

Employee Handbook

5925 Dry Creek Lane NE
Cedar Rapids, IA 52402
(319) 362-8916

December 2025

Contents

Welcome! 5

Handbook Notice to Employees 5

At-Will Employment 5

Pre-Employment Policies 5

Equal Employment Opportunities 5

State & Federal Legislation 6

1.0 Professional Conduct 6

Code of Ethics 6

Conflict of Interest 7

Confidentiality 7

Non-Compete Policy 7

Introductory Period 8

Open Door Policy 8

Anti-Harassment and Discrimination Policy 8

Whistleblower Policy 10

Employee Complaints and Grievances Policy 10

Personal Appearance & Dress Code 10

Substance Abuse Policy 10

Alcohol And Other Drugs 10

Post-Employment Background Checks 11

Smoking and Tobacco Product Use 11

Workplace Violence Policy 11

2.0 Employment Policies 12

Code of Conduct 12

Attendance Policy 13

Employment Classifications 14

Performance of Work Tasks 14

HealthCARE of Iowa Property 14

Personnel Records 15

Cell Phone Policy & Personal Phone Calls 15

Technology & Social Media Policy 15

Progressive Disciplinary Policy 17

Dependent Adult Abuse 19
3.0 Compensation & Payroll 21
Time Clocks 21
Overtime Policy 22
Pay Periods 22
Direct Deposit 22
Payroll Deductions 22
Wage Garnishments 22
Wage Increases 22
Expense Reimbursements 22
4.0 Employee Benefits 23
Benefit Plan 23
Continuation of Health Insurance (COBRA) 23
Paid Time Off Benefits 23
Unpaid Personal Leave of Absence 25
Bereavement Period 26
Holiday Pay 26
Maternity Leave 26
Jury Duty 27
Military Leave 27
Family Medical Leave Act (FMLA) 27
Employee Notice Requirement 29
Designation of FMLA Leave 29
5.0 Safety & Emergencies 32
On-the-job Injury 32
Worker's Compensation Insurance 32
Emergency and Disaster Preparedness 33
Health Emergencies 33
6.0 Separation of Employment 33
Separation 33
Resignation 33
Final Paycheck 33
Exit Interview 34
COBRA 34

Vacation Payout 34
Eligibility Requirements: 34
Company Property Deduction 34
Employee Handbook Acknowledgment Form 35
Receipt and Disclaimer 35

Welcome!

Welcome to the team! We are happy to have you join HealthCARE of Iowa to carry out our Company mission and trust you will work hard in furthering our goal.

We are happy to have you on board as part of the team and hope you enjoy your employment with us.

Handbook Notice to Employees

This handbook is intended to answer many commonly asked questions regarding policies at HealthCARE of Iowa. If at any time you have questions that are not addressed in this handbook, consult with your manager, upper management, or HealthCARE of Iowa Leadership.

Nothing contained in this handbook or in any other materials or information provided to you in connection with your employment creates an employment contract.

The Company reserves the right to change or modify the contents of this handbook at any time with or without prior notice. This handbook replaces and supersedes all previous handbooks and policy statements issued to employees.

At-Will Employment

All employment with the Company is voluntary and at-will. This means you are free to terminate your employment at any time, for any reason, and the Company retains the same right. No individual manager can enter into a contrary agreement. Nothing in these policies shall be interpreted to be in conflict with or to eliminate or modify in any way, the employment at-will status of employees.

Pre-Employment Policies

The company reserves the right to verify statements concerning proficiency in a stated area, or to test for basic skills that are critical for the successful performance of their job.

For those applicants who will be driving for work purposes, a valid and current driver's license must be furnished. All job offers are contingent upon successful completion of state background and licensure checks when applicable. Employees will need to continuously provide a copy of their current driver's license* and current state licensure information*. Employees are expected to remain current & compliance with all required documentation. New copies of these documents should be submitted in a timely manner so that Company records are always current. Employees are also expected to keep all personal information (address, contact information & emergency contact information, etc.) up to date with HealthCARE of Iowa at all times.

**As required based on your role*

Equal Employment Opportunities

The Company provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, creed, gender, national origin, age, marital or

veteran status, sexual orientation, gender identity, disability, or any other legally protected classification.

This policy of equal opportunities applies to all terms and conditions of employment. This includes but is not limited to hiring, placement, promotion, termination, layoff, recall, transfers, leaves of absence, compensation and training.

The Company will make reasonable job-related accommodations according to all legal requirements to allow qualified candidates and employees with disabilities to perform the essential functions of their jobs and meet performance standards. Such candidates and employees must advise their manager, upper management and/or HealthCARE of Iowa Leadership of their needed accommodations.

All employees are responsible for ensuring the Company's equal employment opportunity policy is implemented and maintained. Failure to comply with this policy will result in disciplinary action up to and including termination of employment.

State & Federal Legislation

This employee handbook is subject to the provisions within State and Federal legislation and shall be considered a part of these work rules. Work rules are applicable to all covered employees.

1.0 Professional Conduct

Code of Ethics

The Company's Responsibility to All

- Encourage, to the greatest degree possible, independence, growth, and self-determination for all.
- Promote and participate in informing employees of their rights and opportunities.
- Actively avoid discriminative behavior based on race, color, creed, sex, national origin, age, sexual orientation, religion, veteran status, disability, genetic information, or gender identify.
- Enforce the application of Company policies at all times.
- Provide services with the utmost integrity and accuracy humanly possible.

The Company's Responsibility to Employees

- Create and maintain a working environment that encourages ethical behavior and conduct from all staff.
- Have policies and processes in place to ensure employees can freely express, discuss, and address ethical concerns and issues, free of reprisal.
- Develop and train on safety procedures in order to provide a safe workplace for all staff.
- Promote an anti-harassment and discrimination-free workplace.
- Provide opportunities for staff education, training, and development.

- Ensure that allegations of waste, fraud, abuse, financial mismanagement, or misappropriation of Company funds are promptly investigated and that employee's rights are protected.

The Employee's, Partners, and Intern Responsibilities

- Adhere to the policies and standards as outlined in the Employee Handbook.
- Conduct work activities with honesty, integrity, and respect for all while respecting confidential information.
- Take an active role in creating and maintaining a safe and physically clean working environment.
- Immediately report any conflicts of interest or ethical violations to the leadership team
- Do not contribute to a negative working environment or put other teammates down
- Ensure that private financial interests or other external responsibilities do not interrupt the quality of the work product.

Conflict of Interest

All employees are expected to use good judgment, to adhere to high ethical standards, and to act in such a manner as to avoid any actual or potential conflict of interest. A conflict of interest occurs when the personal, professional, or business interests of an employee conflict with the best interests of the company.

No employee may solicit or accept gifts, lavish entertainment, or other benefits from current or potential vendors or suppliers of HealthCARE of Iowa.

Confidentiality

HealthCARE of Iowa employees must not disclose, either during or following their employment, any information, purposefully or inadvertently, to anyone, except when required in the course of performing their job duties, and then only to those who have both a need and permission to be so informed. Employees will be subject to appropriate disciplinary action, up to and including termination, for knowingly or unknowingly revealing information of a confidential nature.

Information about the operation of HealthCARE of Iowa, its relationships with vendors, and employees is also considered confidential. No one is permitted to remove or make copies of any HealthCARE of Iowa records, reports, or documents outside of published policies and procedures without approval from their manager.
Intellectual property created for HealthCARE of Iowa by the Company or its employees is the property of HealthCARE of Iowa and must not be shared with any person outside the company without prior approval, unless in the course of performing job duties.

Disclosure of confidential information shall be treated as misconduct, and HealthCARE of Iowa reserves the right to terminate any employee who violates the confidentiality policy. If you have questions about the specifics of this policy, please ask your manager.

Non-Compete Policy

No employee, without prior written disclosure and the written consent of HealthCARE of Iowa, may engage or participate directly or indirectly, in any business, either as an employee, employer, consultant,

agent, principle, partner, officer, director, or in any other individual or representative capacity, that is in competition with HealthCARE of Iowa. Certain positions may require the employee to sign a non-compete clause.

You will not be held liable under any Federal or State trade secret law for the disclosure of a trade secret that is made in confidence to a Federal, State, or local government official or to an attorney solely for the purpose of reporting or investigating a suspected violation of the law. Further, you will not be held liable under any Federal or State law for the disclosure of a trade secret that is made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is under seal.

Introductory Period

When a new employee begins to work at HealthCARE of Iowa, the first 90 calendar days of work are considered an introductory period. During this period, you will have a chance to accustom yourself to your new job and coworkers. This time will also give your manager an opportunity to determine your fitness for the duties and responsibilities of the position.

Eligible employees will qualify for the health & life insurance plans on the first of the month after one (1) month of employment.

Open Door Policy

From time to time, problems or questions may arise during the course of your employment that affects staff relationships or work. Usually, an understanding can be reached by discussing the situation. To maintain an open and productive working environment, employees are encouraged to discuss these matters with their manager. If that is not workable, they may discuss the issue with upper management.

If an employee feels they are the victim of harassment, discrimination or unlawful treatment of any kind, take advantage of this Open Door Policy or the policy on Anti-Harassment found in this Handbook. Each complaint will be investigated and confidentiality will be maintained to the extent it is consistent with an effective investigation.

Anti-Harassment and Discrimination Policy

The Company is committed to providing a work environment free from unlawful harassment and discrimination, including sexual harassment. Company policy prohibits sexual harassment and harassment because of race, color, religious creed, age, sex, marital status, national origin or ancestry, physical disability, mental disability, medical condition, Vietnam-Era or disabled veteran status, military service, sexual orientation, or any other basis protected by federal or state law. All such harassment can be unlawful when it:

(1) Is severe or pervasive enough to affect a reasonable employee's job;
(2) Has the purpose or effect of creating an intimidating, hostile or offensive work environment;
(3) Has the purpose or effect of unreasonably interfering with an individual's work performance; or
(4) Otherwise adversely affects an individual's employment opportunities.

Sexual Harassment

Sexual harassment may include a range of subtle and not so subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include, but are not limited to: unwanted sexual advances or requests for sexual favors; offering benefits

in exchange for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, catcalls or touching; insulting or obscene comments or gestures; display or circulation in the workplace of sexually suggestive objects or pictures (including through e-mail); and other physical, verbal or visual conduct of a sexual nature. Sex-based harassment that is harassment not involving sexual activity or language (e.g., male manager yells only at female employees and not males, or vice versa) may also constitute discrimination if it is severe or pervasive and directed at employees because of their sex.

Other Types of Harassment

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religious creed, age, sex, marital status, age, national origin or ancestry, physical disability, mental disability, medical condition, Vietnam-Era or disabled veteran status, military service, sexual orientation, or any other characteristic protected by law or that of his/her relatives, friends or associates.

Harassing conduct includes, but is not limited to: epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group (including through e-mail).

Individuals and Conduct Covered

The Company will not tolerate any form of unlawful harassment against fellow employees, whether by executives, managers, co-workers, or by vendors, customers, independent contractors, or others that do business with HealthCARE of Iowa. All employees are expected to avoid any behavior or conduct that could reasonability be interpreted as unlawful harassment of employees or persons who do business with the Company. Employees who engage in conduct in violation of this policy are acting outside the scope of their employment responsibilities and may be subject to individual liability for their unlawful and policy-prohibited actions.

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

Complaint Procedure

Every employee is responsible for creating an atmosphere free of discrimination and harassment whether of a sexual nature or otherwise. Further, each of us is responsible for respecting the rights of co-workers.

If you experience job-related harassment based on your sex, race, age or other factor, or you believe you have been treated in an unlawful, discriminatory or harassing manner immediately contact your manager so that an investigation can be undertaken. If the manager is the person responsible for the harassing conduct, contact upper management.

All persons involved in the complaint and the investigation will be advised to keep all information related to the complaint and the investigation confidential to the extent possible and consistent with an effective investigation.

Should the Company determine that this policy has been violated, appropriate action will be taken

against the offending person to end the offensive conduct, up to and including termination of employment.

Whistleblower Policy

Retaliation on an employee for reporting suspicious or illegal behavior, especially harassment or discrimination, is forbidden under all circumstances. If an employee is found to be in violation of the non-retaliatory Whistleblower Policy, they will be subject to immediate termination.

Employee Complaints and Grievances Policy

If there are concerns in or about the workplace, each employee reserves the right to discuss or question policies, procedures, direction, or any other topic in an appropriate way. If an employee has a concern, they should direct this complaint promptly to their manager or upper management. Grievances will be met with an objective and receptive demeanor. The manager may document the grievance and take action when appropriate. If the nature of the grievance suggests harm is being done to himself or herself or another, there is a legal obligation to act on the information disclosed.

Personal Appearance & Dress Code

Company standards are reflected by your personal appearance. Cleanliness is an absolute necessity and all employees are expected to be neat and well-groomed.

Personal cleanliness and clean work habits are essential. Failure to adhere to HealthCARE of Iowa's safety and sanitation standards may result in disciplinary action, up to and including termination. As legally required, reasonable accommodations for sincerely held religious beliefs will be made.

HealthCARE of Iowa's dress code is casual, however, business casual may be required at facilities or for meetings.

Substance Abuse Policy

In accordance with the Drug Free Work Place Act of 1988, the employer must maintain a drug free work place. HealthCARE of Iowa strictly prohibits the possession, use, or distribution of illegal drugs or drug paraphernalia while engaged in any HealthCARE of Iowa related activity or on or in property owned or leased by HealthCARE of Iowa, whether or not the employee is performing business. HealthCARE of Iowa is committed to providing its employees with a safe workplace and an atmosphere. Our employees should not be subject to any safety threats from fellow workers. You are expected to be in suitable mental and physical condition while at work, allowing you to perform your job effectively and safely.

Alcohol And Other Drugs

It is the express policy of HealthCARE of Iowa that employees cannot report to work under the influence of, bring in, make, sell, distribute, use, or have in their possession illegal drugs, alcohol, or drug paraphernalia when they are on company premises or while they are performing company business at any other location.

Post-Employment Background Checks

Upon proper notification by the employee of being arrested of a crime, HealthCARE of Iowa will verify the information by processing another DCI check within forty-eight (48) hours of the notification. Upon receipt of the of the DCI check, HealthCARE of Iowa must process another DHS evaluation to determine if the employee remains suitable to work in the healthcare or long-term care setting. During this time, the employee will be suspended from active duty pending the results of this evaluation. If HealthCARE of Iowa receives credible information from a third-party source that an employee has been convicted of a crime or has a founded dependent adult or child abuse and was not directly reported by the employee, the employee may be terminated for failure to report or will be suspended from active duty immediately upon receipt of the information. Failure of the employee to notify the employer is a criminal offense and may be reported to legal counsel for further action.

Smoking and Tobacco Product Use

In accordance with Iowa's Smokefree Air Act HealthCARE of Iowa recommends the following:

- Smoking, vaping or any use of tobacco products is prohibited in public places (that is, any enclosed area to which the public is invited or permitted)
- Smoking, vaping or any use of tobacco products is prohibited in all enclosed areas within places of employment, such as work areas, private offices, conference and meeting rooms, classrooms, auditoriums, employee lounges and cafeterias, hallways, medical facilities, restrooms, elevators, stairways and stairwells, and vehicles owned, leased, or provided by the employer, unless the vehicle is owned, leased, or provided by the employer for the sole use of the employee driver and used by that employee.
- If there has been a violation of the Iowa Smokefree Air Act, please contact management immediately so that HealthCARE of Iowa may take prompt action. The Iowa Department of Public Health may also be reached at:
    - www.iowasmokefreeair.gov
    - 1-888-944-2247
- Retaliation against an employee, applicant for employment, or customer because the employee, applicant, or customer exercised any rights afforded under the law, registered a complaint, or attempted to prosecute a violation of the law is strictly prohibited.

Workplace Violence Policy

The Company provides a safe workplace for all employees. To ensure a safe workplace and to reduce the risk of violence, all employees should review and understand all provisions of this workplace violence policy.

The Company does not tolerate any type of workplace violence committed by or against employees. Employees are prohibited from making threats or engaging in violent activities. This list of behaviors provides examples of conduct that is prohibited:

- Causing physical injury to another person;
- Making threatening remarks;
- Displaying aggressive or hostile behavior that creates a reasonable fear of injury to another

person or subjects another individual to emotional distress;

- Intentionally damaging employer property or property of another employee;
- Possessing a weapon while inside a Company building or while on company business;
- Committing acts motivated by, or related to, sexual harassment or domestic violence.

Any potentially dangerous situations must be immediately reported to a manager or HealthCARE of Iowa Leadership. Reports can be made anonymously, and all reported incidents will be investigated. Reports or incidents warranting confidentiality will be handled appropriately, and information will be disclosed to others only on a need-to-know basis. All parties involved in a situation will be counseled, and the results of investigations will be discussed with them. The Company will actively intervene at any indication of a possibly hostile or violent situation.

2.0 Employment Policies

Code of Conduct

Courteous and respectful behavior with others is expected. Employees are responsible for their behavior at all times.

The Company does not tolerate employee conduct which creates an intimidating, hostile, or offensive working environment. Any employee who intimidates, is hostile, or is offensive towards another employee, management, or the general public with whom the employer interacts with or has relations with, will be subject to disciplinary action up to and including termination.

Each employee must always be mindful as their actions reflect favorably or unfavorably on HealthCARE of Iowa. Unbecoming conduct may be cause for termination of employment. In its sole discretion, the Company reserves the right to determine the appropriate level of discipline, up to and including termination of employment.

The following violations are examples of conduct which may result in disciplinary action up to and including termination. This list outlines unacceptable behaviors while at work, and is not all inclusive.

- Breach of confidentiality;
- Intoxication on duty;
- Use of intoxicant while on duty;
- Use and/or abuse of controlled substances (unless prescribed by a physician, but including abuse or excessive use of such a substance);
- Unlawfully distributing, selling, or possessing of a controlled substance;
- Falsehood;
- Neglect of duty;
- Failure to report an incident or accident on work property, according to Company policies;
- Bringing any weapon into HealthCARE of Iowa;
- Acts of physical aggression and/or verbal outbursts;
- Harassment or discrimination of an employee;

- Theft or willful damage to property of HealthCARE of Iowa.
- Misuse of phone systems, including excessive use of personal phone or Company phone while on duty for non-work related items;
- Use of profanity;
- Sleeping while on duty;
- Inability to maintain work standards, or perform the Essential Job Functions;
- Disrespectful or inappropriate behavior toward a fellow employee;
- Insubordination/criticism of authority or disloyalty to HealthCARE of Iowa;
- Accepting tips or engaging in a business transaction;
- Repeated tardiness;
- Excessive absenteeism;
- Falsification of any documents;
- Misuse of time clock;
- Failure to follow all applicable safety rules, policies, regulations and laws;
- Violation of any of the policies listed in the Company handbook or any personnel policies; and
- Failure to call or report for scheduled duty.

Attendance Policy

Changing your work schedule is not permitted without upper management approval.

Tardiness and Absences

Tardiness and absences are disruptive and frequently place burdens on fellow employees. If an unexpected tardiness or absence is to occur, call your manager at least two hours prior to your work schedule or as soon as possible.

If your tardiness or absences cause an adverse effect on the efficiency and productivity of your responsibilities, you may receive disciplinary action, and if not corrected, will be subject to termination.

All employees not reporting to work in accordance with the Company policy will be considered an unexcused absence and will be subject to discipline, up to and including termination.

Failure to call in and/or appear for two consecutively scheduled workdays (no call/no show) will be considered a voluntary termination. Extenuating circumstances may affect this and should be reported to your manager at once.

Notification of Absences

The employee must report their own absences, this should not be done by a family member, friend, etc. Failure to follow the procedure when calling in absences will result in an unapproved absence.

Unapproved Absences

All absences from your work must be approved by your manager or HealthCARE of Iowa Leadership unless otherwise permitted according to the leave and time off policies in this handbook. Unless the absence is due to an emergency, approval for an absence (including vacation and/or personal days)

must be obtained prior to the absence.

Understand that reported but excessive absences will result in discipline up to and including termination.

Employment Classifications

Employees are classified as either exempt or non-exempt, and full-time or part-time status. Each employee is placed in a classification. The classifications are listed and described below.

Exempt/Salary Employees

Exempt positions will only be full-time positions and must qualify as one of the exemption categories outlined in the Fair Labor Standards Act (FLSA), such as administrative exemption, professional exemption, and executive exemptions. These employees will be paid on an annual salary basis (in accordance with FLSA regulations) and therefore, are ineligible for overtime compensation. Exempt positions may regularly work more than 40 hours a week.

Non-Exempt/Hourly Employees

Non-exempt positions are paid a standard rate for only those hours worked and are eligible for overtime pay. Overtime must be pre-approved and will be paid at the rate of time and a half for every hour worked over 40 in any given workweek. There may be full-time non-exempt positions or part-time non-exempt positions.

Full-Time Employee

Full-time employees are those whose regularly scheduled workweek is 30 hours or more per week.

Part-Time Employee

Part-time employees are those whose regularly scheduled workweek is fewer than 29 hours.

Performance of Work Tasks

Each employee is expected to be at their assigned location to begin work at the scheduled time and to remain there until their scheduled workday is completed.

HealthCARE of Iowa Property

As an employee of HealthCARE of Iowa, you have been entrusted with the supplies and equipment necessary to perform your duties. While your portion may seem small, the total financial investment in such property is significant. Therefore, each employee must exercise economical use of supplies and take good care of equipment.

Theft and Destruction of Property

Employees are urged to be alert to entry of unauthorized persons. If anyone is seen on-site who does not appear to be an employee, or who may be outside his/her regular working area, the person should be offered assistance in directing them to their destination. Employees shall refrain from abuse, theft, deliberate destruction of or tampering with property and equipment, as well as the property of fellow employees. Violations must be reported to HealthCARE of Iowa Leadership immediately.

Employee Property

Employees are expected to safeguard their own personal property while on duty. HealthCARE of Iowa will not be responsible for employee property which may be lost or stolen. If you lose any property, report it to your manager.

Personnel Records

It is essential that employee personnel records are current and up to date with personal information. Promptly report any change in name, address, telephone number, marital status, dependents, payroll changes or persons to contact in case of emergency, etc. in writing to your manager.

Cell Phone Policy & Personal Phone Calls

While at work, employees are expected to exercise the same discretion in using personal cell phones and technology as they use with company phones. Excessive personal calls, text messaging, streaming services or headphone/earbud use during the workday, regardless of the phone or technology used, interferes with and detracts from your work duties. Employees should limit all personal calls, text messages and streaming services to during lunch break. Employees should ensure that their friends and family members are aware of this policy.

Employees found to have violated this policy will face disciplinary action up to and including termination.

Technology & Social Media Policy

This policy applies to all employees when they are using computers or Internet connections supplied by HealthCARE of Iowa, whether or not they are on or off the clock, and whether or not they are posted from HealthCARE of Iowa's premises.

HealthCARE of Iowa provides computers and Internet connections for business purposes: specifically, care plans, MDS, or service plans, payroll, business correspondence, DCI and Nurse Aide registry background checks. You should use those computers only for HealthCARE of Iowa business. HealthCARE of Iowa has the right, but not the duty, to monitor all communications and downloads that pass through its computers at its sole discretion. Any information retained on the company's computers may be disclosed to outside parties or to law enforcement authorities.

You may not disseminate or knowingly receive harassing, sexually explicit, threatening or illegal information by use of the company computers including offensive jokes or cartoons. You may not use the company's computers for personal or commercial advertisements, solicitations or promotions. You are responsible for safeguarding your password for the system. Passwords should not be printed, stated online, or given to others. Users are responsible for all transactions made using their passwords. HealthCARE of Iowa is not responsible for the actions of individual users.

E-mail resembles speech in its speed and lack of formality. Unlike speech, e-mail leaves a record that is often retrievable even after the sender and recipient delete it. If you would not want your family to read your message on the front page of the newspaper, do not send it by e-mail.

You may not download or use material from the Internet or elsewhere in violation of software licenses, or the copyright trademark and patent laws. You may not install or use any software especially that obtained over the Internet without written permission from HealthCARE of Iowa Leadership.

If you observe or learn about a violation of this policy, you must report it immediately to HealthCARE of Iowa Leadership.

Failure to comply with the foregoing Technology & Social Media Policy is subject to discipline including loss of access to the company's computers, discharge from employment, and possible legal actions for damages or indemnification.

Social Media

HealthCARE of Iowa defines social media as online interactions on social networking sites, in comments on Websites and any other public or quasi-public interactions online.

Employees need to make sure they are fully aware of the risks -- especially those that threaten our and your hard-earned reputation. This is a fast-changing world, and you will need to exercise judgment in many areas. When combining personal and professional material, employees must rise to HealthCARE of Iowa standards in what they post, comment on or otherwise share, making careful use of privacy settings on social media sites.

Use of HealthCARE of Iowa technology, networks and internet access is a privilege granted by management and may be revoked at any time for inappropriate conduct carried out on such systems, including, but not limited to:

- Distributing, or creating disruptive, offensive, harassing, or threatening documents or messages, including offensive comments about race, gender, appearance, disabilities, age, sexual orientation, pornography, religious beliefs and practice, political beliefs, or national origin. Harassment of any kind is prohibited.
- Sending chain letters or participating in any way in the creation or transmission of unsolicited commercial e-mail ("spam") that is unrelated to legitimate company business.
- Sharing your Login-ID or passwords.
- Engaging in private or personal business activities including excessive use of social media, video streaming, instant messaging or chat rooms.
- Accessing or attempting to access data for which you are unauthorized either inside or outside the corporation.
- Disparaging, profane or abusive language.
- Downloading or transmitting copyrighted materials without permission from the copyright holder. Even when materials on the network or the Internet are not marked with the copyright symbol, employees should assume all materials are protected under copyright laws unless explicit permission to use the materials is granted.
- The intentional or unintentional revealing of confidential material to people, both inside and outside the company, who do not have a need to know that information. Confidential material is information which is not generally available to the public and is available to you only because of your status as an employee, contractor, temporary worker, or other worker at HealthCARE of Iowa.
- Processing, distributing, transmitting, storing or displaying electronic material which is obscene, pornographic, profane, sexually explicit, libelous or defamatory.

It is the responsibility of every technology user of HealthCARE of Iowa to know these guidelines, and to conduct their activities accordingly. Employees are encouraged to immediately report abuses to their manager or to HealthCARE of Iowa Leadership. Employees who abuse or violate these guidelines are subject to disciplinary action. Some violations may constitute criminal offenses, as outlined in local,

state, and federal laws; HealthCARE of Iowa will carry out its responsibility to report such violations to the appropriate authorities.

HealthCARE of Iowa owns the rights to all data and files in any computer, network or other information system used in the company and to all data and files sent or received using any company system or using HealthCARE of Iowa access to any Technology network. Users should never consider electronic communication to be either private or secure. HealthCARE of Iowa has the right, but not the obligation, to monitor any and all aspects of its technology systems including reviewing e-mail sent and received by users. Users understand that HealthCARE of Iowa may use automated software to monitor material created, stored, sent or received on its computer network.

Employees are responsible for any HealthCARE of Iowa equipment they have possession of. Users must make every effort to protect laptops, USB drives, etc. from loss or theft. Should loss or theft occur the user should report it to their manager or HealthCARE of Iowa Leadership immediately.

Progressive Disciplinary Policy

The Company reserves the right to deliver warnings, place employee on performance improvement plans, and/or terminate employment at any time and in any order. However, this Progressive Disciplinary Policy is designed to retain employees, while using termination as a last result. The Company reserves the right to skip any part of the progressive discipline process depending on the nature of the offense.

Coaching

Is a verbal re-education on policies, procedures, or expectations, which should be given as soon as a manager or employer notices an issue with the employee's job performance or behavior.

Verbal Warnings

Verbal warnings may be delivered at any time and may be documented.

Failure to adhere to a verbal warning may lead to further disciplinary action, up to and including termination.

Written Warnings

Written warnings are to be given according to the seriousness of the infraction, or when one or more verbal warnings are being ignored. Written warnings will either be delivered via email or in person, or both.

The written warning will be documented and the employee will be presented a copy to read and sign indicating receipt of the documentation. The documentation will be placed in the employee's personnel file.*

Failure to adhere to a written warning may lead to further disciplinary action, up to and including termination.

Performance Improvement Plans or Probation

If an employee has committed a single severe infraction, or several small infractions, they may be placed on probation for either 30, 60, or 90 days in an effort to directly address an issue, give the employee

time to correct the issue, and ultimately retain the employee. Failure to correct the action within the specified amount of time, may lead to further disciplinary action, up to and including termination.

Suspension

Suspension, with or without pay, may be used while executing an ongoing investigation or for corrective action purposes or for severe disciplinary action.

The suspension will be documented and the employee will be presented a copy to read and sign indicating receipt of the documentation. The documentation will be placed in the employee's personnel file.*

Failure to correct the action while suspended, may lead to further disciplinary action, up to and including termination.

Termination

Termination may be used as a last result of a corrective action plan not being effective with an employee or if the infraction was so severe, all other forms of discipline are deemed to be ineffective by the leadership team.

Examples of Misconduct

Minor - (breaches of the rules or required standards, but not of a nature serious enough to warrant dismissal or more formal action initially)

- Personal use of telephones
- Regular or unauthorized absences
- Poor performance

Serious - (breaches of the rules or required standards of a nature serious enough to warrant dismissal in some instances)

- Insubordination
- Continues poor performance after appropriate support & training
- Incapability due to drugs or alcohol
- Serious misuse of computers or other equipment
- Repeated incidents of minor misconduct

Gross - (breaches of the rules or required standards of a nature serious enough to warrant dismissal in all instances)

- Serious insubordination
- Theft or Fraud
- Violence or bullying
- Serious breach of confidence

*Failure or refusal to sign documentation regarding the disciplinary step taken does not negate the disciplinary action. Failure/refusal to sign will be notated on the documentation, which will be placed in the employee's personnel file.

Dependent Adult Abuse

Fraud and Abuse – False Claims Act

HealthCARE of Iowa is committed to its role in preventing health care fraud and abuse and complying with applicable state and federal law related to health care fraud and abuse. The Deficit Reduction Act of 2005 requires information about both the federal False Claims Act and other laws, including State laws, dealing with fraud, waste, and abuse and whistleblower protections for reporting those issues. To ensure compliance with such laws, HealthCARE of Iowa has policies and procedures in place to detect and prevent fraud, waste, and abuse, and also supports the efforts of Federal and State authorities in identifying incidents of fraud and abuse. This policy sets forth information concerning HealthCARE of Iowa's existing policies and procedures, including avenues for reporting concerns internally, and an overview of the Federal Civil False Claims and Program Fraud Civil Remedies Acts and applicable laws of the State of Iowa.

HealthCARE of Iowa takes health care fraud and abuse very seriously. It is our policy to provide information to all employees, contractors and agents about the Federal and State false claims acts, remedies available under these provisions and how employees and others can use them, and about whistleblower protections available to anyone who claims a violation of the Federal or State false claims acts. We also advise our employees, contractors and agents of the steps HealthCARE of Iowa has in place to detect health care fraud and abuse. HealthCARE of Iowa has incorporated the following State and Federal Laws concerning false claims within this handbook:

FEDERAL AND STATE FALSE CLAIMS LAWS

The Role of Federal and State Laws in Preventing Fraud, Waste, and Abuse: The Centers for Medicare & Medicaid Services (CMS) defines "fraud" as the intentional deception or misrepresentation that an individual knows to be false (or does not believe to be true) and makes, knowing that the deception could result in an unauthorized benefit to himself or another person. CMS defines "abuse" as incidents or practices of providers that are inconsistent with sound medical practice and may result in unnecessary costs, improper payment, or the payment for services that either fail to meet professionally recognized standards of care or are medically unnecessary.

The Federal Government and the State of Iowa have enacted criminal and civil laws pertaining to the submission of false or fraudulent claims for payment or approval to the Federal and State governments and to private payers. These false claims laws, which provide for criminal, civil, and administrative penalties, provide governmental authorities with broad authority to investigate and prosecute potentially fraudulent activities, and also provide anti-retaliation provisions for individuals who make good faith reports of waste, fraud, and abuse.

The Federal Civil False Claims and Program Fraud Civil Remedies Acts, applicable State laws, and anti-retaliation provisions are summarized in the following sections.

FEDERAL CIVIL FALSE CLAIMS ACT

The Civil False Claims Act (31 U.S.C. §3729 et seq.) is a statute that imposes civil liability on any person who:

- knowingly presents, or causes to be presented, a false or fraudulent claim, record or statement for payment or approval;
- conspires to defraud the government by getting a false or fraudulent claim allowed or paid;
- uses a false record or statement to avoid or decrease an obligation to pay the Government; and,
- other fraudulent acts enumerated in the statute.

The term "knowingly" as defined in the Civil False Claims Act ("FCA") includes a person who has actual knowledge of the information, acts in deliberate ignorance of the truth or falsity of the information, or acts in reckless disregard of the truth or falsity of the information. No proof of specific intent to defraud is required.

The term "claim" includes any request or demand for money or property if the United States Government provides any portion of the money requested or demanded.
Potential civil liability under the FCA currently includes penalties of between five thousand five hundred and eleven thousand per claim, treble damages, and the costs of any civil action brought to recovery such penalties or damages.

The Attorney General of the United States is required to diligently investigate violations of the FCA and may bring a civil action against a person. Before filing suit, the Attorney General may issue an investigative demand requiring production of documents and written answers and oral testimony.

The FCA also provides for Actions by Private Persons (qui tam lawsuits) who can bring a civil action in the name of the government for a violation of the Act. Generally, the action may not be brought more than six years after the violation, but in no event more than ten. When the action is filed it remains under seal for at least sixty days. The United States Government may choose to intervene in the lawsuit and assume primary responsibility for prosecuting, dismissing or settling the action. If the Government chooses not to intervene, the private party who initiated the lawsuit has the right to conduct the action.

In the event the government proceeds with the lawsuit, the qui tam plaintiff may receive fifteen to twenty-five per cent of the proceeds of the action or settlement. If the qui tam plaintiff proceeds with the action without the government, the plaintiff may receive twenty-five to thirty per cent of the recovery. In either case, the plaintiff may also receive an amount for reasonable expenses plus reasonable attorneys' fees and costs.

If the civil action is frivolous, clearly vexatious, or brought primarily for harassment, the plaintiff may have to pay the defendant its fees and costs. If the plaintiff planned or initiated the violation, the share of proceeds may be reduced and, if found guilty of a crime associated with the violation, no share will be awarded the plaintiff.

Whistleblower Protection

The Civil False Claims Act also provides for protection for employees from retaliation. An employee who is discharged, demoted, suspended, threatened, harassed, or discriminated against in terms and conditions of employment because of lawful acts conducted in furtherance of an action under the FCA may bring an action in Federal District Court seeking reinstatement, two times the amount of back pay plus interest, and other enumerated costs, damages, and fees.

FEDERAL PROGRAM FRAUD CIVIL REMEDIES ACT OF 1986

The Program Fraud Civil Remedies Act of 1986 ("Administrative Remedies for False Claims and Statements" at 38 U.S.C. §3801 et seq.) is a statute that establishes an administrative remedy against any person who presents or causes to be presented a claim or written statement that the person knows or has reason to know is false, fictitious, or fraudulent due to an assertion or omission to certain federal agencies (including the Department of Health and Human Services).

The term "knows or has reason to know" is defined in the Act as a person who has actual knowledge of the information, acts in deliberate ignorance of the truth or falsity of the information, or acts in reckless disregard of the truth or falsity of the information. No proof of specific intent to defraud is required.
The term "claim" includes any request or demand for property or money, e.g., grants, loans, insurance or benefits, when the United States Government provides or will reimburse any portion of the money.

The authority, i.e., federal department, may investigate and with the Attorney General's approval commence proceedings if the claim is less than one hundred and fifty thousand dollars. A hearing must begin within six years from the submission of the claim. The Act allows for civil monetary sanctions to be imposed in administrative hearings, including penalties of five thousand five hundred dollars per claim and an assessment, in lieu of damages, of not more than twice the amount of the original claim.

This Section Will Include Medicaid and State FALSE CLAIMS AND WHISTLEBLOWER PROVISIONS after they have been approved and implemented in Iowa Law and/or the State Medicaid Plan

Examples of a possible false claim:

1. Making false statements regarding a claim for payment;
2. Falsifying information in the medical record;
3. Double-billing for items or services; and,
4. Billing for services or items not performed or never furnished.

What should be done if a possible false claim has been made:

1. If an employee discovers an event that is similar to one of the examples of a false claim above, an employee is encouraged to:
    a. Report to your manager for further investigation. If the employee is not comfortable doing this;
    b. The employee should contact upper management.

2. An employee is not required to report a possible FCA violation to the client first. A report may be made directly to the Department of Justice or appropriate State or Local Agency. However, in many instances HealthCARE of Iowa and our clients believe that the use of its internal reporting process is a better option because it allows HealthCARE of Iowa and our clients to quickly address potential issues. HealthCARE of Iowa encourages employees to consider first reporting suspected false claims to your manager, but the choice is up to the employee.

3. HealthCARE of Iowa will not retaliate against any employee for informing the client, the Company or the Federal or State government of a possible FCA violation.

An employee with any questions or concerns regarding this policy should contact HealthCARE of Iowa Leadership.

3.0 Compensation & Payroll

Time Clocks

Each non-exempt employee is responsible for recording their own time. HealthCARE of Iowa will pay wages only for authorized time. No employee is authorized to clock in more than seven (7) minutes before the employee's shift begins or more than seven (7) minutes after the employees shift ends, unless the employee has prior approval from the manager.

An employee recording time for another employee will be subject to termination. All time recording will be reviewed and approved by your manager before an employee will be paid.

All employees are required to record in and out whenever leaving the premises for personal time. Non-Exempt employees must clock out for scheduled lunch breaks.

Overtime Policy

HealthCARE of Iowa is subject to the Fair Labor Standards Act (FLSA) requirement that hourly, non-exempt employees are compensated for all hours worked. It is the company's policy that hourly, non-exempt employees will receive one and one-half (1.5x) times their average base rate(s) of pay for all hours worked over forty (40) hours per work week. Salaried employees exempt from overtime rules under the Fair Labor Standards Act are not eligible for overtime pay.

Pay Periods

Employees are paid bi-weekly, every other Wednesday. Payroll is processed the week following the end of the two-week pay period with paychecks issued Wednesday the week following.

Direct Deposit

Direct deposit is required for all employees. Direct deposit offers the convenience and safety of having your funds deposited electronically into your designated bank/savings accounts. Funds are available to the employee on the pay date. Pay stubs will be available online.

Payroll Deductions

Social Security, Federal, and State withholding taxes are deducted from your payroll check according to law. The company will pay an equal amount on your behalf to the Employer's Social Security Account with the U.S. Government.

Wage Garnishments

HealthCARE of Iowa is required to satisfy all garnishment notices when delivered. Garnishments will continue until HealthCARE of Iowa has received the appropriate notification from the issuing entity that the garnishment obligation has been satisfied or discontinued. HealthCARE of Iowa will conform to applicable federal and/or state laws and regulations relating to garnishments.

Wage Increases

Pay increases, including Cost of Living Adjustments (COLA raises), are not automatic, annual events. When granted a pay increase, the amount will be based on the employee's job duties and performance.

Expense Reimbursements

HealthCARE of Iowa will reimburse employees for pre-approved expenses incurred on behalf of the company. All requests for reimbursement must be in writing and a receipt for each expenditure must be attached to your request. No expenditure will be paid without a paid receipt or cancelled check. Requests for expense reimbursement should be turned in to your manager.

4.0 Employee Benefits

Benefit Plan

Full-time employees who work or are expected to work at least thirty (30) hours a week and have completed one (1) month of employment with HealthCARE of Iowa are eligible to participate in the employer's Benefit Plan the first of the following month.

When you become eligible for the Benefit Plan, an employee may enroll in the health insurance plan within thirty (30) days of their eligibility date. If the decision is made to participate in the plan later, employees will only be permitted to do so if they meet one or more of the following requirements and do so within thirty (30) days of one of these events:

- Meet the new hire eligibility waiting period of the first of the month following one month (1) from date of hire.
- At Open Enrollment which occurs the month prior to the employer's plan anniversary; or
- During Special Enrollment/Life Event such as marriage, divorce, legal separation, birth or adoption of a child, change in child's dependent status, death of spouse, child or other qualified dependent, change in residence due to an employee employment transfer or loss of coverage.

Please reference your Benefit Portal for information specific to the plans offered. The site can be reached at https://myhcibenefits.com.

Continuation of Health Insurance (COBRA)

Should employment terminate with the Company, an employee may be eligible for continuation of health insurance coverage when certain events occur. Also, a spouse and/or dependent child(ren) insured in the group health plan may be eligible for continuation coverage when certain events occur.

Complete information about the circumstances under which the employee, a spouse and/or dependent child(ren) may become eligible for continuation coverage will be provided to the employee at the time they become covered in the group health plan.

Paid Time Off Benefits

Vacation

Vacation must be taken in the twelve (12) month period after the date earned. Vacation hours that have not been taken by the employee prior to the end of the calendar year will be forfeited.

Employees will be granted vacation according to the table below:

Years Complete	Vacation Hours Earned
After 90 days	Prorated hours (of 120 hours) based on months left in the year
After 1 Year	120 hours (3 weeks)
After 5 Years	160 hours (4 weeks)
After 10 Years	200 hours (5 weeks)

- Vacation must be taken in 1 hour increments.
- Vacation time may be taken after 90 days of continuous employment and requests must be submitted in writing.
- Vacation cannot be carried over from one year to the next.
- Employees will not be allowed to go into a negative Vacation balance. If time off is needed, and there is no Vacation balance available to the employee, the time will be unpaid. Excessive requests for unpaid time off may result in disciplinary action, up to and including termination. For further details on unpaid time off, please see below.

All vacation time is granted January 1st based on years completed as of January 1st. Vacation must be taken by December 31st or time will be forfeited. Pay in lieu of vacation time is not permitted.

Upon termination, the unused vacation hours will be paid to the employee on their final paycheck, provided the employee has given the required amount of written notice and been employed with the company for 1 year. If proper written notice of intent to terminate is not given and served, the employee will forfeit pay for any unused vacation hours. Employees will not be permitted to take vacation during their termination notice period unless approved by management.

Sick Time

Regular Full Time and Part Time employees are eligible to receive sick pay benefits for non-work related injuries or illnesses. Employees may begin using sick time immediately.

For each 174 hours of work, an employee accrues four (4) hours of sick pay. The **maximum sick accrual** is 480 hours or 60 days. The accrual begins from the first day of work and shall accumulate for each 174 hours worked thereafter.

Employees will not be paid more sick time than they would average in a normal week.

In order to receive sick pay benefits, you must meet the following requirements:

1. Your manager must be notified as soon as possible before the scheduled start of work.
2. A physicians certificate may be required for three (3) or more scheduled work days of illness or at the request of the manager. Employees that have been absent from work for three (3) or more days due to illness may also be required to provide a physician's written release to return

to work.

3. Paid vacation time will not be considered as hours worked in figuring sick hour accruals. Also the time spent on family and/or medical leave or on a leave of absence will not be considered as hours worked.
4. Unused sick pay accumulated is not payable upon termination.
5. Any employee abusing the sick pay benefit will be subject to disciplinary action which may include termination.
6. Sick pay will be used for the employee's own personal illness or for the illness of a child.

Unpaid Personal Leave of Absence

An unpaid personal leave of absence may be granted upon request to regular full- and part-time employees for important pressing personal needs, at the discretion of their manager.

- Individuals employed by HealthCARE of Iowa for a minimum of 90 days are eligible to apply for an unpaid personal leave of absence.
- Unpaid personal leave may run concurrently with any available Vacation balance. After the Vacation balance is utilized, the remainder of the time will be unpaid.
- HealthCARE of Iowa will attempt to hold an employee's position open for the period of unpaid personal leave, if such leave is two (2) weeks or less. If leave is greater than two (2) weeks, the employee, if qualified, will be entitled to the first reemployment opportunity available over the next six months.
- Employee health benefits will be continued in the same manner as received prior to the leave, if the leave is for two (2) weeks or less, and the employee will be expected to remit payment for the employee's portion of the health insurance premium prior to departing for unpaid personal leave, and in an amount equivalent to the expected period of absence. If an employee requests leave which will extend beyond the two (2) week period, the employee will be advised of COBRA continuation rights.
- Accepting employment elsewhere is not a qualified reason for unpaid leave under this policy and may result in termination of employment at HealthCARE of Iowa.

Procedure for applying for unpaid personal leave

Requests for unpaid personal leave must be made in writing to the employee's manager and/or HealthCARE of Iowa Leadership and should indicate the reason and the length of leave requested.

The manager shall review and act upon a request for unpaid personal leave in consideration of the following factors:

- The purpose for which the leave is requested.
- The length of time the employee will be away.
- The effect the leave will have on the ability of the department to carry out its responsibilities.
- The quality of the employee's performance prior to the submission of the request.

All unpaid personal leaves must be approved by the manager.

Procedure for returning from unpaid personal leave

An employee who has been granted an unpaid personal leave of absence shall give the manager reasonable notification of the intent to return to work at least two weeks prior to the return date.

Upon receiving notification of the employee's availability, the manager will arrange to have the employee reinstated to the employee's previous position, if available.
If the previous position is no longer available, the employee may be considered for other open positions which the employee is qualified for as they become available.

If no position exists, the employee will remain on unpaid leave status until a suitable opening develops. If such an opening does not occur within a 60-day period, any obligation to reinstate the employee is discontinued and the employee's leave status is changed to a voluntary termination. Future reemployment would be as a rehire with only legally required reinstatement of applicable benefits.

Bereavement Period

HealthCARE of Iowa understands a work/life balance is important and wants to encourage the team to take time off for family matters such as a death in the family. An employee who wishes to take time off due to the death of an immediate family member should notify their manager immediately.

Employees will be given three (3) days of paid Bereavement leave for immediate family members and one (1) paid day for extended family. If additional time is needed to grieve the loss of a family member or loved one, Vacation may be requested.

Family Category	Definition	Bereavement Leave
Immediate Family	Spouse, Child, Stepchild, Father, Mother, Father-in-Law, Mother-in-Law, Sibling, Grandparents, Grandchild	Up to 3 Days

Holiday Pay

Exempt employees will receive 8 hours of holiday pay for full-time employees:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

You are required to work the day before and after a holiday unless a vacation day has been requested and approved in advance. Failure to do so will result in no holiday pay.

Maternity Leave

You must apply for your maternity leave at the time that your pregnancy first becomes known to you, but this does not mean that your leave must start then. You may continue to work until a physician makes a decision that you should not continue working. We require a written statement from your physician giving both your expected delivery date and the approximate length of time that your

physician believes that you can safely continue to work. We realize, of course, that these dates may be adjusted from time to time based upon your health at the time of each of your periodic checkups.

If you are located in Iowa, HealthCARE of Iowa complies with the state law, which requires that employers with four or more employees must offer a maximum of 8 weeks unpaid leave for pregnancy or pregnancy related conditions. HealthCARE of Iowa requires employees to take their accrued Sick and Vacation concurrently with the 8 weeks leave allotment. Any further leave will be unpaid until the employee returns to work. Prior to returning to work, a full release from your physician must be provided to HealthCARE of Iowa. You will retain your seniority and benefits status during a maternity leave. HealthCARE of Iowa will make every effort to assign you to your old job, if it is still available. In the event a permanent employee has filled your old position, you will be assigned to a job with comparable pay and duties.

Jury Duty

If you receive a summons to report for jury service, you must notify your manager immediately. If your work assignment is essential to the operations of HealthCARE of Iowa, we may ask the court to excuse you from jury service. HealthCARE of Iowa complies with applicable law with respect to jury duty service.

In order to receive your daily standard pay, you must provide the check for jury duty services to your manager for verification of days of jury duty service. If the employee is excused from jury duty any part of the normal workday, the employee should report to work and check in with their manager to complete their shift. Employees failing to meet these stipulations will forfeit jury duty pay.

Military Leave

If you are required to attend Reserve or National Guard training or otherwise required to serve in the U.S. Military Service, you will be granted a leave of absence to the extent required by applicable State and Federal laws. Military leave will be unpaid unless otherwise required by law. The employee is required to provide HealthCARE of Iowa a copy of the governmental notice setting forth the date and time for training or the requirement that the employee report for active duty.

Employees returning from leave will be re-instated to their former pay status and benefits as if they had not been on leave. Any across the board increases or bonuses occurring during the leave will be given to the returning employee. Seniority status will be calculated as if they had not been on leave.
Return to work must occur within a reasonable amount of time as defined by federal & state laws.

When you serve on active duty with the armed forces of the United States or a state National Guard unit, whether voluntarily or otherwise, you are eligible for a military leave. You must apply for a military leave of absence when you enlist or are called to serve on active duty if you want to retain your rights to your job.

Family Medical Leave Act (FMLA)

HealthCARE of Iowa complies with the Family and Medical Leave Act (FMLA) and will grant up to 12 weeks of leave during a 12-month period to eligible employees (or up to 26 weeks of military caregiver leave).

The purpose of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law. If you have any questions, concerns or disputes with this policy, please contact HealthCARE of Iowa Leadership.

Eligibility

To be eligible for leave under this policy, employees must meet all of the following requirements:

- Have worked at least twelve (12) months for HealthCARE of Iowa.
- Have worked at least 1,250 hours for HealthCARE of Iowa over the twelve (12) months preceding the date the leave would commence.

The 12 months of employment do not have to be consecutive. All periods of absence from work due to or necessitated by service in the uniformed services are counted as hours worked in determining eligibility.

Reasons for Leave

To qualify as FMLA leave under this policy, the leave must be for one of the following reasons:

- The birth of a child or placement of a child with the employee for adoption or foster care.
- To care for a spouse, child or parent who has a serious health condition.
- For a serious health condition that makes the employee unable to perform the essential functions of his or her job.
- For any qualifying exigency arising out of the fact that a spouse, child or parent is a military member on covered active duty or on call to covered active-duty status.
- To care for a covered service member with a serious injury or illness.

Amount of Leave

An eligible employee can take up to 12 weeks of FMLA leave during any 12-month period. The company will measure the 12-month period as a rolling 12-month period measured backward from the date an employee uses any leave under this policy. Each time an employee takes leave, the company will compute the amount of leave the employee has taken under this policy in the last 12 months and subtract it from the 12 weeks of available leave, and the balance remaining is the amount the employee is entitled to take at that time.

An eligible employee can take up to 26 weeks for the FMLA military caregiver leave during a single 12-month period. For this military caregiver leave, the company will measure the 12-month period as a rolling 12-month period measured forward. FMLA leave already taken for other FMLA circumstances will be deducted from the total of 26 weeks available.

Eligible spouses who both work for the company may only take a combined total of 12 weeks of 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. Both may only take a combined total of 26 weeks of leave to care for a covered injured or ill service member (if each spouse is a parent, spouse, child or next of kin of the service member).

Intermittent Leave or a Reduced Work Schedule

Employees may take FMLA leave in one consecutive block of time, may use the leave intermittently (take a day periodically when needed over the year) or, under certain circumstances, may use the leave to reduce the workweek or workday, resulting in a reduced hour schedule. In all cases, the leave may

not exceed a total of 12 workweeks (or 26 workweeks to care for an injured or ill service member) in a 12-month period.

The company may temporarily transfer an employee to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule, in instances when leave for the employee or employee's family member is foreseeable and for planned medical treatment, including recovery from a serious health condition or to care for a child after birth or placement for adoption or foster care.

For the birth, adoption or foster care of a child, the company and the employee must mutually agree to the schedule before the employee may take the leave intermittently or work a reduced-hour schedule. Leave for birth, adoption or foster care of a child must be taken within one year of the birth or placement of the child.

When leave is needed for planned medical treatment, the employee must make a reasonable effort to schedule treatment so as not to unduly disrupt the company's operations.

Employee Notice Requirement

All employees requesting FMLA leave must provide verbal or written notice of the need for leave to your manager.

When the need for the leave is foreseeable, the employee must provide the company with at least 30 days' notice. When an employee becomes aware of a need for FMLA leave fewer than 30 days in advance, the employee must provide notice of the need for the leave either the same day the need for leave is discovered or the next business day. When the need for FMLA leave is not foreseeable, the employee must comply with the company's usual and customary notice and procedural requirements for requesting leave, absent unusual circumstances.

Within five business days after the employee has provided this notice, the designated agent will complete and provide the employee with a Notice of Eligibility and Rights and request a medical certification or other supporting documentation as necessary.

Designation of FMLA Leave

Within five business days after the employee has submitted the required certification or other documentation, the designated agent will complete and provide the employee with a written response to the employee's request for FMLA leave using the FMLA Designation Notice.

Employee Status and Benefits During Leave

HealthCARE of Iowa will continue an employee's health benefits during the leave period at the same level and under the same conditions as if the employee was continuously at work.

While on paid leave, the employer will continue to make payroll deductions to collect the employee's share of insurance premiums. While on unpaid leave, the employee must continue to make this payment, either in person or by mail.

The payment must be received in the accounting department by the 1st day of each month. If the payment is more than 30 days late, the employee's health care coverage may be dropped for the duration of the leave. The company will provide 15 days' notification prior to the employee's loss of coverage.

If the employee chooses not to return to work for reasons other than a continued serious health condition of the employee or the employee's family member or a circumstance beyond the employee's

control, the company will require the employee to reimburse the company the amount it paid for the employee's health insurance premium during the leave period.

If the employee contributes to a life insurance or disability plan, the company will continue making payroll deductions while the employee is on paid leave. While the employee is on unpaid leave, the employee may request continuation of such benefits and pay his or her portion of the premiums, or the company may elect to maintain such benefits during the leave and pay the employee's share of the premium payments. If the employee does not continue these payments, the company will discontinue coverage during the leave. If the company maintains coverage, the company may recover the costs incurred for paying the employee's share of any premiums, whether or not the employee returns to work.

Employee Status After Leave

An employee who takes leave under this policy may be asked to provide a fitness for duty clearance from a health care provider. This requirement will be included in the company's response to the FMLA request. Generally, an employee who takes FMLA leave will be able to return to the same position or a position with equivalent status, pay, benefits and other employment terms. The position will be the same or one that is virtually identical in terms of pay, benefits and working conditions. The company may choose to exempt certain key employees from this requirement and not return them to the same or similar position when doing so will cause substantial and grievous economic injury to business operations. Key employees will be given written notice at the time FMLA leave is requested of his or her status as a key employee.

Use of Paid and Unpaid Leave

An employee who is taking FMLA leave because of the employee's own serious health condition or the serious health condition of a family member must use all paid vacation, personal or sick leave prior to being eligible for unpaid leave. Sick leave may run concurrently with FMLA leave if the reason for the FMLA leave is covered by the established sick leave policy.

Disability leave for the birth of a child and for an employee's serious health condition, including workers' compensation leave (to the extent that it qualifies), will be designated as FMLA leave and will run concurrently with FMLA. For example, when an employee takes six weeks of pregnancy disability leave, the six weeks will be designated as FMLA leave and counted toward the employee's 12-week entitlement. The employee will then be required to substitute accrued (or earned) paid leave as appropriate before being eligible for unpaid leave for what remains of the 12-week entitlement. An employee who is taking leave for the adoption or foster care of a child must use all paid vacation, personal or family leave prior to being eligible for unpaid leave.

An employee who is using military FMLA leave for a qualifying exigency must use all paid vacation and personal leave prior to being eligible for unpaid leave. An employee using FMLA military caregiver leave must also use all paid vacation, personal leave or sick leave (as long as the reason for the absence is covered by the company's sick leave policy) prior to being eligible for unpaid leave.

Intent to Return to Work from FMLA Leave

On a basis that does not discriminate against employees on FMLA leave, the company may require an employee on FMLA leave to report periodically on the employee's status and intent to return to work.

Definitions

Serious health condition means an illness, injury, impairment, or physical or mental condition that involves inpatient care or continuing treatment by a health care provider. This can include conditions with short-term, chronic, long-term or permanent periods of incapacity.

Spouse means a husband or wife as defined or recognized in the state where the individual was married and includes individuals in a common law or same-sex marriage. Spouse also includes a husband or wife in a marriage that was validly entered into outside of the United States, if the marriage could have been entered into in at least one state.

Child means a biological, adopted or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is either under age 18, or age 18 or older and "incapable of self-care because of a mental or physical disability" at the time that FMLA leave is to commence.

Parent means a biological, adoptive, step or foster father or mother, or any other individual who stood in loco parentis to the employee when the employee was a child. This term does not include parents "in law."

Qualifying exigency includes short-notice deployment, military events and activities, child care and school activities, financial and legal arrangements, counseling, rest and recuperation, post-deployment activities, and additional activities that arise out of active duty, provided that the employer and employee agree, including agreement on timing and duration of the leave.

Covered active duty for members of a regular component of the Armed Forces, means duty during deployment of the member with the Armed Forces to a foreign country. For a member of the Reserve components of the Armed Forces, means duty during the deployment of the member with the Armed Forces to a foreign country under a federal call or order to active duty in support of a contingency operation, in accordance with 29 CR 825.102.

The next of kin of a covered service member is the nearest blood relative, other than the covered service member's spouse, parent or child in the following order of priority: blood relatives who have been granted legal custody of the service member by court decree or statutory provisions, brothers and sisters, grandparents, aunts and uncles, and first cousins, unless the covered service member has specifically designated in writing another blood relative as his or her nearest blood relative for purposes of military caregiver leave under the FMLA.

Covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who is receiving medical treatment, recuperation or therapy, or is in outpatient status or on the temporary disability retired list for a serious injury or illness.

Serious injury or illness is one that is incurred by a service member in the line of duty on active duty that may cause the service member to be medically unfit to perform the duties of his or her office, grade, rank or rating. A serious injury or illness also includes injuries or illnesses that existed before the service member's active duty and that were aggravated by service in the line of duty on active duty.

5.0 Safety & Emergencies

On-the-job Injury

HealthCARE of Iowa cares about your safety; however, you have a personal stake and responsibility to safeguard yourself from injury and company property from damage by fire or accident. It is important that you familiarize yourself with the safety rules of your job in order to be proactive in preventing accidental injury to yourself.

All work-related accidents or injuries must be reported immediately. It is important to remember that even small injuries may require attention to prevent infection from developing. When notifying HealthCARE of Iowa of the accident or injury, you will be asked to complete the Employee's Report of Injury Form. This form will assist HealthCARE of Iowa in conducting an investigation, even though the injury may not be serious enough to require hospital treatment or cause loss of time from work.

As soon as the injury is reported, call the appropriate authorities as necessary. During this time, HealthCARE of Iowa reserves the right to request the injured employee submit to a drug screen immediately following the accident or injury. A Work Ability and Return-to-Work form must be provided to the attending physician to outline potential restrictions, follow up appointments, or release dates. You are also obligated to inform the physician that HealthCARE of Iowa will accommodate modified job duties in order to get you back to work as quickly as possible.

All forms (Employee's Report of Injury Form, Work Ability and Return-to-Work form, drug screen results, and any other information provided by the physician) must be returned to HealthCARE of Iowa immediately following release from the hospital. In order for you to return to work, we must receive a written release from your physician outlining your restrictions or that you are able to return to work without restrictions.

Worker's Compensation Insurance

We pay the entire cost of this insurance and every employee is protected while working for us. Your benefits include payment of your job-related medical expenses and income protection if you are disabled and cannot work.

You are obligated to do the following in the event of a work-related injury. Failure to do so could compromise your eligibility for Worker's Compensation benefits.

- Respond quickly to the Worker's Compensation claims representative's calls or requests for information. Let your representative know if your medical condition changes.
- Stay in touch with us! We want to make sure everything is going well.
- Make sure your doctor knows HealthCARE of Iowa provides light-duty/modified job duties for injured workers.
- Return all forms from your physician to your employer.
- Follow your doctor's restriction both at work and at home.
- Schedule and attend follow up appointments recommended by your physician.
- Your ability to return to work depends on a written release from your doctor that either outlines your restrictions or your ability to return without restrictions.

Emergency and Disaster Preparedness

HealthCARE of Iowa has an Emergency and Disaster Preparedness Plan in place for the unlikely occurrence of a catastrophic event. This information should be reviewed regularly and is located in the main business office at HealthCARE of Iowa.

Health Emergencies

The health, safety and welfare of each member of our team, patients and family members and our company is a high priority for the Company. As such, we will closely monitor public health outbreaks and will respond accordingly, as quickly as possible.

In these situations, the circumstances are often evolving and dynamic, so our response to it will continue to change. As such, we expect employees to adhere to the safety policies at all times, maintain a clean work environment for the safety of themselves and others, and wear the appropriate PPE when required.

In these situations, the circumstances surrounding travel both domestically and internationally will also evolve. HealthCARE of Iowa will comply with state and federal recommended guidelines when it comes to domestic and international travel. The guidelines will be communicated to all staff, and employees are expected to ask questions for clarification if any of the guidelines are unclear at the time of their expected travel.

6.0 Separation of Employment

Separation

All employment and compensation with HealthCARE of Iowa is "at will." Employees can be terminated with or without cause, and with or without notice, at any time, at the option of either HealthCARE of Iowa or the employee, except as otherwise provided by law.

Resignation

If you should decide that it has become necessary to quit your job, we request that you give us a full four (4) weeks' notice and that you present your resignation in writing to your manager.

We want to avoid any misunderstanding over your decision to quit or the last day that you propose to be available for work.

Final Paycheck

Your final paycheck will be paid in line with HealthCARE of Iowa's normal pay periods.

We reserve the right to replace you in your job anytime during your notice period. In the event that we elect to replace you during your notice period, you will be paid through the end of employment.
Any unpaid benefit premiums and/or miscellaneous company debts will be deducted from your final paycheck.

Exit Interview

You may be asked to participate in an exit interview either during your last few days on the job or later by mail. The purpose of this exit interview is to permit you to share with us your thoughts on your employment here and any other comments that you might wish to make. All information will be kept strictly confidential and will in no way affect any reference information that the management will provide another employer about you.

COBRA

If an employee was enrolled in HealthCARE of Iowa's health insurance plan at the time of separation, continuation of coverage is available at full cost to the employee. COBRA information will be provided by mail. Election of COBRA will allow an employee to continue their health insurance through the same plan for up to 18 months following the end of employment at full cost.

Vacation Payout

Remaining Vacation will be paid out based on the current balance. If an employee resigns during the Introductory Period, Vacation will not have been accrued and is therefore not eligible for payout. Exiting employees are not entitled to any "severance pay" even if no notice is given upon termination.

Eligibility Requirements:

- Must resign with a full four (4) weeks notice, in writing,
    - If you have a Vacation balance at the time of resignation and you resign with a full four (4) weeks notice, you are eligible for Vacation payout.
    - If an employee resigns without providing four (4) weeks notice, they will forfeit paid vacation benefits.
- Return all company property to HealthCARE of Iowa,
- Must not take Vacation during resignation period,
- Must have not been involuntarily terminated for any reason, and
- Must have not been on a performance plan or probation.

Company Property Deduction

Should an employee intentionally damage and/or fail to return Company property at the time of a resignation or dismissal, or when requested, the cost of the property will be deducted from the employee's final paycheck. Additionally, if an employee does not return the keys to any facilities, the employee may be charged a reasonable fee for the locks to be changed. If the employee's final paycheck is not enough to cover the cost of the items, HealthCARE of Iowa could take legal action to recover outstanding costs.

Employee Handbook Acknowledgment Form

Receipt and Disclaimer

I have received a copy of the Employee Handbook and have read it or have had it read to me carefully. I understand all of its rules, policies, terms, and conditions and agree to abide by them. I further understand that failure to do so may result in disciplinary action up to and including termination.
I understand and agree that my employment is "at-will," so that both HealthCARE of Iowa and I remain free to choose to end the work relationship with or without cause and with or without notice. Similarly, no HealthCARE of Iowa employee has the authority to enter into an oral employment contract.
I understand that nothing in this handbook in any way creates an express or implied contract of employment between HealthCARE of Iowa and myself, but rather, is intended to provide policies toward a better working atmosphere while the employer/employee relationship exists. I understand that this handbook serves as a guide to the current policies of HealthCARE of Iowa and that certain items contained in this handbook are subject to change with or without notice.

Employee Signature_____ Date_____