Employee Handbook

An Overview of Policies and Procedures To Provide Information For Your Successful Employment
This Publication was issued by:

Visiting Nurse & Hospice Care  
222 East Canon Perdido Street  
Santa Barbara, CA 93101

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Intent of this Publication:

This edition of the Visiting Nurse & Hospice Employee Handbook supersedes all previous versions of the Employee Handbook and any policy, benefit statement, or memoranda that is inconsistent with this Employee Handbook. It contains the employment policies and practices of VNHC in effect at the time of publication. The Employee Handbook is intended to provide an employee with a summary of employment expectations and policies & procedures. It is not intended as a contract and does not modify or alter the at-will nature of an employee’s employment.

Please note: For the purposes of this publication, VNHC refers both VNHC and the Foundation.
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WELCOME

Welcome to VISITING NURSE & HOSPICE CARE! I want to express to you my warmest greetings and appreciation that you have made Visiting Nurse & Hospice Care your agency of choice. We are highly selective in choosing new members for our team, because each employee and volunteer plays an important role in fulfilling our mission to provide high-quality, comprehensive, home health, hospice and related services necessary to promote the health and well-being of all community residents, including those unable to pay.

You were selected because we believe you can contribute to our success as we move into our second 100 years. At Visiting Nurse & Hospice Care we consider you, our staff member, to be our most important asset. We are committed to your satisfaction and value your opinion on how to make our agency the provider of choice in the communities we serve.

We hope you will have a positive experience working with us that is both rewarding and meaningful. One of our strategic initiatives is to be a “Best Place to Work in Santa Barbara.” We depend on your suggestions and feedback to get there. Together, I know we can create an innovative and supportive environment in which every person contributes to excellent patient care.

Welcome and thank you for choosing Visiting Nurse & Hospice Care. Please feel free to stop by my office and introduce yourself.

Fondly,

Lynda Tanner, RN, MSN
President & CEO

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Visiting Nurse & Hospice Care Overview

Visiting Nurse & Hospice Care (VNHC) continues to be an integral part of meeting Santa Barbara County’s health and wellness needs, as well as supporting those people coming to the end of their life’s journey through our hospice program.

Founded in 1908, VNHC’s mission is “to provide high quality, comprehensive home health, hospice and related services necessary to promote the health and well-being of all community residents - including those unable to pay.” In the early part of the 20th century, VNHC helped to lay the foundation for many of today’s public health care services in Santa Barbara including: founding the first community dispensary, the first School Nursing program, the first Well Baby Clinic and the first County Nursing Program. In 1948, we opened a community Loan Closet to provide temporary durable medical equipment at no charge.

In 2008, VNHC made more than 60,000 home visits primarily in South Santa Barbara County, servicing over 4,000 home health and hospice patients, delivered round-the-clock hospice residential care for over 60 terminally ill patients at Serenity House, and loaned free medical equipment to over 2,000 people through our Loan Closet.

Home health services include skilled nursing, physical, occupational, and speech therapies. Hospice services are medical, emotional, social, and spiritual provided by an interdisciplinary team of doctors, nurses, social workers, counselors, home health aides, and chaplains. In addition, VNHC has over 250 talented and hard-working employees, and 120 committed volunteers. Subsidized care is offered in all of our programs and in 2008, a record amount, just over $1.3 million, of subsidized care and other community services were provided by VNHC.

As needs emerged, we have continued to respond. In 2003, Visiting Care & Companions, now known as Personal Care Services (PCS) was established as an ancillary program of VNHC. PCS offers high quality, professional, non medical care to people in their home, which supports and enhances the health and wellness of the individual and his or her family. PCS provides an in-home assessment, and creates a customized plan of care for each individual. Services include medication reminders, ambulation, respite care, personal hygiene care, meal preparation, transportation for errands and many others that help seniors remain safe and independent at home. Near the end of 2006, PCS added the services of geriatric care management, helping to coordinate and manage all of the services that help seniors stay at home for as long as possible.

In late 2007, in response to request from physicians and the community, VNHC opened an office in Solvang to provide a full range of services throughout Santa Ynez Valley. In 2008, our office serving the Santa Ynez and Lompoc Valleys served over 270 clients across all programs; an increase of 300% over 2007. In 2008, VNHC once again achieved accreditation from the Community Health Accreditation Program with the coveted deemed status for Medicare. Today, VNHC remains Santa Barbara’s largest home health care provider, and the only comprehensive, state-licensed and Medicare-certified hospice care program.
Mission, Vision and Values

The VNHC Mission provides focus for our activities. It is the reason we exist as an agency. As we make decisions and take action, we should ask ourselves, “Does this activity support the Mission?” If it doesn’t, we probably shouldn’t be doing it.

VNHC’s Vision is a picture of the future we seek to create. It shows us where we want to go and what we will be like when we get there.

VNHC’s Values define who we are and what matters most at VNHC. They define a set of fundamental operating principles based on a set of shared beliefs. Values outline how staff should behave on the job with customers, vendors, the community and each other.

MISSION STATEMENT

The Mission of Visiting Nurse & Hospice Care is to provide high-quality, comprehensive, home health, hospice and related services necessary to promote the health and well-being of all community residents, including those unable to pay.

VISION STATEMENT

We are respectful and supportive of the roles and pressures of each other and recognize each for their unique perspectives. We encourage accountability and strive to provide rapid, knowledgeable responsiveness to patient/clients and staff.

We offer home care services in a distinctive manner that differentiates us from others. We are successful and enthusiastic about our commitment to VNHC and this community. We are proud of what we do and creative when challenges arise.

CORE VALUES

Compassion
We understand the needs of those we serve and do all we can to meet those needs with kindness and generosity

Integrity
We will maintain high ethical standards, be open and honest with our words, actions, and have the courage to always do the right thing.

Teamwork
We are committed to working together toward success. The Strength of the team is in each individual member and the strength of each member is in the team.

Excellence
We strive to be the best in everything we do.
Standards of Behavior

As a member of the VNHC community, you are expected to uphold our core values. This will be evidenced in your words and actions, and VISITING NURSE & HOSPICE CARE has established Standards of Behavior. All employees are required to commit to following these Standards of Behavior and will be held accountable for them.

You will be asked to sign a copy of this indicating that you commit to following these Standards of Behavior.

As part of the Visiting Nurse & Hospice Care (VNHC) team, I represent VNHC in the community. I promote a positive image of our organization at all times, while working together for success. I provide excellence in all aspects of my work. I treat others as I wish to be treated. I continuously evaluate and improve my personal and professional performance. I am VNHC!

I make those I serve my highest priority.
- In every interaction, I will acknowledge the patient and family members, introduce myself, provide explanations, set expectations, and thank them.

I conduct myself professionally.
- I will take responsibility for my work and follow through with all tasks.
- I will support and recognize positive qualities of VNHC providers and staff.
- I will respect the time of others.

I am committed to my colleagues.
- I will treat everyone with respect.
- I will respect diversity.

I take personal responsibility for VNHC’s successful fulfillment of our mission and goals.

I communicate effectively.
- I will welcome everyone in a professional, friendly, and positive manner.
- I will show respect by active listening and being considerate.
- I will recognize that body language and tone of voice are as important as verbal communication.
- I will remain calm and compassionate when dealing with challenging situations.

I will be kind and forgiving.
Right to Revise

Since healthcare is a dynamic industry, VNHC reserves the right to revise, modify, delete, or add to any and all policies, procedures, job descriptions, work rules, or benefits stated in this handbook or in any other document, at any time and for any reason. The only exception is for the policy of at-will employment; any such changes must be in writing and must be signed by the President & CEO of Visiting Nurse & Hospice Care. No oral statements or representations can in any way alter the provisions of this handbook.

Any significant written changes to this handbook will be distributed to employees so that they will be aware of the new policies or procedures.

This handbook sets forth the entire agreement between you and VNHC as to the duration of employment and the circumstances under which employment may be terminated. Nothing in this Employee Handbook or in any other personnel document, including benefit plan descriptions, creates or is intended to create a promise or representation of continued employment for any employee.
Chapter I – Policies and Practices

Equal Employment Opportunity

VNHC is an equal opportunity employer and makes employment decisions on the basis of merit. We want to have the best available person in every job and seek to hire the "best match" candidate based on clearly identified job requirements.

This policy governs all aspects of the employment relationship including recruitment, selection, job assignment, compensation, discipline, termination, and access to training and benefits. It is the responsibility of every employee at all levels of VNHC to conscientiously follow this policy.

VNHC prohibits unlawful discrimination based on race, color, creed, gender, religion, veteran status, marital status, registered domestic partner, age, national origin or ancestry, physical or mental disability, and medical condition including genetic characteristics, sexual orientation, or any other consideration made unlawful by federal, state, or local laws. It also prohibits unlawful discrimination based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having of those characteristics. All such discrimination is unlawful.

VNHC is committed to complying with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in the operations of VNHC and prohibits unlawful discrimination by any employee, including supervisors and coworkers.

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability*, VNHC will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship would result.

*An employee who has a physical or mental disability is an individual who has: a physical or mental impairment that substantially limits one or more major life activities; a record of such impairment; or is regarded as having such impairment.

Any applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact their supervisor, Director of Human Resources and request such an accommodation. The individual with the disability should specify what accommodation he or she needs to perform the job. VNHC then will conduct an investigation to identify the barriers that make it difficult for the applicant or employee to have an equal opportunity to perform his or her job. VNHC will identify possible accommodations, if any, that will help eliminate the limitation. If the accommodation is reasonable and will not impose an undue hardship, VNHC will make the accommodation.

Discrimination, harassment, intimidation, threats, or coercion against employees or applicants for employment based on the above characteristics shall be considered a violation of VNHC
policy of Equal Opportunity Employment; as will any form of retaliation against employees or applicants who file discrimination complaints, or assist or participate in complaint investigations, compliance reviews or hearings, or who oppose any act made unlawful by Equal Opportunity Employment or anti-discrimination laws or regulations.

If you believe you have been subjected to any form of unlawful discrimination, provide a written complaint to your supervisor, director, Human Resources, or the President & CEO. Your complaint should be specific and should include the names of the individuals involved and the names of any witnesses, as well as times and dates. If you need assistance with your complaint, or if you prefer to make a complaint in person, contact the Director of Human Resources or other member of the HR team. VNHC will promptly undertake an effective, thorough and objective investigation and attempt to resolve the situation. If VNHC determines that unlawful discrimination has occurred, effective remedial action will be taken commensurate with the severity of the offense. Appropriate action also will be taken to deter any future discrimination. VNHC will not retaliate against you for filing a complaint and will not knowingly permit retaliation by management employees or your co-workers.

**At-Will Employment Status**

All employees are employed “at-will”, which means that employment is not for any specified time period and may be terminated at any time by either VNHC or the employee, with or without cause, and with or without advance notice. Notwithstanding any personnel policies intended to help improve employee performance prior to involuntary termination, or which are otherwise contained in this handbook, all employment is "at will".

VNHC also reserves the right to transfer, or re-assign an employee or otherwise change any terms or conditions of employment (including but not limited to schedule, hours, status, position, team, compensation) or benefits, with or without advance notice. No manager, supervisor, or employee of the Company has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment on other than at-will terms. The at-will nature of the employment relationship may only be changed by a written agreement signed by the President & CEO, and will not be affected by verbal comments from any VNHC employee.

**Harassment Free Workplace**

VNHC is committed to providing a work environment in which all employees are treated with respect and dignity and are free of unlawful harassment. VNHC policy prohibits sexual harassment and harassment based on pregnancy, childbirth or related medical conditions, race, religious creed, color, gender, national origin or ancestry, physical or mental disability, medical condition, marital status, registered domestic partner status, age, sexual orientation or any other basis protected by federal, state or local law or ordinance or regulation. **All such harassment is unlawful.** VNHC’s anti-harassment policy applies to all persons involved in the operation of VNHC and prohibits unlawful harassment by any employee of VNHC, including
supervisors and managers, directors, and executives, as well as volunteers, vendors, temporary employees, independent contractors, patients and their families, clients, and any other persons that VNHC employees come in contact with as part of their job responsibilities. It also prohibits unlawful harassment based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.

Each employee has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. VNHC will not tolerate inappropriate workplace behavior and/or harassment, including sexual harassment. This policy applies to harassment whether it occurs on our premises or in some other location where a VNHC activity occurs, such as in a patient’s home, on a business trip or VNHC activity. This policy covers all employees of VNHC, as well as temporary employees. This prohibits unlawful discriminatory harassment of and by non-employees, such as clients, patients and their families, volunteers, contractors, and vendors.

**Sexual Harassment**

Sexual harassment constitutes discrimination and is illegal under federal, state and local laws. For purposes of this policy, sexual harassment is defined, as in the Equal Opportunity Employment guidelines, as unwelcome sexual advances, requests for sexual favors, and other statements or actions of a sexual or gender-based nature when:

- Submission to such conduct is made, either explicitly or implicitly, a term of condition of an employee’s employment;
- Submission to or rejection of such conduct by an employee is used as the basis for employment decisions affecting such employee; or
- Such conduct has the purpose or effect of unreasonably interfering with an employee’s work performance or creating intimidating, hostile, or offensive working environment.

Sexual Harassment may include a range of subtle, and not so subtle, behaviors. It is not possible to identify all of the conduct that could be considered sexual harassment. However, examples of conduct that could be sexual harassment include, but are not limited to:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments;
- Visual displays such as derogatory and/or sexually oriented posters, photography, cartoons, drawings or gestures;
- Physical conduct such as assault, unwanted touching, intentionally blocking normal movement or interfering with work because of sex, race or any other protected basis;
- Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors; and
- Retaliation for having reported or threatened to report harassment.
Again, a complete list of such conduct is not possible. Some common examples of such harassment are:

- Epithets, slurs or negative stereotyping; offensive jokes or pranks;
- Mocking, ridiculing or mimicking another’s culture, accent, appearance or customs;
- Threatening, intimidating or engaging in hostile or offensive acts;
- Posting written or graphic material that denigrates or shows hostility toward an individual or group; circulating offensive material in the workplace, by e-mail or other electronic means, or in any other manner.

**Reporting Harassment**

To the extent an employee feels comfortable doing so, VNHC encourages employees who believe they are being subject to illegal harassment to promptly advise the offender that his or her conduct is unwelcome and request that it be immediately discontinued.

If you believe that you have been unlawfully harassed, bring your complaint to your own or any other VNHC supervisor, to your director or any other member of the Senior Leadership Team, to Human Resources, or to the President & CEO as soon as possible after the incident. Any member of management who receives a complaint or who observes possible harassing conduct must inform Human Resources immediately.

VNHC will promptly undertake an effective, thorough, and objective investigation of the harassment allegations. Confidentiality will be maintained through the investigation as much as possible while still maintaining our legal obligation to conduct a full investigation. You will be asked to provide details of the incident or incidents, names of the individuals involved and names of any witnesses. It would be best to communicate your complaint in writing, but this is not mandatory. In addition, to the extent an employee feels comfortable doing so, VNHC encourages employees who believe they are being subject to illegal harassment to promptly advise the offender that his or her conduct is unwelcome and request that it be immediately discontinued.

If VNHC determines that unlawful harassment has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any employee determined by VNHC to be responsible for unlawful harassment will be subject to appropriate disciplinary action, up to and including termination. A VNHC representative will advise all parties concerned of the results of the investigation. VNHC will not retaliate against you for filing a complaint and will not tolerate or permit retaliation by management, employees or co-workers.

VNHC encourages all employees to report any incidents of harassment forbidden by this policy immediately so that complaints can be quickly and fairly resolved. You also should be aware that the Federal Equal Employment Opportunity Commission and the California Department of Fair Employment and Housing investigate and prosecute complaints of prohibited harassment in employment. If you think you have been harassed or that you have been retaliated against
for resisting or complaining, you may file a complaint with the appropriate agency. The nearest office is listed in the telephone book.

**Harassment Prevention Training Requirements**

Effective January 2006 all supervisor employees will receive a minimum of two hours interactive training or other interactive education regarding sexual harassment prevention every two years. Newly hired or promoted supervisory employees will receive a minimum of two hours interactive training within six (6) months of beginning their supervisory position, and are provided with at least two hours of sexual harassment prevention training every two years.

**Open Door Policy**

Visiting Nurse & Hospice Care is committed to providing the best possible working conditions for its employees. Aspects of this commitment are encouraging open and honest communication and providing a safe atmosphere for staff to raise questions and seek answers. Whether you have a problem, a complaint, a suggestion, or an observation, we want to hear from you; therefore, VNHC has adopted an Open Door Policy.

This means, literally, that every supervisor’s door is open to every employee. If any of your work is causing you concern, you have the responsibility to address your concern with a supervisor. Most problems can and should be solved in discussion with your immediate supervisor; this is encouraged as your first effort to solve a problem. You may, however, also discuss any matter of importance with the next level of management, any member of the Senior Leadership team or Human Resources. Supervisors at all levels of VNHC are willing to listen and to help bring about a solution or a clarification. Not every problem will be resolved to your satisfaction, but only through discussion and mutual understanding can employees and management develop confidence in each other.

No matter how or who you approach, you should feel free to raise any issues of concern, in good faith, without fear of retaliation. No employee will be penalized, formally or informally, for providing feedback in a reasonable and professional manner.

**Job Duties**

During the introductory period, you and your supervisor should discuss your job responsibilities and the performance standards expected of you. Be sure to ask questions to clarify expectations about responsibilities and/or performance expectations. All clinical staff are expected to participate as needed in variable shifts, minimum of 1 weekend rotation per month per staffing needs, and department holiday rotation.

Please be aware that your job responsibilities may change at any time during your employment with VNHC. From time to time, you may be asked to work on special projects or to assist with
other work necessary or important to the operation of your department or VNHC. Your cooperation and assistance in performing such additional work will be expected.

The organization reserves the right at any time, with or without notice, to alter or change job responsibilities, change titles, change scheduled work hours or days, reassign or transfer job positions, assign the position to a different supervisor, or assign additional job responsibilities.

**Communication**

The ability to communicate in English is a qualification for all positions because the management of VNHC is conducted in English.

This is applicable to all employees and is founded on the need to ensure continuity and accuracy of communication, instruction, and training in a language common to all employees. It also assures all information that may affect patient, customer and employee communication and safety, either directly or indirectly, is communicated in a common language. When discussing patient information within VNHC when there are other employees for whom this information may be useful, speaking in English is appropriate. Please feel free to communicate in any language you choose while on break, meal periods, and off-duty periods.

There are occasions when it is necessary to speak in a language other than English in order to provide good customer service for patients, families, clients and visitors. In such cases, you may be asked to speak in that language (if you are able), seek the assistance of another agency employee who can speak that language or use the Interpreter Line (information for this should be available in your department).

**Classifications of Employment**

Visiting Nurse & Hospice Care classifies positions as either “non-exempt” or “exempt” based upon the applicable current requirements and criteria of the Federal Fair Labor Standards Act (FLSA) and the related California state laws and regulations. These laws consider, among other factors, actual job duties and responsibilities and the percent of time spent doing them, scope of authority, and level of independence in decision making, and supervisory responsibilities.

**Hourly/Non-Exempt**

Employees in positions that do not meet the Federal and California legal definitions of administrative, professional, or executive positions will be classified as hourly/non-exempt. Employees in this classification include all employees covered by the overtime provisions of the Fair Labor Standards Act and applicable California wage and hour laws.

If you are an Hourly/Non-exempt employee, you will be paid hourly and are entitled to overtime pay in accordance with applicable Wage and Hour Laws.
**Salaried/Exempt**

Employees in positions that meet the Federal and California legal definitions of administrative, professional, or executive classifications will normally be classified as salaried/exempt, and are exempt from the wage and hour laws as well as the overtime provisions of the Fair Labor Standards Act and California laws. No overtime compensation will be paid to exempt employees.

If you are an Exempt employee, you will be paid a salary and are expected to work whatever hours are necessary to accomplish your job responsibilities. Although you have the flexibility necessary to accomplish your work, VNHC expects your full dedication and commitment, and that you will generally work a minimum of a full-time workweek.

**Introductory Employee**

An employee who is newly hired or placed in a new position, whether transfer or promotion, is considered to be serving in an “Introductory Period” for the first 90 days. This period is intended to serve as a two-way evaluation period and gives both VNHC and you an opportunity to determine whether your expectations and VNHC’s expectations are being fulfilled.

During this period, it is your responsibility to become familiar with your position description, the standards of performance established by your supervisor, the policies and procedures of VNHC as described in this VNHC Employee Handbook, and any other written and verbal instructions provided by VNHC. Your supervisor and VNHC want you to be successful, and during your introductory period, you are encouraged to seek frequent feedback, and to ask questions to ensure that you are learning and performing your job satisfactorily. Under certain circumstances, and at the discretion of management, the introductory period may be extended for a specified period of time.

Completion of the introductory period does not alter the at-will nature of your relationship with VNHC. At any time during or after this period, either you or VNHC may terminate the employment relationship, with or without cause and with or without advance notice.

**Temporary Employee**

Temporary employees are those employed for short-term assignments. Short-term assignments generally are periods of three months or fewer; however, such assignments may be extended to a maximum of eleven months. Temporary employees are not eligible for employee benefits except those mandated by applicable law.

**Independent Contractor**

An Independent Contractor is a highly trained individual who performs specialized job or project functions for a specific assignment at a specific rate of pay. The individual or a designated company representative contracts directly with a VNHC point-of-contact to perform
or complete a specific service or project. Contract personnel are not VNHC employees or eligible for VNHC benefits. Personnel involved with VNHC in this capacity must have the following documents.

1. Contractual/ Service Level Agreement that has been reviewed and approved by the President & CEO.
2. Successfully completed Background Check.
3. Appropriate documentation as needed for their particular service or project: Professional Liability Insurance, Workers’ Comp Insurance, current Driver’s License, current Automobile Insurance, Proof of Degree and Certifications.

**Regular Employee Classifications**

The following are the employment classifications of VNHC:

- **Full-time:** 40 Scheduled hours per week. May accrue benefits at 100%.
- **Part-time:** 30 – 39 Scheduled hours per week, on the average. May accrue benefits at 80%.
- **Half-time:** 20 – 29 Scheduled hours per week, on the average. May accrue benefits at 50%.
- **Per diem:** Per diems work on an "as needed" basis and are not eligible for benefits.

**Licensure and Certification**

All employees must maintain and show proof of professional licensure and/or certification as required by their job description. A current copy or other proof of licensure or certification will be kept in the employee’s personnel file. *It is the employee’s responsibility to maintain such licensure or certification in accordance with applicable state law and regulation, and to furnish proof to VNHC.*

A valid, current professional license is necessary to continue working at VNHC as required by the employee’s job description. Depending on the specific requirements of the employee’s position, failure to provide current and valid proof of professional licensure, TB, CPR, automobile liability insurance, and driver’s license may result in the employee not being able to work until the required documentation is provided, and may lead to discipline, up to and including termination.

The annual TST (tuberculosis screening) is due by the employee’s anniversary of their previous TB test. If not completed, the Director may allow a grace period of up to one month. A 2-step TST is not required for anyone receiving routine yearly testing. Biennial (every 2 years) CPR certification is due by the end of month in which the employee received their CPR certification. If not completed the Director may allow a grace period of up to three months depending on the circumstances and the availability of CPR classes. HR is to be notified in writing by the Director when specific extensions are granted.
During employment, an employee may also be required to attend in-house continuing education and training programs when such instruction is considered necessary for satisfactory job performance and/or required for licensing and certification. Every employee must complete the Annual Education provided by VNHC. In addition, certain disciplines may be required to complete a specific number of hours of training. Each employee is responsible for fulfilling their continuing education requirements.

**Transfers**

It is the policy of VNHC, within the scope of good business practices, to permit employees to transfer between positions and departments. A transfer request initiated by the employee will be evaluated on a number of factors, including but not limited to performance evaluation ratings, disciplinary action, the length of service in the current position, and the operational needs and requirements of the organization. The employee must meet any applicable skill, education, or experience criteria, unless the employee transfers as a trainee.

VNHC protocol requires that employees notify their current supervisor prior to applying for a transfer. The interviewing supervisor will be granted access to relevant personnel and performance information about the employee seeking a transfer. Transferring employees must serve a 90-day Introductory Period for performance in their new position.

**Temporary Transfers**

Employees who request a temporary transfer for medical and/or family medical leave reasons will be considered for that transfer if a position exists at the time the transfer is requested and the employee is qualified to perform the job. The employee will be paid in accordance with the responsibilities and duties of the temporary job.

**Promotions and Advancements**

VNHC highly encourages the growth and development of our employees, and we endeavor to provide opportunities for advancement and promotion for our current employees whenever possible. All position openings are filled with the candidate who best matches all facets of the job requirements. The considerations for a promotion or advancement are the same as for a transfer.

Employees may view job openings by going on the web site at [www.vnhsb.org](http://www.vnhsb.org), or by reviewing the postings in the break room.
Break in Service

VNHC will give credit to employees previously employed by VNHC, provided the break in service does not exceed 6 months (182 calendar days). The break in service time will be deducted from the employee's original service date for purposes of the following:

- Seniority date
- Vacation accrual
- Sick leave accrual
- Retirement (as permitted or required by the Plan Document)

A break in service occurs when a staff member has terminated employment and is rehired. There are two categories:

1. If a staff member voluntarily resigns and is rehired within six months from the date of termination, the staff member will bridge service to their original date of hire.
2. If a staff member has terminated due to a VNHC lay-off for a reduction in workforce or reorganization, and is rehired within six months from their date of termination, the staff member will bridge service to their original date of hire.

Upon rehire and the successful completion of a drug test, and a background check if their break in service was at least 3 months, the staff member is reinstated with their original hire date. VNHC Holidays are available immediately. Vacation will accrue based upon their rate of accrual when they left, and any sick time they had in their bank when they left will be reinstated. Benefits that the employee enrolls in will be available on the first of the month following rehire, unless plan documents require or permit otherwise.

Timekeeping Requirements

All employees are responsible for accurately recording their time worked. Federal and state laws require VNHC to keep an accurate record of time worked in order to calculate employee pay and benefits.

All non-exempt employees are responsible for completing and maintaining a time record on a daily basis. Non-exempt employees must record their own time at the start and at the end of each work period, including recording out-time before and in-time after the meal period. Non-exempt employees must also record the beginning and ending time of any split shift or whenever they depart from work for any other reason than VNHC business. Daily documentation of time worked for all field staff is due within 24 hours, with the exception of the last day of the pay period, when they must be completed by 10 am the following workday. All non-field staff must turn in their time sheets to their supervisors by 10 am the workday following the end of the pay period.
Exempt employees are required to record their time not worked such as vacation, sick, and holiday hours taken during the pay period, and must turn in their time sheets to their supervisors by 10 am the workday following the end of the pay period.

Altering, falsifying, tampering with time records, or recording time on another employee's time record is considered a major infraction and may result in disciplinary action, up to and including termination of employment. It is the employee's responsibility to complete and sign his or her record to certify the accuracy of all time recorded.

**Workweek**

VNHC’s workweek is from Sunday 12:00 a.m. (midnight) to the following Saturday 11:59 p.m. The workday begins at 12:00 a.m. (midnight) and ends at 11:59 p.m.

VNHC provides patient care 24 hours a day, 7 days per week. The office is normally open for business between the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday. The department to which you are assigned will determine your work schedule, which is subject to change based upon operational and patient needs, and staffing requirements and availability. Whenever operationally possible, VNHC tries to accommodate individual employee preferences.

**Meal and Rest Periods**

VNHC provides appropriate meal and rest periods for all employees. Employees and supervisors are asked to plan ahead to ensure that meal and rest periods are taken within the required timeframes outlined below, and accommodate patient and business needs.

In accordance with CA state regulations, all non-exempt employees are required to take an unpaid meal period, approximately in the middle of the workday, of at least 30 minutes for every five hours of work. The lunch break is non-paid.

- The meal period must start no later than 4 hours and 59 minutes after you started working that day.
- No work for VNHC may be done during this time.
- You must stop working for at least 30 consecutive minutes.
- You are asked to leave your work area during your meal period (so you don’t get interrupted by work during your meal period), and you may leave the premises.

**Meal Break Exceptions**

You may waive your meal period if your day’s work will be completed in no more than six hours, provided you and your supervisor mutually agree in writing. See Human Resources for the appropriate form.
If you **work more than 10 hours**, you are entitled to (and must take) a second, unpaid meal period of at least 30 consecutive minutes during which no work is performed. Depending on the circumstances, you may be able to voluntarily waive your second meal period if you took the first one. See Human Resources for further information and the appropriate form.

**On-Duty Meal Period**

Due to the nature of the work at VNHC, there may be instances when employees cannot be relieved of all duty. In such situations, you may voluntarily agree to take a paid on-duty meal period. A paid on-duty meal period:

- Is permitted only when the nature of the work prevents you from being relieved of all duty;
- Must be agreed in writing by you and your supervisor; and
- May be revoked by you in writing at any time

**Rest Breaks**

Non-exempt employees are provided a paid 10-minute rest period for every four hours (or major portion thereof) worked.

- If you work more than six (6) hours and up to 10 hours in a workday, you will receive one (1) rest break during the first half of your shift and one (1) rest break during the second half of your shift.
- If you work more than 10 hours and up to 14 hours, you will be entitled to an additional paid 10-minute rest break.

Employees are expected to observe working hours and time allowed for meal and rest periods.

- Rest periods are considered hours worked and therefore paid.
- Meal periods are considered hours not worked and therefore unpaid.
- California law does not allow you to combine rest breaks or add them to meal periods, nor may they be used to allow you to come in 10 minutes late or leave 10 minutes early.
- Lactation accommodations will be provided for a reasonable amount of break time and a private place for employees who wish to express breast milk. Please contact Human Resources.

An example of a typical meal and rest period schedule is as follows:

<table>
<thead>
<tr>
<th>Hours Worked</th>
<th>Rest Period</th>
<th>Meal Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.5 to 5.0</td>
<td>10 minutes</td>
<td>None</td>
</tr>
<tr>
<td>5.0 to 6.0</td>
<td>None required if meal period is given, otherwise 20 minutes (can be waived by mutual agreement)</td>
<td>30 minutes by 5 hours or can be</td>
</tr>
<tr>
<td>5.0 to beyond 6.0</td>
<td>10 minutes every 3.5 hours</td>
<td>30 to 60 minutes every 5 hours. Second meal period can be waived by mutual agreement</td>
</tr>
</tbody>
</table>

**Payment of Wages**

VNHC takes all reasonable steps to ensure that our employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

There are 24 pay periods within a year. Paydays are typically on the 7th and 22nd of each month. If a regular payday falls on a Saturday or holiday, the payday will be on the previous business day. If the pay day falls on a Sunday, employees will be paid on the following Monday. Paychecks distributed on the 22nd of each month reflect payment for work performed from the 1st through the 15th of the month. Paychecks distributed on the 7th of each month reflect payment for work performed from the 16th through the last day of the month.

The following are wage deductions that may be made from your gross earnings:

- **Required Deductions:**
  - Social Security/Medicare (FICA)
  - Federal and State Income Taxes
  - State Disability Insurance (SDI) (includes Paid Family Leave)
  - Court-ordered garnishments

- **Voluntary deductions may include:**
  - Section 125 Plan (Flexible Spending Account)
  - Dependent premiums for Health Insurance
  - 403(b)/Tax-Sheltered Annuity
  - Direct Deposit
  - United Way
  - Voluntary Insurance plans
  - Others with written consent of the employee and the organization

VNHC offers automatic payroll deposit for employees. You may begin and stop automatic payroll deposit at any time. To begin an automatic payroll deposit, complete the “Authorization on Agreement for Automatic Deposits” form (available from Payroll). It is suggested that you monitor your payroll deposit for the first two pay periods after you request this service, since the first two will typically be live checks. To stop an automatic payroll deposit, use the same form indicated above, and check the option “Canceling”. Please return the form to Payroll at
least 10 days prior to the pay period that the service is to end and a regular payroll check will be issued on the first pay period after the receipt of the form.

Actual checks may be picked up at the reception desk on the designated payday. The receptionist will retain your actual check until it is picked up, unless you have made prior arrangements with payroll. If a designated family member, friend, or another employee is to pick up your paycheck, that person must have a signed and dated note from you giving them permission to pick up your check. As a standard practice, the receptionist and/or payroll person will request identification from anyone with whom they are not familiar. Children under 18 years of age will not be allowed to pick up paychecks. Check stubs from automatic payroll deposit will be put into your work mailbox, unless you have asked to have it mailed to you.

If you request to have your paycheck mailed, you are reminded that the post office could take up to one week for delivery. Please wait for a minimum of five working days before reporting a check missing. If you asked to have your check mailed and you wish to pick it up, please notify Payroll by the last day of the pay period and it will be held for you.

Please review your paycheck to ensure that your name, address and zip code are correct. If you believe that there is an error in your check, please notify payroll immediately, and provide complete information and/or back-up data as to what you believe the error is.

If you lose your paycheck, please notify the payroll department as soon as possible. Once notified, the payroll department will place a “stop payment” on the check with the bank. There is no charge for the first stop payment placed for an employee. All subsequent occurrences, however, will result in a $10 fee being charged, unless there are extenuating circumstances.

**Call-In Pay and Reporting Time Pay**

VNHC will comply with all applicable regulations regarding “reporting time pay” and “call-in pay” for non-exempt employees.

VNHC will pay a minimum of two hours of pay to employees who are required to report to work (“called in”) on a day other than their normally scheduled workday.

VNHC will pay employees for half of the regularly scheduled workday if employees report to work as scheduled but no work is available, with a minimum of two hours and a maximum of four hours.

In the event of interruption of work because of the failure of any or all public utilities, a natural disaster, or other circumstances beyond VNHC’s power to control which requires the temporary suspension of operations, VNHC will not compensate employees for time not worked. Employees may use their accrued vacation pay or their unused floating holiday(s) pay, in order to receive compensation for time not worked.
Pay for Mandatory Meetings

VNHC will pay non-exempt employees for their attendance at meetings, lectures, and training programs under the following conditions:

- Attendance is mandatory;
- The meeting, course, or lecture is directly related to the employee’s job; and
- The employee who is required to attend such meetings, lectures, or training programs is notified of the necessity for such attendance by his or her supervisor; and
- The employee will be paid at their current rate of pay for time spent at meetings, lectures, and training programs.

Any hours in excess of 8 in a day or 40 in a week will be paid at the appropriate overtime rate, based on the employee’s hourly rate in effect at the time the overtime work is being performed.

Overtime

Hourly/Non-Exempt

Employees may be required to work overtime as necessary. VNHC will attempt to distribute overtime evenly and accommodate individual schedules to the extent possible while meeting patient and operational needs. Only actual hours worked in a given workday or workweek can apply in calculating overtime.

All overtime work must be previously authorized by the employee’s supervisor.

VNHC provides compensation for all overtime hours worked by non-exempt employees in accordance with state and federal law as follows:

- All hours worked in excess of eight hours in one workday or 40 hours in one workweek will be treated as overtime. A workday begins at 12:01 a.m. and ends at midnight 24 hours later. Workweeks begin each Sunday at 12:01 a.m.

- Compensation for hours in excess of 40 for the workweek, or in excess of 8 and not more than 12 for the workday, and for the first 8 hours on the seventh consecutive day of work in one workweek, shall be paid at a rate one and one-half times the employee’s regular rate of pay.

- Compensation for hours in excess of 12 in one workday and in excess of 8 on the seventh consecutive workday in a workweek shall be paid at double the regular rate of pay.
Salaried/Exempt

Salaried/Exempt employees are paid to perform their role and responsibilities and may have to work hours beyond their normal schedules as workload demands require. No overtime compensation will be paid to exempt employees.

Make-up Time

VNHC allows the use of “make-up time” when non-exempt employees need time off to tend to personal obligations. An employee’s use of makeup time is completely voluntary. VNHC does not encourage, discourage, or solicit the use of makeup time.

- Make-up time worked will not be paid at an overtime rate, per California law.
- You may take time off and then make up the time later in the same workweek, or may work extra hours earlier in the same workweek to make up for time that will be taken off later in that workweek.
- Make up time requests must be submitted in writing to your supervisor. The form is available from Payroll or Human Resources.
- The request form approved by your supervisor needs to be submitted with your timesheet in the appropriate pay period.
- Requests will be considered for approval based on patient needs and the business needs of VNHC at the time the request is submitted. A separate written request form is required for each occasion you request makeup time.
- All makeup time must be worked in the same workweek as the time taken off. VNHC’s seven-day workweek is Sunday 12 am (midnight) to the following Saturday 11:59 p.m. You may not work more than 11 hours in a workday or 40 hours in a workweek as a result of making up time that was or would be lost due to a personal obligation.
- If you request time off that you will make up later in the week, you must submit your request at least 24 hours in advance of the desired time off. If you request to work makeup time first in order to take time off later in the week, you must submit your request at least 24 hours before working the makeup time. Your makeup time request must be approved in writing before you take the requested time off or work makeup time, whichever is first.
- If you take time off and are unable to work the scheduled makeup time for any reason, the hours missed will normally be unpaid. However, your supervisor may arrange with you another day in that workweek to make up the time if possible, based on scheduling needs. If you work makeup time in advance of time you plan to take off, you must take that time off, even if you no longer need the time off for any reason.
Please keep in mind that your use of makeup time is completely voluntary. VNHC does not encourage, discourage, or solicit the use of makeup time.

Advances

VNHC does not permit advances against paychecks or against un-accrued vacation or sick pay.

Deductions for Exempt Employees

Employees paid on a “salary basis” (exempt employees) regularly receive a predetermined amount of compensation each pay period. Subject to the exceptions listed below, exempt employees will receive full salary for any workweek in which they perform any work. Exempt employees may not be paid for any workweek in which they perform no work, subject to VNHC’s benefits programs and policies.

No deductions from salary may be made for time when work is not available, provided the exempt employee is ready, willing, and able to work. Deductions from pay are permissible when an exempt employee:

- Is absent from work for one or more full days for personal reasons other than sickness or disability;
- Is absent for one or more full days due to sickness or disability if the deduction is made in accordance with a bona fide plan, policy, or practice of providing compensation for salary lost due to illness;
- Is absent for jury duty or military duty for a full week and performs no work during the week; or
- Works less than a full week during the initial or final week of employment.

It is VNHC policy to comply with these salary basis requirements. Therefore, VNHC prohibits all VNHC management from making any improper deductions from the salaries of exempt employees.

If you believe that an improper deduction from your salary has been made, you should immediately report this information to your direct supervisor, or to the director of Human Resources. Reports of improper deductions will be investigated promptly. If it is determined that an improper deduction has occurred, you will be promptly reimbursed for any improper deduction made.

Employment of Relatives

VNHC’s policy is to recruit and select the candidates who best match the job requirements and VNHC needs, and encourages referrals of qualified friends and relatives. However, no employee or member of management may participate in any employment decision (hiring,
promoting, compensation, etc.) that affect a relative. Additionally, VNHC will strive to avoid assignments that involve actual or potential conflicts of interest. These include work assignments involving relatives and/or significant others that may potentially lead to complaints of favoritism, lack of objectivity, or employee morale problems.

" Relatives" are defined to include spouses, registered domestic partners, children, siblings, parents, in-laws, and step-relatives. " Significant others" are defined to include individuals who are romantically involved with one another.

Relatives and significant others will not be eligible for employment in any situation where:

- Potential problems of supervision, safety, security, or morale exist
- Personal relationships may create an actual or potential conflict of interest, cause disruption or create a negative or unprofessional work environment

An employee may not occupy a position in which he or she reports directly to or is supervised by his/her relative/significant other.

VNHC has discretion and may determine that an actual or potential conflict exists and may resort to actions that it deems appropriate, including transfer, reassignment or possible termination. Decisions regarding potential employment of relatives will be reviewed individually on a case by case basis.

If two employees marry, become related, or are registered domestic partners, causing actual or potential problems such as those described above, only one of the employees will be retained with VNHC unless reasonable accommodations can be made to eliminate the actual or potential problems.

The employees will have 30 days to decide which relative will stay with VNHC. If this decision is not made in the time allowed, the President & CEO of VNHC will make the decision taking the business and operational needs of VNHC, as well as employment history and job performance of both employees, into account.

**Productivity Standards**

Productivity standards are very important to Visiting Nurse & Hospice Care, because the greater the productivity of our staff, the more patients we will be able to serve and the greater extent to which we will fulfill our mission. It is the principle, however, of VNHC not to sacrifice quality and customer service for productivity.

Productivity standards vary based on the responsibilities of your position. For example, clinical staff productivity may be based on case load or number of patient visits while non-clinical staff productivity will be determined by the business needs of the position and department. Your supervisor is responsible for informing you of your productivity standard and you should manage your schedule to meet that standard.
Performance Evaluations and Merit Increases

VNHC reserved the right to change productivity standards in order to meet VNHC’s needs with or without notice.

Performance Evaluations and Merit Increases

VNHC believes that employees should be informed about how they are performing against expectations, and that good performance should be rewarded. To that end we have developed a system to evaluate employee performance and provide feedback so that you are aware of your progress, areas of strength and opportunities for improvement, and objectives and goals for the future. Clinical competencies specific to the clinical job being performed are also evaluated annually including techniques, procedures, technology, equipment, or skills needed to provide care, treatment, and services.

Although informal feedback is the most frequent method of giving performance information, VNHC employees will receive periodic formal performance evaluations. Your supervisor will conduct the evaluation with you. Your first performance evaluation will typically be at approximately 90 calendar days after you began working at VNHC. After that review, performance evaluations will be conducted annually, on or about the anniversary date of your employment with VNHC. When you are transferred to a new position or promoted, you will typically have another review at approximately 90 calendar days after you began your new position, and then on the anniversary date of the new position. The frequency of performance evaluations may vary depending upon length of service, job position, past performance, changes in job duties or recurring performance problems.

Your performance evaluations will be based upon the duties listed in your Job Description, and may include factors such as the quality and quantity of the work you perform, your knowledge of the job, your initiative, your work attitude, your customer service, and your attitude toward others. The performance evaluations should help you become aware of your progress, areas for improvement and objectives or goals for future work performance. After the review, you will be required to sign the performance evaluation to acknowledge that it has been presented to you and discussed with you by your supervisor, and that you are aware of its contents. If you have any comments you would like to add, you are encouraged to do so.

Merit Increases

Our policy is to reward those who perform well, and we will do so whenever possible, however, increases can never be guaranteed. A merit increase is based on your performance during the previous performance appraisal cycle, as well as other factors such as VNHC’s ability to pay, service industry trends, and market conditions. The amount of any merit increase received depends on annual budget decisions reached by the Board of Directors.

If you receive an overall rating of unsatisfactory, you will not be eligible for a merit increase. If this occurs, depending on the scope of performance problems and the steps that have been
taken to make you aware of the problem, your employment may be terminated. For this reason, we urge you to ask any questions relating to job performance as soon as they arise.

**Termination and Positive Progressive Discipline**

Violation of VNHC policies and rules may warrant disciplinary action. VNHC has established a system of progressive discipline that includes verbal warnings, written warnings, and suspension. The system is not formal and VNHC may, in its sole discretion, utilize whatever form of discipline is deemed appropriate under the circumstances, up to and including termination of employment. VNHC’s policy of progressive discipline in no way limits or alters the at-will employment relationship.

**Positive Progressive Discipline**

VNHC is committed to caring for our staff members and believes in coaching and counseling, when needed, to improve a staff member’s behavior, conduct, or performance in alignment with our Mission, Vision and Values. Our emphasis is on performance management which occurs between the supervisor and staff member on an on-going basis.

VNHC has established a system of positive progressive discipline that includes Performance Coaching (Verbal Warning), Performance Counseling (Written Warning), Suspension, and Termination of Employment. The intent of positive progressive discipline is to enable the employee to correct the problem, prevent recurrences, and achieve satisfactory performance, behavior, or conduct in the future. Our goal is to be equitable and consistent in dealing with inappropriate behavior, misconduct, or performance deficiencies.

Notwithstanding VNHC’s commitment to positive progressive discipline, employment remains at-will, which is defined in the opening portion of this handbook. VNHC reserves the right to utilize whatever portion of the positive progressive discipline process it deems appropriate for the situation.

**Performance Coaching**

A performance coaching session is a confidential discussion between a supervisor and staff member for the purpose of identifying areas in a staff member’s conduct or performance which require improvement. Standards which must be met by a staff member to resolve the problem, the time frame allotted for improvement, and specific consequences which will occur if the standards are not met are discussed.

This is a documented Verbal Warning; however it will not be placed in the staff member’s personnel file at this time.
Performance Counseling Statement

A Performance Counseling Statement is the written tool which supervisors use to communicate concerns regarding a staff member’s conduct and/or performance. The supervisor will identify areas in the staff member’s conduct or performance which require improvement and which must be met by the staff member to resolve, a time-frame allotted for improvement, and specific consequences which will occur if the standards are not met.

This is a documented Written Counseling/Warning that is intended to serve as a more formal documentation of inappropriate behavior, misconduct, or performance deficiencies. It should also clearly state the fact that continued inappropriate behavior, misconduct, or performance deficiencies could result in suspension and/or termination. A signed copy is given to the employee and the original copy is forwarded to Human Resources for inclusion in the employee’s personnel file.

Suspension/Leave

An employee may be suspended or put on a leave of absence from work without pay as a consequence of inappropriate behavior, misconduct, or performance deficiencies. This leave may also be used in situations when an investigation must be conducted, and it is in VNHC’s best interest that the employee is not present. If the suspension is used during an investigation, this leave may be with or without pay, depending on the outcome of the investigation. Depending on the scope of any particular inappropriate behavior, misconduct, or performance deficiencies, VNHC has the discretion of imposing an unpaid suspension or leave without prior disciplinary measures. A written statement of the facts and business impact serves as formal documentation.

Termination of Employment

Termination

An employee may be terminated when a serious offense occurs which requires immediate release, or when a series or pattern of uncorrected inappropriate behavior, misconduct, or performance deficiencies has occurred. Termination of an employee must always be approved by the Director of Human Resources and the President & CEO.

VNHC classifies termination of employment in three categories: Administrative, Voluntary and Involuntary.

Administrative Termination

Administrative terminations are generally due to retirement, failure to return to work in a timely manner after an approved leave of absence (unless extenuating circumstances exist), an
employee in Per Diem status who lacks availability to work for VNHC, permanent or long-term disability, or death of an employee.

**Voluntary Termination**

Voluntary terminations are due to:

a. Voluntary resignation by the employee, or

b. Job abandonment which is defined as failing to report for work without notice to, or approval by, his or her supervisor for two (2) consecutive scheduled workdays, or three (3) total scheduled workdays (not necessarily consecutive).

VNHC requests, as a courtesy, non-management personnel provide at least two weeks written notice of intended resignation. Management employees are requested to give at least four weeks written notice to allow VNHC time to find a suitable replacement. Failure to give adequate notice may result in “not eligible for rehire” status.

**Involuntary Termination**

Involuntary terminations are generally due to unsatisfactory performance or misconduct, failure on the part of the employee to meet the expectations of VNHC, or layoff due to reduction or reorganization of the work force. VNHC reserves the right to terminate an employee with or without cause and with or without prior notice.

Except in the event of a layoff due to position elimination, lack of work, or other non-performance related reason, if an employee is involuntarily terminated, he or she may not be eligible for rehire.

In all categories of termination, the employee will be paid for all wages and accrued vacation through the last date of employment.

**Exit Interview**

When your employment with VNHC terminates, for any reason, an exit interview process will be conducted with you by Human Resources. This interview is an opportunity for you to communicate your views regarding work with VNHC, and to receive information regarding benefits, both VNHC and state. You may also request an exit interview with the director of your program and/or the President & CEO. Information on COBRA (medical and dental insurance continuation) will be mailed to you if you are a full-time, part-time or half-time benefited employee.

On your last day of employment with VNHC, you will be expected to return all VNHC property furnished to you, such as medical supplies, equipment, identification badge, keys, credit cards, documents, and VNHC books.
All wages and accrued vacation (and floating holiday(s), if available) for an employee who resigns with more than 72 hours notice will be paid on the last day of work. All wages and accrued vacation (and floating holiday(s), if available) for an employee who resigns with less than 72 hours notice will be given their paycheck no later than 72 hours after notice is given.

**Reductions in Workforce**

Under some circumstances VNHC may need to restructure or reduce its workforce. If it becomes necessary to restructure our operations or reduce the number of employees, VNHC will attempt to provide advance notice, if possible, so as to minimize the impact on those affected. If possible, employees subject to layoff will be informed of the nature of the layoff and the foreseeable duration of the layoff, whether short-term or indefinite.

In determining which employees will be subject to layoff, VNHC will take into account, among other things, operational requirements, the skill, productivity, ability and past performance of those involved and also, where feasible, the employee’s length of service, and such other factors as VNHC determines appropriate or relevant in identifying employees for layoff.

**Eligibility for Rehire**

Individuals who voluntarily terminate their employment with VNHC may be eligible for rehire if they meet the following conditions:

1. Two weeks or more advance notice of resignation, unless extenuating circumstances existed and
2. Satisfactory employee performance evaluation(s) and
3. Prompt return of all organization property and documentation.

**Concerns, Complaints, or Disputes – Resolution and Appeal Process**

Suggestions for improving VNHC are always welcome. Many of our best ideas have come from our employees.

At some time, you may have a complaint, concern, suggestion, or question about your job, your working conditions, or the treatment that you are receiving. Your good-faith complaints, questions, concerns, and suggestions are of importance to VNHC.

It is the policy of VNHC to provide all employees with easily accessible procedures for expressing suggestions, complaints or concerns in order to foster better VNHC and team relationships. All VNHC personnel have the right to express concerns or complaints. It is expected that concerns or complaints will be expressed respectfully and with the intention to move toward resolution.
When you have a concern or complaint, the suggested process for the communication and resolution of such concerns is in the following order:

1. The involved parties—Sit down with one another and try to calmly communicate your perspective of the issue(s) and work to understand the other person’s perspective with the goal of being able to come to a mutually agreeable resolution.

2. Employee’s supervisor—If speaking with the other person does not lead to a resolution, talk to your supervisor, unless the concern involves the supervisor. In that case, go to the Director of Human Resources or your department director.

3. Department Director—If speaking with your supervisor does not lead to a resolution, or the concern involves your supervisor, talk to your department director.

4. Vice President of Patient Care Services—If speaking with your director does not lead to a resolution, talk to the person your director reports to—either the Vice President of Patient Care Services or the President & CEO.

5. President & CEO—If none of the above helps resolve the concern, you can contact the President & CEO.

You can contact Human Resources at any time during the process.

The following procedures for dealing with complaints, disputes, or appeals apply:

1. Initially the complaint, dispute, or appeal may be addressed verbally.

2. If an investigation is necessary, you will be required to submit a thorough and detailed written statement to Human Resources, which must be signed and dated. This should discuss specific observations which affect you and with suggestions for improvements which are reasonable and within control of VNHC, or specific information about the concerns or dispute you are trying to resolve, or about the appeal you are making.

3. The Director of Human Resources or designated Human Resources representative will date and log all written complaints and send the employee a written acknowledgement of receipt that the complaint is under review within one calendar week of its receipt.

4. Human Resources will investigate the situation or issue raised in the complaint within a reasonable time, depending on the availability of witnesses and the other person(s) involved in the complaint or dispute, and those persons who many have knowledge of the facts set forth in the complaint or dispute.

5. VNHC will attempt to treat all internal investigations and the findings as confidential, recognizing, however, that in the course of investigating and resolving internal, complaints, disputes, or appeals some dissemination of information to others may be appropriate or required.

6. Upon completion of the investigation, the Director of Human Resources will report the findings and conclusion to the President & CEO, the employee, and other involved parties, as appropriate. In addition to meeting with the employee, Human Resources
will provide the employee with written notice of the findings and conclusions. The terms of the resolution will be signed by both the employee and Human Resources.

7. An employee will not be disciplined or retaliated against for using the Complaint / Dispute / Appeals process in good faith. If it was determined that the complaint, dispute, or appeal was not filed in good faith, disciplinary action may occur.

8. Persons other than the affected employee may not represent or file a complaint on behalf of other employees. Employees must assume responsibility for their own complaints.

9. Anonymous complaints are not considered for review.

This procedure, which we believe is important for both you and VNHC, cannot guarantee that every problem will be resolved to your satisfaction. However, VNHC values your thoughts and observations and you should feel free to raise issues of concern, in good faith, without the fear of retaliation or discipline.

**Keeping Employee Contact Information Current**

VNHC is required by law to keep current all employees’ names, addresses, and phone numbers. For disaster preparedness, it is vital to have updated emergency contact information as well as all employees’ physical addresses and mailing addresses.

Employees are responsible for notifying VNHC in the event of a name, address, telephone number, or an emergency contact change using the Employee Status Record form that is available from your department or from Human Resources.

**Personnel Records**

VNHC Human Resources maintains personnel files that include, but are not limited to, employment applications, resumes, performance evaluations, disciplinary actions, copies of required licenses and certifications, records of required training, and other employment records. These files are the property of VNHC and may not be removed from VNHC premises.

You have the right to inspect certain documents in your personnel file, as provided by law, in the presence of a VNHC representative at a mutually convenient time. You may request copies of documents in your file as required by law, which includes employment-related documents which you have signed. You may add your version of any disputed item to the file.

VNHC restricts access to the information contained in personnel files to only authorized individuals within VNHC who have a legitimate reason to review the information. Any request for information from personnel files must be directed to the Human Resources department.
Only the Human Resources department or payroll is authorized to release information about current or former employees. VNHC will cooperate with requests from authorized law enforcement or local, state or federal agencies conducting official investigations, accrediting organizations, and as otherwise legally required.

It is the responsibility of each employee to keep his/her personnel file information current with regard to changes in address, phone numbers, emergency contact information, marital status, number of dependents, educational accomplishments and required documentation (professional license, CPR, drivers license and proof of insurance, and other related information).

Employment Verifications/Reference Checks

All requests for employment verification or reference checks regarding current or previous employees must be directed to human resources or payroll. By policy, VNHC only confirms information that verifies dates or employment, position title, and last or current salary.
Chapter II – Standards of Conduct

Business Conduct and Ethics

Ethical conduct is expected from all employees of VNHC. Employees are not to ever give the appearance of impropriety such as being influenced regarding business decisions, transactions or services. As an employee, you are expected to devote your best efforts and attention to the performance of your job. You are expected to use good judgment, to adhere to high ethical standards and to avoid situations that create an actual or potential conflict between your personal interests and the interests of VNHC.

VNHC is committed to complying with all state and federal standards as they relate to our patient care, our patient intake and referral process, our marketing and administration of VNHC, and our claims processing, billing, and financial management, and our human resource management. We expect, direct, and support honesty in our dealings with each other, our patients, and their physicians, our interfacing organizations, and our state and federal government. VNHC is active in preventing intentional and unintentional criminal activity and we expect our employees to join us in this activity through education, training, and reporting. By upholding these standards, we further our quest for excellence and share our pride in performance.

Although it is not possible to provide an exhaustive list, the following should be considered as a representative Code of Ethics List:

- All clinical and business records shall be maintained as an accurate reflection of events and transactions. Records shall not be altered and events shall be documented and maintained with quality, integrity, and confidentiality.
- Payments to or from any source for the inducement of referrals or other favorable actions may not be solicited, offered, received or paid.
- Patients shall always be granted the right to choose their service provider. Patients may request referrals for any variety of services; i.e. physicians, personal care, planned giving, etc.
- All personnel should not only avoid impropriety, but also the appearance of impropriety in all actions related to or on behalf of VNHC.
- Claims for services rendered shall be in accordance with coverage criteria and the actual provision of quality care. Claims will be adequately documented for charges and supported by signed and dated physician orders.
- Personnel will maintain a drug-free and alcohol-free work environment to enable a high degree of functioning and integrity. There are some recognized work related events or circumstances where light alcohol beverages may be served. Personnel are expected to always conduct themselves properly while representing VNHC.
• Information gained while employed is considered confidential, including clinical, financial, and administrative information. Responsibilities with respect to confidential and proprietary information apply after employment ends.

• All services to and from and business dealings with physicians shall be conducted in such a manner as to inspire the community’s trust.

• All services to patients and their families will be conducted in a professional manner and will be kept separate from personal relationships.

• All personnel shall avoid the potential for conflicts of interest: i.e. accepting gifts and or gratuities from any patient, client, vendor, supplier, or person doing business with VNHC. Patient/clients and families should be directed to the appropriate entity for donations and VNHC support.

• Employees may not accept gifts which exceed $25.00 per patient/family. Gift baskets may be accepted if their contents are shared with other staff.

• Arrangements for gift donations, in memory of a loved one or in appreciation of services received, should be referred directly to the Foundation.

• VNHC funds may not be used to support any political candidate or party. Under no circumstances shall Medicare funds be used to support any political party or candidate.

• Personnel may not engage in any discussions, meetings, activities or events with competitor agencies in which agreements could be sought concerning pricing, labor costs, market segmentation, or other issues that may violate antitrust laws.

• All personnel shall at all times abide by the laws, rules, regulations, and statutes governing the provision of home health care and/or hospice care, as appropriate.

• All personnel will at all times protect the dignity of patients, families, customers and colleagues and will treat with all people and company assets with respect.

• Personnel are not to promote an exclusive relationship with patients/families or to have contact with them for personal reasons.

• Soliciting or accepting money in any form from patients/families is not permitted.

• Personnel are not permitted to purchase items, goods or services of any kind from patients/families nor are employees to sell items, goods or services to patients/families.

• Personnel may not engage in intimate relationships with patients/families.

• Personnel may not impose their personal religious beliefs on patients/families.

• Professional employee relationships are expected between all staff, patients, clients, vendors, suppliers or other persons doing business with VNHC.

**VNHC Commitment to Cultural Competence**

As part of fulfilling our mission to provide high quality, comprehensive care to all community residents, VNHC is committed to cultural competence in our interactions with patients and
families. This means developing a respectful partnership with each patient, and paying attention to individual needs related to aspects such as age, gender, sexual preference, ethnicity, religion and spiritual beliefs, and language. It also means being aware of our own assumptions and beliefs, and developing an open and flexible attitude toward diverse points of view. We also extend cultural competence and awareness in our relationship with our coworkers.

**Customer Relations**

We are in the business of providing a caring service and all of us must remember that the customer always comes first.

Employees are expected to be polite, courteous, prompt, and attentive to every customer, both external customers and internal customers. Never regard a customer’s question or concern as an interruption or an annoyance. You must respond to inquiries from customers, whether in person, electronically, or by telephone, promptly and professionally.

While our patients/clients are our customers, we should treat all of our working associates as if they are customers as well.

The customer, for this purpose, is defined as anyone with whom you may have an interaction in regards to our services, including other staff. Remember, while the customer is not necessarily right, the customer is never wrong, and may just need more information, reassurance, or an opportunity to be heard.

Direct incoming calls to the appropriate person and make sure the call is received. Never leave a telephone caller on hold for an extended period. Through your conduct, show your desire to assist the customer in obtaining the help he or she needs. If you are unable to help a customer, find someone who can.

Arguing with a customer is unacceptable. If an employee encounters an uncomfortable situation that he or she does not feel capable of handling, or a problem develops, or if a customer remains dissatisfied, the supervisor or a member of senior leadership should be called immediately.

**Confidentiality and HIPAA**

Each employee is responsible for safeguarding the confidential information obtained during employment.

VNHC has earned an excellent reputation over the past hundred years and our continued success is dependent upon the trust that the people in the community have and we are
committed to preserving that vital trust. All employees owe a duty to VNHC and everyone associated with VNHC to behave in a way that will merit continued trust and confidence.

In the course of your work, you may have access to confidential information regarding the organization, patients, clients, or employees. It is your responsibility not to reveal or divulge, or allow others to have access to, any confidential information unless it is necessary in the performance of your duties. It is expected that computer screens will be protected, all handheld devices secured when not in use, and programs logged off as soon as work is completed.

Access to confidential information and all patient information is on a "need-to-know" basis and must be authorized by your supervisor. Any breach of this policy will not be tolerated and legal action may be taken.

All employees will receive training related to the Health Insurance Portability and Accountability Act (HIPAA) and it is expected that these standards will be fully incorporated into practice at all times.

Preserving confidentiality includes, but is not limited to:

- Not discussing any information concerning patients and families with anyone except the appropriate staff members or other authorized persons.
- Not informing or confirming that an individual is a patient in a VNHC program except as authorized.
- Not removing patient files, or the contents thereof, from VNHC premises except as authorized by job duties.
- Not discussing confidential information in public areas.
- Not disclosing information about one patient or family member to another patient or family member.
- Not entering patient information into files residing on personal home computers.
- Using one of VNHC’s secure shredding bins to discard any documents containing patient or family information.
- Making all patient-related calls as discretely as possible, with minimal use of names or other identifying information.
- Keeping any patient care paperwork (e.g., chart noted or face sheets) in a closed file or binder and protected from public view when in the field.
- Not using a cell phone to discuss the protected health information of a patient in a public setting, including in front of another patient or family.
You may have access to other types of information in addition to that related to patients during your employment with VNHC which must be handled in a confidential manner. This includes, but is not limited to:

- Employment and pay records of current or past employees
- Financial records of VNHC
- Records of purchases from vendors or suppliers
- Business development plans or ideas
- Strategic planning information
- Any other information related to the business affairs, operating practices, or VNHC procedures
- Building security codes and systems
- Computer passwords

Upon cessation of employment it is expected that you will continue to maintain the confidentiality of any and all information you may have been privileged to while employed at VNHC.

**Non-Disclosure of Confidential Information or Trade Secrets**

During the term of employment with VNHC, employees may have access to and become familiar with information of a confidential, proprietary, or secret nature, which is or may be either applicable or related to the present or future business of VNHC, its business development. For example, trade secret information includes, but is not limited to, information concerning referral sources, customers/patients or vendors. Employees shall not disclose any of the above-mentioned trade secrets, directly or indirectly, or use them in any way, either during the term of their employment or at any time thereafter, except as required in the course of employment with VNHC. The above agreement should not be construed as constituting a promise of continued employment for at-will employment purposes.

**Client/Patient Lists**

The employee understands that client/patient lists of VNHC, for which the employee has or will have access to during the employee's employment, are trade secrets and shall be solely the property of the employer.

The employee agrees that he/she shall neither directly nor indirectly solicit business as to services competitive with those of VNHC based on information from the customer/patient lists or other confidential information.
Involvement with Patients and Families

You are expected to act in a professional manner at all times with patients and families. Specific guidelines include:

- Refraining from discussing inappropriate details of your personal life (e.g., finances) with patients and families;
- Refraining from discussing the internal business of VNHC with patients and families;
- Refraining from communication that is not related to service provision;
- Refraining from discussing care provided by other home care agencies;
- Refraining from becoming involved in the business or legal matters of a patient or family member;
- Never, under any circumstances, transport patients or family members in your personal vehicle unless required or authorized by your job description.

Mandatory Reporting

California law requires care custodians and health care workers to report any suspected incidence/evidence of abuse or neglect in minors (children under 18), dependents or elders. Employees of VNHC or any of its programs are required to review the following materials and sign a statement of understanding and agreement to comply.

Elder or Dependant Abuse Reporting

Employees will comply with California Welfare and Institutions Code Section 15630, which requires:

Any mandated reporter who, in his or her professional capacity, or within the scope of his or her employment, has observed or has knowledge of an incident that reasonably appears to be physical abuse, abandonment, abduction, isolation, financial abuse or neglect, or is told by an elder or dependent adult that he or she has experienced such incidents, shall report the known or suspected instance of abuse to their supervisor immediately. The supervisor and employee will confer to report the incidence to adult protective services by phone immediately at 805-681-4550 and submit a written report (form SOC 341 CA Health & Human Services) within two working days.

Any care custodian, health practitioner, or employee of an adult protective services agency or local law enforcement agency who has knowledge of, or reasonably suspects that, types of elder or dependent adult abuse for which reports are not mandated have been inflicted upon an elder or dependent adult or that his or her emotional well-being is endangered in any other way, may report the known or suspected instance of abuse as follows:
(1) If the suspected or alleged abuse occurred in a long-term facility other than a state mental health hospital or a state developmental center, the report may be made to the long-term care ombudsman program.

(2) If the suspected or alleged abuse occurred in a state mental health hospital or a state developmental center, the report may be made to the designated investigator of the State Department of Mental Health or the State Department of Developmental Services, or to a local law enforcement agency or to the local ombudsman.

(3) If the suspected or alleged abuse occurred anywhere else, the report may be made to the county adult protective services agency.

(4) If the conduct involves criminal activity other than physical injury or abuse, it may be immediately reported to the appropriate law enforcement agency.

When two or more persons who are required to report are present and jointly have knowledge of a known or suspected instance of abuse of an elder or a dependent adult and, when there is agreement among them, the telephone report may be made by a member of the team selected by mutual agreement, and a single report may be made and signed by the selected member of the reporting team. Any member who has knowledge that the member designated to report has failed to do so shall thereafter make the report.

A telephone report of a known or suspected instance of elder or dependent adult abuse shall include the name of the person making the report, the name and age of the elder or dependent adult, the present location of the elder or dependent adult, the names and addresses of family members or any other person responsible for the elder or dependent adult’s care, if known, the nature and extent of the elder or dependent adult’s condition, the date of the incident, and any other information, including information that led that person to suspect elder or dependent adult abuse requested by VNHC receiving the report.

The requirement to disclose investigative reports pursuant to this subdivision shall not include the disclosure of social services records or case files that are confidential, nor shall this subdivision be construed to allow disclosure of any reports or records if the disclosure would be prohibited by any other provision of state or federal law.

Child Abuse or Neglect Reporting

Employees will comply with Section 11166 of the California Penal Code which states in part:

Any mandated reporter who has knowledge of, or observes, in his or her professional capacity or within the scope of his or her employment, a child who he or she knows or reasonably suspects has been the victim of child abuse is required to report the known or suspected instance to any police department or sheriff’s department, county probation department, is designated by the county to receive mandatory reports, or the county Welfare Department; immediately, or as soon as practically possible, by telephone and to prepare and send a written report within 36 hours of receiving the information concerning the incident.
Employees of Visiting Nurse & Hospice Care or Visiting Care & Companions will report a concern to their supervisor immediately. The supervisor will confer with the employee to report the incidence to Child Protective Services by phone immediately at 1-800-367-0166 and submit a written report on form SS-8572 within 36 hours.

Failure to Report

It is to be noted that failure to report physical abuse of an elder or dependent adult, or child abuse or neglect, can result in violation of these sections, and is a misdemeanor, punishable by not more than six months in the county jail or by a fine of not more than one thousand dollars ($1,000), or by both that fine and imprisonment.

Conflicts of Interest

VNHC requires honest and ethical conduct from all of its employees. A conflict of interest exists when an employee’s loyalties or actions are divided between VNHC’s interests and those of another, such as a competitor, supplier, customer or patient. The appearance of a conflict of interest should be avoided as well. Our conflict of interest policy is straightforward: Don’t compete with VNHC and never let your work dealings on behalf of VNHC be influenced, or even appear to be influenced, by personal or family interests or those mentioned above. This includes any activity or practice that conflicts with the interests of VNHC or its patients/clients. Given the nature of our services, employees are counseled not to engage in personal relationships with patients/clients or their families. This includes seeing patients/clients on off duty hours, or after they have been discharged. Exceptions may be taken into consideration for therapeutic interventions, i.e. a bereavement visit, and only with the approval of the employee’s supervisor.

Outside employment, consultation, or financial involvement with the organization's suppliers, vendors, clients, competitors, or referral sources will also be defined as a potential conflict of interest and cannot be pursued without the written permission of the department director or President & CEO.

Personal or romantic involvement with a competitor, supplier, or subordinate employee of VNHC, which impairs an employee’s ability to exercise good judgment on behalf of VNHC, creates an actual or potential conflict of interest. Supervisor-subordinate romantic or personal relationships also can lead to supervisory problems, possible claims of sexual harassment, and morale problems.

A conflict of interest may also occur when an employee is in a position to influence a patient/client to seek services from the employee outside of their relationship through VNHC. To avoid this conflict, the following guidelines must be adhered to:

- Employees may not solicit personal business or services from patients, family members, or caregivers.
• Patients or family members are never referred out, at their expense, for services they are entitled to receive through VNHC.

Conflicts of interest may not always be clear-cut. If you are in doubt about whether an activity creates a conflict of interest or compromises VNHC’s reputation, please consult with your supervisor, director, the Director of Human Resources, or the President & CEO.

If actual or potential conflict is determined, VNHC may take whatever corrective action appears appropriate according to the circumstances.

**Unacceptable Conduct**

VNHC expects every employee to behave in an ethical and professional manner at all times. Certain types of conduct have been determined to be unacceptable and are subject to disciplinary action deemed appropriate by VNHC management under the circumstances, up to and including immediate termination. Termination may be at the sole discretion of VNHC. The list below of Unacceptable Conduct does not alter the at-will nature of the employee’s employment. The following list of Unacceptable Conduct is in no particular order and should be considered a representative list and is not all inclusive:

1. Any action or conduct that is in direct opposition to VNHC Values, Standards of Behavior, or Business Conduct and Ethics
2. Violation of any federal, state, or local statute or failing to report the violation of any federal, state, or local statute by another employee or agent of VNHC
3. Engaging in criminal conduct whether or not related to VNHC business or job performance
4. Falsifying or altering any VNHC documents or records, including but not limited to:
   a. Applicant or employment records
   b. Work time records
   c. Mileage or expense reimbursement records
   d. Patient records
   e. Other VNHC records
5. Theft, misuse, deliberate or careless damage or destruction or unauthorized removal of any VNHC property or the property of any employee or patient/client or their family
6. Unauthorized use of VNHC equipment, time, materials, facilities, influence or services
7. Disclosing or using VNHC confidential, proprietary, or Trade Secret information without authorization
8. Possessing a firearm or any other dangerous weapon on VNHC premises at any time or while conducting VNHC business
9. Causing, creating or participating in a disruption or violence of any kind (physical or verbal) during working hours on VNHC property or while on VNHC business

10. Being under the influence of, using, possessing, manufacturing, dispensing, distributing, or selling alcohol, drugs, or other illegal or controlled substance while conducting VNHC business, while representing VNHC, or while on VNHC property

11. Gambling while conducting VNHC business or while on VNHC property

12. Insubordination, including but not limited to failure or refusal to obey the orders or instructions of a supervisor or member of management

13. Using obscene, abusive, intimidating, disruptive, derogatory, stalking, or threatening language/behavior with customers, employees, or non-employees while at work, or attending or representing VNHC at VNHC-sponsored events

14. Unreported absence of two (2) consecutive scheduled workdays, or three (3) total scheduled workdays (not necessarily consecutive)

15. Excessive absenteeism, tardiness, or failure to observe working schedules, including rest and meal periods

16. Failure to obtain permission to leave work for any reason during normal scheduled working hours

17. Sleeping or malingering on the job

18. Working overtime without authorization or refusing to work assigned overtime

19. Failure to provide a certificate from an appropriate health care provider when requested or required to do so, such as when going out on leave of absence or returning from leave of absence

20. Making or accepting personal telephone calls or using electronic communication for personal use (whether on VNHC equipment or the employee’s own) deemed excessive in length of time or frequency during working hours

21. Failure to follow the Electronic Media and Telecommunications Network policy

22. Failure to follow the Social Media policy

23. Violation of any Conflict of Interest policy

24. Committing a fraudulent act or a breach of trust under any circumstances

25. Committing or participating in any act of unlawful harassment against another individual, discrimination against another individual, or retaliation against another individual

26. Wearing extreme, unprofessional, disturbing, or inappropriate styles of dress or hair while working or while representing VNHC

27. Violation of any safety, health, or security policies, rules or procedures

28. Interfering with a workplace investigation, or failure to fully cooperate in a workplace investigation
29. Making or publishing in any media false, malicious, harmful, or disparaging statements concerning any employee, VNHC, its work or reputation

30. Willful and repeated violation of VNHC procedures, policies and/or rules

This statement of Unacceptable Conduct does not alter VNHC’s policy of at-will employment. Either you or VNHC remain free to terminate the employment relationship at any time, with or without cause or advance notice.

Recreational Activities and Programs

VNHC encourages our employees' voluntary participation in off-duty recreational, social, or athletic activities as a way to engage in camaraderie outside of work.

Please be aware that neither VNHC nor its insurer will be liable for payment of workers’ compensation benefits for any injury that arises out of an employee’s voluntary participation in any off-duty recreational, social, or athletic activity that is not part of the employee’s work-related duties.

Off Duty Conduct

While VNHC does not seek to interfere with the off-duty and personal conduct of its employees, certain types of off-duty conduct may interfere with VNHC's legitimate business interests. For this reason, employees should be aware of the following policy:

Employees are expected to conduct their personal affairs in a manner that does not adversely affect VNHC’s or their own integrity, reputation or credibility. Illegal or immoral off-duty conduct on the part of an employee that adversely affects VNHC’s legitimate business interests or the employee's ability to perform his or her job will not be tolerated.

Professional Image – Personal Standard for Dress and Hygiene

Professional image, including dress, grooming, and personal cleanliness, affects the business image that VNHC presents to patients, families, other healthcare professionals, visitors, applicants, vendors, and the community at large. It also affects the morale of our employees.

Each employee is a representative of VNHC in the eyes of the public. VNHC expects that each employee report to work properly groomed so as to present a clean, neat, and professional appearance, and to dress according to the requirements of their position at all times. Avoid clothing or accessories that can create a safety hazard.

In order to be in compliance with both Community Health Accreditation Program, Inc. (CHAP) regulations and VNHC policy, all employees (both clinical and non-clinical, both management
and non-management), must wear their VNHC identification badges clearly visible at all times when they are working. This is true whether you are out in the field or in VNHC, at any of our worksites.

In order to present a professional appearance to our patients and clients and to maintain appropriate standards, the following guidelines have been established.

- Field Staff may wear any appropriate uniform or non-uniform business attire (as defined below) and safe, closed toe shoes. Appropriate clean athletic shoes are allowed. A lab coat is optional. Hair must be neatly groomed, and it must be secured so that it does not fall into the face. Sideburns must be neatly groomed. Mustaches and beards may be worn if neatly trimmed. No detectable scents are permitted.

- Employees not providing direct patient care are expected to be attired in appropriate clean, neat, business clothing and safe shoes.

- Business attire/clothing includes: shirts, blouses, slacks, dresses, skirts, jackets, or sweaters.

- Non-business attire/clothing which is not permitted to be worn by either office or field staff includes but is not limited to:
  - sweatshirts and sweatpants
  - leggings (unless under a dress or skirt),
  - clothing designed for athletic wear
  - clothing made of spandex or lycra stretch or any other tight and form fitting clothing
  - shorts (any pant that does not cover the knee),
  - denim blue jean pants (unless appropriate for the tasks being done and approved by the department director)
  - tight fitting, provocative, see through, or revealing clothing
  - beach attire including beach flip-flops or sport sandals
  - backless dresses or tops with “spaghetti” straps unless a jacket or sweater is worn over it
  - underwear-like or pajama-like clothing
  - unsafe foot wear for the work that is being done
  - clothing that is dirty, torn, or ripped
  - clothing that has sayings on it (other than the VNHC logo)
  - clothing that has logos, pictures, or markings representing a violent, sexual, political, or otherwise questionable or potentially offensive nature are prohibited.

- Tattoos of a violent, sexual, political, or questionable or potentially offensive nature must be covered at all times during working hours.
• Dangling earrings, large rings and other protruding jewelry are a potential safety risk and should not be worn when working with types of equipment in which jewelry could be caught or when working directly with patients.

• Nails must be of an appropriate length for the job, clean and well manicured, exhibiting a professional image.

• Body parts that have been pierced, other than ears, should have the jewelry removed or covered during work hours; exceptions may be made when wearing jewelry is for religious purposes. A single small, discrete nose stud may be allowed at the discretion of the department director.

• Hair must be of a natural color (for example, not magenta, green, or blue.)

Management staff will be responsible for consistently enforcing the dress code and advising staff when their attire is inappropriate or not presenting a professional image.

Employees who do not practice good hygiene or who report to work dressed inappropriately for their responsibilities will be talked to by their supervisor and may be sent home to change and asked to return in proper attire. This time away from work will not be compensated. If this inappropriate behavior continues, the employee will be subject to disciplinary action, up to and including termination.

Please keep in mind that the professional and appropriate appearance and behavior of each member of the VNHC team is vital in maintaining the community’s trust and confidence that has been built up over the last 100 plus years.

**Punctuality and Attendance**

To maintain a productive work environment and fulfill our mission, you are expected to be punctual and regular in attendance. Every job at VNHC is important to us in serving our patients, and consistent and prompt attendance is essential if you are to properly perform your assigned duties. Tardiness or absenteeism creates a burden for your fellow employees and VNHC, and ultimately impacts our service to our patients and their families.

**Absence** is defined as any failure on the part of the employee to report to work on a day scheduled to work. This definition includes, but is not limited to, lost time due to illness, injury, personal business, or other reasons for which the company is not responsible. Vacation, jury duty, and approved leaves of absence, including leaves of absence pursuant to federal and state law, are not counted as absences.

**Tardiness** is defined as any failure on the part of the employee to report to work at the starting time of the scheduled work shift, or to return promptly from a meal or rest period.

You are expected to report to work as scheduled, on time and prepared to start work. You are also expected to perform your assigned work and job responsibilities for your entire work
schedule, except for breaks and meal periods. Late arrival, early departure or other unplanned or unapproved absences during scheduled hours are not acceptable except for extenuating circumstances.

If you are unable to report for work on time for your scheduled shift, you are expected to contact your supervisor as soon as possible to inform him/her of the nature of your unplanned tardiness or absence, and the expected duration. Except for extenuating circumstances, you must call in on any day you are scheduled to work and are unable to report to work. Calling and reporting an absence or tardiness to another employee is not considered satisfactory compliance with this policy, unless otherwise specified by your supervisor.

If you are absent due to illness or injury, VNHC retains the right to request medical certification of your ability to return to work.

**Job Abandonment**

If you fail to report for work without any notification to your supervisor and your absence continues for a period of two (2) consecutive scheduled workdays, or three (3) total scheduled workdays (not necessarily consecutive), VNHC will consider that you have abandoned your employment and have voluntarily terminated, unless there were extenuating circumstances.

**Excessive Absenteeism/Tardiness**

Excessive absenteeism, defined as exceeding 10 days in a rolling 12-month period (or pro-rated equivalent) or patterned absences, on a recurring basis, regardless of time frame, may result in disciplinary action up to and including termination of employment. Time taken off under any applicable Federal or California protected leave will only be counted as absence as the applicable law allows.

Excessive tardiness, defined as being late more than three times within a rolling 30-day period or patterned tardiness on a recurring basis, regardless of time frame, may result in disciplinary action up to and including termination of employment.

**Outside Employment**

While employed by VNHC, employees are expected to devote their energies to their jobs with VNHC. For this reason, second jobs are not encouraged. If you do have a second job, please keep in mind that all employees will be judged by the same performance standards and will be subject to VNHC’s scheduling requirements and business demands, regardless of any outside work requirements or limitations.

If your supervisor determines that outside work is interfering with your performance or ability to meet VNHC’s scheduling needs, which may be modified from time to time, you may be asked to scale back or terminate the outside employment if you wish to remain employed with VNHC.
The following types of outside employment are strictly prohibited:

- Employment that directly or indirectly competes with the business or the interests of VNHC
- Employment that creates a conflict of interest or is incompatible with the employee's employment with VNHC
- Employment that impairs or has a detrimental effect on the employee's work performance with VNHC
- Employment that requires the employee to conduct outside work or related activities on VNHC's property during the employee's working hours or using the employer's facilities and/or equipment
- Employment that conflicts with an employee's work schedule, duties and responsibilities

Employees who wish to engage in outside employment that may create a real or apparent conflict of interest must submit a written request to their director and the VNHC Director of Human Resources explaining the details of the outside employment. If the outside employment is authorized, VNHC assumes no responsibility for the outside employment. VNHC shall not provide workers' compensation coverage or any other benefit(s) for injuries occurring from or arising out of outside employment. Authorization to engage in outside employment can be revoked at any time.

**Substance Abuse Policy**

The employees of VNHC are our most valuable resource, and their health and safety is of paramount concern. VNHC is concerned about the use of alcohol, illegal drugs, or controlled substances as it affects the workplace. Use of these substances, whether on or off the job, creates a variety of workplace problems including increased on-the-job injuries, decreased productivity, increased absenteeism, decreased morale, and a decline in the quality of services provided to patients, families, and the general community.

**It is the goal and policy of VNHC to maintain a workplace that is free from these substances and their detrimental effects.**

To promote this goal, you are required to report to work in appropriate physical and mental condition to perform your job in satisfactorily, free of any adverse effects of drugs or alcohol.

The legal use of prescribed and over-the-counter drugs are permitted on the job **only if** it does not impair your ability to perform the essential functions of your job effectively and in a safe manner that does not endanger yourself or other individuals. You must consult with your doctor about the medication’s effect (along with any other medications you may be taking) regarding your fitness for duty and ability to work safely, and **promptly disclose any work...**
restrictions to your supervisor. You should not, however, disclose underlying medical conditions.

Whenever employees are working, are operating any vehicle on VNHC business, are present on VNHC premises, or are conducting VNHC related work off-site, they are prohibited from:

- using, possessing, buying, selling, manufacturing, distributing, or dispensing an illegal drug or controlled substance (to include possession of drug paraphernalia);
- being under the influence of alcohol or an illegal drug or controlled substance; and
- possessing or consuming alcohol (except when at a VNHC sponsored event).

The presence of any detectable amount of any illegal drug or illegal controlled substance in an employee’s body system, while performing company business or while in a company facility, is prohibited.

Violation of the above rules and standards of conduct will not be tolerated. Any illegal drugs or drug paraphernalia will be turned over to an appropriate law enforcement agency and may result in criminal prosecution.

VNHC reserves the right to require drug or alcohol screening, upon reasonable suspicion, or after an accident.

In order to enforce this policy, VNHC reserves the right to conduct searches of VNHC property or employees and/or their personal property, and to implement other measures necessary to deter and detect abuse of this policy.

An employee's conviction on a charge of illegal sale or possession of any controlled substance while off VNHC property will not be tolerated because such conduct, even though off duty, reflects adversely on VNHC. In addition, VNHC must keep people who sell or possess controlled substances off VNHC's premises in order to keep the controlled substances themselves off the premises.

Violation of this policy will be subject to discipline; up to and including termination.

Employees Requesting Leave for Substance Abuse Treatment

VNHC will reasonably accommodate employees with chemical dependencies (alcohol or drug) who voluntarily seek treatment and/or rehabilitation before becoming subject to discipline and/or termination under this or other VNHC policies. Employees should request a Medical Leave for “Voluntary Entrance Into Drug or Alcohol Rehabilitation Program”. (See section on Leaves of Absence).

- Employees will be allowed to use accrued paid time off (sick, vacation, or floating holiday(s), placed on leaves of absence, referred to treatment providers and otherwise accommodated as required by law.
Employees may be required to document that they are successfully following prescribed treatment and to take and pass follow-up tests if they hold jobs that are safety-sensitive or require driving, or have violated this policy previously.

Once a drug test has been scheduled due to reasonable suspicion of drug use, the employee will have forfeited their right to be granted a leave of absence for rehabilitation and will be subject to discipline, up to and including discharge.

VNHC is not obligated, however, to continue to employ any person whose performance of essential job duties is impaired because of drug or alcohol use. Additionally, employees who are given the opportunity to seek treatment and/or rehabilitation, but fail to successfully overcome their dependency or problem, will not automatically be given a second opportunity to seek treatment or rehabilitation. This policy on treatment and rehabilitation is not intended to affect VNHC's treatment of employees who violate the regulations described above. Rather, rehabilitation is an option for an employee who acknowledges a chemical dependency and voluntarily seeks treatment to end that dependency.

Substance Abuse Testing

Pre-employment: All applicants must pass a post-offer, pre-hire drug test. Any verbal or written offer of employment is contingent upon passing a drug test. Refusal to submit to testing will result in disqualification of further employment consideration.

Reasonable Suspicion: Employees are subject to testing based upon (but not limited to) observations by a member of management of apparent workplace use, possession or impairment. Human Resources or the director of the department in which the employee works shall be consulted before sending an employee for testing.

Post-accident: Employees are subject to testing when they cause or contribute to accidents that seriously damage a vehicle being driven on VNHC business, machinery, equipment, or property or result in an injury to themselves or another employee requiring off-site medical attention.

*Please note that on occasion alcohol may be served at VNHC events. Employees who chose to drink alcohol at these events are expected to use their own discretion and good judgment. Behavior indicating excessive use may result in disciplinary action.*

Media Relations

All media inquiries must be directed to the President & CEO or his/her designated representative. No other employees may comment to the media. Employees who are approached for interviews or comments by the news media are required to redirect them to the President & CEO. Such inquiries may include newspaper, TV, and radio news requests as well as filming of TV shows and films.
VNHC asks that you forward copies or information to the President & CEO when you read or hear about VNHC in the news.
Security

The security of our VNHC facilities, as well as the welfare of our employees, and the confidentiality of the patient and employee data we have requires that every individual be constantly aware of potential security risks. You should immediately notify your supervisor when unknown or suspicious persons are loitering for no apparent reason (e.g., in parking areas, walkways, entrances/exits and service areas) or when keys, or identification badges are missing. It is vital that all employees wear their VNHC badge clearly visible at all times.

Employees should secure their desk at the end of the day or when they are called away from their work area for an extended length of time. Do not leave any patient information or data visible on your desk, in common areas, or at the copy or fax machine.

Personal valuables should be left at home. When this is not possible, you should keep them in a secured location at all times. VNHC does not assume responsibility for lost, stolen, damaged, or vandalized personal property in our facilities, in our parking lot(s), or in other locations (such as patient homes) where you are performing your job responsibilities.

Employees on VNHC premises before 8 am or after 5 pm should make sure the gates are locked. Once the gates are opened after 8 am they should have both sides of the gate opened so that in the event evacuation is needed there is no impediment to the safe and efficient movement of employees from the building. Employees entering before 8 am make sure the gates are locked after they enter; employees leaving after 5 pm should make sure the gates are locked after they leave. The last employee leaving their department should take responsibility to secure all doors and to set the alarm appropriately.

Violence Free Workplace and Reporting Violence

VNHC is committed to providing a safe workplace, free of violence; we have adopted the following workplace violence prevention policy to ensure a safe working environment for all employees.

VNHC has a zero tolerance for acts of violence and threats of violence. Without exception, acts and threats of violence, whether physical, verbal, or written, are not permitted. All such acts and threats, even those made in apparent jest, will be taken seriously, and will lead to discipline up to and including termination.

Possession of weapons on VNHC premises and at VNHC-sponsored events shall constitute a threat of violence.

It is every employee’s responsibility to assist in establishing and maintaining a violence-free work environment. Therefore, each employee is expected to report any incident which may be
threatening to you or your co-workers or any event which you reasonably believe is threatening or violent. You may report an incident to any management employee and to Human Resources.

Employees must notify their supervisor and the Director of Human Resources if a restraining order is in effect, or if a potentially violent non-work related situation exists that could potentially result in violence in the workplace.

A threat includes, but is not limited to, any indication of intent to harm a person or damage VNHC property. Threats may be direct or indirect, and they may be communicated verbally or nonverbally. The following are examples of threats and acts that shall be considered violent – this list is in no way all-inclusive:

<table>
<thead>
<tr>
<th>Example</th>
<th>Type of Threat</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saying, “Do you want to see your next birthday?”</td>
<td>Indirect</td>
</tr>
<tr>
<td>Writing, “Employees who kill their supervisors have the right idea.”</td>
<td>Indirect</td>
</tr>
<tr>
<td>Saying, “I’m going to punch your lights out.”</td>
<td>Direct</td>
</tr>
<tr>
<td>Making a hitting motion or obscene gesture</td>
<td>Nonverbal</td>
</tr>
<tr>
<td>Displaying weapons</td>
<td>Extreme</td>
</tr>
<tr>
<td>Stalking or otherwise forcing undue attention on someone, whether</td>
<td>Extreme</td>
</tr>
<tr>
<td>romantic or hostile</td>
<td></td>
</tr>
<tr>
<td>Taking actions likely to cause bodily harm or property damage</td>
<td>Acts of violence</td>
</tr>
</tbody>
</table>

Prohibited workplace violence includes, but is not limited to, the following behaviors:

- Threatening, physically aggressive, or violent behavior, such as intimidation of, or attempts to instill fear in others
- Any behavior that suggests a propensity toward violence, which may include belligerent speech, excessive arguing or swearing, sabotage or threats of sabotage of VNHC property, or a demonstrated pattern of refusal to follow VNHC policy and procedures
- Defacing or causing physical damage to VNHC property or the property of any employee, or other individuals with whom VNHC has a business, service or professional relationship
- Bringing weapons or firearms of any kind on VNHC premises, parking lot(s) or while conducting VNHC business.

**Reporting Violence or Potential Violence**

If you observe or become aware of any incidents of violence, or behavior that suggests a propensity toward violence (such as those listed above) of any employee, patient, consultant, visitor, vendor, or anyone else, notify a member of management immediately. Management should immediately report all potential violent events or other suspicious behaviors to the Director of Human Resources in the event of a non-emergency.
All reports of workplace violence or potential workplace violence will be taken seriously and investigated thoroughly. Confidentiality will be maintained through the investigation as much as possible while maintaining our legal obligation to conduct a full investigation; however, the results may need to be disclosed in appropriate circumstances to protect public and/or individual safety. Visiting Nurse & Hospice Care will not tolerate retaliation against any employee for cooperating in an investigation or for making a report. If it is established that workplace violence has occurred or is likely to occur, appropriate corrective action will be taken. Any employee determined to be responsible for violence or threats of violence will be subject to appropriate disciplinary action, up to and including termination, and may be subject to legal consequences.

Guests and Visitors

Visits from friends and family are to be kept to a minimum, in order to preserve an appropriate work environment. It is extremely important that the impression left with VNHC visitors is that of a professional organization with the highest standards of conduct.

Emergencies in which children must be in the office for an extended length of time are to be kept to an absolute minimum. VNHC may not be used as a substitute for regular child care of employees’ children. On those occasions when children are present, they should not be allowed to disrupt others in the office.

Your child is your responsibility and must be under your direct supervision at all times. If a child is ill, you must present a doctor’s note to your immediate supervisor indicating the child is not contagious.

Employer Property

We are all responsible for protecting VNHC’s assets and preventing theft, fraud, waste and negligent use of property. VNHC’s time, materials, and property should be used for matters that are directly related to our services. VNHC’s property must never be removed, used or borrowed without permission from your supervisor or other management staff.

Desks, workspaces, and equipment are the property of VNHC and must be maintained according to VNHC rules and regulations and used only for work-related purposes. Unauthorized use of any company equipment for non-business purposes, inappropriate purposes, negligence or personal gain may result in disciplinary action, up to and including termination of employment.

VNHC provides desks, filing cabinets, and other storage devices for the convenience of our employees, but these remain the sole property of VNHC. VNHC reserves the right to inspect all VNHC property and any personal items contained in them to ensure compliance with its rules.
and regulations, and with laws and regulations that we are subject to, at any time without prior notice to the employee and in the employee’s absence.

It is expected that each employee will safeguard and maintain the equipment in good condition and in working order, following all operating instructions, safety standards and guidelines. Loss or damage of VNHC equipment due to willful misconduct, gross negligence, or dishonesty may be subject to replacement costs being charged to the employee. The improper, careless, negligent, destructive or unsafe use or operation of equipment may also result in disciplinary action, up to and including termination. Equipment malfunction, damage, or loss must be reported to your director within 24 hours.

You must return all issued items, i.e. keys, badges, laptop computers, communication devices, nursing items, etc. upon termination of employment, during an extended leave of absence, or at any other time upon request by VNHC management.

Employees terminating employment with VNHC should remove any personal items at the time they leave VNHC. Personal items left in the workplace by previous employees are subject to disposal if not claimed at the time of the employee’s termination or arrangements made to pick them up at a later date.

**Use of Electronic Media and Telecommunication Networks**

VNHC uses various forms of electronic communication media including, but not to limited desktop computers, laptops, email, voicemail, handheld devices including but not limited to Blackberries, cell phones and similar items. These items and all software, databases, hardware, digital files, and data transmitted through VNHC servers are VNHC property and must be maintained according to VNHC rules and regulations and are to be used for work-related purposes. While employees may make occasional or incidental personal use of these systems, such usage should be kept to a minimum. Employees may not spend work time on uses that can be accommodated outside of working hours, nor may they use these systems in ways that generate a direct cost to VNHC or interfere with the business use of these systems.

Devices issued to employees must be kept clean, in working condition, and safe; VNHC reserves the right to inspect all VNHC property to ensure compliance with its rules and regulations, without notice to the employee and at any time, not necessarily in the employee’s presence. It is expected that each employee will safeguard and maintain the equipment in good condition and in working order. Loss or damage of VNHC equipment may be subject to replacement costs being charged to the employee. Equipment malfunction, damage, or loss must be reported to the program director within 24 hours.

VNHC may periodically need to assign and/or change “passwords” and personal codes for all VNHC-owned electronic media. Electronic media and related storage media and databases are to be used only for business and they remain the property of VNHC. VNHC reserves the right to keep a record of all passwords and codes used and/or may be able to override any such
password system. Employees may not share their passwords with other employees or with non-employees.

VNHC maintains the ability and reserves the right to access and monitor all messages on all media and communication networks to the extent permitted by law which includes listening to voice mail messages and accessing E-mail messages, text messages, and computer files to ensure compliance with all VNHC rules, without notice to the employee and in the employee’s absence.

All employees are expected to use electronic media and telecommunications systems responsibly and appropriately at all times. Specific guidelines include:

- Not distributing or storing any message or image that may reasonably considered offensive, controversial, discriminatory, harassing, obscene, illegal, against VNHC policy, or would otherwise disrupt the workplace or harm our image in the community
- Not using electronic media to defraud, defame, or infringe on copyrights or other intellectual property
- Safeguarding confidential information and exercising caution when using any electronic communication. All such use must conform with HIPPA regulations and any other applicable requirements.
- Not using electronic media or telecommunication systems for any purpose that is illegal, against VNHC policy, or not in the best interest of VNHC
- All software must be approved used on VNHC devices must be approved by VNHC Information Services and installed by their staff.
- No employee may send an electronic communication on the network that appears to come from another person.

**Employee-owned Devices**

Employee’s own electronic media may only be used during breaks and meal periods, except for extenuating circumstances. All other VNHC policies, including VNHC’s no tolerance for discrimination, harassment, retaliation or illegal behavior in the workplace apply. VNHC reserves the right to adjust this policy on a case by case basis as it deems appropriate.

**Communication, Availability & Responsiveness**

The nature of VNHC work requires the ability to communicate with field staff and all employees in a timely manner.

**Cell Phones**

Employees in Field Staff positions are encouraged to use cell phones to expedite communications with the office and physicians and may be eligible to receive monthly
reimbursement for using their own cell phones. Reimbursement allowed for each clinical staff member, who uses their own cell phone, is dependent on their position, employee status, and the number of hours of week they work. Information about the amount of reimbursement is available from Human Resources. Depending on the position, some employees may be issued VNHC cell phones instead of being reimbursed for using their own cell phone.

Employees driving on VNHC business, including to or from meetings, are very strongly encouraged to refrain from using a cell phone while driving, whether VNHC issued or personal, even if using a hands-free device. If your job requires that you keep your cell phone turned on while you are driving, you must use a hands-free device and safely pull off the road before conducting VNHC business. All state and federal laws must be complied with. Under no circumstances should employees place phone calls, read or send emails or text messages while driving on VNHC business or on VNHC time. Cameras contained in personal cell phones may not be used within the VNHC workplace, unless related to VNHC business needs.

**Voice Mail**

Voice mail access is available for all employees. Voice mail must be checked a minimum of three times per work shift: at the beginning of the shift, mid shift and before the end of a scheduled shift. You are expected to promptly return phone calls as appropriate, at least within 24 hours. If it will take longer than 24 hours to fully provide the information you have been asked for, please call back with whatever information you can, and let the caller know that you are working on it and when you will get back to them.

If you will be out of the office for three or more days, the expectation of VNHC is for you to leave an out-of-office message on your voicemail message providing an alternate employee to call for assistance.

**Email**

Email is increasingly being used to communicate with our employees, including routine messages for field staff, and the expectation is that you will check email a minimum of three times per work shift: at the beginning of the shift, mid shift and before the end of a scheduled shift. You are expected to read and promptly respond to emails, at least within 24 hours. If it will take longer than 24 hours to fully provide the information you have been asked for, please respond with whatever information you can, and let the person who emailed you know that you are working on it and when you will get back to them.

If you will be out of the office for three or more days, the expectation of VNHC is for you to leave an out-of-office message on your email providing an alternate employee to email or call for assistance.
Employee Use of Social Media

Below are guidelines for using any of VNHC’s online social media tools. Social media is a set of Internet tools that aid in the facilitation of interaction between people online, such as Facebook, Linkedin, and Twitter. As representatives of the organization, employees are expected to demonstrate courtesy, professionalism and common sense when engaging in any online social networking activity related to work. Be responsible and please adhere to the following standards of conduct at all times:

1. **Social Sites Are Public.** Your messages on the social web can be read by anyone. You are searchable and what you say can spread and stay online forever. Use common sense. Presume that even if you don’t identify yourself as a VNHC employee on a particular site, the vast and growing repository of data on the web will make you identifiable to outside parties as such. *Ask yourself: Would I be comfortable with my mother, my boss, or our CEO reading this message?*

2. **If You Identify Yourself, Be Professional.** If you choose to include VNHC as your employer in your bio or profile on a social site, conduct yourself professionally there. Be transparent and identify yourself clearly as an employee of VNHC in any business-related discussions. *Ask yourself: Am I misrepresenting myself and/or VNHC?*

3. **Protect Confidential And Proprietary Information.** At VNHC, we are held to the highest standards of confidentiality and privacy through HIPAA and expect employees to do the same. It is illegal to share ANY information about a patient or their family without consent. This includes names, personal details and contact information. *Ask yourself: Am I sharing information that is potentially confidential, a trade secret, or sensitive business practice or strategy?*

4. **Embrace Your Personality.** Be yourself and feel free to say what is on your mind, but do so respectfully. Connect with colleagues and engage with those communities you feel are relevant to your career, industry or professional interests. Provide value, share content, ask questions, and participate in conversations. *Ask yourself: Am I contributing to the conversation in an engaging, interesting and productive manner?*

5. **Be Nice.** Don’t vent, bash or poke fun at people, businesses, companies, brands, competitors, or geographical locations. Feel free to ask questions and share opinions, but be courteous and thoughtful. Think before posting anything and “when in doubt, don’t send it out!” *Ask yourself: Will this message offend anyone, especially a donor, colleague, or potential client?*

6. **Mind The Competition.** In a small community like ours, everyone knows everyone. Observe your competitors, but don’t harass them. Follow them, but do not republish their messages. Always view bios or profiles before engaging. *Ask yourself: With whom am I interacting and why?*
7. **Be The First To Respond To Your Own Mistakes.** If you make an error, be up front about your mistake and correct it quickly. Contact your supervisor and explain what happened. *Ask yourself: Have I been honest about and apologized for my error?*

8. **Don’t Forget Your Work Responsibilities.** Make sure that your online activities do not interfere with your job. Social media can be a useful resource but is considered a privilege by VNHC. Any abuse or excessive personal use will not be tolerated. *Ask yourself: Is my use of social media affecting my ability to satisfactorily perform my required duties?*

**Health and Safety**

VNHC believes that all employees benefit from a safe and healthy environment. We are committed to maintaining an injury-free and illness-free workplace. Safety is given primary importance in every aspect of planning and performing VNHC activities. We want to protect you against injury and illness as well as minimize the potential loss of work productivity.

All employees are responsible for their own safety, as well as that of others in the workplace. To help maintain a safe workplace, everyone must be safety-conscious at all times. Report all work-related injuries or illnesses (no matter how slight) to your supervisor and to Human Resources immediately. You must also complete a Report of Work Related Injury form and give it to your supervisor. Also, please report anything that needs repair, is a safety hazard, or is otherwise an unsafe condition.

Consistent with our commitment to provide a safe and healthy work environment, and in compliance with California law, VNHC maintains an Injury and Illness Prevention Program (IIPP). The program includes workplace inspections, hazard recognition, accident investigation, safety rules and procedures, employee training regarding safe work habits and behavior, and an established Safety Committee to focus on priorities and offer solutions to identified problem areas. We also hold regular fire drills, and continually aim to best our record time for getting all employees out of the building to our safe waiting area.

In compliance with Proposition 65, VNHC will inform employees of any known exposure to a chemical or substance known to cause cancer or reproductive toxicity.

**Temporary Contagious Illness**

VNHC realizes that employees with a temporary contagious illness, such as influenza, colds and other viruses, need to continue with normal life activities, including working. In deciding whether an employee with an apparently short-term contagious illness may continue to work, VNHC considers several factors. The employee must be able to perform normal job duties and meet regular performance standards. In the judgment of the employer, the employee’s continued presence must pose no risk to the health of the employee, other employees and
clients. If an employee disputes VNHC’s determination that such a risk exists, the employee must submit a statement from his or her attending health care provider that the employee’s continued employment poses no significant risk to the employee, other employees or clients.

Supervisors are encouraged to remind employees that VNHC provides paid sick time to cover absences due to contagious temporary illnesses. All employees are urged to contact Human Resources regarding any questions about the possible contagious nature of another employee’s temporary illness.

**Non-Smoking Policy**

Smoking is not allowed in any enclosed area of any VNHC facility or any patient area. The only allowed smoking area at our facility at 222 E. Canon Perdido is in the far southwest corner of the staff parking lot.

All California and local laws and regulations regarding smoking must be adhered to. Santa Barbara County regulations require that no one smoke within 20 feet of a building door or window (regardless of whether they are open).

**Ergonomics**

VNHC believes that reduction of ergonomic risk is instrumental in maintaining an environment of personal safety and well-being, and is essential to our services. We are committed to providing appropriate resources to facilitate a risk-free environment, and we require all employees to follow safety instructions and guidelines.

VNHC follows Cal/OSHA ergonomics standards for minimizing workplace Repetitive Motion Injuries (RMIs). VNHC will make adjustments to reduce exposure to ergonomic hazards through modifications to equipment and processes and employee training.

If you have any questions about ergonomics, please contact the Rehabilitation Supervisor or Human Resources.

**Housekeeping**

All employees are expected to keep their work areas clean, safe, and organized. Common areas such as lunchrooms and restrooms should be kept neat, clean and safe by those using them. Please clean up after yourself and dispose of trash properly.
Parking

Parking in downtown Santa Barbara, like in most cities’ downtown areas, is challenging. We are fortunate to have a parking lot adjacent to our main facility at 222 E. Canon Perdido, but as VNHC has grown over the years we have more cars than can all fit in the lot.

Employee vehicles may be parked in designated areas in our parking lot, if space permits. If space is unavailable, employees must park off of VNHC property. Employees may not use parking areas assigned for specific purposes other than for those specific purposes.

VNHC is not responsible for any parking tickets or towing costs incurred, nor loss or damage to employee vehicles or contents while parked on or off of VNHC property. The city of Santa Barbara is very strict about the time restriction for on-street parking, so be sure to note the time you park and whether you are in a 75 minute or 90 minute zone, and move your car accordingly. Also, be aware that when you park on the street in a given block, you may not park on that same block, or by the curb directly across the street any time that same day without being subject to receiving parking tickets.

There is a commuter lot 3 blocks away from the 222 E. Canon Perdido facility. Please see Human Resources for details about using this lot.

Bulletin Boards

VNHC maintains bulletin boards for VNHC related material located at each of our sites. In our main building at 222 E. Canon Perdido, it is in the Break Room/Kitchen. Bulletin boards are used to provide information to employees concerning State and Federal Employment Laws and other legally required notices, safety information, Workers Comp information, VNHC policies and memos of general interest, and postings of current job openings. Employees may not post items on VNHC bulletin boards unless the following conditions are met:

- Postings may be made by VNHC employees only
- The information to be posted must first be approved by the Director of Human Resources
- Postings are limited to 8.5 inches by 11 inches in size
- Bulletin boards will be updated periodically and
- Posted items will be dated and will be removed after 30 days unless a request to keep up longer is made and approved

Prohibited items include anything that involves:

- Gambling;
- Games of chance;
- The sale of items to raise money for any organization other than our sponsored hospice in Kenya, United Way, or any other charitable organization approved by the President & CEO;
- Materials of a sexual nature; or
- Other subjects that may be offensive or may constitute illegal activity.

Limitations on Bulletin Board contents also apply to posting material on VNHC’s electronic media including but not limited to any VNHC website, intranet, extranet, or e-mail system.

**Solicitation and Distribution of Literature**

In order to ensure efficient operation of VNHC’s business and to prevent disruption to employees, it is necessary to control solicitations and distribution of literature on VNHC property and in patient care areas.

Solicitation includes (but is not limited to) requests for contributions, recruitment for organizations, requests to initiate or participate in religious activities, and all promotion of religious, political, or other beliefs.

VNHC has established rules applicable to all employees governing solicitation, distribution of written material and entry onto the premises and work areas. All employees are expected to comply with these rules. Any employee who is in doubt concerning the application of these rules should consult with Human Resources or his/her supervisor or director immediately.

Any VNHC sponsored event or activity (such as an event to benefit our sister hospice in Kenya, Viagenco or a VNHC Foundation event) is exempt from these requirements, as long as the solicitation and distribution of literature is VNHC approved.

- No employee shall solicit or promote support for any cause or organization during his or her working time or during the working time of the employee or employees at whom such activity is directed.
- No employee shall distribute or circulate any written or printed material in work areas at any time, or during his or her working time or during the working time of the employee or employees at whom such activity is directed.
- No employee may use VNHC phones or email for personal solicitation.
- No employee may solicit or distribute in any way connected with the sale of any goods or services.
- Under no circumstances will non-employees be permitted to solicit or to distribute written material for any purpose on VNHC property or at a VNHC event.
Conducting Personal Business and Personal Belongings

You are to conduct only VNHC business while at work. You may not conduct personal business or business for another employer during your scheduled working hours. Except under extenuating circumstances, personal phone calls, emails, or text messages should be done during breaks or the lunch period.

Personal valuables should be left at home. When this is not possible, you should keep them in a secured location at all times. Automobiles should be locked with no valuables left in sight. VNHC does not assume responsibility for lost, stolen, damaged, or vandalized personal property in our facilities, in our parking lot(s), or in other locations (such as patient homes) where you are performing your job responsibilities.

Employees Who are Required to Drive

All employees are required to provide proof of a current, valid and unrestricted driver’s license as required by California law and provide proof of current effective insurance liability coverage, upon hire if they are required to drive their own vehicle on VNHC business.

Insurance coverage for employee automobiles used on VNHC business must be adequate to cover not only damage to the vehicle and other property damage in the event of an accident, but also injuries sustained by individuals as a result of the accident. VNHC recommends minimum coverage for public liability to be $100,000 per person and $300,000 for each accident. Both a valid license and minimum liability insurance must be kept current, and copies must be furnished to HR before the expiration date of each, or whenever there are changes.

VNHC participates in a system that regularly checks Department of Motor Vehicles (DMV) records of all employees who meet the conditions outlined in paragraph one.

Employees required to travel in the course of their daily work assignments must have use of reliable transportation. This is solely the employee’s responsibility. VNHC retains the right to transfer an employee to an alternative position, suspend, or terminate an employee whose license is revoked, or who fails to maintain minimum required personal automobile insurance coverage or holds a driving record that precludes VNHC insurance coverage, unless they have alternate reliable means of transportation for performing their job requirements.

Employees are required to promptly report (within 1 workday) any changes in driver’s license restrictions or insurance coverage cancellation to your supervisor and Human Resources. Employees who are charged with traffic violations while driving during work will be solely responsible for all resulting liabilities. Employees are required to obey all driving rules while driving on VHNC business, including those related to wearing seat belts and not using cell phones.

Employees who drive their own vehicles on VNHC business will be reimbursed at the IRS allowable rate. This rate changes at the discretion of the IRS.
Calculation of mileage for reimbursement does not include miles incurred in going from home to the workplace and from the workplace to home. “Workplace” is defined as either the VNHC facility or the home of the first patient.

A report of any accident, regardless of the extent of damage or the lack of injuries, must be made for any employee automobile used for VNHC business. Such reports must be made to your supervisor or director as soon as possible and no later than 24 hours after the accident. In the event of an automobile accident, employees are expected to cooperate fully with the authorities.

Any fines incurred as a result of driving or parking violations are the sole responsibility of the employee.

To promote safety and adhere to state law, seat belts are to be worn and secured by employees while driving in their personal automobiles. Additionally, the laws restricting the use of cell phones and other electronic equipment while driving must be adhered to, as well as all VNHC policies (see policy on Use of Cell Phones). Failure to do so may result in disciplinary action.

**Use of Cell Phones While Driving on VNHC Business**

Employees driving on VNHC business, including to or from meetings, are very strongly encouraged to refrain from using a cell phone, whether VNHC issued or personal, while driving, even if using a hands free device. If you need to make or take a call, please pull over to a safe place to stop so you can safely use the cell phone. Even with the use of a hands free device, talking on a cell phone while driving is a major distraction and safety hazard.

Under California law, writing, sending, or reading text-based communication – including text messaging, instant messaging, and e-mail – on a wireless device or cell phone while driving is illegal, and is also prohibited under this policy.

**Personal Considerations for Not Participating in Patient Care**

If you have a religious belief or cultural value that is in conflict with your participation in certain aspects of patient care or treatment, please inform your supervisor or director immediately. VNHC will try to accommodate your needs within reason. However, this may impact VNHC’s ability to provide you with the necessary hours to fulfill your full-time, part-time or half-time status.
Chapter IV – Employee Benefits

Summary of Employee Benefits

VNHC is committed to caring for our staff members and believe our high quality, comprehensive, and innovative Benefits Package is an important advantage of employment with VNHC. We continually keep abreast of benefit trends and survey data, and re-evaluate our plan every year to ensure its competitiveness, cost-effectiveness, and high quality in meeting our employee needs. Benefits are subject to change on an annual basis.

Please refer to the current year “Visiting Nurse & Hospice Care Benefit Summary Deskside Guide” for a brief overview of the VNHC Benefits Program and eligibility requirements. All newly hired benefitted employees will attend a comprehensive Benefits Orientation so they can fully understand all of their options and understand how fully utilize the many aspects of our Benefits Package. Summary Plan Descriptions for our many plans will be provided as part of the Benefit Orientation.

Insurance coverage for newly-hired eligible employees and their dependents becomes effective on the first of the month following first day of employment. New employees may join the 403(b) retirement plan and may rollover funds from previous 403(b) or 401(k) plans upon hire.

The ability to add, delete, or change dependents on the medical or dental plans may only be done during the open enrollment period for those plans: December for a January first effective date. IRS “qualifying events" designated by the medical, dental, or Section 125 plans may allow the addition or deletion of participants in the plan at other times throughout the year.

Holidays

All full-time, part-time, and half-time benefited employees are immediately eligible for holiday pay for each VNHC observed holiday upon their first day of their employment with VNHC. Holiday pay for part-time and half-time employees is prorated in accordance with the accrual schedule. Employees providing clinical care must pre-schedule all holidays. Holiday time is paid at time and one-half for hours worked on that holiday. An employee who works on a holiday will have a choice of receiving their hours of holiday pay in addition to being paid time and one-half or taking another day off with pay in lieu of the holiday worked. The other day off is required to be taken within four (4) weeks following the holiday, or the employee will automatically receive their hours of holiday pay in their next paycheck.

VNHC typically observes the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day
In addition to the above holidays there are **two (2) floating holidays per calendar year (prorated for part-time and half-time employees)**, which are incorporated in our Paid Time Off (PTO) benefit.

If the holiday falls during the course of an employee’s approved PTO, the employee will be paid for the holiday, and the PTO account will not be charged.

Paid holiday time is not considered time worked for overtime calculations. Employees on an unpaid leave of absence are not eligible for holiday pay.

When a holiday falls on a Sunday, it will typically be observed on the following Monday. If a holiday falls on a Saturday, it will typically be observed on the preceding Friday. Employees who work both the observed holiday (Friday or Monday) and the actual holiday (Saturday or Sunday) will be paid the holiday premium for only the observed holiday worked, and not for both days. An employee who works either the observed holiday or the actual holiday (but not both) will be paid the holiday premium for the day they work.

Clinical employees are expected to participate in their departmental holiday rotation working schedule.

**Paid Time Off (PTO)**

VNHC encourages our employees to take the paid time off that is provided to our employees as a benefit each year. Our work is challenging and the opportunity for rest and a change of pace will help each of us to continue to be able to perform the excellent work we do. For employee ease of use, we have combined a traditional “vacation” benefit, a traditional “sick time” benefit along with VNHC’s “Floating Holidays” into one large bank of **Paid Time Off (PTO)** that can be used for either vacation, medical, or personal needs at the employee’s discretion.

All full-time, part-time, and half-time benefited employees are eligible to accrue Paid Time Off according to the following schedule:

<table>
<thead>
<tr>
<th>Years of Service</th>
<th>Number of Normal Hours Scheduled Per Week</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>40 hrs/week 100%</td>
</tr>
<tr>
<td>Full-Time</td>
<td>Part-Time</td>
</tr>
<tr>
<td>1 - 5 years</td>
<td>136 hours</td>
</tr>
<tr>
<td>6 - 9 years</td>
<td>176 hours</td>
</tr>
<tr>
<td>10 + years</td>
<td>216 hours</td>
</tr>
</tbody>
</table>

This new PTO plan and accrual rates will take effect January 1, 2011.
Employees who currently have “sick time” in their bank will be able to retain this for one (1) year (until December 31, 2011). It will be tracked separately, and can be used for an employee’s own illness, injury, or medical condition, or to care for a family member when they have an illness, injury, or medical condition. It can also be used for medical appointments for the employee or family member. If it is at all possible to anticipate the need to use this sick time, please let your supervisor know as soon as possible, and complete an “Employee Status Record” form.

PTO Accrual and Use:

Benefited employees accrue, on a prorated basis each pay period, PTO from the first date of employment. If you are a qualifying United Way Contributor, you may earn an additional eight (8) hours per year. See Human Resources for further details of this benefit.

PTO pay may be taken only up to the total amount earned and unused; PTO pay cannot be borrowed from the future.

PTO does not count as time worked for the purpose of overtime calculations, and is not earned during an unpaid leave, unless otherwise required by law.

PTO Definitions:

- **Scheduled PTO:** PTO that is used for vacations and planned time off (whether personal or to deal with health related issues)
- **Unscheduled PTO:** PTO that is used for absences due to illness, injury, or medical condition for the employee’s own or a family members need, transportation issues, and other unplanned situations that require an employee to miss work.

Employees who wish to take scheduled PTO are required to submit a written request (Employee Status Record) to their supervisor a minimum of 30 days in advance, unless extenuating circumstances exist. Hours stored in an employee’s PTO account does not guarantee that the requested time off will be approved. Approval of the request for time off will be based on the workload considerations, staffing availability, patient needs, and other department and VNHC operational needs. If the request for time off is for a FMLA/CFRA qualifying situation or other situations covered by law, we will comply with the applicable law. Multiple denials of timely and reasonable time off requests can be brought to the attention of the department director and the Director of Human Resources, and will be reviewed on a case by case basis.

Any time off requests for longer than 3 consecutive weeks must be approved by the President and CEO.

An employee who requests time off (other than for illness, injury, or medical condition) must exhaust accrued and unused PTO before using time off without pay unless mandated otherwise by a California or Federal law.
Exempt employees must take PTO in minimum four-hour increments. Exempt employees absent for four hours or more will have the corresponding amount of time deducted from their accrued PTO bank.

**PTO Carry Forward**

Employees may carry forward into the following calendar year a maximum of 240 accrued and unused hours of PTO. Once 240 hours has accrued, the employee will cease to earn any additional PTO until some portion of accrued time has been utilized. Employees are responsible for monitoring the amount of PTO they have accrued. If an employee has accrued 240 hours of PTO and their request to use a portion of those hours is denied due to operational needs, the 240 hour limit may be waived for a specific period of time, if requested in writing, and approved by their Director.

**PTO Donation**

Employees may donate a maximum of 40 hours of their individual PTO to another employee who has suffered a major illness, injury or personal loss. The number of hours they donate will be translated into dollars based upon their hourly rate. The recipient will receive the number of PTO hours that this dollar value translates to base upon the recipient's rate of pay. For example, an employee earning $10 an hour donates 30 hours, which translates into $300. The receiving employee earns $15 per hour. Thus the $300 of donated PTO becomes 20 hours of PTO for the recipient. ($300 divided by $15 is 20 hours of PTO.) The employee giving the vacation must fill out the appropriate form and have it approved by the employee's supervisor and the department director. The employee giving the time must retain at least 40 hours in their PTO bank.

**Cash Out for Accrued PTO**

Employees will have an opportunity to cash out accrued PTO once a calendar quarter. PTO over eighty (80) hours can be cashed out if forty (40) hours of PTO has been taken since last cash out, unless extenuating circumstances exist. In the case of extenuating circumstances, the employee's supervisor and director, and the Director of Human Resources must approve the payout. Payouts will be made on a regularly scheduled pay day.

**Payout of Accrued PTO**

Employees who are benefited and change to per diem status will be paid for all PTO accrued up to the date of the change at the employee's base rate of pay. Payment will be made on the pay day following the effective date of the change of status.
Employees who terminate their employment will receive a check for all earned but unused PTO earned through the separation date. This will be paid at their current base hourly rate of pay at the same time as their final paycheck.

**Return to Work after an Illness**

If you are absent longer than 3 days due to illness, medical certification of your fitness to return to work satisfactory to VNHC may be required.

**Required Use of PTO Before Unpaid Leave**

You are required to take accrued and unused PTO before taking unpaid leave, or having unpaid absences. Family and Medical Leave (under both state and federal law) is included in this requirement unless you are receiving wage replacement through a disability leave plan.

**State Disability Insurance:** Employees who are absent because of their own disability may be eligible for State Disability Insurance (SDI) benefits. SDI payments do not begin until after you have been absent from work for 7 calendar days. If you have accrued PTO, it will be used for the first 7 days before SDI payments begin unless you are receiving wage replacement through another disability leave plan and the absence is covered by federal family and medical leave (FMLA).

SDI benefits do not replace all of your usual wages. If the absence is also covered by federal Family/Medical Leave (FMLA), you may choose to supplement your SDI benefits with accrued PTO. If you are not eligible for FMLA, you must supplement your SDI benefits with accrued PTO.

**Paid Family Leave:** If you are absent for a reason that qualifies you for California Paid Family Leave (PFL) payments, you are required to use PTO during the first week of absence. PFL benefits do not replace all of your usual wages. Your PFL benefits can be supplemented with any accrued and unused PTO.

**Use of PTO, when Covered by Workers' Compensation Benefits**

PTO is a benefit that also covers absences for work-related illness or injury. Employees who have a work-related illness or injury are covered by Workers' Compensation insurance. However, Workers' Compensation benefits usually do not cover absences for medical treatment. When you report a work-related illness or injury, you will be sent for medical treatment, if treatment is necessary. You will be paid your regular wages for the time you spend seeking initial medical treatment.

Any further medical treatment will be under the direction of the health care provider. Any absences from work for follow-up treatment, physical therapy, or other prescribed
appointments will not be paid as time worked. If you have any unused PTO the additional absences from work will be paid with the use of PTO.

If you do not have accrued, paid sick time, or if you have used all of your sick time, you may choose to substitute unused vacation or floating holiday(s) for further absences from work, related to your illness or injury.

**Bereavement Time**

VNHC grants time off to employees in the event of the death of a close family member. This includes the employee’s current spouse, registered domestic partner, child, parent, legal guardian, brother, sister, grandparent, or grandchild; or mother-, father-, sister-, brother-, son-, or daughter-in-law. A benefitted employee with a death in the family of one of the above family members may take up to 5 scheduled workdays off with pay, not to exceed the number of usual number of hours in their workweek. Such leave will be prorated for part-time or half-time employees. Accrued vacation time and available floating holiday(s) time can be used if additional time off is needed. Per Diem staff may be granted time off without pay.

VNHC reserves the right to request verification.

A time off request should be submitted in writing whenever possible and approved by the employee’s supervisor.

**Worker’s Compensation**

VNHC, in accordance with state law, provides comprehensive insurance coverage for employees in case of work-related injury or illness. The workers’ compensation benefits provided to injured employees may include:

- Medical care for the work-related injury or illness;
- Temporary disability benefits to partially replace lost wages; and
- Assistance to help qualified injured employees return to suitable employment.

To ensure that you receive any workers’ compensation benefits to which you may be entitled, you will need to:

- Immediately report any work-related injury, no matter how minor, to your supervisor and Human Resources.
- Seek medical treatment and follow-up care if required.
  - If the injury or illness is life threatening, go to the nearest emergency room.
  - If the situation is not life threatening, VNHC provides medical treatment for work-related injuries through a local medical provider, The Med Center, which
VNHC has chosen to provide medical care to injured employees because of their experience in treating work-related injuries.

There are three (3) different locations:

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>2954 State Street</td>
<td>Santa Barbara, CA 93105</td>
<td>805-682-7411</td>
</tr>
<tr>
<td>319 N Milpas Street</td>
<td>Santa Barbara, CA 93103</td>
<td>805-965-3011</td>
</tr>
<tr>
<td>271 N Fairview #101</td>
<td>Goleta, CA 93117</td>
<td>805-681-7411</td>
</tr>
</tbody>
</table>

M-Sat 8 a.m. – 8 p.m.  
Sun 10 a.m. – 6 p.m.  
(Hours are subject to change)

In the Santa Ynez Valley, check with your supervisor or Human Resources.

You may also pre-designate a physician/medical care provider. (See Human Resources for information and the required form to complete and have your provider sign.)

- Complete a written Employee’s Claim for Workers Compensation Benefits (DWC Form 1) and promptly return it to Human Resources;
- Complete VNHC’s “REPORT OF WORK-RELATED INJURY” form promptly and give it to your supervisor to complete; and
- If a leave of absences is necessary, provide VNHC with a certification from your physician/health care provider regarding the need for a Workers’ Compensation disability leave, as well as the date anticipated for your eventual ability to return to work from the leave.

Workers’ Compensation Leave and FMLA/CFRA

Employees who are ill or injured as a result of a work-related incident will be granted a Worker’s Compensation Leave in accordance with California law if a physician/health care practitioner certifies that the employee is unable to perform any duties as a result of the work-related illness or injury. Injured workers who are eligible for family and medical leave under state and federal law (Family Medical Leave Act (FMLA) and the California Family Rights Act (CFRA), will be placed on FMLA/CFRA during the time they are disabled and not released to return to work. The leave under these laws runs concurrently, and eligible employees will be on FMLA/CFRA for a maximum of 12 weeks in a rolling 12-month period.

In an effort to facilitate the employee’s recovery, the physician may return the employee to work on a reduced schedule or with restrictions. VNHC will make efforts to accommodate modified duty or transitional duty or reduced schedules.

Unless business necessities preclude doing so, upon submission of a medical certification that you are able to return to work after a workers’ compensation leave, you will under most circumstances be reinstated to the same position you held at the time the leave began, or to an equivalent position, if available. An employee returning from a workers’ compensation leave
has no greater right to reinstatement than if the employee had been continuously employed rather than on leave. For example, if the employee on workers’ compensation leave would have been laid off had he or she not gone on leave, or if the employee’s position has been eliminated or filled in order to avoid undermining VNHC’s ability to operate safely and efficiently during the leave, and no equivalent or comparable positions are available, then the employee would not be entitled to reinstatement.

An employee’s return depends on his or her qualifications for any existing openings. If, after returning from a workers’ compensation disability leave, an employee is unable to perform the essential functions of his or her job because of a physical or mental disability, VNHC will endeavor to engage in the interactive process with the employee to see if a reasonable accommodation can be made, as governed by the Americans with Disabilities Act and any applicable state laws.

**Workers’ Compensation Benefits and PTO**

Paid Time Off (PTO) is a benefit that also covers absences for work-related illness or injury. Employees who have a work-related illness or injury are covered by Workers' Compensation insurance, which includes partial wage replacement if you are unable to work. VNHC will coordinate payment of your PTO pay with your Workers’ Compensation benefit. At no time will an employee receive a greater total payment than their customary compensation.

Workers' Compensation benefits usually do not cover absences for medical treatment. When you report a work-related illness or injury, you will be sent for medical treatment, if treatment is necessary. You will be paid your regular wages for the time you spend seeking initial medical treatment.

Any further medical treatment will be under the direction of the health care provider. Any absences from work for follow-up treatment, physical therapy or other prescribed appointments will not be paid as time worked. If you have accrued and unused PTO, the additional absences from work will be paid with the use of PTO.

PTO hours do not count as time worked for overtime calculations.

If you have any questions related to Workers’ Compensation, please contact the Director of Human Resources.
Education and Training

Visiting Nurse & Hospice Care wants to encourage and assist, where financially feasible based on the budget, employees who desire to actively continue their education to enhance their skill set, performance, and value to VNHC. This may be through a degree program or through a certification program.

An Application for Educational Reimbursement form can be obtained from Human Resources. Appropriate approvals by the supervisor and the director must be obtained before beginning the program.

Degree Programs

Employees pursuing a relevant degree program, particularly RN’s who are working to obtain their Bachelors degree or higher, may apply for assistance through this program. This degree program must be within an accredited college or university and designed to develop knowledge and skills that contribute to enhanced job performance.

Certification Programs

Employees who are actively pursuing further education through a certification program directly relevant to their work or potential work assignment may apply for assistance through this program.

Approved Certifications: relevant to employee’s current and/or potential work assignment. For Hospice, Certified Hospice and Palliative Care Nursing (CHPN) is relevant, and for Home Health, Wound Ostemy Care Nurse (WOCN) is relevant. Other certifications may be added to this list at the discretion of management.

Educational Expense Reimbursement Eligibility

- An employee must have completed one year of continuous employment with VNHC and have worked a total of at least 1,040 hours as a regular full time, part time, or half time staff member within the last 12 months is eligible.
- To receive benefits under this policy, an employee must be eligible both when he/she applies for the approval and when he/she successfully completes the course for a degree or the certification program.
- The employee’s director will determine if this reimbursement approval is appropriate in situations where any type of corrective action is currently in process.
- An employee will not be eligible for benefits from this plan if he/she is on a leave of absence from VNHC at either the beginning or end of the course or the certification program.
- An employee who terminates employment for any reason prior to completing the course or the certification program will lose the benefits under this plan.
• The benefit for regular part-time or half-time employees will be prorated based on the hours worked per week. For example, an employee scheduled to work 30 to 39 hours per week may receive up to 80% of the maximum benefit and an employee scheduled to work 20 to 29 hours per week may receive up to 50% of the maximum benefit.

• Definitions:
  ◦ **Full time** – scheduled to work 40 hours per week
  ◦ **Part time** – scheduled to work 30 to 39 hours per week.
  ◦ **Half time** – scheduled to work 20 to 29 hours per week.
  ◦ **Accredited** – a degree through a school or organization whereby the accreditation is granted by a nationally recognized or industry recognized accreditation board.

**Approved Expenses**
• **Degree Programs:** registration, tuition, books and lab fees at $120.00 per unit/credit for eligible educational expenses for approved courses to a maximum of $2,520 per calendar year or a maximum of $6,500 per degree program. The calendar year in which the course is taken and completed is the calendar year to which the expenses will apply.

• **Certification Programs:** study materials and certification exam fee up to a total of $410.

**Unapproved Expenses:** includes private instructors, correspondence courses (except under special circumstances), parking, meals, student I.D. cards, activity cards, non-perishable supplies (i.e. – calculators, pens, paper, computer supplies, etc.), courses started without approval, courses not completed.

**Passing Grade:** A grade of “C” or better; or a “pass” for courses graded on a pass/fail basis. If courses or certificate programs are not graded, proof of satisfactory completion must be provided. This can be provided by a transcript or the certificate showing the award of the certification (or official information that it has been granted).

**Reimbursement**
• Reimbursement is provided only for courses relevant to employee’s current and potential work assignments. Approval is not automatic.

• Reimbursement is available only where employee has obtained VNHC advance approval. All courses must be scheduled so as to be compatible with the employee’s VNHC work schedule and responsibilities. Reimbursement is not available for expenses that have been reimbursed from another source.

• Reimbursement will only be made for courses that are successfully completed. Successful completion means a passing grade, as defined above.

• Reimbursement may be permitted for courses that are not directly related to the employee’s current or potential work assignment, if the courses are required for the degree program in the relevant fields, upon the approval of the director and the Director of Human Resources.
Reimbursement for courses may be subject to federal, state, and local taxes, including FICA tax.

Any materials reimbursed by VNHC under this Reimbursement are to be provided to the director for use by other employees. The only exception to this is for workbooks and other consumable materials.

Procedures

Before starting a degree program or signing up for a class working toward that degree program, or before enrolling in a certification program, the employee should discuss it with his/her supervisor or director and obtain their approval. Approval will be based upon both relevance of the course, program, or certification, and the budget.

An employee must submit an Application for Education Reimbursement PRIOR to beginning the class or certification program. Once the class begins, the employee may not submit an application.

Once the employee completes their application, and the appropriate approvals are obtained, applications are then sent to the Director of Human Resources for signature and filing.

After completion of the class or certification program, the employee will submit proof of expenditures using the Education Reimbursement Form along with an official transcript or record indicating their “grade” for the class or the certificate showing completion.

If membership in the relevant professional association is required and VNHC is a member, the employee may use our membership. If individual membership is required, or we are not a member, the individual membership fee shall be the employee’s responsibility.

Reimbursements must be requested within 90 days of the course/certification completion. Reimbursement will be provided on the first pay period after approval of the expenditures.

Travel Expenses

Costs incurred by the employee to travel to and from the course or program site and the testing site (if required) are the responsibility of the employee.

Time Off

The employee may use vacation time, floating holiday time, or time off without pay to cover the time needed for taking the courses and the exam. If approved by their supervisor, they may switch days off so that they take the course(s) and the exam on a day off.

Increase in Compensation as a Result of Earning a Bachelor’s degree or the Approved Certification
When the department director signs the *Education Reimbursement* form, he or she will complete an **Employee Status Record** indicating the increase in compensation and the reason for it in the Comments section, sign it, and send it to Payroll for processing along with the completed and signed *Education Reimbursement* form. The increase will take place the next pay period. This will not change the date of the employee’s next Performance Review.

**Educational Seminars and Workshops**

It may be necessary for employees to attend training programs, seminars, conferences, webinars, lectures, meetings, or other outside activities for the benefit of VNHC or the individual employees. Attendance at such activities may be required by VNHC or requested by individual employees. Attendance, however, will not be considered an authorized activity subject to VNHC's policies on reimbursement and compensation, unless the director has issued prior written approval. To obtain approval, employees wishing to attend an activity must submit a written request detailing all relevant information, including date, hours, location, cost, expenses and nature, purpose, and justification for attendance.

Where attendance is required by VNHC, customary and reasonable expenses will be reimbursed upon submission of proper receipts. Customary and reasonable expenses generally include registration fees, materials, meals, transportation, and parking. Reimbursement policies regarding these expenses should be discussed with your supervisor or director in advance.

Where attendance is required by VNHC, compensation for travel time will be determined on a case by case basis, and will be at least the minimum required by the applicable laws of California. Non-exempt employees will be compensated for the time spent in the training program or seminar, but not for time outside of the actual training, except where required by law.

The final responsibility for meeting continuing education requirements for licensure/certification and for turning in the required documentation showing completion to Human Resources to is the responsibility of the employee.

**Retirement Plan – 403(b) Thrift Plan**

VNHC offers employees the opportunity to plan for retirement and their future financial security. All qualified VNHC employees may participate in the employer sponsored 403 (b) Thrift Plan.

A qualifying employee is one who works at least 20 or more hours a week. To qualify for the employer contribution match, an employee needs to have completed at least 1,000 hours of employment in any twelve consecutive month period (minimum one year employment). Each year, the Board of Directors will decide at what rate VNHC will match employee contributions for the next calendar year. Please refer to the current year “*Visiting Nurse & Hospice Care Benefit Summary Deskside Guide*” for information about the current year’s match.
Vesting for employer contributions will be 20% for each year of employment, up to five years, at which time the vesting will be 100%.

**Employee Assistance Program (EAP)**

VNHC provides a confidential Employee Assistance Program to employees and immediate family members at no cost to the employee or family member. Counseling services (up to 4 sessions per issue) and assessment/referral services, if necessary, are available. This program is available 24/7 and assists with personal, relationship, or family issues when needed. These services are confidential and sponsored in conjunction with Cottage Health System. Your supervisor or a member of the Human Resources department can assist you with more information. The EAP contact number is 1-800-253-0397 and any employee may contact them directly and confidentially.

**Coastal Housing Partnership**

VNHC participates with the Coastal Housing Partnership, a local non-profit designed to help employees of participating organizations better afford housing in the local area. If you are thinking of buying a home, refinancing, or renting you may wish to contact Human Resources for information on the Coastal Housing Partnership. They furnish many educational programs on making home ownership more affordable, and provide programs that offer discounts and other savings when purchasing or renting.

The contact number for Coastal Housing Partnership is 805-969-1025 and the website is [www.coastalhousing.org](http://www.coastalhousing.org).
Chapter V – Leaves of Absence

Leaves of Absence (LOA)

There are times when an employee may find it necessary to be absent from work for a period of time. VNHC will seek to balance employee requests for leave periods with the need to maintain smooth operation of departments, programs, and VNHC. In accordance with Federal and California law, policies, procedures, and guidelines have been established.

All leaves must be approved by the employee’s immediate supervisor, the department director, and the Director of Human Resources.

VNHC may grant unpaid leaves of absence to employees in certain circumstances, even when not legally required to do so. It is important that you request any leave in writing as far in advance as possible, to keep in touch with your supervisor and the Director of Human Resources during your leave, comply with all leave requirements, and to give prompt notice if there is any change in your return date. If your leave expires and you have not contacted your supervisor, director, or a member of the Human Resources department in writing, VNHC will be assume that you do not plan to return and that you have terminated your employment as a voluntary resignation.

VNHC will comply with all applicable laws with regard to returning you to your previous position. Upon return from a leave of absence, you will be credited with the full employment status that existed prior to the start of the leave. You will not accrue seniority during the time you were on leave, but you will not lose the seniority you had before going out on leave. Your performance review date will be moved ahead by the amount of time that you have been on leave.

VNHC will continue to maintain group health benefits coverage for eligible employees as required by applicable Federal or California law to a maximum of 12 workweeks per 12-month period for any combination of job protected family, medical, or pregnancy leaves of absence. Employees subject to payroll deductions for their share of health insurance premiums must make arrangements with the payroll department for continued payment of their portion of health insurance premiums while on leave.

Employee “Share of Cost” Payments During Any Type of Extended LOA

In the event an employee takes in any Leave of Absence, and the employee (and dependents) is enrolled in any company benefit plan which requires an employee financial contribution (“Share of Cost”), the employee is required to timely remit the financial contribution in order to continue enrollment in any plan. This includes but is not limited to:

- Employee contribution for their own Health Insurance
- Employee payments for the cost of their dependent Health Insurance
• Employee payments for the cost of any voluntary plans they may have elected
  o Prepaid Legal
  o Pet Insurance
  o Supplemental Accident, Hospitalization, Specific disease, etc... plans
  o Additional life insurance for themselves or for dependents
  o Long Term Care Insurance

**Share of Cost payment shall be made on or before the 1st of the month for the coming month.**
For example, for coverage for the month of September, it would need to be made no later than September first. If you are uncertain of the amount of your required Share of Cost, please contact the Payroll Specialist at (805) 690-6292.

Payment shall be made payable to: Visiting Nurse and Hospice Care and mailed to the following address:

Visiting Nurse and Hospice Care  
222 E. Canon Perdido  
Santa Barbara, CA 93101

**If your Share of Cost payment is not received by the 15th of the month, enrollment in those company benefit plans shall be cancelled after the appropriate notice to the employee has been made.**

You may continue your group health insurance coverage through VNHC in conjunction with the federal COBRA guidelines. The Human Resources department can give you additional information on this subject.

The following Leaves of Absence are outlined in the following pages:

• Family and Medical Leave under FMLA (Family Medical Leave Act) and/or CFRA (California Family Rights Act) and Pregnancy Disability Leave
• Medical Leave (Non-FMLA/CFRA)
• Personal Leave
• Bereavement Time (See section entitled Employee Benefits)
• Military Leave
• Military Spouse Leave
• Jury Duty or Witness Leave
• Volunteer Civil Service Leave
• Volunteer Civil Air Patrol Leave
• Time off for Voting Leave
• Victims of Domestic Violence Leave
• Victims of Crime Leave
• School Activities and School Suspension Leave
• Voluntary Entry into a Drug or Alcohol Rehabilitation Program

Although leaves of absence are unpaid, employees may, depending upon specific circumstances, be eligible for California State Disability Insurance (SDI), Family Temporary Disability Insurance, now called Paid Family Leave (PFL) benefits, or Worker’s Compensation insurance benefits. Human Resources will be available to assist employees in understanding any benefits for which they are eligible and in helping employees in completing the paperwork for obtaining these benefits.

Vacation and sick time will not accrue during a LOA, and holiday pay will not be given during a LOA.

Family and Medical Leave and Pregnancy Disability Leave

Basic Family and Medical Leave Act Leave Entitlement

You are eligible to take an unpaid family and medical leave (“FMLA leave”) under the federal Family and Medical Leave Act (“FMLA”), and under the California Family Rights Act (“CFRA”) if:

• You have 12 or more months of service with VNHC, and
• You have worked at least 1,250 hours during the 12-month period before the date you want to begin your leave, and
• You work at a location where VNHC employs 50 or more employees within 75 miles of your worksite.

You may qualify for FMLA leave for the following reasons:

• For incapacity due to pregnancy, prenatal medical care or child birth;
• To care your child after birth, or placement for adoption or foster care;
• To care for your spouse, son or daughter, or parent (check with Human Resources for the most current FMLA legal definition of spouse, son, daughter, or parent), who has a serious health condition; or
• For your own serious health condition that makes you unable to perform one or more of the essential functions of your position.

In addition, CFRA allows you to take a leave of absence in order to care for a registered domestic partner with a serious health condition.
If you do not meet these requirements, please see the section on “Medical Leaves for non-FMLA eligible employees”.

**Military Family Leave Entitlements**

You may also take an unpaid FMLA leave for the following reasons:

- In order to address a “qualifying exigency” arising out of the fact that your spouse, son, daughter or parent is on active duty or is called to active duty in the National Guard or Reserves in support of a contingency operation as defined in 10 U.S. Code § 101(a)(13)(B); or

- To care for a covered servicemember with a serious injury or illness if you are the spouse, son, daughter, parent, or next of kin of the servicemember.

**VNHC Designation of FMLA/CFRA Leave**

Even if you do not specifically request family and medical leave under FMLA or CFRA, VNHC may designate time away from work as FMLA and CFRA leave if the leave meets the requirements outlined in this policy, as well as under state and federal law. Such designation may have retroactive effect under certain conditions. You will be notified if your leave is designated as time under FMLA/CFRA.

**Duration of Leave**

With the exception of Military Caregiver Leave, as described below, eligible employees are entitled to take up to a maximum of 12 workweeks off in a rolling 12-month period, counting backwards from the date leave is to commence. Generally, all of the FMLA leave you have previously taken during the preceding rolling 12-month period will be added together for purposes of calculating your remaining available leave. For example, if you had previously taken 3 weeks of FMLA for your own serious health condition in the 12-month period, then you would have 9 weeks of remaining leave for your own medical leave or for family leave as described above.

**Intermittent Leave**

In order to avoid too much disruption, we would prefer that you try to take FMLA leave for your own serious health condition, or in order to care for seriously ill family members, in a single increment. However, if your health care provider or that of your family member determines it to be medically necessary, leave can be taken intermittently or on a reduced leave schedule. Military caregiver leave or leave due to qualifying exigencies may also be taken on an intermittent basis. VNHC may also require you to transfer temporarily to an alternative position that will provide you with equivalent pay and benefits and will better accommodate your recurring periods of leave or reduced-work schedule.

More specific rules for each type of FMLA leave (medical, or family) are set forth below.
FMLA Leave Arising From a Serious Health Condition

For purposes of an FMLA leave due to your own serious health condition, or for the serious health condition of your spouse, son or daughter, parent, or registered domestic partner (CFRA only), a “serious health condition” is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents you from performing the functions of your job, or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

FMLA Family Leave Due to New Child

Any FMLA leave taken due to the birth of a newborn child or the placement of an adopted or foster care child with an employee must be concluded within one year of the birth or placement of the employee’s child. FMLA leave for the birth or adoption of a child generally must be taken in minimum increments of at least two weeks, although employees will be allowed two exceptions for leaves of at least one day and less than two weeks. Special rules apply if both parents are employees of VNHC and request leaves of absence for childbirth, adoption or foster care placement; in such cases consult the Human Resources department for more information.

FMLA Leave for Qualifying Exigencies

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 exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings. Employees entitled to military spouse leave under California law voluntarily may use such leave concurrently with Qualifying Exigency FMLA leave in cases where the nature of the qualifying exigency leave is consistent with the purposes of military spouse leave.

Effective October 28, 2009, "qualifying exigency" leave is available to not only to eligible families of members of the National Guard and Reserves, but also to eligible families of any member of the Armed Forces who is on active duty in a foreign country or is called to active duty in a foreign country.
FMLA Leave for Military Caregivers

A covered employee who is the son, daughter, parent or next of kin of a covered servicemember who is recovering from a serious illness or injury sustained in the line of duty on active duty in the Armed Forces is entitled to take up to 26 weeks of leave in a single 12-month period to care for the servicemember. The 26 week maximum leave period includes an employee’s existing FMLA budget of 12 weeks and is not in addition to the 12 weeks. However, the entire 26 week period may be used to care for the servicemember, should his or her serious illness or injury require. This “military caregiver” leave is available during a single 12-month period. If you do not take all of the 26 workweeks of Military Caregiver Leave during the applicable single 12-month period, the balance is forfeited and no carry-over is permitted. Military caregiver leave runs concurrently with other leave entitlements provided under federal, state and local law, including but not limited to CFRA leave.

- “Next of kin” means the nearest blood relative of the individual in question, other than the covered service member’s spouse, parent, son or daughter.
- A “covered servicemember” is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform his or her duties and for which the servicemember is undergoing medical treatment, recuperation, or therapy; or is in outpatient status, or is on the temporary disability retired list.
- “Serious injury or illness” means an injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform the duties of the member’s office, grade, rank or rating, and is not the result of the service member’s gross misconduct.
- Active duty for these purposes does not include regular Reserve duties. The 12-week version of FMLA may apply in such instances, however.
- Special rules apply if both parents are employees of VNHC and request leaves of absence to care for an injured or ill servicemember who is a common family member or next of kin; in such cases consult the Human Resources Department for more information.

Effective October 28, 2009 military caregiver leave is extended to the families of veterans who were members of the Armed Forces at some point in the five years preceding the date on which the veteran undergoes the medical treatment or receives the therapy that necessitates the military caregiver leave. For these purposes, “veteran” means a person “who served in the active military, Naval, or Air Service, and who was discharged or released under conditions other than dishonorable." Also for these purposes, the definition of "serious injury or illness" includes an injury or illness that was incurred by the member in line of duty on active duty in the Armed Forces (or existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces), and that manifested itself before or after the member became a veteran.
Pregnancy Disability Leave

If you are disabled due to pregnancy, childbirth, or related medical conditions, you are entitled to take a pregnancy disability leave (“PDL”) at any time after your date of hire. You need not be eligible for FMLA leave to take a pregnancy disability leave of absence. Your leave of absence may last up to 4 months (i.e., the number of days/hours you would normally work in a 4-month period - 88 days for a full-time employee), depending on the period of your actual disability. Pregnancy disability leave may be taken intermittently or on a reduced schedule basis when deemed to be medically advisable by your health care provider, and VNHC reserves the right, in such instances, to transfer you temporarily to an alternative position that will provide you with equivalent pay and benefits and will better accommodate your recurring periods of leave or reduced-work schedule. Transfer to an alternative position may include altering an existing position to accommodate your need for intermittent leave or a reduced work schedule.

All pregnancy disability absences associated with a particular pregnancy (time off for prenatal care, severe morning sickness, doctor ordered bed rest, childbirth, recovery from childbirth, etc.) will be considered part of the same pregnancy disability leave.

In lieu of a leave of absence, an employee disabled due to pregnancy, childbirth or related medical conditions may, when medically necessary, request a transfer to a less strenuous or hazardous position. If there is an open, vacant position and such a transfer can be reasonably accommodated, the disabled employee will be transferred for the duration of her pregnancy, or for such period of time as her health care provider recommends, provided that she submits a written request for such transfer and, in addition, furnishes a doctor’s written certification attesting that the transfer request is upon the doctor’s advice. VNHC will not, however, undertake to create additional employment/positions it would not otherwise have created to meet its own business needs, nor will VNHC be required to discharge any employee, transfer any employee with more seniority than the disabled employee, or promote any employee who is not qualified to perform a job. Upon such a transfer, the disabled employee will receive the salary and benefits that are regularly provided to employees in the position to which the employee has been transferred. Due to the relatively small size of VNHC, transfer accommodations will not be possible in all cases.

VNHC will also consider requests for reasonable accommodations other than leaves or transfers for conditions related to pregnancy, childbirth or related medical conditions. Such requests for other reasonable accommodations should be accompanied by a certificate from a health care provider verifying that the request for accommodation is being made with the advice of such health care provider.

Coordination of Leaves of Absence

If you become disabled due to pregnancy, childbirth, or related medical conditions, you may also have a “serious health condition” that will qualify you for a medical leave of absence under FMLA. If so, then your PDL and your 12 workweeks of medical leave under FMLA leave will run concurrently (at the same time). In such circumstances, VNHC will maintain your group health benefits during the first 12 workweeks of any leaves of absence you take during the relevant
12-month period for disabilities due to pregnancy, childbirth or related medical conditions, other serious health conditions, or family care, on the same terms and conditions of coverage that would have prevailed had you not gone on leave. At the end of such period, your federal FMLA medical leave rights, including VNHC’s obligation to continue paying its share of your health insurance premiums, will end, and you will have the opportunity to continue your health insurance by paying for the premiums under COBRA. Even though your FMLA leave has been exhausted, you may still have some of your 4 months of pregnancy disability leave remaining. In addition, assuming you are otherwise eligible for medical leave, you may still be entitled to take up to 12 more workweeks off for medical or family leave under California’s family and medical leave rules (CFRA).

For example, if you became disabled in your fifth month of pregnancy, you could use your four months of PDL. Assuming you were eligible for FMLA and had not previously used any FMLA leave, your available FMLA period would run concurrently for up to the first 12 workweeks of your pregnancy disability leave, and during this period your health insurance would be maintained on the same terms as before your leave. After 12 weeks, your federal FMLA rights would have been exhausted, but you would have one month of PDL available to use for the balance of your pregnancy. Following childbirth, you would not have any PDL or federal FMLA leave remaining, but you would still be entitled to up to 12 workweeks of family and medical leave, which you can use to bond with a newborn or newly adopted child, available under California law (CFRA), VNHC would not have any further obligation to continue paying for your health insurance were you to take such leave, since you have already had 12 workweeks of insurance paid under FMLA. Please contact the Director of Human Resources if you have any questions regarding any of this information.

Non-paid Leave

FMLA and PDL leaves of absence are granted on a non-paid basis. In the event of a FMLA leave of absence for your own serious health condition, you may be eligible for State Disability Insurance or Workers’ Compensation temporary disability benefits. In the event of a family leave, you may be eligible for state paid Family Leave benefits. During any waiting periods for temporary disability benefits to begin, we will use your earned sick leave to provide pay for you during that time. In addition, you may use your accrued vacation time and sick pay to continue your pay during your leave, even after the temporary disability benefits begin. We will work with you to coordinate your sick or vacation time pay to supplement any temporary disability benefits for which you are eligible. Employees who use accrued vacation time or sick pay during FMLA leaves of absence must comply with VNHC’s normal vacation and/or sick leave policies.

Accrual of Benefits

If you are eligible for coverage under our group health insurance plan, then during FMLA leave VNHC will maintain your group health benefits under the same conditions as if you continued to work. In order to maintain coverage during PDL (to the extent it is not concurrent with FMLA leave), you must make arrangements to pay your share of the applicable premium (refer to Employee “Share of Cost” Payments During Any Type of Extended LOA section). Please note,
however, that if you fail to return to work after your FMLA for reasons other than your continued disability or other extenuating circumstances, we will be entitled to recover from you any health insurance premiums that we paid on your behalf. Employees on an FMLA/CFRA or PDL leave of absence will not continue to accrue paid vacation, sick leave, or holiday pay.

**Procedures for Requesting Leaves of Absence**

**Employee Responsibilities**

If possible, you must provide at least 30 days advance notice before taking a PDL or FMLA leave attributable to a foreseeable event (such as the expected birth of a child or the planned medical treatment of yourself or of a family member). For events that are unforeseeable, you must provide notice as soon as practicable and generally must comply with VNHC’s normal call-in procedures.

In either case, the initial notification can be verbal, but you should follow up with a notification in writing to the Director of Human Resources as soon as possible thereafter or must complete the VNHC form for requesting FMLA/PDL leaves of absence, available from Human Resources. Your notification must include sufficient information for VNHC to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that you are unable to perform job functions, that your family member is unable to perform daily activities, that there is a need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. You also must inform VNHC if the requested leave is for a reason for which FMLA leave was previously taken or certified. You will be required to provide a medical or other certification as to the need for the leave within 15 calendar days and may be asked to provide periodic medical recertification supporting the need for leave.

Please also provide VNHC with as much advance written notice as possible if your PDL or FMLA leave will require intermittent leaves or a reduced-work schedule. VNHC reserves the right, in such cases, to temporarily transfer you to an alternative position that will provide you with equivalent pay and benefits and better accommodate your recurring periods of leave or reduced-work schedule.

Failure to comply with these notice rules is grounds for deferral of the requested leave until you comply with the notice policy, or, at VNHC’s discretion, grounds for termination of employment.

**Employer Responsibilities**

VNHC will inform you whether or not you are eligible under FMLA or PDL. If you are, VNHC’s notification will specify any additional information required as well as your rights and responsibilities. If you are not eligible, VNHC will provide a reason for the ineligibility. VNHC will also inform you if your leave will be designated as FMLA-protected and the amount of leave
counted against your maximum leave entitlement. If VNHC determines that your leave is not FMLA-protected, VNHC will notify you.

**Health Certification Requirements**

If you wish to take a PDL or FMLA leave of absence due to your own serious health condition, or the serious health condition of a family member, then we require you to furnish, within 15 days, a health care provider's certificate specifying (a) the date, if known, on which your temporary disability, or the serious health condition of your family member, commenced, (b) the probable duration of your condition or the serious health condition of your family member, (c) an estimate of the time which the doctor believes you will need to care for your seriously ill family member, (d) in the event of PDL a statement from your health care provider that you are unable to perform any one or more of the essential functions of your position without undue risk to yourself, the successful completion of your pregnancy, or to other persons, (e) in the case of a FMLA leave due to your own serious health condition, a statement that, due to your serious health condition, you are unable to work at all or unable to perform one or more of the essential functions of your position, and (f) in the event of a FMLA leave to care for a sick family member, a statement that the serious health condition of your family member warrants your participation to provide care during the period of the treatment or supervision of the seriously ill family member.

If the FMLA/CFRA request is made because of your own serious health condition, VNHC may require, at its expense, a second opinion from a health care provider that VNHC chooses. The health care provider designated to give a second opinion will not be one who is employed on a regular basis by VNHC.

If the second opinion differs from the first opinion, VNHC , at its expense, may require you to obtain the opinion of a third health care provider designated or approved jointly by the employer and the employee. The opinion of the third health care provider shall be considered final and binding on VNHC and the employee.

If you wish to take an FMLA/CFRA leave of absence to care for a spouse, child, parent or next of kin who is recovering from a serious illness or injury sustained in the line of duty on active duty in the Armed Forces, you will need to provide certification from the healthcare provider of the covered servicemember.

VNHC may also require that an employee requesting leave due to a spouse, son, daughter, or parent being on active duty or called to active duty in support of a contingency operation provide a certification of the need for such leave.

Failure to provide requested certification may result in the deferral of the commencement of your leave and/or the termination of your employment due to unexcused leave. If you request intermittent leave or leave on a reduced-time schedule, then we may also ask you to provide certification of the medical necessity for either kind of leave and its expected duration. Failure to provide this medical certification may result in the delay and/or cancellation of your leave and termination of employment due to unexcused absence.
**Status Reports During Leave of Absence**

While on leave, you will be required to furnish Human Resources with periodic reports regarding your status and your intent to return to work. Before you begin the leave, both you and Human Resources will need to agree on when your periodic status reports will be submitted. If the circumstances of your leave change and you are able to return to work earlier than the date indicated, you need to notify Human Resources at least 2 workdays prior to the date you intend to return to work.

**Reinstatement**

Except when business circumstances require (and the law authorizes) a different result, employees who take PDL or FMLA leaves of absence and who comply with the provisions of this policy will be guaranteed reemployment upon expiration of their approved leave, provided that their total leave does not exceed the amounts specified above. Employees returning from PDL or FMLA leaves of absence will be reinstated to their original position or to a position which is comparable in terms of pay, benefits, working conditions and perquisites, and involves substantially similar duties and responsibilities requiring substantially equivalent skill, effort and authority, which can be performed at the same or a geographically proximate location. However, an employee has no greater right to reinstatement than if the employee had been continuously employed rather than on leave of absence. For example, if an employee on family/medical leave would have been laid off had he or she not gone on leave, or if the employee’s job is eliminated during the leave and no equivalent or comparable job is available, then the employee would not be entitled to reinstatement.

Reinstatement after FMLA leave may be denied to certain “key” employees under the following conditions:

- An employee requesting reinstatement was among the highest-paid 10 percent of salaried employees employed within 75 miles of the work site at which the employee worked at the time of the leave request;
- The refusal to reinstate is necessary because reinstatement would cause substantial and grievous economic injury to VNHC’s operations;
- The employee is notified of VNHC’s intent to refuse reinstatement at the time VNHC determines the refusal is necessary; and
- If leave has already begun, VNHC gives the employee a reasonable opportunity to return to work following the notice described previously.

In the case of PDL, reinstatement may be denied if it would substantially undermine VNHC’s ability to operate safely and effectively.

An employee’s use of family/medical leave will not result in the loss of any employment benefit that the employee earned before using family/medical leave. Employees will retain their employment status during their leaves of absence, and their absence will not be considered a break in service for purposes of determining seniority. Upon returning from leaves of absence,
employees will be credited with all seniority and service accrued before their leave commenced. The date for their performance review will be adjusted by the amount of time they were on leave.

**Return to Duty**

If you are returning from a PDL absence or a FMLA leave due to your own serious health condition, you will be required to provide a doctor's certificate verifying that you are able to safely perform the essential functions of your job, or can do so with reasonable accommodation. Failure to provide such medical certification may result in the delay of your reinstatement and/or the termination of your employment.

If you do not return to work following an FMLA leave for reasons other than the continuation or onset of a serious health condition which would entitle you to FMLA leave, or other circumstances beyond your control, you may be required to reimburse us for our share of health insurance premiums paid on your behalf during your unpaid FMLA leave for the portion of such leave that is on an unpaid basis (i.e., no use of vacation or sick pay).

**Unlawful Acts by Employers**

FMLA makes it unlawful for any employer to:

- Interfere with, restrain, or deny the exercise of any right provided under FMLA;

- Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

**Enforcement**

You may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against VNHC with regard to an alleged FMLA violation. FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law which provides greater family or medical leave rights.

**Compliance and Interpretation**

Our FMLA policy is intended to comply with and implement the requirements of the California Family Rights Act and the federal Family and Medical Leave Act of 1993, as amended, and final Department of Labor regulations. Our PDL policy is intended to comply with the pregnancy disability and family care leave provisions of the California Government Code, Section 12945. In the event of any ambiguity in interpreting this policy, the statutes mentioned above and the pertinent regulations will be referred to for guidance. Additionally, this Handbook does not modify the Worker’s compensation laws or VNHC’s compliance with those laws.

If you have any questions regarding your need for taking a leave of absence, please contact the Director of Human Resources, who will meet with you to help apply the above information to your specific situation.
Medical Leave (Non-FMLA/CFRA)

A non-paid medical leave of absence may be granted for non-work-related temporary medical disabilities (other than pregnancy, childbirth, and related medical conditions) for up to 12 workweeks within a rolling 12 month period with a health care provider’s written certificate of the need for the leave.

You should request any leave in writing as far in advance as possible with your supervisor and the Director of Human Resources. If you are granted a medical leave, VNHC will pay your accrued sick pay, coordinated with any SDI benefits you may be entitled to. You also may use any paid vacation time previously accrued, and any available floating holiday(s).

If you are eligible for coverage under our group health insurance plan, then VNHC will maintain your group health benefits during your non-FMLA medical leave on the same terms and conditions of coverage that would prevail had you not gone on leave for a maximum of 12 workweeks. Please note, however, that if you fail to return to work after your leave we will be entitled to recover from you any health insurance premiums that we paid on your behalf.

Employees out on Non-FMLA medical leaves of absence will not accrue vacation, sick or holiday pay, but seniority will remain intact.

A medical leave begins on the first day your health care provider certifies that you are unable to work, and ends when your health care provider certifies that you are able to return to work, or after a total of 12 workweeks of leave, whichever occurs first. Your health care provider’s information regarding the need for your leave must be furnished within 15 days, showing the date you were disabled and the estimated date you will be able to return to work. An employee returning from a medical disability leave must present a health care provider’s certificate declaring fitness to return to work, and listing limitations, if any.

If returning from a non-work-related medical leave, you will be offered the same position you held at the time your leave began, if available. If your former position is not available, a comparable position will be offered, if available. If neither the same nor a comparable position is available, your return to work will depend on job openings existing at the time of your scheduled return. VNHC makes no guarantees of reinstatement, and your return will depend on your qualifications for existing openings.

California workers’ compensation laws govern work-related injuries and illnesses. California pregnancy disability laws govern leaves taken because of pregnancy, childbirth, and related medical conditions. Any leave taken under this provision qualifying as leave under the state and/or federal Family and Medical Leave Acts will be counted as family/medical leave and charged to your entitlement of 12 workweeks of family/medical leave in a 12-month period.
Personal Leave

A Personal Leave of Absence without pay may be granted at the discretion of VNHC, based upon department and VNHC workload considerations, both when the leave is to begin and projected throughout the leave period. Requests for personal leave should be limited to unusual circumstances requiring an absence of longer than two weeks. Approved personal absences of shorter duration are not normally treated as leaves, but rather as excused absences without pay. If a leave is approved, vacation time must be used before any non-paid time is used. Any leave taken under this provision that qualifies as leave under the state and/or federal Family and Medical Leave Acts will be counted as family/medical leave and charged to your entitlement of 12 workweeks of family/medical leave in a 12-month period.

VNHC will endeavor to reestablish you in your previous position or a similar position upon your return, but cannot guarantee that we will be able to do so if the position could not go unfilled without jeopardizing our mission or services. VNHC will follow the provisions of the applicable laws relating to leaves of absence.

California Paid Family Leave

Employees may be eligible for Paid Family Leave (PFL) wage replacement benefits, which are funded through employee payroll deductions and coordinated through the State of California Employment Development Department. PFL provides limited compensation for up to six weeks after an unpaid, seven-day waiting period when an employee needs to take leave from work to care for a parent, child, spouse or registered domestic partner who is seriously ill, or for a working parent who wants time to bond with his or her newborn, foster child or newly adopted child. The PFL program does not provide employees with a right to a leave of absence; it is limited to a CA state-mandated wage replacement benefit. For assistance in learning more about eligibility for PFL and in completing the State of California paperwork, please contact Human Resources.

Military Leave

Employees who wish to serve in the military and take military leave should contact the Director of Human Resources for information about their rights before and after such leave. You are entitled to reinstatement upon completion of military service, provided you return or apply for reinstatement within the time allowed by law.

Military Spouse Leave

Employees who work more than 20 hours per week and have a spouse in the Armed Forces, National Guard or Reserves who have been deployed during a period of military conflict are
eligible for up to 10 unpaid days off when their spouse is on leave from (not returning from) military deployment.

You must request this leave in writing to the Director of Human Resources within two business days of receiving official notice that your spouse will be on leave. For this type of leave, you are required to attach to the leave request written documentation certifying the spouse will be on leave from deployment.

**Jury Duty or Witness Leave**

VNHC encourages employees to fulfill their civic responsibilities and serve on jury duty when called. Full-time, part-time, and half-time employees who have completed their introductory period are paid up to ten (10) working days of jury duty in any 12 month period, except where required by law to maintain exempt status. If you are required to serve beyond the period of paid jury duty, you are free to use any available accrued vacation or floating holiday(s) to receive compensation for this period of absence, or take time off without pay.

You should notify your supervisor of the need for time off for jury duty as soon as a notice or summons from the court is received. You will be requested to provide written verification from the court clerk of having served on jury duty for each day. If work time remains after any day of jury selection or jury duty you will be expected to return to work for the remainder of your work schedule.

You may retain any mileage allowance or other fee paid by the court for jury services.

If you have been subpoenaed as a witness by VNHC, you will be compensated for the entire period served as a witness. Compensation will be paid at the employee's normal hourly rate.

Employees will be granted unpaid time off to appear in court as a witness when requested by a party other than VNHC. You should notify your supervisor of the need for time off for witness duty as soon as a notice, summons, or subpoena from the court is received. You are free to use any available accrued vacation or floating holiday(s) to receive compensation for this period of absence, or take time off without pay.

**Volunteer Civil Service Leave**

You will not be disciplined for taking time off to perform emergency duty as a volunteer firefighter, peace officer, or emergency rescue personnel. You are also eligible for unpaid leave for required training.

If you are participating as an official volunteer firefighter, peace officer or emergency rescue personnel, please alert your supervisor and Human Resources that you may have to take time off for emergency duty. In the event you need to take time off for emergency duty, before
doing so please alert your supervisor or director as soon as you know of the need, when possible.

**Volunteer Civil Air Patrol Leave**

An employee with more than 90 days of service who is a volunteer member of the California Wing of the civilian auxiliary of the U.S. Air Force (Civil Air Patrol), responding to an emergency operation mission, may take up to 10 days of unpaid leave per year.

While an employee is entitled up to 10 days of leave per year, the leave for a single emergency mission cannot exceed 3 days, unless the emergency is extended by the entity in charge of the operation and the extension of leave is approved by VNHC.

Employees who take leave under this law will not be required to exhaust all accrued vacation, floating holiday(s) or other leave that is available to the employee, in order to take Civil Air Patrol leave.

VNHC will require documentation of the need for leave and may deny the leave if certification is not provided.

**Time Off for Voting**

If an employee does not have sufficient time outside of working hours to vote in an official state-sanctioned election, the employee may take off enough working time to vote. Such time off shall be taken at the beginning or the end of the regular working shift, whichever allows for more free time, and the time taken off shall be combined with the voting time available outside of working hours to a maximum of two hours combined. Under these circumstances, an employee will be allowed a maximum of two hours of time off during an election day without loss of pay. When possible, an employee requesting time off to vote shall give his or her supervisor at least two days notice.

**Domestic Violence Leave**

Employees who are victims of domestic violence, sexual assault, or stalking are eligible for unpaid leave. You may request leave if you are involved in a judicial action, such as obtaining restraining orders, or appearing in court to obtain relief to ensure your health, safety, or welfare, or that of your child, or participating in safety planning and to take other actions to increase safety from future domestic violence, including temporary or permanent relocation.

You should provide notice and certification of your need to take leave under this policy with as much advance notice as possible. This notice requirement will be waived if the request is made
due to an emergency situation. Certification may be sufficiently provided by any of the following:

- A police report indicating that you or your family member was a victim of domestic violence, sexual assault, or stalking;
- A court order protecting or separating you or your family member from the perpetrator of an act of domestic violence, sexual assault, or stalking, or other evidence from the court or prosecuting attorney that you appeared in court;
- Documentation from a medical professional, domestic violence, sexual assault, or stalking advocate, attorney, clergy member, or mental health counselor that you were undergoing treatment for physical or mental injuries or abuse resulting from an act of domestic violence, sexual assault, or stalking;
- Your written statement that you or your family member is a victim of domestic violence, sexual assault, or stalking.

VNHC will, to the extent allowed by law, maintain the confidentiality of an employee requesting leave under this provision.

The length of unpaid leave an employee may take is limited to 12 weeks provided for in the federal Family and Medical Leave Act for eligible employees, which will run concurrently with the Domestic Violence Leave.

**Victim of Crime Leave**

An employee who is a victim of a crime or who is the family member of a victim of a violent felony or serious felony may take time off from work under the following circumstances:

- The crime must be a violent or serious felony, as defined by law; and
- You must be the victim of a crime, or you must be an immediate family member of a victim, a registered domestic partner of a victim, or the child of a registered domestic partner of a victim.

*An immediate family member is defined as: a spouse, child, stepchild, brother, stepbrother, sister, stepsister, mother, stepmother, father or stepfather.*

*A registered domestic partner means a domestic partner who is registered in accordance with California state law.*

- The absence from work must be in order to attend judicial proceedings related to a crime, listed above.

Before you are absent for such a reason, you must provide documentation of the scheduled proceeding. Such notice is typically given to the victim of the crime by a court or government agency setting the hearing, a district attorney or prosecuting attorney's office or a victim/witness office.
If advance notice is not possible, you must provide appropriate documentation within a reasonable time after the absence.

Any absence from work to attend judicial proceedings will be unpaid, unless you choose to take accrued vacation or floating holiday(s) pay.

**School Activities and School Suspension Leave**

**School Activities**

Employees are encouraged to participate in the school activities of their child(ren). The absence from work to do this is subject to all of the following conditions:

- Parents, guardians, or grandparents having custody of one or more children in kindergarten or grades one (1) to twelve (12), or a licensed day care facility, may take time off for a school activity;
- The time off for school activity participation cannot exceed eight (8) hours in any calendar month, or a total of 40 hours each school year;
- Employees planning to take time off for school visitations must provide as much advance notice as possible to their supervisor;
- If both parents are employed by VNHC, the first employee to request such leave will receive the time off. The other parent will receive the time off only if the leave is approved by his or her supervisor;
- Employees must use vacation or personal holiday(s) in order to receive compensation for this time off; (personal holiday can only be used in full day increments)
- Employees who do not have paid time off available will take the time off without pay, and
- Employees must provide their supervisor with documentation from the school verifying that the employee participated in a school activity on the day of the absence for that purpose.

**School Suspension**

If an employee who is the parent or guardian of a child facing suspension from school is summoned to the school to discuss the matter, unpaid time off will be granted. The employee should alert his or her supervisor as soon as possible before leaving work. Documentation from the school that the meeting took place must be given to the supervisor upon returning to work.
**Voluntary Entry Into Drug or Alcohol Rehabilitation Program**

VNHC will reasonably accommodate employees with chemical dependencies (alcohol or drug) who voluntarily seek treatment and/or rehabilitation before becoming subject to discipline and/or termination under VNHC policies. An employee seeking this leave will be allowed to use accrued paid time off (sick, vacation, or floating holiday(s), placed on a leave of absence, and otherwise accommodated as required by law.

- Employees may be required to document that they are successfully following prescribed treatment and to take and pass follow-up drug or alcohol tests if they hold jobs that are safety-sensitive or require driving, or have violated VNHC policies previously.

- Once a drug test has been scheduled due to reasonable suspicion of drug or alcohol use, the employee will have forfeited their right to be granted a leave of absence for rehabilitation and will be subject to discipline, up to and including discharge.

Employees who are given the opportunity to seek treatment and rehabilitation, but fail to successfully overcome their dependency or problem, will not automatically be given a second opportunity to seek treatment and rehabilitation. This policy on treatment and rehabilitation is not intended to affect VNHC’s treatment of employees who violate the requirements described in the Substance Abuse Policy. Rather, rehabilitation is an option for an employee who acknowledges a chemical dependency and voluntarily seeks treatment to end that dependency.

VNHC reserves the right to refuse to hire or to discharge an employee who, because of current use of drugs or alcohol is unable to perform their duties, or cannot perform the duties in a manner which would not endanger their health or safety, or the health and safety of others.
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Statement of Receipt and Acknowledgement of Employee Handbook

I acknowledge I have received information on how to obtain an electronic copy of the VNHC Employee Handbook and information as to the location of printed copies found within the organization. I understand that it is my responsibility to read, familiarize myself with, and follow the policies and information contained in the Employee Handbook.

I understand that it is my responsibility to request assistance from my supervisor and/or Human Resources if I have questions or need further explanations or clarification.

I understand that, except for the policy of At-Will Employment, VNHC can change any and all policies and practices at any time.

I understand and agree that neither the Employee Handbook, nor any other communication by my supervisor or any management representative, creates or is intended to create a promise or continued employment, either express or implied.

I understand my At-Will status and understand that VNHC and I each have the right to end our employment relationship, with or without notice, for any reason at any time.

I specifically acknowledge my responsibilities as outlined in the handbook for:

- **Harassment Free Workplace: Sexual Harassment Prevention and Reporting**
- **Confidentiality and HIPAA**
- **Mandatory Reporting: Elder or Dependent Abuse Reporting & Child Abuse or Neglect Reporting**
- **Conflict of Interest**
- **Violence Free Workplace and Reporting Violence**
- **Use of Electronic Media and Telecommunication Networks**

_________________________  ______________________
Employee Signature                  Date

_________________________
Employee Name (Print)

_________________________
Witness
Santa Barbara:  
222 East Canon Perdido Street  
Santa Barbara, CA 93101  
(805) 965-5555

Santa Ynez  
436 First Street, Suite 202  
Solvang, CA 93463  
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