confirmation test. Any employee having a positive test result will have an opportunity to contest or explain the results to the contracted Medical Review Officer (MRO), who is not an employee of Cumberland Heights. A positive test that has been confirmed is grounds for termination.

An employee who is impaired due to alcohol or whose blood alcohol level tests positive while on duty or while conducting Cumberland Heights' business will be subject to disciplinary action up to and including termination.

Refusal to submit to testing upon hire or when reasonable suspicion has been established may result in disciplinary action up to and including termination.

Employees are NOT permitted to consume, possess, sell or purchase any alcoholic beverage or illegal substance on Cumberland Heights' premises, in a Cumberland Heights' vehicle, or while carrying out Cumberland Heights' business.

Cumberland Heights reserves the right to conduct searches of employees as well as the personal belongings and vehicles of employees as warranted in addressing any issues that may be related to possession or concealment of alcohol, drugs or related paraphernalia or any safety or security issues. Any employee who does not consent to and fully cooperate with such searches will be subject to disciplinary action up to and including termination.

Cumberland Heights does not discriminate against employees because of a past history of alcohol or drug abuse. It is the **CURRENT** illegal use of alcohol and/or drug abuse, which prevents employees from performing their job properly, that Cumberland Heights will not tolerate. Cumberland Heights reserves the right to test employees who have completed a drug treatment program for a minimum of two years.

If an employee is prescribed a medication by his/her healthcare provider that carries a warning that a person should not operate motor vehicles/heavy equipment or carries other warnings that suggest the potential for impairment, the employee should not report to work until the employee knows how the medication will affect him/her. Should an employee report to work and determine that s/he feels impaired, that employee should notify his/her supervisor for assistance in getting home safely. If impairment is noted by a co-worker or supervisor, the employee will be approached as outlined in the Substance Use and Abuse policy.

Employee Addiction and Relapse

When an employee is in active addiction or relapses into active addiction, that employee is considered impaired. Cumberland Heights' first responsibility will be to its patients.

Cumberland Heights may assist employees who are suffering from alcohol and/or drug abuse and who voluntarily request treatment or rehabilitation. Employees seeking treatment for alcohol and/or drug abuse may be eligible for payment in accordance with Cumberland Heights' group health insurance plan or through the designated Employee Assistance Program (EAP). The EAP can be accessed through self-referral or through a referral by management. Information about the EAP is available in designated employee areas (i.e., Intranet, employee work rooms, Human Resources).

Participation in the EAP does not affect an employee's employment nor does it protect an employee from disciplinary action if substandard job performance continues.

Cumberland Heights will make every reasonable effort to ensure that any disclosure made by employees to Cumberland Heights concerning any participation in any alcohol and/or drug treatment program remains confidential.

Cumberland Heights may assist in returning the employee to work upon completion of a drug treatment program, when possible. Cumberland Heights reserves the right to test employees who have completed a drug treatment program for a minimum of two years. Any exceptions to this policy must be approved by executive management.

Workplace Violence

Cumberland Heights is committed to ensuring the safety and security of its employees. Any conduct that places the safety and health of others in jeopardy will not be tolerated. Threats, threatening behavior, acts of violence, or harassment against any employees, patients, family members, vendors, or other individuals by anyone on Cumberland Heights' properties will not be tolerated.

Any person on Cumberland Heights' property who makes threats or exhibits threatening behavior (i.e., belligerent speech, excessive arguing, aggressive body language, use of any object in a threatening way) shall be removed from the premises as quickly as safety permits and shall remain off of the premises pending an

investigation. If any employee is threatened or if an employee observes another person being threatened, it should be reported to security, management or the Safety Director immediately. These reports include any threats against co-workers, patients, family members, visitors, vendors or others on Cumberland Heights' property.

Any person on Cumberland Heights' property who engages in violent acts (i.e., physical contact with another person, damaging Cumberland Heights or personal property), will be taken seriously and addressed promptly and thoroughly. If an employee is involved in a violent act or if an employee is aware of another person being involved in a violent act, it should be reported to security, management or the Safety Director immediately. These reports include any violent acts against co-workers, patients, family members, visitors, vendors or others on Cumberland Heights' property.

Unfortunately, there may be times when non-employees bring domestic or personal disputes into the workplace. To protect the safety and security of all employees, please report any domestic or personal situations that may bring violence on the property to security, management or the Safety Director immediately. By being forewarned, Cumberland Heights can take appropriate measures to try to protect the individual employee as well as all employees. Employees reporting potential workplace violence that may result from domestic or personal disputes do not need to fear disciplinary action or retaliation.

Cumberland Heights will maintain confidentiality, as possible, when investigating and/or addressing threats, threatening behavior or violent acts. Each report will be investigated to determine whether a threat or violence has occurred. All investigations will be designed to protect the privacy of, and minimize suspicion toward, all parties concerned. Allegations against an employee for threats or violence that are substantiated will result in disciplinary action up to and including termination. Likewise, accusations made in bad faith will result in disciplinary action up to and including termination. Cumberland Heights will not tolerate retaliation against any employee who reports any form of real or potential workplace violence.

It is essential all employees understand no existing policy, practice or procedure can be designed to prevent a threat from being carried out, a violent act from occurring or a life-threatening situation from developing.

Insubordination

Insubordination is the refusal to follow a direct and lawful order from a manager or supervisor or other disobedience to rules and policies that have been clearly established.

Cumberland Heights will not tolerate insubordination. Insubordination shall be considered and improper and willful violation of Cumberland Heights' policies. Any act of insubordination may result in disciplinary action up to and including terminating.

Tobacco

In accordance with the Tennessee non-Smokers' Protection Act, Cumberland Heights prohibits smoking in all buildings. Outdoor smoking areas have been designated at each location for use by those employees who wish to smoke during regularly scheduled breaks. Employees that use electronic smoking devices will have to adhere to the same smoking policies as tobacco users.

Employees working with the adolescent population are prohibited from smoking in the presence of any patients in any adolescent program regardless of the age of the adolescent patient. This also includes smoking in the presence of adolescent patients while involved in any sanctioned activity by Cumberland Heights either on or off the premises.

Employees smoking or using electronic smoking devices in any area not designated as a smoking area may be subject to disciplinary action.

Employees utilizing the designated smoking areas are responsible for keeping the smoking area clean and to use the appropriate fire receptacles to dispose of smoking materials.

Any employee who knowingly smokes in any area where smoking is prohibited is personally subject to a civil penalty fine. Additionally, Cumberland Heights would be subject to a warning and/or civil penalty fine if the business knowingly fails to comply with the requirements of the State act.

Personal Appearance

As a representative of Cumberland Heights, employees are expected to present a professional image to the public and to our customers. Employees should dress neatly and maintain a pleasant and business-like appearance at all times. The dress code can be defined as “business casual.” Business casual typically means dress pants or slacks, collared shirts or blouses, skirts or dresses, clean or shined shoes, and minimal accessories.

Management will consider the following guidelines in reviewing clothing and grooming standards:

- Clothing is clean, neat, and free of tears/holes
- Clothing fits the wearer and is not be too clingy or too loose that it appears suggestive or sloppy
- Skirt and short lengths are at fingertip length or longer
- Shorts are appropriate for the department and/or job duties
- Clothing must not have inappropriate logos or topics (i.e., alcohol, drugs, sexual connotations)
- Blue jeans are clean, neat, and professional looking
- Shoes are appropriate for the specific job
- Perfumes and colognes are used in moderation

Items that are generally not acceptable in the workplace may include, but are not limited to, the following:

- Sweatpants or sweatshirts
- Tank tops or sleeveless undershirts
- “short” shorts
- Overalls
- Suggestive or revealing clothing of any kind

Cumberland Heights recognizes there are some positions and/or job responsibilities that may require a variation to the dress code. Employees should consult with their manager or department head regarding specific questions of what constitutes appropriate attire for the position and/or job responsibilities.

Note: Personal hygiene and cleanliness are also a factor in maintaining a positive personal appearance.

Attendance

To maintain a safe and productive work environment, Cumberland Heights expects employees to be reliable and punctual in reporting for work. Employees are expected to work as scheduled by their managers. All employees are expected to begin performing their job duties once their shift begins and after they have clocked in.

When an employee cannot avoid being late to work or is unable to work as scheduled, he/she is required to notify the manager or designee as soon as possible. Departments providing patient care services may require a specified number of hours in which to report an absence or tardiness prior to a scheduled shift (except in emergencies). Employees should check with their managers for specifics of the reporting requirement.

Poor attendance and excessive tardiness are disruptive and place a burden on other employees and on Cumberland Heights. Attendance violations will lead to disciplinary action, up to and including termination.

The method for evaluating attendance is by occurrence. An occurrence is defined as one or more days of unscheduled absences (not approved in advance by a manager) from work for the same event, including illness or injury. Brief returns to work (i.e., one to two days) followed by additional unscheduled absences for the same event, including illness or injury, will be considered one occurrence.

Examples might be:

- An employee is off six weeks for surgery. This is one occurrence.
- An employee is off two days with the flu, comes back one day and is out two more days with the flu. These four days count as one occurrence.
- An employee is off for three days to take care of a sick child. This is one occurrence.
- An employee is off for one day because of transportation issues. This is one occurrence.

An acceptable standard for attendance is four (4) occurrences within a twelve-month period. For 5-6 occurrences within a twelve-month period, the manager may verbally counsel the employee about attendance. At more than six (6) occurrences within a twelve-month period, the process for corrective action may begin and may include termination.

Please note this policy does not apply to absences related to the Family and Medical Leave Act (FMLA), Americans with Disabilities Act (ADA), Tennessee Pregnancy Discrimination Act, and other applicable laws. For specific circumstances regarding these areas, please consult with your manager and/or the Human Resources Director.

Unscheduled absences will be noted in the employee's personnel file. Excessive unscheduled absences demonstrate a pattern of behavior and may result in loss of pay and/or corrective action up to and including termination.

Failure to notify the manager regarding unscheduled absences may be regarded as job abandonment and treated as a voluntary resignation. Any employee who fails to report to work without notice for two or more consecutive days will be considered to have voluntarily terminated employment, effective at 5:00 p.m. on the

second day of unreported absence. An employee who has one unscheduled absence without contacting the manager will receive a formal warning.

Confidential Information

Some positions may involve contact with trade secrets and other confidential information about Cumberland Heights or trade secrets and confidential information from our customers. Employees are expected to protect the interest of Cumberland Heights and our customers by not disclosing any information that is considered to be trade secrets or other proprietary information of Cumberland Heights or its customers to any outsiders or other employees without a clear need to know. Information that may be considered trade secrets, confidential or proprietary includes, but is not limited to:

- Alumni and referral source lists;
- Financial information;
- Marketing and public relations strategies;
- Pending projects and proposals; and
- Details of existing contracts with third party payors.

As a condition of employment, employees agree not to publish or disclose, either during the term of employment or any time thereafter, any trade secret or confidential information relating to Cumberland Heights' business acquired as a result of employment with Cumberland Heights, including the identity of current and prospective Cumberland Heights' customers. Publishing or disclosing any trade secret or confidential information as required in the conduct of Cumberland Heights' business or as authorized in writing by the President would be the **only exception** to this condition.

Additionally, employees are expected to respect the confidence placed on Cumberland Heights by its customers. The professional relationship between each customer and Cumberland Heights requires there to be no disclosures of information about internal affairs of either party to others. Disclosures of information include, but are not limited to, responses to inquiries from salespeople, the press, contractors, other companies or the public. Inquiries outside the organization about our relationships with or the internal affairs of a customer must be immediately reported to a manager.

To further protect the interests of Cumberland Heights, employees must secure permission from their managers before making any form of public presentations as a representative of this organization. Public presentations include, but are not limited to, speaking on behalf of Cumberland Heights either in person, through the media, or through online social networking.

Employees having suggestions or ideas about representing Cumberland Heights should consult with their managers to determine if and how the matter should be handled and to whom it should be presented for approval. Violations of this policy may result in disciplinary action up to and including termination.

Federal confidentiality Regulations (HIPAA and 42CFR)

As an alcohol and drug treatment organization, Cumberland Heights is governed by the Federal Confidentiality regulations of 42 CFR and HIPAA. Confidentiality regulations under 42 CFR establish restrictions for the disclosure and use of alcohol and drug abuse patient records. The Health Insurance Portability and Accountability Act (HIPAA) provides privacy and security regulations for protection of an individual's identifiable

health information and rights. In any case where 42 CFR and HIPAA differ, the organization will follow the stricter of the two regulations. Cumberland Heights provides training so that its employees are informed of these regulations and their exceptions. **It is the employee's responsibility to be familiar with this information and Cumberland Heights' policies and procedures related to protecting health information in all forms.**

It is a violation of 42 CFR regulations and Cumberland Heights' policy for any employee to disclose any information about any person who has sought treatment at Cumberland Heights, including those making inquiries about our services and/or family members, other than exceptions mandated by law. Disclosure includes any person's name or identifying information. It is a violation of HIPAA regulations and Cumberland Heights' policy to reveal protected health information without the person's permission expressed in writing, other than exceptions mandated by law. These laws govern all forms of verbal, written, and electronic transmission of protected health information.

Employees are strongly encouraged to consult with their managers any time they have questions regarding compliance with these regulations **PRIOR** to revealing any information about a potential, current or former patient or family member of a patient of Cumberland Heights. Violations of this policy may result in disciplinary action up to and including termination.

Conflicts of Interest

All employees are expected to act in the best interest of Cumberland Heights. A conflict of interest is defined as an action(s) based on interests other than those of Cumberland Heights or when the personal economic interests of an individual or relative conflicts with their actions. Situations to be avoided included, but are not limited to, accepting gifts, loans or excessive entertainment from suppliers or vendors, use of privileged information, employment with a direct competitor, employment with a supplier or vendor, or other use of Cumberland Heights' property for personal gain. For healthcare professionals, private practice or employment with other behavioral healthcare organizations can be considered a conflict of interest and should be discussed with the employee's supervising executive. All management and healthcare professionals will complete a conflict of interest disclosure form on an annual basis.

An employee who believes he/she may have a potential conflict of interest, should report it to the supervising executive who will discuss it with the executive team as soon as possible to make a determination about whether or not the item will be allowed. Violations of this policy may result in disciplinary action up to and including termination.

Weapons on Campus

Due to the nature of the organization, Cumberland Heights will take responsible measures to ensure that any potential risks regarding weapons on campus are minimized. Unauthorized weapons, including but not limited to guns and knives, pose a potential risk of harm to employees and others on campus. Employees are strictly prohibited from carrying or possessing a concealed or unconcealed weapon while on Cumberland Heights' premises, in a Cumberland Heights' vehicle, or while carrying out Cumberland Heights' business.

Cumberland Heights authorizes designated weapons to be carried by security officers who are employees and who possess a current Armed Security Guard/Officer license issued by the State of Tennessee. All other

employees bringing unauthorized weapons on campus are in violation of the policy and may be subject to disciplinary action up to and including termination.

Any employee having knowledge of or reasonable suspicion of another employee or non-employee having a weapon on any Cumberland Heights' property should immediately notify security, management or the Safety Director. Cumberland Heights will not tolerate retaliation against any employee who reports the real or suspected presence of any unauthorized weapons on campus.

Cumberland Heights reserves the right to conduct searches of personal belongings and vehicles of employees as warranted in addressing any issues that may pose a threat to the safety and security of the persons and property. Any employee who does not consent to and fully cooperate with such searches will be subject to disciplinary action up to and including termination.

Part Seven – Administration/Operations

Safety

Cumberland Heights provides a clean, healthy and safe environment at all locations in accordance with the Occupational Safety and Health Act of 1970 (OSHA). Safety is the responsibility of every employee. Employees are expected to take an active part in maintaining the safety of our facilities. Cumberland Heights expects all employees to observe all posted safety rules, adhere to all safety policies and instructions provided by the organization, the Safety Committee and managers, and use safety equipment when and where required.

Expectations for maintaining safety include, but are not limited to:

- Becoming familiar with all emergency response codes and procedures;
- Understanding specific roles and responsibilities in responding to emergencies;
- Becoming familiar with all safety and emergency equipment as designated by position;
- Attaining appropriate safety training (i.e., crisis prevention, CPR/First Aid/AED, Cumberland Heights driver) as designated by position;
- Adhering to guidelines and requirements for additional responsibilities (i.e., approved Cumberland Heights driver, Ropes Course) as designated by position;
- Keeping all work areas and/or Cumberland Heights' vehicles neat, clean and in working order; and
- Assisting in maintaining an overall hazard-free environment.

All safety violations, unsafe working conditions, accidents, or injuries must be documented and reported to a manager, the Director of Quality Management, the Human Resources Director and/or the Safety Director. No employee will be punished or reprimanded for reporting safety violations or hazards. Any deliberate or ongoing safety violation or creation of a hazard may result in disciplinary action up to and including termination.

Security

Cumberland Heights is responsible for maintaining a safe and secure environment at all locations. Employees are expected to take an active part in maintaining the security at our facilities. The most successful security measure for any organization is an alert and aware staff. Other security measures include use of name badges, alarms and panic buttons, limited building/property access, password protected access to computer systems, and security personnel. Cumberland Heights expects all employees to observe all security policies and instructions provided by the organization, the Safety Committee and managers.

Identification

Employee name badges are required to be worn at all times. Name badges will show full name, position, and credentials as applicable to the position. Lost or damaged name badges should be reported to Human Resources so that a replacement can be made.

Audio and Visual Recordings

Cumberland Heights respects the privacy of our employees and patients and has a responsibility under state and federal law to protect the confidentiality of patient information as well certain types of employee information (such as personal health information). Therefore, it is a violation of Cumberland Heights' policy for an employee

to record through audio and/or visual means a co-worker, management representative, patient, or anyone visiting a Cumberland Heights facility without the express written consent of the individual being recorded. Any employee who is found in violation of this policy may be subject to disciplinary action up to and including termination. Any employee who becomes aware of a violation of this policy should immediately report it to the Human Resources Director or their supervisor or manager.

Cumberland Heights reserves the right to use visual devices in public areas for reasons of safety and security.

Parking

Parking is permitted in designated parking areas only. Parking reserved for handicapped or visitors should be occupied only by those individuals.

Building and Property Access

Employees of Cumberland Heights will be given access to its facilities as required by their positions and job responsibilities. Keys will be issued through Support Services as appropriate for positions and job responsibilities. Access to secured areas (i.e., medication room, chart rooms, medical records, business office, and server rooms) will be granted based on positions and job responsibilities. Computer access will be password protected and passwords are expected to be kept private and not shared with others.

All keys, computers, telephones, and other equipment issued to employees are the property of Cumberland Heights. Employees are expected to return all Cumberland Heights' property upon termination or resignation.

External Communication and Media Relations

All employees of Cumberland Heights are representatives of the facility. First contact with and the first impression of Cumberland Heights is often formed by many customers through contact with an employee. Therefore, all employees are asked to conduct themselves at all times in a professional manner that reflects well on Cumberland Heights.

From time to time, employees may come into contact with people who want to know more about our business and services. Employees are encouraged to share information about the facility, and when appropriate, invite potential customers to the facility for lunch and/or a tour. If a potential customer is in a position to make referrals to Cumberland Heights, staff from Business Development and/or Admissions should be informed and/or included in the visit.

Cumberland Heights utilizes various forms of media, including television, radio, newspaper, magazines, social networking, and other resources to promote its business and services. Generally, employees are not authorized to use these resources on behalf of Cumberland Heights and should immediately refer all forms of media to the staff in Marketing and Public Relations. There may be instances where Cumberland Heights invites the employees to participate in media and/or social networking activities, and this will be authorized and communicated beforehand.

Solicitation and Distribution of Literature

Approaching fellow employees or customers in the workplace regarding activities, organizations, or causes, regardless of how worthwhile, important, or benevolent, can create unnecessary apprehension and pressures.

Solicitation is defined as any oral or electronic communications. Working time is that period of time an employee spends in the performance of his/her actual job duties and does not include those periods of time in which the employee is properly unengaged in the performance of job duties (i.e., meal and break periods).

Cumberland Heights has established guidelines, applicable to all employees, regarding solicitation and distribution during work time and in work areas. All employees are expected to comply with the following:

- ❖ No soliciting or promoting support for an activity, organization, or cause during his/her working time, during the working time of other employees, or in immediate work areas;
- ❖ No distributing or circulating written, printed, or electronic materials during his/her working time, or during the working time of the other employees, or in immediate work areas;
- ❖ Under no circumstances will non-employees be permitted to solicit or distribute written, printed, or electronic material for any purpose on Cumberland Heights' property, except where permitted by law (e.g., National Labor Relations Board).
- ❖ Employees in a supervisory or management position should not solicit or distribute written, printed, or electronic materials to employees who report directly to them.

Employees have access to and are encouraged to use a designated Intra-net bulletin board for posting such items. All items to be posted must be submitted to and approved by the employee's supervisor and the Director of Internet Services. Executive management may authorize certain solicitations and distribution of written, printed, or electronic materials in advance that are supported by the organization. For privacy and security reasons, employees are not allowed to give out other employees' addresses, phone numbers, or other personal contact information for any reason.

Bulletin Boards

Bulletin boards are generally reserved for the exclusive use of Cumberland Heights for posting work-related notices or notices that must be posted pursuant to local, state, and federal law. From time to time, special notices and information for employees will be posted on designated bulletin boards. Employee postings are not permitted unless work-related and approved by a manager or the Human Resources Director.

Employees may submit items to the Director of Internet Services to be posted on the Intranet, as appropriate.

Telephones

The telephone is a primary source of communication between Cumberland Heights and its customers. To ensure effective telephone communications, each employee should always speak in a courteous, professional, and helpful manner. Telephones should be answered by identifying the organization, the department, and your name. Please confirm information received from the caller and hang up only after the caller has done so. All calls concerning an intake or admission to the facility should be directed to the Admissions Department for handling as promptly as possible.

Those employees using voice mail are responsible for keeping their personal announcements accurate and up to date, as well as for checking messages and returning calls as promptly as possible. Personal use of Cumberland Heights' telephones for long-distance and toll calls is not permitted. Employees should practice discretion in using Cumberland Heights' telephones to make local personal calls as the lines should be reserved for Cumberland Heights' business. Excessive or inappropriate use of personal cell phones in the workplace is not permitted.

Social Media

Social media are defined as "any web-based applications that allow people to broadcast information to an entire network." The network can be "user-defined," like Facebook, or open, like YouTube. Social media differ from email and websites, and includes LinkedIn, Facebook, Twitter, MySpace, YouTube, and various web logs or blogs.

It is strictly prohibited to use social media to post or display comments about coworkers or supervisors or the employer that are vulgar, obscene, threatening, intimidating, harassing, or a violation of the employer's workplace policies against discrimination, harassment, or hostility on account of age, race, religion, sex, sexual orientation, ethnicity, nationality, disability, or other protected class, status, or characteristic. Employees should confine their social networking to matters unrelated to the Cumberland Heights to ensure compliance with securities regulations and other laws. Employees are prohibited from using or disclosing confidential and/or proprietary information. Use of social media while at work should be limited and should not interfere with the performance of the employee's job duties. Excessive or inappropriate use of such media may result in disciplinary action, up to and including termination.

Cumberland Heights Issued Electronic Devices/Personal Electronic Devices

Mobile phones (cell phones) with data plans and other mobile devices (i.e.: laptop computers, etc.) are issued to individuals on a case-by-case basis for business purposes. Employees may also choose to use their personal electronic devices for business purposes. This policy applies to any device, whether owned by Cumberland Heights or not, during the time that the device is being used for any type of company business.

Distracted drivers are dangerous! **Employees are discouraged from using cell phones while driving.** If the use of mobile phones is necessary while driving, hands free devices must be used. Strictly prohibited are text messaging, surfing the Internet, receiving or responding to email, and/or checking for phone messages related to your employment; the business; our customers; our vendors; volunteer activities, meetings, or civic responsibilities performed for or attended in the name of the Cumberland Heights; or any other Cumberland Heights activities not named here, while driving. Employees are expected to adhere to individual state laws regarding mobile phone usage when traveling.

Use of telephone and/or electronic communication devices while transporting patients in company vehicles is strictly prohibited. Violations may result in termination of employment.

To ensure the effectiveness of meetings, employees are asked to leave cell phones at their desks or on silent mode.

Information stored on mobile devices (cell phones, laptops, etc.) must be protected from unauthorized access. Passwords should be assigned by the user to preclude unauthorized access to data should the device be lost or stolen. Users must keep their passwords confidential. Employees will be held responsible for loss or misuse of Cumberland Heights issued devices and other property.

Upon termination of employment, employees must immediately return all Cumberland Heights issued property. Charges will apply for non-returned items

Electronic Communications

It is our policy that E-mail, Internet, Intranet, social networking, blogging and other information technology systems in the workplace, regardless if on a computer, cell phone or lap top, should be used for performing duties and responsibilities on behalf of Cumberland Heights. These technology information systems are not to be used in any way that may be disruptive, offensive to others, harmful to morale or unlawful. Cumberland Heights reserves the right to monitor all facets of computer usage and access to Cumberland Heights' information.

All information technology systems provided by Cumberland Heights are considered the property of the organization and are subject to monitoring or search. No E-mail or other information systems should be deemed personal and/or confidential. Cumberland Heights retains the right to access email and other information communicated via Cumberland Heights' systems.

To protect Cumberland Heights' data and software, employees are prohibited from installing personal software and/or modifying existing software onto Cumberland Heights' computers without the express permission of their manager and/or the Information Technology Director.

The various electronic communications systems should never take the place of a personal visit when working in an environment that promotes "team work." Sensitive personnel issues should always be handled in person, especially where disciplinary communication and/or action is concerned.

Employees who misuse Cumberland Heights E-mail, Internet, Intranet, social networking, blogging or other information technology systems or who violate this policy are subject to disciplinary action up to and including termination.

Use and Return of Cumberland Heights Property

In some cases, employees may be assigned certain tools or equipment which are necessary to properly perform their job. Employees are responsible for all property, materials, or written information issued to them or in their possession or control. Employees may be asked to sign a receipt of such items. Employees must return all property of the Cumberland Heights in their possession or control in the event of termination of employment, resignation, or layoff, or immediately upon request.

Employees may be required to sign a written agreement authorizing payroll deduction in the event property is not returned. Where permitted by applicable law, the Cumberland Heights may withhold from the employee's

check or final paycheck the cost of any items not returned when required. The Cumberland Heights may also take action deemed appropriate to recover or protect its property.

In addition, personal use of Cumberland Heights' supplies/equipment without express approval from management is strictly prohibited.

Driving on Cumberland Heights' Business/Use of Cumberland Heights' Vehicles

Cumberland Heights values the safety of its employees and its patients when use of vehicles is essential in accomplishing job duties. Cumberland Heights utilizes a Fleet Safety Program to manage the use of vehicles on Cumberland Heights' business and to prevent vehicle accidents.

Please note: No employee under the age of 21 is permitted to drive Cumberland Heights' vehicles for business or personal vehicles on Cumberland Heights' business at any time.

When using Cumberland Heights' vehicles or personal vehicles for Cumberland Heights' business, employees are expected to follow all guidelines provided in the Fleet Safety Program. These include, but are not limited to:

- maintaining eligibility to drive as a condition of employment;
- complying with all Cumberland Heights' safety standards and guidelines rules;
- obeying all state and local traffic laws and regulations;
- completing all requirements for training and testing as designated; and
- notifying management immediately of driver citations, changes in driver's license status, or involvement in a vehicle-related accident while on Cumberland Heights' business.

Employees transporting patients should not allow smoking, eating, drinking, radio or horseplay in a Cumberland Heights' vehicle. Employees should report any difficulties with patients to the appropriate counseling staff. All patients must be accounted for when transporting patients to or from our facilities.

Employees should promptly notify the Safety Director if any equipment, machines, tools or vehicles appear damaged, defective or in need of repair or maintenance.

It is the responsibility of employees to drive safely and obey all traffic and parking laws and/or regulations. Drivers should demonstrate compliance with safe-driving standards at all times. Moving and parking violations incurred while driving on Cumberland Heights' business will be the driver's sole responsibility.

The improper, careless, negligent, destructive, or unsafe use or operation of any equipment or vehicles as well as excessive or avoidable traffic or parking violations may result in disciplinary action up to and including termination.

Cumberland Heights or its liability insurance carrier may request reports from the Department of Motor Vehicles (DMV) regarding license status and/or driving record of employees designated to drive as a responsibility of his/her job. **All drivers of personal vehicles on Cumberland Heights' business must provide evidence that they have automobile liability insurance.** If an employee's license status and/or driving record of any approved driver becomes unacceptable to Cumberland Heights or its liability insurance carrier, that employee may be

restricted from driving, reassigned to a job for which driving is not a responsibility, or be subject to disciplinary action up to and including termination.

Cumberland Heights reimburses employees for use of their personal vehicles while on Cumberland Heights' business at the rate per mile designated by Cumberland Heights. Business-related mileage is determined from the employee's base work site.

The use of cell phones or other mobile devices while driving personal vehicles on company business is discouraged. The use of cell phones or other mobile devices while transporting patients in company vehicles is strictly prohibited. See Cumberland Heights Electronic Devices/Personal Electronic Devices.

Accepting Gifts

Normally a gift to an individual from an outside source is considered the property of Cumberland Heights unless management makes an exception. It is the policy of Cumberland Heights that no employee shall receive any gift, excessive or unusual entertainment, loan or other favor from any outside source (including customers and suppliers) without approval from management. Any employee failing to abide by this policy will be subject to disciplinary action, up to and including termination of employment.

Part Eight – Acknowledgment

Employee Acknowledgement Of Receipt Of Handbook And At-Will Relationship

This Employee Handbook describes important information about Cumberland Heights. This handbook supersedes all prior Human Resources policies, verbal communications, and staff meeting minutes or management memos which have been previously issued on subjects included in the handbook. I understand it is my responsibility to read this handbook and any subsequent additions, revisions and or addendum(s) and to abide by the rules, policies and standards set forth in the handbook. I understand that I should consult my Manager regarding any questions not answered in the handbook.

Although great care has gone into its creation, this handbook cannot anticipate every situation or answer every question about employment. Nothing in this handbook should be relied upon as a guarantee for certain privileges, working conditions or continued employment. Any salary figures provided to an employee in annual or monthly terms are stated for the sake of convenience or for comparative purposes and are not intended to create a contract for any specific period of time.

Should these pages inadvertently contain anything that disagrees with formal plans, including policy statements, legal documents, or state and federal laws, we will follow the latter in the administration of our programs. Otherwise, any oral or written statements contrary to what is stated in the handbook and employment application are disavowed and should not be relied upon by an employee.

I acknowledge that this handbook is not intended as an employment contract and should not be considered as such.

The policies and procedures contained in this handbook may be changed, interpreted, withdrawn, or added to by the management of Cumberland Heights at any time, at Cumberland Heights' sole discretion and without prior notice to me.

I understand that my employment with Cumberland Heights is not for any fixed period of time. I may resign at any time for any reason, with or without prior notice, and Cumberland Heights may terminate my employment for any reason or no reason so long as it is not in violation of law. I also understand that no amendment or exception to the at-will policy can be made at any time, for any reason, except in writing by the President of Cumberland Heights.

I hereby acknowledge that I have received a copy of the Cumberland Heights' Employee Handbook. I further acknowledge that I will read and will resolve any questions that I may have.

EMPLOYEE'S NAME (print): _____

EMPLOYEE'S SIGNATURE: _____

DATE RECEIVED: _____

A signed copy of this acknowledgement of receipt will be maintained in your personnel file