

WHEATLANDS HEALTH CARE CENTER



EMPLOYEE HANDBOOK

Updated August 20, 2024

A Not-For-Profit Continuing Care Community

WELCOME TO WHEATLANDS HEALTH CARE CENTER

We are pleased to welcome you as the newest member of our team. We hope you will find the work here to be challenging and rewarding. WHEATLANDS HEALTH CARE CENTER is a not-for-profit health care and assisted facility that exists to provide the highest quality service to the elders who live here. We are committed to the concept of individualized care to promote independence, dignity and privacy in a neighborhood environment. Elders are often frail, may be confused or have chronic illness. We are here to protect and provide care for these people. Each staff member is a vital part of the team needed to provide these services in a manner consistent with our mission and goals.

During the first days of your employment, you will receive an initial orientation to familiarize you with the expectations of your position. It is our hope that you will use the introductory period to learn those expectations and become a valuable member of the team, which cares about elders, co-workers and the organization.

The future is bright at Wheatlands Health Care Center. We have plans to continue to grow, providing additional living opportunities for people as they age. We invite you to join with us and share in future accomplishments.

Sincerely,

Nikki Schmitz, Administrator

INTRODUCTION

EMPLOYEE HANDBOOK

This Employee Handbook has been prepared to introduce you to our organization. It will acquaint you with some of the policies and procedures that apply to your employment here. Please read the handbook carefully and keep it available for future reference, as one of your first responsibilities is to be familiar with its contents.

The handbook is intended as a summary only. It explains the advantages, benefits and rules for employees. We could not possibly cover everything in the handbook, however, so please consult your Supervisor who will provide additional information for your use.

This Handbook is subject to change as conditions warrant and at the discretion of WHCC management, with or without notice.

PHILOSOPHY

Wheatlands Health Care Center believes in a “person centered” model of care that supports each elder’s individuality, independence, dignity and privacy. Neighborhoods have been established within the facility to provide smaller groups of elders and caregivers to help provide individualized care. This model assumes elders, along with the guidance of their family, physician (health care provider) or others of their choosing, have freedom to decide regarding many aspects of care and services they receive, as well as maintain some control over the level of risk accompanying those decisions. Our duty is to allow this freedom while maintaining all federal and state regulations to which we must abide. It is within this philosophy that employees are expected to conduct themselves in all interactions with our elders as well as all circumstances in which they are serving as ambassadors of Wheatlands Health Care Center.

MISSION STATEMENT

The Mission of The Wheatlands Health Care Center is to enhance the quality of life for those we serve. We are growing a value driven community which honors inherent senior rights, treating everyone with dignity and respect.

GOALS

Wheatlands Health Care Center strives to exercise strong character, honesty and personal integrity in the delivery of services and our conduct with residents, families, co-workers and workforce partners. We strive to achieve and maintain financial responsibility through good stewardship of our resources. We recognize success requires maintaining a positive work environment, which promotes job satisfaction as well as personal and professional growth for all employees.

EMPLOYMENT PRACTICES

EQUAL EMPLOYMENT OPPORTUNITY PROGRAM

WHCC is an Equal Opportunity Employer. It is our policy to seek and employ the best-qualified personnel in all positions, and to provide equal opportunity for advancement to all employees, including upgrading, promotion, and training. We do not discriminate against or give preference to anyone on the basis of a person's race, color, sex, religion, national origin, handicap, age, ancestry, sexual orientation, marital status, or any other reason protected by Federal or state law. Further, WHCC is committed to providing a work environment in which employees are treated with courtesy, respect, and dignity.

AMERICAN WITH DISABILITIES ACT

It is the facility's policy not to discriminate against employees or applicants for employment because of physical or mental handicaps. To comply with this policy, WHCC will:

1. Comply fully with A.D.A. statutory requirements that prohibit discrimination against qualified individuals on the basis of a protected disability.
2. Recruit, hire, transfer, and promote people with disabilities in job classifications which they are qualified for and able to perform with or without reasonable accommodations.
3. Make reasonable accommodations, as appropriate, and to collect information regarding accommodations.
4. Ensure that personnel actions such as compensation, benefits, transfers, return from layoffs, training, education, social and recreational programs, and all other employment-related activities will be administered without regard to a person's disability.

EMPLOYMENT AT WILL

This Handbook is not a guarantee of employment or an employment contract and should not be interpreted as a guarantee of the right to employment, either written or implied. You or the company, with or without cause, may terminate your employment at any time. Nothing in this handbook or any WHCC policies and procedures should be construed to alter or modify the employment relationship, which is at the will of both WHCC and its employees.

HARASSMENT AND VIOLENCE IN THE WORKPLACE

WHCC is committed to providing a workplace environment in which employees are treated with courtesy, respect and dignity. WHCC does not tolerate actions by any people, which constitute any kind of harassment or violence toward an employee, resident, or visitors. Harassment, including sexual harassment, is contrary to basic standards of conduct between individuals and is prohibited by federal law and state regulations. Any employee who engages in any type of harassment or violence is subject to termination. Concealed weapons are strictly prohibited on WHCC premises.

CLASSIFICATION OF EMPLOYMENT

All employees who work at this facility are assigned to an employee classification. Employee classifications help determine an employee's employment status and what benefits the employee is eligible for. Each employee is designated as either Nonexempt or Exempt from federal and state wage and hour laws.

1. **Introductory Employee** – You are an introductory employee under any classification until you complete the established period of training and adjustment of ninety (90) days following your date of employment. You are not eligible for employee benefits during this period.
2. **Full-Time Employee** – These Employees are scheduled first each month, and are scheduled to work five (5) days a week, and at least thirty five (35) hours a week. Department Head work forty (40) hours. Full-Time employees are eligible for all benefits offered by the facility.
3. **Part-Time Employee** – These Employees will be scheduled to work less than thirty (30) hours per week but at least fifteen (15) hours per week. Occasionally they may be scheduled to cover extra shifts. Part-Time Employees are eligible for reduced employee benefits.
4. **PRN Employees** – PRN Employees work on an “as needed” basis. PRN employees are required to work one eight-hour shift per thirty days and one paid holiday per year. Seasonal PRN employees are those that are students and work during breaks from school. For seasonal PRN employees the one eight-hour shift per 30 days does not apply. PRN Employees are not eligible for any employee benefits except for reduced meals while working.
5. **Temporary Employees** – You are a Temporary Employee if you are hired to work for a limited time period or to complete a specific project. Employment ends at the conclusion of this period or project. Temporary Employees are not eligible for any employee benefits except reduce meals when working.
6. **Consultants** – A consultant is not considered an employee of the organization and, therefore, is not eligible to participate in any employee benefit program.

ORIENTATION AND TRAINING

At WHCC our commitment is to provide the highest quality of care to our Residents, which takes 100% cooperation and effort by every employee. In order to provide this level of service, you must understand your job and how it relates to the “overall picture” within the facility. Therefore, a two-part Orientation Program has been developed to acquaint all new employees with the policies and procedures, rules, benefits, and functions of the facility. The first part is a general Facility Orientation, which will be done on the first day of employment and a Safety Orientation that will be scheduled during your first 90 days. The second part is On-the-Job Training for your particular position.

During the general Facility Orientation, some of the issues reviewed will include an overview of WHCC's philosophy, the employee handbook, a facility tour and the organizational structure of the facility.

The second part of the Orientation will contain more specific information about departmental activities and your job responsibilities, as well as a review of your job description.

After you have been through Orientation, an orientation checklist will be completed and signed by you and your Trainer to verify that you have been properly trained and oriented to the facility and your particular job. This signed Orientation checklist will then become a permanent part of your personnel file. The degree of training will depend on your experience, skills, education, and regulatory requirements.

INTRODUCTORY PERIOD

Your first ninety (90) days of employment will be your Introductory Period. At the end of this period, your Department Supervisor will discuss and document your job performance with you. At this time, you may become a Regular Employee, or your Introductory Period may be extended until you demonstrate satisfactory performance. As discussed under the Employment at Will section of this handbook, we reserve the right to terminate your employment at any time, with or without notice, and with or without cause. During the Introductory Period, you will not have the benefit of our Employee Progressive Discipline policy. After thirty (30) days of employment with the facility you will be eligible for Holiday Pay. However, you will not be eligible for all other benefits (i.e., health insurance, vacation, sick pay, etc.) until you have successfully completed your 90-Day Introductory Period and served the applicable waiting period.

Completion of your Introductory Period should not be construed as creating a contract of employment or otherwise guaranteeing employment for any specific term.

REQUIREMENTS FOR EMPLOYMENT

Requirements for employment may vary depending upon the position you hold within the organization as well as applicable state regulations. Requirements specific to your position can be found in your job description.

By accepting employment with WHCC, you are giving consent for us to make inquiries into your background and other qualifications. This may include, but is not limited to employment and criminal history, license or certification verification, as we deem necessary to comply with the requirements for your position, to protect the safety of the elders and staff, and to comply with state regulatory standards.

Unless specifically excluded by your position, all employees of WHCC are subject to the following employment requirements:

- Criminal Background Check
- License/Certification Verification
- Tuberculin Test
- Hepatitis B or signed decline

- In-service Attendance

Once employed, a personnel file will be established for you. Keeping your personnel file up-to-date can be important to you with regard to pay, deductions, benefits and other matters. If you have a change in any of the items below, please be sure to notify the Human Resource Manager's Office as soon as possible:

1. Legal name
2. Home address
3. Telephone number
4. Person to call in case of emergency
5. Number of dependents
6. Marital status
7. Change in beneficiary
8. W-4 exemptions
9. Training certificates
10. Professional License

REVIEW OF PERSONNEL FILE

Confidential personnel records are maintained in the Human Resource Manager's Office. Personnel records will be disclosed only to those employees, designated by the Administrator, who have a business need to review the contents thereof for job related information. Upon written request, on a quarterly basis, you may review any documents in *your* personnel file. The Administrator will schedule this review during normal working hours. You may not remove any documents from your personnel file. No copies may be made of any document; however, an employee may take notes on the contents of their personnel file. If you disagree with information in your personnel file, you may submit your explanation for the disagreement, which will be placed in your personnel file. Please check with your Department Head for further information on this.

PERSONAL APPEARANCE AND DRESS

The facility requires all employees to present themselves in a professional manner at all times when performing their job duties. This includes not only actions but appearance as well. Due to the health service nature of our work, standards of personal appearance and hygiene are extremely important. Facility-wide guidelines have been established to promote elder care, reduce the possibility of cross-infection and maintain a positive public image. Some of these standards include, but are not limited to, the following:

1. *Always wear your name pin.*
2. *Attire must be in good condition, clean, pressed and properly worn. Knee length, loose fitting, capris style pants and nice jeans, (no holes and must not drag on the floor) are permitted.*
3. *Inappropriate attire is not permissible. Specifically prohibited are tank tops, halter-tops, mesh shirts, crop tops, see-through material or tops that show bras, spandex, mini-skirts, shorts (unless approved in advance by the Administrator), yoga pants, leggings, clothing with offensive or unprofessional language, skin tight clothing, clothing with holes, and pants dragging on the floor.*

4. *Light colored jeggings must not be see through and must be covered with a top that hits at least mid-thigh or lower. Jeggings and skinny jeans made of a thick, dark denim material must be paired with a top that completely covers the buttocks.*
5. *Midriffs and bosoms must be covered. Shirts must have sleeves.*
6. *Nice t-shirts, especially Wheatlands t-shirts, are acceptable.*
7. *Hair must be kept clean and worn back away from the face so that it does not interfere with quality of care provided or the safety of our Elders and fellow staff members. Hairnets/beard nets are required in the dietary department.*
8. *Body odor and bad breath are very offensive to our residents and co-workers; therefore, please take the necessary precautions.*
9. *Frequent and thorough washing of your hands is an important protection for you and our residents.*
10. *Excessive jewelry, such as dangling or hoop earrings, is not permitted as it may interfere with good resident care and your personal safety.*
11. *Appearance, comfort, noise and safety are all consideration when choosing acceptable footwear. Shoes must have closed toes and heels. Non-skids shoes are encouraged in dietary, housekeeping and in bathing areas. You may wish to consult with your supervisor before selecting your footwear. "Croc" style shoes are prohibited.*
12. *Sideburns and beards should be neatly trimmed. Eccentric styles of facial hair will not be permitted.*
13. *Be cautious of wearing perfume or cologne as these scents may complicate or induce respiratory problems or allergies with other people.*
14. *A professional appearance must be maintained while working at WHCC. Offensive tattoos are not acceptable and must be covered while on duty. Facial mutilations and excessive piercings are not acceptable.*
15. *Wearing ear buds, headphones or listening to music in public areas is not acceptable including but not limited to resident's rooms, lobby areas, dining rooms and down hallways.*

If an employee reports to work improperly dressed or groomed, the Supervisor shall instruct the employee to return home to change clothing or take other corrective action. The employee will not be compensated during such time away from work. Repeated violations of this policy will be cause for disciplinary action up to and including termination.

GAIT BELTS

Direct Care Staff must carry or wear their gait belt. Check with your Department Supervisor for further information.

KEYS

Some staff positions require that keys be issued which will allow access to certain areas. These keys are facility property and must be protected. Upon termination, the keys must be returned or a charge for new locks will be deducted from your last paycheck.

NAME TAG

You will be required to wear a name tag while on duty so that our Elders and visitors can easily identify you. The name tag will include your name and position title or department area. The facility will issue a name pin for each employee. If you quit or are terminated, you are required to

turn in your name tag or a charge will be deducted from your last paycheck. If you lose or damage your name tag, report this to the Human Resource Manager and new pin will be made. You may be required to pay for the new pin.

PARKING

Every effort will be made to provide parking facilities for the benefit and convenience of our employees. The first three rows, in front of the apartments and the west side of the therapy room is reserved for visitors. The parking lot is part of the facility premises, and therefore, all facility policies and rules apply to employees and their vehicles while on the parking lot. For the safety of our elders as well as employees' automobiles, employees must lock their cars at all times. Cars should not be left running and unattended. WHCC is not responsible for items left in employee's cars.

BULLETIN BOARDS

A staff bulletin board is maintained to enhance communication and keep employees informed of facility-related issues. It is your responsibility to check the bulletin board for important notices and current events.

HOURS AND PAY

WAGE AND SALARY PROGRAM

WHCC's goal is to maintain a just and fair relationship in the wages paid for work performed within the facility. All wage and salary levels will be reviewed periodically.

WORK SCHEDULE AND HOURS

This facility is a 24-hour a day, seven days a week operation. Therefore, when you accept work, you will be required to work a schedule that includes occasional holidays, weekends, evenings and nights. It is our policy that these assignments are made in a fair and equitable manner. Your Department Supervisor or their designee is responsible for preparing your work schedule. Your schedule will normally be available prior to the beginning of the work week. Hours may be adjusted from time to time to meet the needs of the department. Requests for specific days off or changes to the schedule should be directed to your Department Supervisor and made at least two weeks in advance. However, we cannot guarantee that all such requests will be honored.

BREAK/LUNCH PERIODS

Employees are encouraged to take breaks during their workday. Department Supervisors are responsible for planning break and lunch times so the operation of their department will not be adversely affected. Break periods will not be allowed in conjunction with your lunch period. You will not be allowed to leave work early if you are unable to take your break. For employees who are working more than 7 hours, the company provides one 10-minute break period and one 30-minute lunch period. For employees who are working 5 to 7 hours per day, the company provides one 30 minute lunch period. For those employees working less than 5 hours, the company provides one 10-minute rest break. Exempt employees are to take lunch that will equal them having a total of eight hours per workday. Since our elders must be assured adequate attention

at all time, you will be required to stay on premises for your break time and may be required to stay on premises for your lunch period. If you do not get your lunch break, your supervisor must initial your time card to enable you to be paid for this time. Your break period includes the time necessary to travel to and from the break area. If you leave the premises for your lunch period or break period, including smoke breaks, you must clock out. Employees who abuse these rest periods are subject to disciplinary action up to and including termination.

TIME CARDS AND TIME CLOCKS

All hourly employees are required to record their hours worked by clocking in and out when reporting for work and going off duty. You should clock in no more than fifteen minutes before your scheduled shift and clock out as soon as you go off duty. You are "on the clock" as soon as you clock in. Do not take a break between clocking in and reporting to your work area. Employees are responsible for their own time clock record. Clocking in or out for another employee could result in termination. If you leave the premises for other than WHCC business, you must have permission and you must clock out when you leave and clock in when you return.

OVERTIME

Because of the round-the-clock nature of our work, it may occasionally be necessary for you to work overtime. Overtime is considered to be any time worked in excess of forty (40) hours in a seven-day regular work week. The regular work week begins on Sunday morning at 6:00 a.m. and ends the following Sunday at 6:00 a.m. Overtime is intended to meet unforeseen circumstances only and must be authorized in advance by your Department Supervisor. Unauthorized overtime will be subject to disciplinary action. When the need for overtime arises, it will be assigned on a fair and equitable basis; however, you are expected to work overtime when requested. You will be compensated for overtime in accordance with federal and state laws and regulations. Exempt employees hired in a management position, such as the Administrator or Director of Nursing who meet the criteria and definition set forth by the Federal Government, will be considered exempt employees and will not be eligible for overtime pay.

COMPENSATION

Beginning pay rates are determined by the position and experience. A performance evaluation will be done at the completion of the introductory period. Subsequent increases are considered in conjunction with your annual job performance evaluation. Any pay raises will be based on performance, which includes but is not limited to: attitude, cooperation, attendance, job performance and in-service attendance.

Payroll is issued twice a month by direct deposit. The pay period which begins on the first day of the month and concludes on the fifteenth day of the month will be paid on the twenty-second day of the month. The pay period beginning the sixteenth of the month and concluding on the last day of the month will be paid on the seventh of the following month. If a payday falls on a holiday, deposits will be made the day preceding the holiday. Should the payday fall on Sunday, deposits will be made the following Monday.

Your payroll check stub will be emailed to the email address we have on file. It will show your hours, pay rate and deductions. Those deductions required by law are income tax (federal and state), Social Security, and Medicare. Other routine deductions such as health insurance

premiums may also be included. If you have any questions about the way in which your hours have been calculated, you may look at your time sheet in the Human Resource Manager's Office.

ADVANCES IN PAY/EMPLOYEE LOANS

We cannot advance any type of loan to employees, issue paychecks to employees in advance of the regularly scheduled payday or time, or give advances on future earnings.

GARNISHMENTS

Under the garnishment law, a person to whom you owe money may obtain a court order requiring the facility to hold out a certain amount from your check each pay period until the debt is paid. This facility must comply with such court orders and will charge the allowable fee for the service.

RULES AND REGULATIONS

It is Wheatlands Health Care Center's policy that each employee be treated with dignity, respect and fair treatment at all times. Unfortunately, rules and regulations must be made and employees who do not abide by the rules must be disciplined. We firmly believe that the best discipline comes from good leadership and firm, fair supervision at all employment levels.

DEPARTMENT POLICIES

In addition to those policies that apply to all Employees, there are additional policies for each department to ensure the efficient operation of that department. You are expected to know and comply with all policies and procedures that apply to you. Your supervisor will review department policies and procedures with you. All policies and procedures are subject to change without prior notice.

ATTENDANCE AND PUNCTUALITY

This facility is committed to providing our elders with the highest quality service. In order to meet this commitment, it is necessary that each one of us report to work as scheduled and work our scheduled hours. Absent employees put a tremendous burden on fellow employees to get the work of two people accomplished. Excessive absenteeism lowers the morale of the department involved and makes it impossible to get some of the work completed. For this reason, when it is necessary for you to be absent from work, you are requested to find your own replacement. If a replacement cannot be found, you must advise your supervisor at least two hours before the start of your shift. This is to allow sufficient time for your supervisor to make other arrangements. Failure to do so may result in disciplinary action.

Similarly, punctuality is critically important because it shows your concern for the Elders you serve and your co-workers. If at all possible, you must also notify your supervisor when you will be late for work.

Reporting promptly for duty means that you arrive with sufficient time to clock-in and be at your assigned work area at the scheduled starting hour. You are not to leave your assigned area until your scheduled employment day is completed. In order to ensure appropriate staffing, if an incoming staff member is relieving you, you may be requested to stay at your assigned area until

your relief arrives or until your supervisor releases you. If this results in an overtime situation, you will be paid accordingly.

Being absent or late for work an excessive number of times will have a negative impact on your performance review and may subject you to disciplinary action up to and including termination. You are responsible for knowing WHCC's absenteeism policy.

Absenteeism Policy

The ability of Wheatlands Health Care Center to operate efficiently and meet its schedules depends upon each employee's regular attendance. Employees are expected to be punctual in reporting for work. Absenteeism causes a hardship for the clients of the facility and fellow employees. Management recognizes that circumstances beyond an employee's control may occasionally cause the employee to be absent from all or part of an assigned shift. However, excessive absences and tardiness cannot be tolerated and may result in disciplinary action including termination.

ABSENCES: Employees who are unable to fulfill their scheduled work hours due to sickness or other circumstances should first attempt to try to find someone to work for them. Trading shifts is the preferable method so that overtime does not occur.

Employees are expected to notify their supervisor at least two (2) hours prior to their shift by calling the facility, even in the case of a shift swap. Leaving a message with another employee to pass along to their supervisor is not sufficient and can result into an unexcused absence of a no call no show. If an emergency absence is necessary, the employee must advise their supervisor or department head immediately or as soon as possible. Employees must provide a full and accurate explanation of the circumstances resulting in the absence.

Employees who call in sick may be required to come in to be evaluated by a WHCC Nurse before being excused from duty or have a doctor's note that states the employee is unable to work if the care of the residents will be adversely affected by the absence, at the discretion of the supervisor. Employees who are absent due to illness are expected to call in every day they are scheduled to work, but will not be required to be evaluated by the charge nurse on subsequent days. Failure to comply with the call-in requirements will constitute an unexcused absence (see below).

Absences are divided into two categories:

1. Excused or Authorized. Examples of excused absences are authorized traded shifts, the employee has been evaluated by a WHCC nurse and sent home, a doctor's note states the employee cannot work, preapproved jury duty, preapproved bereavement, approved paid time off days, and FMLA qualified leaves.
2. Unexcused or Unauthorized. Examples of unexcused absences are calling in sick without a WHCC nurse evaluation or a doctor's note, not reporting for work (no call no show) and not attempting to find coverage prior to calling in. Any unexcused absence will result on the forfeiture of up to eight hours of accrued personal time.

Six occurrences of being absent from work in a twelve-month rolling year are considered to be excessive and may result in further disciplinary action. Probationary employees within their probationary period of 90 days will receive a written warning after 2 excused or unexcused absences. An occurrence is defined as one absence from work (excused or unexcused) within a consecutive period of time that is attributed to the same health condition or reason for the

absence. Jury duty, funeral leave, approved personal time days, workman's compensation, disciplinary days off, and FMLA approved absences do not constitute an occurrence. Every absence uses available personal time with the exception of disciplinary absences. Absenteeism is part of job performance and absenteeism will negatively affect annual job performance reviews.

A pattern of absenteeism (3 or more occurrences such as but not limited to-always on a weekend or always the day after a pay day) may be considered unexcused and may result in further disciplinary action including an unexcused absence and the lost of personal time. One occurrence without notification ("no call no show") is an unexcused absence and may result in further disciplinary action. A second absence without notification within a year's time may result in termination.

An original doctor's release to come back to work will be required if absent for 3 days or more. The doctor's office may fax the release directly to WHCC. A supervisor can request a doctor's release at any time.

TARDY: Employees are allowed to clock in no more than 15 minutes before their scheduled shift. Clocking in after the scheduled work time is considered tardy. Three tardies in one pay period will equal an unexcused absence and will result in the forfeiture of up to 8 personal time hours. Continued excessive tardies will be grounds for further discipline action.

LEAVING EARLY: If an employee works less than half (1/2) of his/her shift, it will be considered an absence of one occurrence. (Note: this does not include a supervisor requesting staff leave early.)

TRADING SHIFTS/DAYS: Employees may arrange with another employee on trading of days or shifts, with the understanding that each employee is still responsible for their shift. If the person who agreed to work the shift fails to do so it is considered their absence. When an employee agrees to work an extra shift or trade a shift, it becomes a scheduled shift for him/her. Trades must be signed by both parties to avoid miscommunication. It is the responsibility of the staff requesting the trade to report in writing to supervisor or designee when a trade has been made. Trades must be reported at least one day before the shift or in extreme circumstances, one hour before the shift. Trading shift/days must not routinely result in more overtime for employees.

When an employee is absent, leaves early or arrives late, their Supervisor will fill out an 'Attendance Record' form and submit to the Human Resource Manager's Office. A form will be completed each day an employee is absent, late or quits early unless the employee is hospitalized or on an extended leave of absence. If so, the forms may be completed weekly. When an employee is absent for two or more consecutive workdays for the same reason, the absence is considered continuous and should be so noted on the form. A continuous absence will be recorded as one incident as long as the employee follows the call in requirements.

CONFIDENTIAL INFORMATION

In the course of your daily work, you may acquire information that is confidential in nature. You are not to discuss this information outside the facility or even with other staff members. All information concerning Elders is considered confidential and is illegal to discuss except as it relates to the development and implementation of the Plan of Care. In all such cases, the consent of the Elder or responsible party is required. Residents and families rely on the discretion of employees to respect such confidential information at all times.

Do not give information to newspapers, magazines, TV or radio reporters or photographers unless directed to do so by the Administrator or Board Member. Releasing confidential information could lead to termination.

CONTAGIOUS CONDITIONS

If you have a communicable illness or contagious condition, you have a serious duty not to expose your fellow staff members or Elders. Any employee reporting for work exhibiting signs of a contagious condition may be sent home or to a physician immediately. Any charges made by your physician are your responsibility. You may be required to obtain a physician's statement indicating the condition is no longer contagious and you are capable of performing your job duties when returning to work.

NEPOTISM

Applications from your relatives will be accepted and we will consider them for employment. However, to avoid the possibility of the perception of favoritism, employees will not be permitted to work under the direct supervision of a relative except as approved in advance by the Administrator.

IN-SERVICE EDUCATION

Regularly scheduled staff development and in-service programs are conducted to increase knowledge and maintain the high degree of skill and ability necessary to ensure proper resident care. State law requires specific in-service programs. Participation in the programs are part of each employee's job responsibilities. Employees are expected to attend/complete inservices designated as mandatory. All inservices must be completed in the month they are assigned or disciplinary action will be taken, including taking the employee off the schedule until inservices are current. You will be reimbursed at your regular rate of pay for inservices based on the actual time spent on the inservices if you complete the inservices at the facility.

LICENSURE AND REGISTRATION

If your position requires licensure by the state or certification by a professional society, you are responsible for keeping those licenses current. If you are required to be licensed or registered as part of your job and have not yet taken the examination, you must take the first test available for your specialty after becoming employed. A record is maintained in the Human Resource Manager's office of names and current licensure and registration numbers of all facility employees. In order to keep the licenses up-to-date, you are expected to notify your supervisor of current license or registration numbers. Failure to do so could lead to disciplinary action up to and including termination.

LOITERING

Loitering on or about facility premises is not permitted before or after work, or on your days off. Your presence on facility premises while off duty may be disruptive to the orderly work of others who are on duty and is therefore prohibited. This policy applies not only to facility staff, but to friends and family of staff as well. Those providing transportation to employees should remain in their cars while waiting to pick up a staff member.

Employees wishing to volunteer to provide or assist with activities for the residents on the employee's off duty time may make arrangements with the Activity Director.

CONCEALED WEAPONS

Concealed weapons are not allowed on WHCC premises at any time.

LOST AND FOUND

Employees are responsible for their personal belongings. The facility assumes no responsibility for personal losses of employees. Items found on the facility premises are to be immediately turned in to Administration.

LOYALTY, TEAM SPIRIT

Your loyalty and support are extremely important as we strive to meet the needs of our Elders and the facility. We encourage you to offer constructive comments and ideas that will result in a better community and improved service.

ON-THE-JOB ILLNESS

If you become ill while at work, notify your supervisor at once. Your supervisor may send you home or encourage you to see your physician (health care provider). Any charges made by your physician (health care provider) are your responsibility. You must clock out any time you leave the facility, including due to on-the-job illness.

OFF-THE-JOB INJURIES OR SURGERYS

If any employee has an injury off the job or has a surgery planned needing time off for recovery, then, a doctor's note to return to work must be provided. If the note has restrictions, then, the employee must agree to the outlines provided by the employer. It is on a case-by-case basis. Many factors play a role in situations depending on where the employee job duties are performed, the type of work, where there is a need, etc. Depending on the situation, at times, a full release may be required before the employee can work. This is up to the discretion of the Administrator.

PERSONAL TELEPHONE CALLS AND MAIL

While on duty, personal phone calls should not be placed or received except in the case of an emergency. The facility reserves the right to screen all incoming calls. If you do receive an emergency call, it will be transferred to your supervisor, who will notify you immediately. The facility does provide a phone that may be utilized by staff during non-working periods such as meal and break time.

To avoid an increased volume of mail, employees should not use the facility's address for personal mail. Company stationary should not be used for personal correspondence. Communication sent out on company stationery for anything other than authorized business will be subject to disciplinary action.

Cell phones may be carried for emergency situations, but cell phone use is prohibited on the floor. Cell phones are not to be seen or heard. Cell phones must only be used during your break period, and then only in the break room or outside of the facility.

REEMPLOYMENT RIGHTS

Under certain circumstances, former employees may be considered for rehire. Prior to rehiring a former employee, that employee's employment history will be reviewed by the affected Department Head along with the Administrator. A number of factors will be considered in this review, including performance evaluations, disciplinary actions, attendance record, and facility needs. The decision to rehire will be based on this review along with availability of a position.

SMOKING

Smoking is a health hazard to our elders, visitors and staff. WHCC is a smoke-free campus. Smoking is not permitted on WHCC premises. Violations of the Smoke Free Campus policy will result in progressive action in accordance with the WHCC disciplinary policy. As per policy, if an employee leaves the campus for any reason (including to smoke) other than company business, he/she must clock out.

THEFT

Theft is a serious offense and will be dealt with as such. Employees who steal from a resident, another employee or visitor will be immediately terminated and a police report will be filed.

SOLICITATION/DISTRIBUTION

You are not permitted to solicit (ask to buy, join, etc.) other employees or to distribute literature on facility premises unless specifically approved by the Administrator. Elders may not be solicited for any reason.

Persons not employed by the facility may not solicit, sell or distribute merchandise, services and/or literature on facility property unless specifically approved by the Administrator.

SUGGESTIONS/COMMUNICATIONS

Those of you who are providing services for our Elders are in the best position to suggest new or improved ways of performing your job or to improve working relationships or services. You are urged to make suggestions freely to your supervisor or Administrator. Your suggestions may improve the care and service to our Elders and/or working conditions. All suggestions will be carefully considered.

EMPLOYEE COMMUNICATION

It is the responsibility of all employees to remain current in changes in our elders needs, policy or procedure changes, internal communications, bulletins, and other posted notices. Employees must read all written information and attend in-services to receive the information they need to perform their jobs well and better serve our Elders.

TIPS/GRATUITIES/PURCHASES

To ensure that each Elder receives the same high level of care regardless of financial resources, no employee is permitted to accept gifts, tips or gratuities of any kind from Elders or visitors. Additionally, employees are not permitted to purchase any items from Elders.

VOLUNTEERS/ACTIVITY PROGRAM

We take pride in our Volunteer/Activity Program. You are expected to support these departments and encourage our Elders to attend all functions. You are also expected to assist in the transportation of Elders to/from activities and to assist in any other way possible. All volunteers are guests in our facility and are to be treated with a pleasant, helpful attitude. Any violation of this policy is grounds for disciplinary action up to and including termination.

LEAVING THE COMPANY

When you voluntarily leave the company, we expect a minimum of two week notice so that the quality of Elder care is not interrupted. Department Heads and Salary personnel are expected to provide thirty (30) day notice of intent to terminate. This notice or lack of the appropriate notification will become a permanent part of the employee's personnel file. Employees who do not give adequate notice will generally not be eligible for rehire. Absences in the notice period will result in early termination.

Prior to receiving your last paycheck, you must return all facility property which has been issued to you such as keys, equipment, name pin, etc. Any employee who does not resign in good standing, provide the proper notice as defined above, work their scheduled shift until the expiration of the notice period, return all facility property will not be eligible for earned vacation pay. We reserve the right to deduct from your final paycheck any amounts due to the company, the cost of property that is not returned, or any property which is returned in poor condition.

If you are enrolled in health insurance and wish continuation of benefits, check with Administration for assistance.

If your forwarding address changes from that which we have on record, notify Administration so we can mail your wage tax form (W-2) to the proper address.

BENEFITS

INTRODUCTION

Benefits are an important part of your total earnings package. While an employee of the facility, you should become familiar with and take full advantage of all available benefits offered. Specific questions about any of the benefits listed in this section should be directed to your supervisor. All benefits listed in this handbook are subject to change or termination at any time at WHCC's sole discretion.

PERSONAL TIME

We understand that employees occasionally have events that arise which prevent them from working their scheduled shift. After ninety days of employment, full-time and part-time employees begin to accrue one (1) hour paid personal time for every sixty (60) regular hours worked during the first year of continuous employment and one (1) for every fifty (50) regular hours worked after the completion of the first year of continuous employment. Earned Personal time is for unexpected leave such as illness or funerals, as well as for planned time off such as birthday leave as approved by your Department Head.

If you wish to take off for a personal reason, which has been approved in advance by your Department Head, you may request at that time to be compensated by using personal hours you have earned. If an employee calls in for any reason, personal time will be used to cover the absence. Unused earned personal time may be paid to you at your regular rate of pay on your anniversary date of each year. This will be compensated to you no later than the second payroll date from your anniversary date. Personal days earned and not used will not be allowed to accumulate after your anniversary date. Earned personal time may be deducted due to attendance violations.

Personal leave hours may be lost due to employee absenteeism. Accrued personal leave will not be paid to an individual during their termination notice period. Any unused personal leave time will not be paid upon change of classification or termination of employment.

VACATION TIME

We recognize that everyone needs a chance to relax away from the demands of the work environment. For this reason, after one year of employment, full-time and part-time employees will be eligible for paid vacation time. Because the purpose of this benefit is to allow you time away from work to relax, payment in lieu of unused vacation is not permitted. Vacation time must be used within one year of the time when it becomes earned or it will be forfeited. The Administrator may grant an exception to this rule under unusual circumstances. Since staffing must be maintained at all times and the safety and well-being of our residents is our primary concern, there may be times when your requested vacation time cannot be honored. Your supervisor will work with you in scheduling a time for your vacation that is acceptable to both you and WHCC.

If you are paid hourly, your vacation benefit will be as follows:

- Completion of one year of continuous employment-
One (1) hour for each fifty- (50) hours worked.
- Completion of three (3) years of continuous employment-
One (1) hour for each twenty-five (25) hours worked.

Only regular hours of work will be counted toward the computation of vacation time. Vacation hours or any other non-productive hours will not count in the computation of vacation time. Vacation pay becomes earned only on the anniversary date of the employee. Only earned vacation pay will be available to the employee to use. This earned vacation is figured only once a year and is computed as of your last anniversary date of employment. Upon termination, only earned vacation which was earned as of your last anniversary date will be eligible for payment and only upon the meeting of the requirement of the "Voluntary Termination of Service". Any employee who is terminated for violation of a WHCC policy, a state regulation or federal guideline will not be eligible for any unused earned vacation pay.

RETIREMENT PLAN

WHCC makes available to all full-time and part-time employees age eighteen (18) or older, a 403 (b) plan to help them supplement their retirement income. This voluntary plan permits eligible employees to contribute a percentage of their earnings on a pre-tax basis to several investment choices. The maximum dollar amount of employee contribution is established by government regulation.

HOLIDAYS

Because the facility operates every day of the year and cannot suspend its activities on a holiday, a number of employees will be required to work on holidays. In order to receive holiday pay, you must work your scheduled day before the holiday, the holiday itself, and your scheduled day after the holiday. After thirty (30) days of employment with the facility, employees who work on holidays will receive a bonus amount equal to their base pay for hours worked up to eight hours. For the purpose of holiday pay, the holiday begins at 6:00 a.m. the morning of the actual holiday and ends at 6:00 a.m. the next morning.

Salaried employees and Department Supervisors will not normally be scheduled to work holidays. Department Supervisors will receive 8 hours of pay for each holiday.

We observe the following holidays in our facility:

New Year's Day
4th of July
Thanksgiving Day

Memorial Day
Labor Day
Christmas Day

In order to ensure that proper staffing ratios are maintained, you may be requested to work any holiday. Every effort will be made to allow each employee to have some holidays off. If you do not wish to work a particular holiday, please submit your request in writing to your Supervisor at least two weeks prior to the schedule being made. While every effort will be made to honor requests, there is no guarantee this can be done.

GROUP HEALTH/LIFE INSURANCE

Group health insurance is available to Full-time Employees who have successfully completed 90 days of employment. WHCC will adhere to Affordable Health Care Guidelines to determine eligibility.

A continuation of health insurance coverage, as governed by the Consolidated Omnibus Budget Reconciliation Act (COBRA) may be available to you, at your expense, upon termination of employment or other qualifying events. Please check with the Human Resource Manager's Office for details.

Life insurance is available to Full-time employees. Questions about the group health and life insurance should be directed to the Human Resource Manager's Office.

IMMUNIZATIONS

Because of the communal nature of Long Term Care, and for the protection of our employees and residents, we offer the following vaccinations at no cost to the employee: Hepatitis B, T-Dap and annual Influenza. Please inquire in the Human Resource Manager's Office for details.

VOLUNTARY BENEFITS

Additional benefits are available through WHCC's voluntary benefits program. Please inquire in the Human Resource Manager's Office for details.

MEALS

For your convenience, employee meals can be purchased at a reduced price through payroll deduction. Meals may be different than what is posted, but will be a balanced meal of good quality.

LEAVE OF ABSENCE

After you have successfully completed your Introductory Period, a leave of absence without pay may be granted if you are a regular employee and are planning to return to work for the facility. However, earned personal and vacation time must be exhausted before a leave of absence may be taken.

Requests for a leave of absence must be presented in writing to your supervisor as far in advance as possible. When applying for a leave, you must state on the leave request form when you will return to work. When you are actually ready to return to work, you must notify your supervisor.

Leaves of absence may be requested for the following reasons:

Military Leave: The Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) was designed to protect those employees who take military leave. Under the USERRA, if you are called for active duty with the Armed Services you will be granted an unpaid leave of absence. Upon your return, you are guaranteed the same or equal position with no break in seniority.

To be entitled to reemployment, you must give the facility advance notice of the leave (if reasonable under the circumstances). In addition, you must return to work within a reasonable period of time. Under the USERRA, that period of time varies with how long you have been away as follows:

- For service of less than 31 days, you must return to work immediately after the end of service. (i.e., you must return no later than the beginning of the first regular work period on the first full calendar day after the end of military service plus eight hours.)
- For service between 30 and 181 days, you must apply for reemployment with the facility within two (2) weeks of the end of service.
- For service longer than 180 days, you must apply for reemployment with the facility within 90 days of the end of service.

Your benefits will continue to accrue during a military leave of absence. You may also elect to continue health coverage (under rules similar to COBRA) for up to 18 months. If you elect not to continue health coverage, coverage will be reinstated upon your return to work.

Under the USERRA, the facility may deny a veteran reemployment under the following circumstances:

- If reemploying the veteran would cause an “undue hardship” to the facility.
- If the position was temporary and would have been terminated by the time the veteran returned.
- If the employee’s cumulative time spent in military service totals more than 5 years (except active duty during war or declared national emergency).

If you are a member of a Reserve or National Guard Unit you may be granted leave without pay to attend the regularly scheduled training programs (normally two weeks). Vacation, if available, may be used for such leaves.

Personal Leave: Under rare circumstances, a personal leave of absence may be granted. When returning to work after a personal leave of absence, you will be offered the first position available suitable to your qualifications and with the same status and wage rate comparable to the position you held prior to your leave. Once you reject a position which is similar to the one you had, you forfeit your right for recall. Health insurance benefits do not continue during this type of leave. You must make arrangements with Administration for continued payment of any health insurance premiums, etc., before your leave officially begins. Failure to do so will result in cancellation of your insurance.

Family and Medical Leave Act: A leave of absence without pay of up to twelve weeks, within a rolling twelve month period, may be granted for childbirth or adoption, to care for a seriously ill child, spouse or parent, or for your own serious illness. You will be required to provide 30 days’ notice for foreseeable leaves such as birth, adoption or planned medical treatment. Failure to provide such notice could result in delay of the leave. When 30 days’ notice is not possible, the employee must provide notice as soon as possible and must follow normal WHCC call-in procedures. In the case of serious illness, a doctor’s certification is required and the facility may require a second or third medical opinion. An employee does not need to use this leave in one block. Leave may be taken intermittently or on a reduced leave schedule when medically necessary.

Eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying circumstances. FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12 month period.

The FMLA plan provides that the substitution and/or use of earned paid leave (i.e., sick days, vacation days, etc.) within the twelve (12) week period is permissible. The facility elects to exercise this option to allow our employees maximum financial benefit during their leave. Therefore, the benefit days (or paid leave) will begin on the first day of the twelve (12) week leave period and be counted as part of the twelve (12) weeks of allowable FMLA leave. During your leave, health care coverage will continue under the same terms as when you were working. In other words, if you participate in the group health insurance you will be required to continue to pay your portion while on FMLA leave. Failure to do so could result in forfeiting of the FMLA leave and your insurance coverage being canceled. Upon your return to work, you are guaranteed the same or comparable position.

To be eligible for Family Leave, you must have worked at the facility for one full year and worked at least 1250 hours, in the previous 12 months. Certain "Key Employees" may be exempt from Family Leave. A "Key Employee" is an employee who is salaried and is among the "highest paid 10 percent" of the employees employed within 75 miles of his or her work site. Please check with your Administrator for further information and the proper forms to complete when requesting FMLA leave.

The U.S. Department of Labor publication "**Employee Rights and Responsibilities under the Family Medical Leave Act**" is posted in the ancillary hall outside the Laundry area. An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer. Contact information for the Department of Labor is located on the posted publication.

JURY DUTY

Since serving as a member of a jury is considered your civic duty, the facility will pay the difference between regular pay and jury duty pay for each day you were scheduled to work while on jury duty if you have completed the introductory period. You will only be paid for jury duty that occurs during a regularly scheduled shift and for a maximum of seven and one-half hours for any one jury duty day, minus any amount paid to you by the court. Jury duty leave with pay is granted up to ten (10) working days. You will need a certificate from the court showing when you served and how much you were paid.

WORKER'S COMPENSATION

WHCC carries worker's compensation insurance on all employees to cover medical expenses that may be incurred due to injuries experienced while performing normal and routine tasks associated with their employment. WHCC participates in the return-to-work and light-duty programs as a part of the worker's compensation program.

It is your duty to immediately report job related injuries to your supervisor. You may be directed to a specific physician or hospital if it is determined that the injury may be job related. Failure to report the injury prior to seeking treatment may jeopardize your coverage leaving you financially responsible for the cost of treatment or care.

SOCIAL SECURITY BENEFIT

WHCC matches the amount you are required to pay toward Social Security Benefits.

SAFETY AND SECURITY

SAFETY RULES

Our goal is to provide employees of this facility with a safe and healthy environment, free from hazards, which may cause accident or injury. A Safety Program has been established and implemented for this purpose and you will be acquainted with the Program during your Orientation. However, safety in the facility is an ongoing responsibility closely shared by all of us.

The following are just a few of the safety guidelines which have been established to promote a safe environment:

1. Any and all safety hazards must be reported to your supervisor immediately.
2. All accidents and injuries, no matter how slight, must be reported to your supervisor immediately.
3. All employees must be familiar with the fire/disaster plan.
4. Procedures regarding contagious and infectious diseases should be observed at all time.
5. Pick up, clean up, or mop up any foreign matter on the floors, grounds or stairs immediately.
6. Before attempting to lift equipment, supplies, or an Elder, be sure you understand the proper lifting techniques.
7. Do not wear open toe shoes, necklaces, dangling earrings, or apparel that invites injury.
8. All chemicals and equipment must be kept locked up.

SAFETY AND CARE OF FACILITY AND EQUIPMENT

In a facility such as ours, it takes the effort of everyone to keep the facility and all equipment in good working condition. All employees are asked to assist the Maintenance and Housekeeping Departments in maintaining the facility and surrounding grounds in as neat and orderly appearance as possible. Equipment malfunctions should be reported immediately to the appropriate supervisor. To avoid injury, you should not handle equipment for which you have not received proper training.

DISASTER PLAN/EMERGENCY PROCEDURES

Employees are provided with a copy of the facility's Disaster Plan during Orientation. You are expected to read and fully understand the Plan. If you have any questions regarding the Plan, please ask your supervisor.

WORKER'S COMPENSATION

All employees are covered under provisions established by the Worker's Compensation Law, which provides protection for employees who are injured at their place of employment while on duty. Each state sets its own regulations pertaining to Worker's Compensation.

This facility is committed to providing a safe environment in which to work. Therefore, if you are involved in an accident or are injured at work, please do the following:

1. Notify your supervisor as soon as the accident occurs regardless of how minor the incident may seem. The supervisor should notify the Administrator immediately.
2. You will be required to complete an accident/incident report, which will be signed by your supervisor and yourself.
3. The incident will then be thoroughly reviewed and you may be asked to attend the next safety committee meeting.
4. As a part of our Drug Policy, you may be tested for both drugs and alcohol following a work-related accident if there is reasonable cause that drugs or alcohol added to or caused the incident.
5. Wheatlands Health Care Center encourages every incident to be reported. Employees will not be retaliated against for reporting any incident/accident or unsafe condition.

ELDER OR VISITOR ACCIDENTS

Accidents and injuries involving Elders or visitors are serious matters and require thorough investigation. If you are involved in, or discover an accident or injury, notify your supervisor or someone in authority at once, no matter how minor the accident appears to be. Any visitor involved in an accident or injured while on facility property should be directed to Administration or the supervisor in charge. Do Not assume that the facility is automatically responsible for accidents and do not make statements to anyone as to whom you believe might be at fault.

WORKPLACE THREATS AND VIOLENCE

WHCC's policy is to strive to maintain a work environment free from intimidation, threats or violent acts. This includes, but is not limited to, intimidating, threatening or hostile behaviors, physical abuse, vandalism, arson, sabotage, use of weapons, carrying concealed weapons onto company property, or any other act, which, in management's opinion, is inappropriate to the workplace. In addition, bizarre or offensive comments regarding violent events and/or behavior are not tolerated.

If you feel you are subjected to or have observed any of these behaviors, immediately report the incident to your supervisor. Complaints will receive prompt attention and the situation will be thoroughly investigated.

SEARCHES

In our commitment to provide a safe and secure work environment, WHCC reserves the right to conduct searches and inspections of all company premises and property. The company may conduct unannounced searches for illegal drugs, legal but illicitly used drugs, unauthorized articles or unauthorized alcohol in all company facilities or property. Such searches of company facilities and property can be conducted at management's discretion, and they need not be based on reasonable suspicion that there is a violation of this policy. All personnel are expected to cooperate should a search be conducted.

Searches of employees and their personal property, on company premises and property, may be conducted when there is reasonable suspicion that the employee is in violation of this policy. Body searches, strip searches, and frisking are strictly prohibited under this policy. Should a particular employee search be required, the employee will be requested to empty his/her pockets, packs, or other property where concealment may occur. Any illegal and/or unauthorized articles discovered may be taken into custody and may be turned over to law enforcement representatives. An employee's consent to search is a condition of employment. Any employee who refuses to submit to a search, or who is found in possession of prohibited articles will be subject to disciplinary action up to and including termination.

STANDARDS OF CONDUCT

CUSTOMER RELATIONS

This facility strives to provide elders, family members, and visitors—*our customers*—with the best possible services. You are expected to treat customers in a courteous, respectful manner at all times.

Always remember that the customer comes first and is entitled to the same thoughtful treatment that you would like to receive. Customers should not be treated in a condescending or impolite manner and should never be kept waiting an unreasonable amount of time.

When a customer approaches you with a question or complaint, you should give the matter immediate attention. Introduce the customer to the department head or supervisor in charge and relay the question or complaint. The department head or supervisor should listen attentively to the customer's concerns and take appropriate action. After such appropriate action is taken, the department head or supervisor should then notify the customer of action taken, preferably in person, or if not possible, by telephone. Remember that voiced concerns or questions demand an immediate action. If a customer becomes abusive or argumentative and the department head or supervisor cannot handle the situation, the customer should be referred to the Director of Nursing or Administrator.

TELEPHONE COURTESY

YOU are the facility when you answer the telephone. Therefore, you should be particularly careful to exercise courtesy and thoughtfulness in using the telephone. The following procedures should be observed whenever possible:

1. Always answer the telephone within three rings!
2. When answering the telephone give the name of the facility, your name, and ask to whom the caller wishes to speak.
3. If the person with whom the caller wishes to speak is on another line, ask the caller if he/she would like to be placed on hold or if he/she would like to leave a message.
4. If a caller has been placed on hold, offer to have the call returned if the person with whom the caller wishes to speak is not available within a reasonable time.
5. When a caller leaves a name, number, or message, make sure it is recorded correctly and given to the appropriate individual in a timely manner.

When a charge nurse is notified that a doctor or a doctor's office is on the line, the nurse in question should respond immediately to the call. If the charge nurse in question is busy with an Elder, then another nurse in the facility should take the call so as not to keep the caller waiting.

SOCIAL MEDIA AND ELECTRONIC COMMUNICATION

WHCC defines Social Media as online resources that are used to share information, opinion, profiles, content, etc. This includes usage on WHCC owned electronic tools as well as personal electronic tools.

WHCC employees are held to a standard of conduct that does not allow posts, comments, tweets, etc. regarding another employee or the facility that is not of a positive manner. Negative or derogatory statements will result in disciplinary action up to and including termination.

Privacy and confidentiality is of the utmost importance to the well-being of the residents of WHCC. For that reason, no information regarding any resident, family member or visitor is appropriate for any type of social media conversation.

WHCC owned computers are subject to monitoring to the extent allowed by law. Employees should not have any expectation of privacy. Internet usage should be for company business only. Email messages sent from WHCC owned computers are not private and employees should limit the transmission of personal information. Employees are responsible to ensure they do not receive message or other information that contain viruses.

GOSSIP

Employees of Wheatlands Health Care Center are asked to help control gossip. If an employee hears something that could be construed as gossip, use the following four point test:

Is it true, is it good, is it useful, if workplace related – is there a business “need to know”?

Anytime a resident is involved increased diligence is required to ensure nothing you say or do could harm a resident in any way.

RESIDENT RIGHTS

Elders in this facility are to be treated with respect and consideration, in full recognition of their dignity, and free of any kind of abuse. You have a responsibility to uphold these rights through your behavior. During your Orientation, you will be presented with a copy of the facility Resident Rights. You are expected to read and fully understand each right. If you have any questions, please contact your supervisor.

Abuse of any kind will be reported to the proper authorities and result in disciplinary action, up to and including termination. Abuse is defined as:

- “Verbal abuse” refers to any use of oral, written, or gestured language that includes disparaging and derogatory terms to Elders or their families, or within their hearing distance.
- “Sexual abuse” includes but is not limited to sexual harassment, sexual coercion, or sexual assault.

- “Physical Abuse” includes hitting, slapping, pinching, kicking, etc. It also includes controlling behavior through corporal punishment.
- “Negligence” includes ignoring the needs or concerns of Elders and not responding to those needs or concerns immediately. Negligence is Abuse!
- “Involuntary Seclusion” means separation of an Elder from other Elders or from his or her room against the Elder’s will, or the will of the Elder’s legal representative. Temporary monitored separation from other Elders will not be considered involuntary seclusion and may be permitted if used as a therapeutic intervention to reduce agitation as determined by professional staff and consistent with the Elder’s plan of care.
- “Mental abuse” includes but is not limited to humiliation, harassment, and threats of punishment or deprivation. Mental abuse also includes abuse that is facilitated or caused by nursing home staff taking or using photographs or recordings in any manner that would demean or humiliate a resident(s). This means NO PHOTOGRAPHS of residents unless authorized by the Administrator or Director of Nursing.

One of the most important aspects of our job here at WHCC is to ensure that our Elders receive the highest degree of care. If at any time you witness abuse or neglect of an Elder, you must report this immediately to the charge nurse, your supervisor, or the Administrator. Licensed staff are held to the highest standard. If you feel a licensed staff member is guilty of abuse, please call the DON, the Administrator or the Long Term Care Ombudsman. The phone numbers are located at the nurses station or in the locked display cabinet on Lilac Lane.

HARASSMENT IN THE WORKPLACE

WHCC is committed to an environment in which its employees will work free from harassment by other employees. The company will not tolerate harassment including, but not limited to, sexual, racial, ethnic, or religious and will take immediate disciplinary action toward any employee who engages in such action.

Sexual Harassment on the job is defined as any unwelcome sexually oriented behavior, demand, comment, or physical contact, initiated by any individual at the workplace, that is a term or condition of employment, a basis for employment decisions, or that interferes with the employee’s work or creates a hostile or offensive working environment. All employees of this facility are expected to avoid any behavior or conduct toward any other employee that could be interpreted as sexual harassment. If you feel you are the object of unwanted sexual attention or behavior you should:

1. Express to the harasser that the conduct is unwelcome and request that the behavior stop immediately.
2. If the conduct continues or if you feel threatened or intimidated by the situation, report the problem to your immediate supervisor, any member of the facility’s management, or the Administrator.
3. The member of the facility management staff and/or the Administrator will discuss the incident with you and be available to assist in filing a formal written complaint. The facility will then conduct a thorough investigation, protecting all involved parties’ privacy to the extent possible. The complainant and alleged harasser will then be advised of the results of the investigation.
4. If the claim is found to be valid and the behavior constitutes sexual harassment as defined in WHCC’s Sexual Harassment Policy, appropriate disciplinary action will be taken up to and including termination.

5. If an employee wishes to appeal a decision, they should do so, in writing, to WHCC's Administrator.

WHCC prohibits any employee from retaliating in any way against anyone who has articulated any concern about sexual harassment.

RELATIONSHIP TO ELDERS AND FAMILIES

Keep in mind that our kindness and understanding are necessary to provide the level of service which Elders and their family members expect and deserve. Your duties will often take you into Elder's rooms and you must respect and protect their right to personal privacy at all times. Failure to do so is a serious offense.

PERFORMANCE EVALUATIONS

During your employment, your performance will be observed and reviewed. You will receive a written evaluation prior to completion of your Introductory Period and periodically thereafter. Job performance, demonstrated ability, attendance, skills and efficiency, attitude and cooperation are all-important considerations in these evaluations.

PROMOTION AND TRANSFER

This facility is committed to developing employees for advancement opportunities, including employee promotion and job upgrading, provided the employee has the necessary skill, knowledge and ability to perform the job. Information regarding position openings will be made available to all employees.

DEMOTION AND SALARY REDUCTIONS

Should an employee be reassigned to a position at a lower grade due to poor performance in his/her current position, salary or wages may be reduced to an appropriate level when approved by the Administrator.

DISCIPLINE AND TERMINATION

It is WHCC's policy that each employee be treated with dignity, respect, and fair consideration in all disciplinary action. Employees will be made aware of concerns and, generally, given the opportunity to correct the problem. However, when disciplinary action is necessary WHCC's Employee Progressive Disciplinary Policy will be implemented. Through this process, the facility reserves the right to take whatever disciplinary measures it feels are appropriate including immediate discharge. All employees must realize there are certain instances where conduct and/or performance is of such a serious nature that immediate termination, without prior warning or consultation, may be the justified course of action. Therefore, not all of the options outlined in WHCC's Progressive Discipline Policy need to be exhausted prior to discharge or suspension.

PROGRESSIVE DISCIPLINE POLICY

It is Wheatlands Health Care Center's policy that each employee be treated with dignity, respect and fair treatment in all disciplinary action. We believe that the best discipline comes from good leadership and fair supervision at all employment levels.

WHCC's Employee Discipline Process *normally* consists of the following steps:

- Step One: Oral Warning
- Step Two: First Written Warning
- Step Three: Second and Final Written Warning and/or Suspension
- Step Four: Termination of Employment

All employees should, of course, be aware there are certain instances where conduct and/or performance is of such a serious nature that immediate termination, without prior warning, suspension, or consultation may be the justified course of action. This is especially true in the case of violations involving any illegal activity, not abiding by company policy or action by the employee that is serious enough to warrant termination without resorting to the normal progressive discipline procedures. Prior to immediate termination, suspension without pay may be warranted pending full investigation of the facts surrounding the incident/behavior purposes only. The company may use disciplinary measures for any other actions judged not to be in the best interest of the company, our elders or fellow employees.

GRIEVANCE PROCEDURE

WHCC believes that every employee, regardless of position, should be treated with respect and in a fair and just manner at all times. Most problems can be resolved when they are openly discussed. However, if a problem remains unresolved, you have the right to appeal an action you feel is unfair through the following procedures:

Step 1 – Talk with your immediate supervisor (within three days of the occurrence of the problem) and give him/her a chance to help resolve the problem. Your supervisor will carefully review the situation and give you an oral response within 48 hours of your discussion.

Step 2 – If the problem is not resolved after talking to your supervisor, you may appeal to the Administrator, in writing, within three days. The Administrator will obtain all the facts and try to settle your problem in a fair and equitable manner, in writing, within five working days of receipt of your grievance.

Step 3 – If the Administrator's decision is unsatisfactory, you may appeal to the Board of Directors within three working days. The Board of Directors will have two calendar weeks to thoroughly investigate the problem and render a written decision. The decision of the Board of Directors is final.

All employee suggestions and complaints will be given full consideration. There will be no discrimination or recrimination against you because you present a problem or complaint.

DRUG AND ALCOHOL-FREE WORKPLACE

Because we are concerned for the health and safety of our Residents, staff, and visitors, it is WHCC's policy to provide a drug and alcohol-free environment. This means that we prohibit the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance at the workplace. New hires will be subject to a drug screening. Other employees may be tested for drugs and/or alcohol under the following circumstances:

1. Random drug screening will be done with emphasis on licensed and certified that have access to resident medications.

2. Following a work-related accident which results in the filing of a workers compensation claim.
3. If the employee is observed using a prohibited substance on the job.
4. If the employee exhibits a severe and prolonged reduction in productivity.
5. If the facility has other reasonable cause for testing the employee(s) including, but not limited to, behavioral observation, an employee causing harm or injury to a resident, missing or altered drugs, etc.
6. If an employee is arrested on a drug or alcohol charge, whether it is for possession, use, sale, or intent to sell. Note: Employees are required to notify their Supervisor of any alcohol or drug related arrest or conviction.

Each employee tested may be tested for both drugs and alcohol. Any employee who fails to submit to the required testing or notification requirements will be terminated.

EMPLOYEE ACKNOWLEDGMENT

As an employee of WHCC, I agree to faithfully perform my job in a responsible and professional manner. I further agree to read and/or learn all present rules and regulations and any future rules and regulations that may be issued by WHCC through materials provided to me.

I agree and understand that my company has the right to modify, rescind, suspend or cancel any of its policies at any point in time and/or to add new rules of conduct without my consent. The company agrees to notify me of these changes.

I agree and understand that the contents of this handbook and all manuals dealing with employment policies are presented as a matter of information only and are not to be understood or construed as a promise or contract between the facility and its employees.

I agree and understand that I have the right to terminate my employment at any time and that my employer retains a similar right and that my employer's personnel policies and/or handbooks do not constitute an employment contract.

I have reviewed the Employee Handbook which outlines the policies, practices, and benefit guidelines of the facility. I have read or had read to me and understand the information contained in this handbook.

Employees' Signature _____ Date _____

Employee's Printed Name _____

Supervisor Signature _____