

Recover Care

EMPLOYEE HANDBOOK

April 25th, 2022

Our mission is to create relationships that make a meaningful difference in people's lives.

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INTRODUCTION

Welcome!

We are glad to have you as a member of Recover Care. You play an important role within the Company, and we look forward to your contribution to our growth and success.

As a management team, we wish to provide opportunity for you to maximize your job contributions. We have designed this handbook to furnish you with information regarding your employment with Recover Care. It is designed to provide policy and procedural guidelines for us as we work together.

Our future growth as a company depends on our ability to work as a team and our contributions toward our Company objectives. We want to maintain our reputation as a customer-focused company, which strives to achieve excellence. Again, welcome!

Recover Care Leadership Team

ABOUT OUR EMPLOYEE HANDBOOK

This Handbook contains information about the employment policies and practices of Recover Care. We expect each employee to read this Handbook carefully, as it is a valuable reference for understanding your job and the Company. The policies outlined in this Handbook will require changes from time to time as we grow and change. Recover Care retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to the employees and Recover Care. This Handbook supersedes and replaces any and all prior Handbooks and any inconsistent verbal or written policy statements.

Except for the policy of at-will employment, Recover Care reserves the right to revise, delete and add to the provisions of this Handbook at any time without further notice. All such revisions, deletions or additions to the Handbook must be in writing and approved by the CEO of Recover Care. No oral statements or representations can change the provisions of this Handbook. The provisions of this Handbook are not intended to create any expressed or implied contractual obligations with respect to any matters it covers.

If at any time during your employment you have questions concerning any of the Company's policies, procedures, or benefits, you are invited to discuss them with your manager or any other appropriate member of management.

Nothing in this Handbook is intended to unlawfully restrict an employee's right to engage in any of the rights guaranteed them by Section 7 of the National Labor Relations Act, including but not limited to, the right to engage in concerted protected activity for the purposes of their mutual aid and/or protection. Nothing in this Handbook will be interpreted, applied or enforced to interfere with, restrain or coerce employees in the exercise of Section 7 rights.

RECOVER CARE IS AN AT-WILL EMPLOYER. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THIS EMPLOYEE HANDBOOK, EITHER YOU OR RECOVER CARE MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE. NOTHING IN THIS HANDBOOK OR IN ANY DOCUMENT OR STATEMENT, WRITTEN OR ORAL, SHALL LIMIT THE RIGHT TO TERMINATE EMPLOYMENT AT- WILL. NO REPRESENTATIVE OF RECOVER CARE IS AUTHORIZED TO ENTER INTO ANY AGREEMENT TO THE CONTRARY TO THAT EMPLOYMENT RELATIONSHIP.

EMPLOYMENT PRACTICES

EQUAL EMPLOYMENT OPPORTUNITY

We are committed to equal employment opportunity and advancement toward all applicants and employees regardless of race, color, religion, sex, age, disability, national origin or any other status protected by state or federal law, except when based upon a bona fide occupational qualification (BFOQ).

Our commitment pertains to the entire personnel system including: recruiting, hiring, transfer, promotion, training, discipline, job elimination, separation, compensation, benefits, and all other privileges, terms, and conditions of employment.

AMERICANS WITH DISABILITIES ACT

Recover Care is committed to providing equal employment opportunities to qualified individuals with disabilities within the legal bounds of the law. This may include providing reasonable accommodation where appropriate in order for an otherwise qualified individual to perform the essential functions of the job. It is your responsibility to notify Human Resources of the need for accommodation. Upon doing so, Human Resources may ask you for your input or the type of accommodation you believe may be necessary or the functional limitations caused by your disability. Also, when appropriate, we may need your permission to obtain additional information from your physician or other medical or rehabilitation professionals. Recover Care will not seek genetic information in connection with requests for accommodation. All medical information received by Recover Care in connection with a request for accommodation will be treated as confidential. Please see Human Resources with any questions.

HARASSMENT AND SEXUAL HARASSMENT POLICY

Recover Care desires to provide a positive and productive work environment. To that end, Recover Care is committed to providing a work environment that is free of discrimination and harassment, and to provide a means of dealing with such incidents should they occur.

Harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, sex, age, disability, national origin or any other status protected by state or federal law. Harassment, in any form, will not be tolerated at Recover Care by any of its employees or others with whom it interacts. This policy applies to all employees, managers, managers and officers of Recover Care. If, after appropriate investigation, harassment is found to have occurred, the initiator will be subject to appropriate disciplinary action up to and including termination.

Harassment may also include **sexual harassment** which includes any unwelcome sexual advance, request for sexual favor, and other verbal or physical conduct of a sexual nature where:

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

Harassment can occur intentionally or unintentionally. Some examples of conduct that are prohibited by this policy are listed below. Please note that these are not the only examples.

1. Epithets, slurs, negative stereotyping, or threatening, intimidating or hostile acts that relate to race, color, religion, sex, age, disability, national origin or any other status protected by state or federal law;
2. Written or graphic material that denigrates or shows hostility or aversion toward an individual or group because of their race, color, religion, sex, age, disability, national origin or any other status protected by state or federal law that is placed on walls, bulletin boards or elsewhere on Recover Care premises or

- circulated throughout the workplace;
3. Unwanted sexual comments, innuendoes, flirtations, propositions, suggestions or invitations to social events;
 4. Use of offensive words of a sexual nature describing body parts or the sexual act, telling "suggestive" jokes or stories, and conversations about sexual exploits, sexual preferences, and desires or suggestive or sexist remarks about a person's clothing or body;
 5. Unwanted and unnecessary touching, brushing against, patting or pinching;
 6. Displaying, in the work area, pictures, objects, cartoons, pornographic magazines, or representations of any action or subject which is sexual in nature, depicting nude, scantily clad or suggestively posed women or men and which can be perceived as offensive;
 7. Sabotaging an employee's character, reputation, work effects, or property because of race, color, religion, sex, age, disability, national origin or any other status protected by state or federal law;
 8. Direct and/or indirect suggestions, requests, or demands that an employee's job security, job assignment, conditions of employment, or opportunities for advancement depend in any way on the granting of sexual favors; or
 9. Sexual relations accompanied by implied or overt threats or promises.
 10. Persons, who believe they have experienced any form of harassment or who witness harassment, should report those incidents so that we may promptly address the problem. You may make your concerns known by:
 11. Telling the person engaging in harassing conduct or communication that the conduct or communication is offensive, against this policy and/or the law and must stop;
 12. Telling a manager, manager or someone in Human Resources Representative both verbally and/or in writing. This option may be useful if an Employee does not wish to communicate directly with the person whose conduct or communication is offensive, or if direct communication has been unsuccessful.

Recover Care encourages employees to make accurate reports of harassment and provide as much information to the Company as possible so that we may properly and thoroughly investigate the report. All employees who are contacted to participate in an investigation are expected to cooperate fully with all investigations and inquiries. If, after appropriate investigation, harassment is found to have occurred, the initiator will be subject to disciplinary action up to and including termination.

Recover Care will not tolerate any retaliatory action against any individual who reports possible harassment or assists in an investigation of possible harassment.

VIOLENCE IN THE WORKPLACE

Violence by an employee or anyone else against an employee, manager or member of management will not be tolerated. If you receive or overhear any threatening communications from an employee or outside third party, report it to Human Resources at once or any other member of management or your manager. Do not engage in either physical or verbal confrontation with a potentially violent individual. If you encounter an individual who is threatening immediate harm to an employee or visitor to our premises, contact an emergency agency (911) immediately.

All reports of work-related threats will be kept confidential to the extent possible, investigated and documented. Employees are expected to report and participate in an investigation of any suspected or actual cases of workplace violence and will not be subjected to disciplinary consequences for such reports or cooperation.

Violations of this policy, including your failure to report or fully cooperate in Recover Care's investigation, may result in disciplinary action, up to and including discharge.

ALCOHOL AND DRUG FREE ENVIRONMENT

Recover Care is committed to maintaining a work environment that is free from the influence of alcohol and/or drugs to protect the health, safety, and well-being of our clients, employees and visitors. Recover Care employees

may be asked to submit to a medical examination and/or clinical testing for the presence of alcohol and/or drugs. Recover Care may adopt a drug and alcohol testing policy that complies with state and federal laws. Recover Care reserves the right to examine and test for drugs and alcohol at our discretion. Recover Care prohibits the use, possession, misuse, transfer, and sale of alcohol and/or drugs while working, while on all premises owned or operated by the company, and while operating any vehicle, machinery or equipment on company time or for company purposes. It also prohibits reporting for work and working anywhere on behalf of Recover Care under the influence of alcohol and/or drugs. At times, the company may sponsor an event and alcohol may be allowed at those functions. The legal use of prescribed drugs is permitted to the extent it does not impair an employee's ability to perform the essential functions of his/her position.

TOBACCO FREE ENVIRONMENT

It is Recover Care's desire to provide a healthy, comfortable, and productive work environment for its employees. To accomplish this goal and to comply with the Minnesota Clean Indoor Air Act, smoking or use of e-cigarettes are prohibited throughout Company facilities and in any company vehicle. Smoking is also prohibited from client's homes. If you wish to smoke, ask your manager what the smoking regulations are for your work location.

PERSONAL INFORMATION

You are responsible for providing the Company with accurate and up-to-date information on name, address, telephone number, dependents, income tax withholding, beneficiaries, emergency contact, or other information, which may affect your employee status. Any changes in the above should be promptly reported to Human Resources.

If you have any life events occur (birth/adoption of child, divorce, spouse obtains a new position, etc.) which may impact your benefits, you must notify Human Resources prior to 30 days from the qualifying event to determine appropriate changes to benefit plans.

EMPLOYMENT TERMINATION

You enter into employment voluntarily and you are free to resign at-will, any time for any reason or no reason. Similarly, Recover Care is free to terminate its relationship with any employee at any time for any reason or no reason.

The Company expects that Employees who terminate their employment with Recover Care will provide at least two weeks written notice. Upon such notice, Recover Care may decide to accept the resignation immediately and without the two weeks of work or pay. We ask that all Director and Manager level professionals, including Clinical Managers and RN Case Managers, provide a 30-day written notice. Such notice is intended to allow the company time to adjust to the employee's departure without placing undue burden on those employees who may be required to fill in before a replacement can be found.

At termination, employees must return all files, records, keys, electronics, and any other materials that are property of Recover Care.

PERSONNEL FILES

Recover Care maintains personnel files on each employee. These files contain documentation regarding all aspects of the employee's tenure with Recover Care. You may review your personnel file consistent with applicable state law. If you are interested in reviewing your file and/or making a written request for a copy of those records, contact a representative from Human Resources. For Minnesota employees, see our policy attached as Addendum A.

I-9 POLICY

It is Recover Care's policy to hire only U.S. Citizens or authorized aliens in compliance with the Immigration Reform and Control Act of 1986. If you cannot verify your right to work in the United States within three (3) days of hire, Recover Care is required by law to terminate your employment.

OPEN DOOR POLICY

The Open-Door Policy provides you with an open line of communication necessary to eliminate and resolve problems so that constructive work relationships can be maintained. If you are concerned about your employment situation, we urge you to discuss your concern openly with your manager.

If you have difficulty in communicating with your manager, or feel that you would like to speak to someone else, the “open door” means you may contact your manager’s manager, another manager or Human Resources. Recover Care wants to address employees’ legitimate needs and concerns, and we really do want to hear from you.

CONFLICT OF INTEREST EMPLOYMENT

Recover Care’s management understands an employee’s need to occasionally accept work outside the agency. Employees are expected to report to their assignments ready to fulfill their duties.

When working with another agency, we expect you to keep confidential any information regarding this agency and our clients. A violation of this policy or our Confidentiality Policy, attached as Addendum B, will result in disciplinary action up to and including termination.

PERFORMANCE EVALUATION PROCESS

Your performance will be reviewed and discussed with you formally by your manager once a year. This is intended to be a two-way discussion. You will have an opportunity to provide feedback regarding your position and any issues or concerns you may have. It is also a time for your manager to provide feedback regarding your performance, and for you to receive feedback as well. You are welcome to initiate discussions regarding your performance at any time during the year to resolve problems, receive direction, and enhance your development.

EMPLOYMENT REFERENCE CHECKS

Recover Care will provide the following reference information on current or past employees:

- Verification of employment status
- Verification of position title
- Verification of employment dates

Any other information, including the circumstances of the employment termination, will not be released without the written consent of the referenced person. Managers will refer all requests for reference information to a representative from Human Resources.

WAGE AND SALARY INFORMATION- CATEGORIES OF EMPLOYMENT

- Temporary Employees are designated as temporary upon their hiring with Recover Care. Interns are part of an educational program designed to provide professional experience.
- Non-Exempt employees include all employees who are covered by the overtime provisions of the federal Fair Labor Standards Act (FLSA) and any applicable state laws
- Exempt employees are those who are exempt from the provisions of the FLSA and applicable state laws.

Employee’s schedules will be determined by their managers and may be changed from time-to-time to meet business needs. Schedules and assignments are based on the need of our clients and vary per assignment.

WORK WEEK

A standard workweek is defined as beginning at 12am on Sunday through the following Saturday at 11:59pm.

Our core office hours are 8 a.m. to 5 p.m., Monday through Friday. Certain departments may require different hours. Employees are required to work according to the schedule for their assigned department. Overtime may

occasionally be required to meet deadlines or to accomplish objectives.

TIME SHEETS

All non-exempt field employees are required to record time worked within Recover Care's Electronic Medical Records system. All non-exempt office employees are required to record time electronically, which will be approved by their immediate manager. If time worked is not logged, Recover Care will not be able to issue a paycheck. All hours worked must be reported in the week during which those hours were worked and time must not be over or under-reported.

PAY PERIODS

Employees are generally paid every Thursday, for hours worked through the previous Saturday. We encourage all employees to register for direct deposit in the payroll system.

WAGE DISCLOSURE POLICY

Minnesota Statute 181.172, prohibits employers from: (1) requiring nondisclosure by an employee of his or her wages as a condition of employment; (2) requiring an employee to sign a waiver which appears to deny an employee the right to disclose the employee's wages; or (3) taking any adverse employment action against an employee for disclosing the employee's own wages or discussing another employee's wages which have been disclosed voluntarily.

However, employees are not permitted to disclose proprietary information, trade secret information, or information that is otherwise subject to a legal privilege or protected by law. For more specific information about protection of confidential and proprietary information, please see our Confidentiality Policy and Agreement attached as Addendum B.

If you feel that you have been asked to engage in any conduct in violation of this statute, please immediately contact Human Resources or anyone in management. Under this statute, you may have the right to bring a civil action and possibly recover damages and fees.

SAFE HARBOR POLICY

It is the policy and practice of Recover Care, its subsidiaries and divisions to accurately compensate employees and to do so in compliance with all applicable state and federal laws. To make sure that you are paid properly for all time worked and that no improper deductions are made, you must record correctly all work time and review your paychecks promptly to identify and to report all errors.

Review Your Pay Stub

Recover Care makes every effort to pay its employees correctly. Occasionally, however, inadvertent mistakes can happen. When mistakes do happen and are called to Recover Care's attention, Recover Care will promptly make any corrections necessary. Please review your pay stub when you receive it to make sure it is correct. If you believe a mistake has occurred or if you have any questions, please use the reporting procedure outlined below.

Non-Exempt Employees

If you are classified as a non-exempt employee, you must maintain a record of the total hours you work each day. These hours must be accurately recorded. Each employee must verify that the reported hours worked are complete and accurate, including, where applicable, signing his or her time card. Your time card must accurately reflect all regular and overtime hours worked, any absences, late arrivals, early departures and meal breaks. At the end of each week, you should submit your completed time card to your manager for verification and approval. When you receive each pay check, please verify immediately that you were paid correctly for all regular and overtime hours worked each work week. Do not sign your time card if it is not accurate. Unless you are authorized by your manager, you should not work any hours that are not authorized. Do not start work early, finish work late, work during a meal break or perform any other extra or overtime work unless you are authorized to do so and that time is recorded on

your time card. Employees are prohibited from performing any "off-the-clock" work. "Off-the-clock" work means work you may perform but fail to report on your time card. Any employee who fails to report or inaccurately reports any hours worked will be subject to disciplinary action, up to and including discharge.

It is a violation of Recover Care's policy for any employee to falsify a time card, or to alter another employee's time card. It is also a serious violation of Company policy for any employee or manager to instruct another employee to incorrectly or falsely report hours worked or alter another employee's time card to under- or over-report hours worked. If any manager or employee instructs you to (1) incorrectly or falsely under- or over-report your hours worked, or (2) alter another employee's time records to inaccurately or falsely report that employee's hours worked, you should report it immediately to the manager of the Human Resources Department.

Exempt Employees

If you are classified as an exempt salaried employee, you will receive a salary, which is intended to compensate you for all hours you may work for the Company. This salary will be established at the time of hire or when you become classified as an exempt employee. While it may be subject to review and modification from time to time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work you perform.

Your salary may also be reduced for certain types of deductions such as your portion of health, dental or life insurance premiums; state, federal or local taxes, social security; or, voluntary contributions to a 401(k) or pension plan. In any workweek in which you performed any work, your salary may be reduced for any of the following reasons:

- Full day absences for personal reasons
- Full day absences for sickness or disability
- Full day disciplinary suspensions for infractions of our written policies and procedures
- Family and Medical Leave absences (either full or partial day absences)
- To offset amounts received as payment for jury and witness fees or military pay
- The first or last week of employment in the event you work less than a full week
- Your salary may also be reduced for certain types of deductions such as your portion of health, dental or life insurance premiums; state, federal or local taxes, social security; or, voluntary contributions to a 401(k) or pension plan. In any workweek in which you performed any work, your salary will not be reduced for any of the following reasons:
 - Partial day absences for personal reasons, sickness or disability
 - Your absence because the facility is closed on a scheduled work-day
 - Your absence because of the Company's operating requirements
 - Absences for jury duty, attendance as a witness, or military leave in any week in which you have performed any work
 - Any other deductions prohibited by state or federal law

**Please note: it is not an improper deduction to reduce an employee's accrued vacation, personal or other forms of paid time off for full or partial day absences for personal reasons, sickness or disability.

To Report Concerns or Obtain More Information

If you have questions about deductions from your pay, please immediately contact the appropriate individual within your office. If you believe you have been subject to any improper deductions or your pay does not accurately reflect your hours worked, you should immediately report the matter to your manager. If the manager is unavailable or if you believe it would be inappropriate to contact that person (or if you have not received a prompt and fully acceptable reply), you should immediately contact the human resources, payroll, or any other manager in the company with whom you feel comfortable. If you are unsure of whom to contact or if you have not received a satisfactory response within five business days after reporting the incident, please immediately contact the company CEO, John Fraser (952) 261-6974.

Every report will be fully investigated and corrective action will be taken where appropriate, up to and including discharge for any employee(s) who violates this policy. In addition, the Company will not allow any form of retaliation against individuals who report alleged violations of this policy or who cooperate in the Company's investigation of such reports. Retaliation is unacceptable, and any form of retaliation in violation of this policy will result in disciplinary action, up to and including discharge.

ATTENDANCE AND PUNCTUALITY

Attendance and punctuality are essential functions of a Recover Health position and critical for success. We work as a team, and this requires that employees:

- Be at work as scheduled
- Provide notification of planned and unplanned absences
- Arrive on time for scheduled visits/shifts
- Return from scheduled breaks and meal periods timely
- Provide notification if late for scheduled work, visit/shift

Excused Absences

An excused absence is one in which an employee has requested and received approval from the employee's direct manager, provided proper notice of unplanned absence or when an employee's absence is protected by applicable leave, federal, state, or local laws.

Excused absences include but are not limited to:

1. Authorized absence for company designated holidays, vacation, float, jury duty, bereavement leave, and other pre-approved paid time off.
2. Illness with proper notification.
 - A. Employee must notify their manager, or on call staff member four hours before their scheduled work time/shift/visit.
 - i. The Company may require written confirmation of the illness or other information from the employee's physician as permitted under applicable law before you will be permitted to return to work
 - B. Planned medical procedures as far in advance as possible, FMLA or LOA guidelines apply to absence period
3. Full and Intermittent leave under the Family and Medical Leave Act (FMLA) or any applicable state or local family and medical leave laws.
4. Approved Leave of Absence (granted in 30-day increments)
5. Military leave
6. Inability to work because of an illness or injury subject to worker's compensation.
 - A. With partial return to work for a worker's compensation, employee is subject to attendance and punctuality guidelines during their permitted and scheduled work hours.
7. Time off as a reasonable accommodation under the Americans with Disabilities Act or any applicable state or local laws protecting qualified individuals with a disability.
8. Timely notification of late for work, absence or missed appointment.
9. Any other legally required leave under applicable federal, state, and local laws.

Unexcused Absences

An unexcused absence is one in which an employee has not requested and received approval from the employee's direct manager. This includes full- or partial-day absences, late arrivals, and early departures.

Unexcused absences include but are not limited to:

1. Unplanned and or planned absence, late arrival or early departures without proper notification

2. More than two instances of tardiness in a two-week time period.
 - a. *Tardiness*: Tardiness is defined as reporting to late at the start of the employee's scheduled work day or visits/shifts and/or returning late from meal or rest breaks. Notification does not automatically excuse tardiness
 - i. If you are an office staff member and unavoidably late for your scheduled work day, contact your manager or the on-call staff person
 - ii. If you are a direct caregiver and unavoidably late for your scheduled client visit or shift, do not contact the client, contact your manager or on-call staff person
3. *No Call/No Show and Job Abandonment*: If you are absent without notifying your manager or on-call person of your absence, it is assumed that you have voluntarily abandoned your position and typically results in termination of employment. Extenuating circumstances may be considered when determining action to be taken for a no-call, no-show absence.

Performance Action

The Company reserves the right to performance employees for unexcused and excessive absences or tardiness. The type of performance up to and including termination is at the Company's discretion. Absence due to suspension pending investigation is managed and documented through applicable investigation process.

OVERTIME

Overtime is considered any time worked over 40 hours within a payroll week for non-exempt employees. All overtime pay will be at the rate of 1.5 times the rate of the employee's regular hourly wage as defined by the Fair Labor Standards Act.

Non-exempt employees may not work overtime without advance authorization from their manager. If you do work unauthorized overtime, you will be paid but disciplinary action may be taken. More than one occurrence of unauthorized overtime could result in disciplinary action including termination.

FRAUD

Falsifying any information on the timesheet is considered fraud and results in disciplinary action up to and including termination. Recover Care reports any incidents of fraud to the State for investigation.

Recover Care receives payment for the services rendered to clients through a variety of sources, including Medicare and Medicaid. Therefore, falsification of timesheets is a federal offense and is classified as a felony.

THIRD-PARTY PAYERS

During your employment with Recover Care, a third-party payer may request from the Company your social security number and/or date of birth for payer and billing identification purposes. These payers will use this information to assist in preventing fraudulent billing practices.

ACCURATE REPORTING OF TIME, EXPENSES AND ACTIVITIES

An important element of Ethical Behavior at Recover Care is the accurate reporting of time, expenses and activities performed. Maintaining the integrity of our time and billing systems is essential to our business. The only way to ensure integrity is through accuracy in reporting and documentation.

An employee's timesheet is a vital record. It forms the basis for our billing and the employee's paycheck. By following the proper procedure and using Direct Deposit, the employee's check will be credited to your account on the designated day.

- How you complete your timesheet determines how you are paid.
- Only work the hours you are scheduled.
- If the timesheets and associated documentation are not completed by the designated deadline, your

paycheck could be delayed until the next pay period.

- We do not pay for time lost when your client is in the hospital.

TIME AWAY FROM WORK

HOLIDAYS

Recover Care provides holiday pay for designated holidays each calendar year. Eligible active employees week will receive holiday pay, per the parameters outlined below. The six holidays recognized each year are: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day.

Exempt

Exempt (salaried) employees will be paid their salary rate for recognized holidays, in lieu of working the holiday. In general, if a national holiday falls on Saturday, it will be observed on the preceding Friday. If a holiday falls on Sunday, it will be observed on the following Monday. Holiday Scheduling in Office locations may vary dependent upon service needs. These employees will be paid their normal salary for another day off, in the same pay period.

Non-Exempt

Non-exempt (paid hourly) employees will receive holiday pay on the day of the actual holiday, for hours worked. It is expected that all employees will not work on a designated holiday unless previously authorized by their manager. Authorized work on the holiday will be paid at time and a half the employee's base rate.

PERSONAL TIME OFF

Personal time off (PTO or vacation/sick/personal float) accrues upon hire or a transfer into a benefit eligible position, working 40 hours or more per week and is based on length of service and status. Recover Care reserves the right to approve or deny time off. Unapproved time off will NOT be paid.

Pay out of PTO time is at the discretion of Recover Care.

Part-Time, Non- Exempt Staff are not eligible for PTO accrual.

Full-Time, Non-Exempt Staff

Personal time off (PTO) accrues upon hire or a transfer into a benefit eligible position, working 40 hours or more per week and is based on length of service and status. PTO is accrued on hours paid. Recover Care reserves the right to approve or deny time off. Unapproved time off will NOT be paid.

Years of Service	0-1 Years	1-5 Years	5+ Years
Weeks of PTO / Week for Staff Working 40 hours/week	1 Week	2 Weeks	3 Weeks
Accrual Rate	0.0192	0.0385	0.0577

Full-Time, Exempt Staff

Full-time, exempt staff will have unlimited personal time off (PTO.) This policy does not take the place of our existing sick time policy, FMLA policy, ADA policy, Jury Duty, Parenting Leave or any other current leave policy. Sick time is tracked separately from vacation time under this policy.

Employees in exempt positions who meet the following criteria are eligible for this program:

- Current Active Full-time Exempt Employment Status (i.e. not on any kind of leave)
- Able to stay connected from home or remote location using company-approved technology such as cell phone, email, text, and/or internet.

Guidelines

1. Employees must formally request PTO at least 30 calendar days in advance of the planned time off
2. Managers reserve the right to approve, or deny requests depending on business needs and workload during the requested dates
3. There is no cap on how much time an employee can take under this policy each year, but employee

performance will be managed throughout the year to ensure that agreed-upon deliverables and work efforts are maintained in accordance with the employee's job description and annual planning activities.

4. Regardless of time off, employees are expected to maintain strategic objectives and department goals as defined by the business, management, or supervisor. Failure to maintain business performance and agreed upon, Key Performance Indicators (KPIs) / metrics, will be managed as a disciplinary issue.
5. Under this policy, PTO will not be accrued, rolled over, or cashed out upon termination.

LEAVES OF ABSENCE

The Company understands that there are times when an employee may need leave. Normally, leaves are unpaid. However, some leaves may be paid under the conditions of the short-term and long-term disability insurance plans. Employees should contact a representative from the Human Resources Department for information relating to benefits while on leave. Each state may have different leave laws.

An employee completing a leave of absence, whenever possible or when required by law, may be reinstated to his/her former position. If the former position is not available, the Company reserves the right to reinstate or reassign the employee as current work schedules permit. If reassigned, the employee's pay rate will generally be based on the level of the new position, depending on legal requirements.

The various leave policy classifications in this section have been established because the Company understands that there are occasions when employees have bona fide reasons for requesting time off from work. However, abuse of approved leave requests will be grounds for disciplinary action up to and including termination.

FAMILY AND MEDICAL LEAVE

Employees with at least 12 months of employment and at least 1,250 hours of service during the 12-month period immediately preceding the commencement of the leave may be eligible for a total of 12 weeks of unpaid family or medical leave during the applicable 12-month period. Leave may be taken for one or more of the following reasons:

- For incapacity due to pregnancy, prenatal medical care or child birth;
- To care for the employee's child after a birth, adoption or placement for adoption or foster care.
- To care for the employee's spouse, son, daughter, or parent who has a serious health condition.
- For a serious health condition that makes the employee unable to perform his or her job.
- To provide for "any qualifying exigency" arising out of the fact that the spouse, son, daughter, or parent of the employee is on active duty, or has been notified of an impending call to active duty status, in support of a contingency operation.
- To provide an unpaid military caregiver leave for up to twenty-six (26) weeks in a single 12-month period to care for the service member or veteran.

See Addendum C for the complete FMLA policy.

PREGNANCY AND PARENTING LEAVE

Pregnancy and parenting leave is available to eligible Recover Care's employees. An eligible employee is one who has been employed by Recover Care for 12 months preceding the request for leave and worked at least one-half the full-time equivalent position in the employee's job classification during the 12 months immediately preceding the start of the leave.

Eligible employees may request leave following the birth or adoption of a child. Eligible female employees may request leave needed for prenatal care, or incapacity due to pregnancy, childbirth or a related health condition.

Eligible employees are entitled to up to twelve (12) weeks of unpaid leave under this policy. Employees must first use their sick time first and then may take the rest of their leave as unpaid.

Eligible employees must request this leave in writing and state the estimated start date for the leave along with the estimated duration of the leave. For leave requested due to prenatal care or incapacity due to pregnancy, childbirth or related health condition, the leave must begin within twelve months of the birth or adoption of your child. If your child remains in the hospital for a period of time after the mother, the leave must begin within twelve months of the date the child leaves the hospital. Upon return, you will be entitled to return to an equivalent job at the same level of pay and benefits.

This leave may be run concurrently with other leaves and medical or sick leave or accrued vacation such that the total leave does not exceed twelve (12) weeks.

SICK OR INJURED RELATIVE POLICY

Recover Care provides unpaid leave for eligible employees to care for the employee's sick child or other qualifying relative. An eligible employee is one who has been employed by the Company for 12 months preceding the request for leave worked at least one-half the full-time equivalent position in the employee's job classification during 12 months immediately preceding the beginning of the leave. A qualifying relative includes an adult child, spouse, sibling, parent, mother-in-law, father-in-law, grandchild, grandparent, or stepparent. Under this policy, an eligible employee may use his or her PTO for absences due to the illness or injury of the employee's qualifying relative on the same terms that the employee is able to use PTO for his or her own illness or injury.

NURSING MOTHERS

Recover Care will provide all nursing mothers with reasonable unpaid break time each day to express milk for her infant child. This break time will run concurrently with any break time already provided under your regular break schedule. Please see Human Resources if you need this unpaid break time for expressing or a location for doing so.

SCHOOL CONFERENCE LEAVE

In compliance with Minnesota State law, employees who have worked 12 consecutive months and have worked an average of at least one-half of a full-time schedule per week during the previous 12 months may request time away from work to attend school conference and classroom activities, including pre- kindergarten activity, related to the employee's child, that cannot be scheduled during time not scheduled to work. You must make a reasonable effort to arrange for a leave so as not to disrupt the department workload or operations. You are expected to give reasonable notice to your manager of any upcoming absence.

There is a maximum of 16 hours per year that may be used for this purpose. This is an unpaid leave unless you choose to use accrued vacation or personal days.

JURY DUTY

All employees will be granted time off for jury duty upon presentation of the jury duty summons to the Human Resources Department. If you are a full-time regular employee and are required to serve on a jury during your scheduled hours, you will receive the difference between jury duty pay and the amount you would have earned at regular pay if the jury duty pay were less than your normal salary. However, you must present an authentic summons before the service and a pay voucher after the service to be eligible for the pay adjustment. Also, if court is recessed for the day or for part of the day, you must report to work when released during your normal working schedule.

BEREAVEMENT LEAVE

If you are a full-time regular employee and a death occurs in your immediate family, you will be granted a bereavement leave with pay of up to three (3) days. Immediate family is defined as spouse, parents, parents-in-law, child, stepchild, grandparent, grandchild, sibling, brother/sister-in-law, or legal guardian.

Funeral leave pay is calculated at the employee's regular base pay rate. If necessary, additional time off without pay

can be arranged by contacting your office manager.

You will be paid for the bereavement leave only for those days you would normally have been scheduled to work. Pay will be based on your regular pay and will not count as time worked for the purpose of computing overtime.

VOTING

It is Recover Care's policy to permit employees to be absent from work to vote in local, state or national elections. Employees who cannot reach their polling place outside of work hours will be permitted reasonable time off to vote. The time off to vote is permitted pursuant to state law. Evidence of voter registration and voting may be required.

SAFETY LEAVE POLICY

An employee may use sick leave, up to a maximum 160 hours, in a 12-month period, for providing or receiving assistance because of sexual assault, domestic abuse, or stalking of the employee or qualifying relative. Please see Human Resources for the specifics of this leave and to request a safety leave.

WITNESS LEAVE/RESTRAINING ORDER

If an employee is subpoenaed or requested by a prosecutor to appear in court as a witness, Recover Care's will pay the employee for time spent away from his/her scheduled hours of work. The employee must provide a copy of the summons, subpoena, or prosecutor's request to his/her manager in order to be eligible for time off under this policy.

An employee is also permitted to take reasonable time off from work to obtain or attempt to obtain a restraining order under Minnesota Statute §609.748. The employee must provide advance notice to Human Resources unless impracticable or in a case of imminent danger to the health or safety of the employee or the employee's child. The employee must provide verification for his or her absence under this policy.

SEVERE WEATHER

On those rare occasions when bad weather makes travel impossible, the decision to close the office for part or all of a work day will be at the discretion of the Chief Executive Officer (CEO) or Chief Operating Officer (COO). If an employee is unable to make it to work and the office is officially open; the time missed will be unpaid, unless the employee elects to use accrued Paid Time Off or vacation time. If you are unable to make it to work despite the fact that the office is open; it is your responsibility to inform your manager prior to the start of the workday.

OTHER LEAVE

There will be times when an employee needs leave time that is not covered by another leave policy. Such leaves are granted on an individual basis and are reevaluated for continuing need in 30-day intervals. Please see Human Resources if you would like to request such a leave.

BENEFITS

GENERAL INFORMATION

This description is meant to be a summary only. Separate plan documents explain each benefit in more detail, and the various benefits are controlled by the language of the plan documents. This summary highlights those benefits currently in effect. However, benefits may be modified, added, or terminated at any time, at the Company's discretion, or by the insurance company. The benefits outlined below are available to covered employees as defined within the controlling plan documents. Any discrepancy between controlling plan documents on any of the benefit programs offered by the Company and the descriptions of the benefit programs contained in either this Handbook or any of the summary plan descriptions will be resolved by the applicable plan documents.

We are confident that our programs provide you and your family with significant benefits, which are a valuable part of your total compensation package. If you have questions pertaining to the insurance plans available, please see Human Resources for details.

HEALTH INSURANCE

For details on health insurance coverage and costs for eligible employees and their dependents, please refer to the plan description and separate communications.

DENTAL INSURANCE

Dental insurance is available for eligible employees and their dependents. Please refer to the plan description and separate communications for costs and other details.

COBRA

If you resign or are terminated from Recover Care, or if your work hours are reduced, and if this event makes you or your dependents no longer eligible to participate in one of our group health insurance plans, you and eligible dependents may have the right to continue to participate at your (or your dependents') expense. If you are found to be disabled under the Social Security Act at the time your termination or reduction in hours occurs, you may be entitled to continuation coverage.

For further details regarding continuing or converting your group health insurance benefits, please contact the Human Resources Department.

GUIDELINES FOR PERSONAL CONDUCT

CONFIDENTIAL INFORMATION

As part of your employment with Recover Care you will likely become familiar with confidential business information of Recover Care such as, but not limited to, client lists, medical information, pricing and other information of a confidential nature which is required to be maintained for the success of Recover Care and its business.

The term “confidential business information” is defined in our Confidentiality Policy, attached as Addendum B.

In the event a question arises as to whether certain information, accounts or intended actions are encompassed by this Agreement, you agree to immediately notify Recover Care of the information, or intended actions, and treat such information, accounts or intended actions as deemed confidential under this policy.

This policy is not intended, and should not be construed, to limit or prevent an employee from exercising rights under Section 7 of the National Labor Relations Act.

GIFTS

Employees are prohibited from soliciting or accepting gifts, money, loans, special discounts for personal use, personal services or any other items of value from the people served and their friends / families. Any such gifts or offers must be immediately reported to the employee’s manager. The acceptance of such gifts can create the impression to the people we care for and their families, that they are required in order to receive appropriate levels of care.

BOUNDARIES IN PROFESSIONAL RELATIONSHIPS

Providing safe, quality care to a person at home requires an attitude of respect for the client and the agency. We must respect the client, the family, their home and possessions, their confidentiality and their relationships with other employees.

As an agency providing home care, Recover Care has established boundary guidelines that will help keep both you and the client safe and assure us that we are operating within the legal standards of state and federal guidelines.

Violation of boundary guidelines damages the safety of trust relationships between you, the client and the agency. Recover Care takes these violations very seriously. Disciplinary action or termination may result from violation of these guidelines.

You are to follow these guidelines:

1. You are to complete only the cares identified on the client’s care plan. If you are performing homemaking or light housekeeping duties, do not stand on chairs, counters, tables, etc. when cleaning. *Call the office if you have any questions regarding your responsibilities.*
2. Do not leave the client’s home during your scheduled hours without notifying the office before you leave. You may leave only at the request of the client, and with your supervisor’s approval.
3. The agency discourages client transportation by an employee. However, we do recognize the need for transportation; and we will grant permission for an employee to transport a client only after we have received a signed *Release of Liability Driving Waiver* from the employee. Seat belts must be worn at all times.
4. Do not use the client’s telephone for personal calls unless an emergency arises.
5. Under no circumstances are you to give out a client’s telephone number. If your family needs to contact you, they can contact the agency office and a member of the office staff will contact you at the client’s home.
6. Do not give out your home phone number or address to any client.
7. Do not accept any keys, including house, car, safe deposit box, etc., from a client unless you notify your manager and receive approval.

8. Do not bring unauthorized individuals into your client's home. This means you may not bring your children, family members, pets or friends into the client's home during a scheduled assignment or when you are off duty. Do not take the client to your home, under any circumstance.
9. Do not consume alcoholic beverages or drugs before your shift or while on duty. Violation of this will result in your immediate termination. The client's medication is for their use only. Do not take any prescription or nonprescription medication belonging to the client.
10. Immediately report to the office any incident in a home or facility involving an accident or injury to you or the client.
11. You must provide your own food or beverages while you are working in the client's home. The client's food is not for your consumption.
12. Smoking cigarettes or the use of any other tobacco products while on duty in a client's home is not allowed even if the client smokes. If you are working in a facility, you must follow the regulations of the facility.
13. You must never sleep while on duty unless you are assigned a sleepover shift. Sleeping while on duty will result in disciplinary action.
14. Do not discuss your personal problems with your client or client's family. Try to maintain a friendly but professional relationship.
15. Do not talk derogatorily about your co-workers.
16. Do not have romantic or sexual relationships with clients or their family members.
17. Do not borrow money, cars, equipment or anything else from clients or their families.

DISCIPLINE AND DISCHARGE

When it is determined that an employee is not fulfilling the responsibilities of the position to which he or she is assigned, reasonable steps may be taken to improve performance.

Recover Care is committed to flexibility in its disciplinary policy. No single set of disciplinary options is appropriate in every case. Therefore, we retain the sole discretion to structure disciplinary actions as the circumstances may warrant, and may immediately suspend or terminate any employee.

Among other things, the following may result in disciplinary action, up to and including immediate discharge:

- Violation of our policies or safety or security rules
- Insubordination
- Unauthorized or illegal possession, use or sale of alcohol or controlled substances on work premises or during working hours, while engaged in Company activities or in Company vehicles
- Unauthorized possession, use or sale of weapons, firearms or explosives on work premises
- Theft, falsification of records, or dishonesty
- Physical harassment, sexual harassment, or disrespect toward fellow employees, customers, visitors or other members of the public
- Soliciting or accepting gifts or gratuities from clients
- Performing conflicting outside work or use of Company property, equipment or facilities in connection with outside work while on Company time
- Excessive, unnecessary, or unauthorized use of Company property and supplies, particularly for personal purposes
- Poor attendance, poor performance, or non-performance of essential job duties, especially when it hinders or jeopardizes client safety or relationships
- Damaging the Company's reputation or presenting a conflict of interest
- Failing to maintain the confidentiality of the business information of the Company including information protected by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy and Security Rules

These examples are not all inclusive. We emphasize that discharge decisions will be based on an assessment of all relevant factors and will be at the Company's discretion.

Nothing in this policy is designed to modify our employment-at-will policy.

DRESS CODE GUIDELINES

As an employee of Recover Care, you present our image as an agency to our clients and vendors, your co-workers, and the general public. We expect our employees to dress in a professional and functional manner appropriate for their position and situation (clothing guidelines vary for some positions, depending on job duties). Your personal appearance should be neat and show good personal hygiene. Hair, including facial hair, should be worn in a conservative style. We expect employees to wear clean clothing that does not display offensive or prejudicial words or pictures.

Any employee who dresses inappropriately for work is subject to disciplinary action up to and including termination.

We consider the following clothing inappropriate in all situations:

- Miniskirts of any type
- Shorts which are more than two inches above the knee
- Tank tops, "muscle" shirts, halter tops, midriff or tube tops
- Any clothing with discriminatory pictures, language, slogans, or advertisements

- Apparel with tears, rips, or holes (whether designed or not)
- For safety reasons, shoes are to be worn at all times. Proper shoes will help prevent slipping. When caring for clients, avoid open toes, open heels, flip-flops, platform, or smooth-soled shoes. Rubber-soled athletic shoes or sneakers work best in the home environment
- Do not wear sunglasses indoors unless they are medically prescribed
- All jewelry should be conservative and unobtrusive
 - Small post-type earrings are acceptable. Check with your manager regarding other facial piercings
 - Short necklaces are appropriate (long, dangling necklaces must be removed or tucked into clothing at all times)
- Do not wear perfume/cologne/scented lotions, etc. because of the sensitivities of many Recover Care clients

TELEPHONE ETIQUETTE

Employees are to answer Company telephones in a courteous manner. They should first give the appropriate greeting, state their name, and then ask how they may help the caller. If employees are unable to help the caller, they should direct him or her to the appropriate person, and/or take a message to assure that someone will address the call. When taking a message, it is important to get the caller's name, telephone number and reason for calling and note the date and time of the call. If an individual calls with a complaint, the employee is to notify the manager as soon as possible.

PERSONAL CALLS

The use of telephones or cellular phones for personal calls while on duty is discouraged. Cell phones should be kept on silent or vibrate while at work. Texting is not allowed. Any such use should be for emergencies and with the permission of the manager. Any personal calls made or received by employees should be limited to a 2-minute duration. Personal long-distance calls charged to the Company or client is not allowed.

SOCIAL MEDIA

Recover Care has in place policies that govern use of its own electronic communication systems, equipment, and resources, which employees must follow. We encourage you to use good judgment when communicating via social media.

“Social media” includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with Recover Care, as well as any other form of electronic communication.

The same principles and guidelines found in the Employee Handbook policies apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow employees or otherwise adversely affects Recover Care's reputation, clients, vendors, suppliers, people who work on behalf of the Company or its legitimate business interests may result in disciplinary action up to and including immediate discharge.

The following is a general and non-exhaustive list of guidelines you should keep in mind:

1. Always be fair and courteous to fellow employees, clients, vendors, suppliers or people who work on behalf of Recover Care. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, and threatening or intimidating, that disparages clients, employees, vendors, or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, age, gender, national origin, color, disability, religion or any other status protected by federal, state or local law or

Company policy. Inappropriate postings that may include discriminatory remarks, harassment, retaliation, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action, up to and including immediate discharge.

2. Make sure you are always truthful and accurate when posting information or news. If you make a mistake, correct it quickly. Be open about any previous posts you have altered. Use privacy settings when appropriate. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. The Internet is immediate; nothing that is posted ever truly “expires.” Never post any information or rumors that you know to be false about Recover Care, fellow employees, clients, vendors, suppliers, people working on behalf of Recover Care’s or competitors.
3. Maintain the confidentiality of Recover Care’s trade secrets and proprietary or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications.
4. Do not create a link from your blog, website or other social networking site to the Company’s website without identifying yourself as a Company employee.
5. Express only *your* personal opinions. Never represent yourself as a spokesperson for Recover Care. If Recover Care is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of Recover Care, fellow employees, clients, vendors, suppliers or people working on behalf of Recover Care. If you do publish a blog or post online related to the work you do or subjects associated with Recover Care, make it clear that you are not speaking on behalf of Recover Care. It is best to include a disclaimer such as “The postings on this site are my own and do not necessarily reflect the views of Recover Care.”
6. You must refrain from using social media while on working time or while using equipment we provide, unless it is work-related as authorized by the Owners of the Company, or other member of management; or consistent with the Acceptable Use of Electronic Communications Policy.
7. Do not use any of Recover Care’s email addresses to register on social networks, blogs or other online tools utilized for personal use.
8. Employees are encouraged to report violations of this policy. Recover Care prohibits retaliation against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including immediate termination.

Employees should not speak to the media on Recover Care’s behalf without contacting an owner of the Company. All media inquiries should be directed to John Fraser, Owner & CEO.

If you have questions or need further guidance, please contact an owner of the Company.

ACCEPTABLE USE OF ELECTRONIC COMMUNICATIONS

This policy contains guidelines for Electronic Communications created, sent, received, used, transmitted, or stored using Recover Care’s communication systems or equipment and employee provided systems or equipment used either in the workplace, during working time or to accomplish work tasks. “Electronic Communications” include, among other things, messages, images, data or any other information used in e-mail, instant messages, voice mail, fax machines, computers, personal digital assistants (including Blackberry, iPhone or similar devices), text messages, pagers, telephones, cellular and mobile phones including those with cameras, Intranet, Internet, back-up storage, information on a memory or flash key or card, jump or zip drive or any other type of internal or external removable storage drives. In the remainder of this policy, all of these communication devices are collectively referred to as “Systems.”

Internet access is limited to job-related activities only and personal use it not permitted. Recover Care recognizes that

there are job-related activities that require the use of the Internet and employees are expected to use the Internet responsibly and productively.

Employees may use our Systems to communicate internally with co-workers or externally with clients, suppliers, vendors, advisors, and other business acquaintances for business purposes. Assigned user identifications and passwords are to remain confidential and protected. If third party user identification is needed, please contact Recover Care's Network Administrator, and do not share your personal access to our Systems.

All Electronic Communications contained in Recover Care's systems are our records and/or property. Although an employee may have an individual password to access our Systems, the Systems and Electronic Communications belong to Recover Care. The Systems and Electronic Communications are accessible to Recover Care at all times including periodic unannounced inspections. Employees do not have a personal privacy right in any matter created, received or sent through Recover Care's Systems or Electronic Communications.

Our Systems and Electronic Communications are subject to use, access, monitoring, review, recording and disclosure without further notice. Our Systems and Electronic Communications are not confidential or private. Recover Care may exercise its right to use, access, monitor, record, review and disclose your Electronic Communications. Such may occur without notice and applies equally to employee-provided systems or equipment used in the workplace, during working time, or to accomplish work tasks.

Employees may not use our Systems in a manner that violates our policies including but not limited to Harassment and Sexual Harassment and Equal Employment Opportunity. Examples of prohibited uses include, but are not limited to, sexually-explicit drawings, messages, images, cartoons, or jokes; propositions or love letters; ethnic or racial slurs or threats; or any other message or image that may be in violation of Recover Care policies.

In addition, employees may not use our Systems:

- To download, save, send or access any discriminatory or obscene material;
- To download, save, send or access any music, audio or video file unrelated to Recover Care's business;
- To download anything from the internet (including shareware or free software) without the advance written permission of the Systems Manager;
- To download, save, send or access any site or content that Recover Care might deem "adult entertainment;"
- To attempt or to gain unauthorized or unlawful access to computers, equipment, networks, or systems of Recover Care's or any other person or entity;
- In connection with a forum to promote religious, political, or illegal activity;
- In connection with any infringement of intellectual property rights, including but not limited to copyrights; and
- In connection with the violation or attempted violation of any law.
- An employee may not misrepresent, disguise, or conceal his or her identity or another's identity in any way while using Electronic Communications; make changes to Electronic Communications without clearly indicating such changes; or use another person's account, mail box, password, etc. without prior written approval of the account owner and without identifying the actual author.

Employees must always respect intellectual property rights such as copyrights and trademarks. Employees must not copy, use, or transfer proprietary materials of Recover Care or others without appropriate authorization.

All Systems passwords and encryption keys must be available and known to Recover Care. Employees may not install password or encryption programs. Employees may not use the passwords and encryption keys belonging to others.

Numerous state and federal laws apply to Electronic Communications. Recover Care will comply with applicable laws. Employees also must comply with applicable laws and should recognize that an employee could be personally liable and/or subject to fine and imprisonment for violation of applicable laws.

Nothing contained herein shall preclude an employee from engaging in conduct protected by Section 7 of the National Labor Relations Act.

Violations of this policy may result in disciplinary action, up to and including discharge, as well as possible civil liabilities or criminal prosecution. Where appropriate, Recover Care may advise legal officials or appropriate third parties of policy violations and cooperate with official investigations. We will not, of course, retaliate against anyone who reports possible policy violations or assists with investigations.

If you have questions about the acceptable use of our systems or the content of electronic communications, ask human resources for advance clarification.

DUPLICATION OF PC SOFTWARE

While employed by the Company, no employee, agent, contractor, or consultant shall duplicate, distribute, rent, sublicense, lease, alter, or in any way translate, compile, or disassemble personal computer software owned, leased, or licensed by the Company without written authorization from the CEO. Privately owned software, including shareware/freeware, should not be downloaded from the internet or installed on company equipment (PC's or Laptops) without written authorization from the CEO.

Given the serious nature of unauthorized duplication, any employee who is found to be duplicating, distributing, renting, sublicensing, leasing, altering, or in any way translating, decompiling, or disassembling personal computer software without authorization while employed by the Company shall be subject to disciplinary action up to and including termination.

This prohibition includes making additional copies for use on other personal computers within the Company, unless authorized.

Since this is an area of growing importance, please contact the Chief Executive Officer if you have any questions about using any particular personal computer or software, and the applicability of this policy.

FALSIFICATION OF RECORDS

Falsification of any company-related records including repeated negligence when completing records will not be tolerated and may lead to disciplinary action, up to and including termination of employment.

CLIENT FINANCIAL MATTERS

1. Do not solicit money from clients for any school, church, volunteer, charitable, social, or political organization.
2. Do not accept money from a client. *This includes any gifts, or loans.*
3. Payments for services must follow the agency's normal billing procedure.
4. Do not use the client's credit or charge cards for any purpose. *The unauthorized use of another person's charge account is illegal and could result in criminal charges.*
5. Do not assist the client with any financial matters such as paying bills or writing checks. *You may provide assistance only if it is arranged through the agency and part of the client's care plan.*
6. Do not sign or witness any documents for the client such as wills or checks.
7. If your duties require you to make purchases for the client and the client provides you with cash for those purchases, you must obtain receipts for all of the money spent. If it is necessary for the client to write a check, the client must (in his or her own handwriting) make a notation of the transaction on the face of the check (groceries, medicine, etc.).

Failure to comply with these regulations may result in disciplinary action up to and including termination of employment.

TRAVEL TIME

Non-exempt employees, paid at an hourly rate, will be reimbursed for travel time between clients at a rate equivalent to the minimum wage. "Time between clients" is defined as a reasonable amount of travel time to travel immediately and directly from one client to the next without a break of service.

Exempt employees are reimbursed mileage, paid at \$0.50/mile. Mileage must be tracked and submitted by the employee by the end of the pay period the hours were traveled in.

In the event that an employee incurs parking expenses, while making company visits, Recover Care will cover these expenses, if the following conditions are met:

- The manager has pre-approved the cost and communicated to client the fees will be billed to the client
- Employee has completed the expense portion in the client record, and included a receipt for verification.
- The expenses are reported in the pay period the cost is incurred.

SECURITY AND SAFETY ON THE JOB

OCCURRENCE OF ACCIDENTS OR INJURIES

If an accident or injury occurs, the safety of those involved is our primary concern. First aid should be administered immediately, as appropriate, to anyone injured at the work site. If there is any question about the seriousness of the injury, call 911 for medical attention as soon as possible. **No matter how slight, promptly report all injuries to the office.** Ask to speak with your supervisor to report an injury or illness. An incident report needs to be filled out within 24 hours whether it is an injury to the employee or the client. **All incidents must be reported.**

To help you be able to heal and meet your personal financial responsibilities, Recover Care has an early return to work program to accommodate most restrictions following a workplace injury. Light duty status will be reviewed monthly, up to six months.

ACCIDENTS AND INJURIES AT WORK

Our goal is to provide a safe and healthy work environment for all employees and we value your feedback in helping us achieve that goal. If you have a vehicular accident or are injured on the job, you must report the incident immediately to your manager or manager. Of course, if the accident or injury is an emergency, follow your local emergency procedures immediately. To help you be able to heal and meet your personal financial responsibilities, Recover Care has an early return to work program to accommodate most restrictions following a workplace injury. Light duty status will be reviewed monthly, up to six months.

Recover Care maintains worker's compensation coverage in compliance with applicable law. All employees are covered by worker's compensation insurance from the date of their employment. If you are injured or involved in an accident while on the job, it is your responsibility to notify a manager immediately so that medical attention can be administered, if necessary, and insurance reporting is done promptly. If you do not report an accident or injury in a timely manner (within 24 hours or less of occurrence) you may be subject to disciplinary action, up to and including termination.

It is also your responsibility to maintain communication with your manager and claims adjustor throughout the claims process.

CELL PHONES AND DRIVING

Recover Care prohibits the use of "hand-held" cell phones while driving in those states where it is illegal. We strongly discourage the use of "hand-held" cell phones while driving in those states where such use isn't already against the law. This doesn't preclude you from using your cell phone for an emergency call to law enforcement and/or public safety agencies. Engaging in conversation while on a cell phone (whether hand-held or hands-free) affects your ability to concentrate on your driving. If you must use a cell phone when driving, it is safest to pull off the road to a safe location to make a call.

WEAPONS AND INSPECTIONS POLICY

Recover Care prohibits the use, possession, and storage of weapons on its premises. This rule applies to all employees and visitors as well as anyone else on Company premises. Employees also are prohibited from using, possessing or storing weapons wherever they are engaged in work for Recover Care.

Weapons include firearms, ammunition, knives, or similar dangerous items, even if lawful. These prohibitions apply even to those who are qualified to carry handguns under Minnesota law.

Violations of this policy may result in immediate termination of employment. Anyone who has information of any potential violation of this policy must immediately inform a manager, any member of management or local authorities. Failure to report a violation of this policy may be grounds for disciplinary action up to and including termination of employment.

Recover Care reserves the right to search and inspect property and persons while on Company property; and to search and inspect employees and their property: (a) while working, (b) while engaged in work-related activities, or (c) while engaged in Company activities off the premises.

WORKPLACE SEARCH POLICY

To safeguard our employees, their property, Recover Care's customers and Recover Care's property, and to enforce Recover Care's policies prohibiting misconduct, including theft and the unlawful use or sale of illegal drugs or alcohol, management may question employees and/or inspect any personal property or any area from which Recover Care conducts business, including any leased spaces, facilities and/or vehicles. (For example: vehicles, brief cases, suitcases, tool boxes, computer bags, backpacks, lunch boxes, purses or any other container or object brought to and from Recover Care's offices, property, worksites or Recover Care's-sponsored functions) whenever there is reasonable suspicion to believe that any of Recover Care's policy are being, or have been, violated. Recover Care may provide offices, desks, vehicles, computers or computer containers, lockers, tools and other items for the use of Recover Care employees. At all times, these items remain the property of Recover Care. Recover Care may also search any work area and/or item whenever there is reasonable suspicion to believe that a Recover Care policy is being, or has been, violated. Employees are expected to cooperate with Recover Care's workplace searches.

Violations of this policy are subject to disciplinary action, including, at the discretion of Recover Care, immediate termination. Employees with questions regarding this policy should contact Human Resources.

ADDENDUM A

PERSONNEL RECORDS POLICY

In the state of Minnesota, employees have various legal rights and remedies related to the contents of their personnel files. As an employee of Recover Care, these rights extend to you and include:

- the opportunity to review the contents of your personnel file, upon written request to Human Resources, once every six months as an active employee and once each year after termination of your employment for as long as the record(s) are maintained,
- the opportunity to receive a copy of the contents of your personnel file, upon written request to Human Resources and,
- the opportunity for you to dispute information that is contained in your file and request that the information be removed. If we do not agree with your request to have the information removed, you have the opportunity to include a statement that outlines your position.
- Recover Care also has obligations associated with this law. Recover Care may not:
 - use information from your personnel file that was intentionally omitted during your review in a civil or administrative proceeding and,
 - retaliate against you for exercising your rights with respect to your personnel file.
- The Minnesota Department of Labor and Industry enforces this law. If it is determined that Recover Care has not acted in good faith in complying with the provisions of this law, various remedies for violations and retaliation may be available to you.

If you have any questions about this law or would like to request a review of your personnel file, please contact Human Resources.

ADDENDUM B

CONFIDENTIAL POLICY AND AGREEMENT

As an employee I will have access to confidential and proprietary business information. (Information of any kind, nature or description concerning individuals being served and his/her family, service plans, data, and program operations.) This information is confidential and protected and may be disclosed only under specific conditions and with prior written authorizations and consents.

Accordingly, you must abide by all policies of Recover Care regarding privacy and security of confidential information, including those required pursuant to state law and the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA). I understand that the policies address the following obligations to:

- Hold the information received in strict confidence,
- Not disclose or divulge this information unless first authorized to do so in writing,
- Not reproduce the information nor use this information for any purpose other than the performance of my duties, and
- Upon request or termination of my relationship with Recover Care return all notes, documents, and materials originating from my activities.

Rights of All Individuals receiving services from Recover Care:

Recover Care recognizes and respects the constitutional, civil and human rights of the individuals for whom we provide services. This includes but is not limited to:

- The right to be treated with dignity and respect;
- The right to sufficient clothing, food, shelter, and recreation;
- The right to be free from physical and sexual abuse, verbal harassment/abuse and neglect;
- The right to privacy and freedom from intrusion;
- The right to communicate with family, peers and members of the community through visitation, telephone contact and mail, unless otherwise indicated in the treatment/service plan;
- The right to practice, or not to practice, a religion of his or her choice;
- The right to an education;
- The right to professional, age appropriate services and treatment;
- The right to be involved in the service planning process and to express opinions on issues concerning services to be provided;
- The right to freedom from physical punishment.
- The right to a competent guardian if biological parents are unable or unwilling to assume the role;
- The right to file complaints and grievances.

Mandated Reporting:

I understand that I am a mandated reporter. This means that when I have reasonable cause to believe a child (anyone under the age of 18), anyone with a disability or anyone over the age of 65 has been abused or neglected, I will make both a written and verbal report to a Case Manager or manager and to Recover Care, where the alleged abuse occurred within 24 hours of becoming aware of information.

ADDENDUM C

FMLA POLICY

Recover Care (“Employer”) is committed to providing Employees with leaves of absence in compliance with the Family and Medical Leave Act of 1993 (“FMLA”). This policy should be construed in compliance with the FMLA and is not intended to provide greater rights than the FMLA provides.

Types of Leave

Family or Medical Leave

Eligible Employees may take up to twelve (12) weeks of unpaid, job-protected leave for the following reasons:

- For incapacity due to pregnancy, prenatal medical care, childbirth, and to care for the newborn child. Both mothers and fathers may take FMLA leave for the birth of a child and to care for a healthy newborn child (*i.e.*, bonding) during the 12-month period beginning on the date of birth.
- For placement with the Employee of a son or daughter for adoption or foster care, and to care for the newly-placed child. Leave for placement includes, but is not limited to, leave prior to the placement that is required for attendance at counseling sessions, court appearances, consultations with attorneys and doctors, travel to another country to complete an adoption, *etc.* Both mothers and fathers may take FMLA leave for placement of a child and to care for a healthy newly-placed child (*i.e.*, bonding) during the 12-month period beginning on the date of placement.
- To care for the Employee’s spouse, parent, son or daughter who has a serious health condition.
- Because the Employee’s own serious health condition makes the Employee unable to perform one or more of the essential functions of his or her job.
- A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either:
 - An overnight stay in a hospital, hospice, or residential medical care facility; or
 - Continuing treatment by a health care provider for a condition that either prevents the Employee from performing the functions of the Employee's 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 three (3) consecutive full calendar days and any subsequent treatment or period of incapacity relating to the same condition that also involves (i) treatment (an in person visit with a health care provider) at least two (2) times, the first of which occurs within seven (7) days of the first day of incapacity and the second within thirty (30) days of the first day of incapacity, or (ii) treatment (an in person visit with a health care provider) one time within seven (7) days of the first day of incapacity resulting in a regimen of continuing treatment under the supervision of the health care provider; or
 - any period of incapacity due to pregnancy or due to a chronic condition (even if no treatment is received during the absence and even if the absence does not last at least three (3) consecutive full calendar days)
 - Other conditions may meet the definition of continuing treatment.

Military Family Leave

Eligible Employees with a spouse, son, daughter, or parent who is a military member on covered active duty or call to covered active duty (or has been notified of an impending call or order to covered active duty) in the Armed Forces (including the National Guard or Reserves) may use their 12-week leave entitlement to address certain qualifying exigencies. Covered active duty or call to covered active duty involves deployment to a foreign country. Qualifying exigencies may include addressing any issue that arises as a result of notice being given to the military member seven (7) or fewer calendar days prior to the date of deployment (leave for this purpose is limited to seven (7) calendar days); attending certain military events; attending certain family support and similar programs sponsored by the military; arranging for alternative childcare for the military member's child; arranging to transfer/enroll a military member's child into a new school or daycare; attending certain meetings with school or daycare staff; addressing certain financial and legal arrangements; attending certain counseling sessions; spending time with the military member who is on leave during deployment (up to 15 calendar days of leave may be used for this purpose); attending post-deployment reintegration briefings or other military programs that occur within 90 days of the conclusion of the active duty status; addressing issues that arise from the death of the military member while on covered active duty status; and arranging or providing care for the parent of a military member when the military member is on active duty. Other situations may qualify as exigencies. You may be required to provide certification of the qualifying exigency.

Eligible Employees who are the spouse, child, parent or next of kin of a covered service member may take up to twenty-six (26) weeks of unpaid, job-protected leave to care for a covered service-member with a serious injury or illness. This leave is applied on a per-covered service-member, per injury basis as explained in the FMLA regulations.

A covered service member is:

- a current member of the Armed Forces (including a member of the National Guard or Reserves) who has an injury or illness for which the service-member is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list that: (i) was incurred in the line of duty on active duty in the Armed Forces (or that existed before the beginning of the service-member's active duty and was aggravated by service in the line of duty on active duty in the Armed Forces) and (ii) may render the service-member medically unfit to perform his or her military duties; or
- a veteran who was discharged or released under conditions other than dishonorable from the Armed Forces (including the National Guard or Reserves) at any time during the five (5)-year period immediately preceding the first date the eligible Employee takes FMLA leave to care for the veteran and who has an injury or illness for which the service-member is undergoing medical treatment, recuperation, or therapy that: (i) was incurred by the service-member in the line of duty on active duty in the Armed Forces (or existed before the beginning of the service-member's active duty and was aggravated by service in the line of duty on active duty in the Armed Forces); (ii) manifested itself before or after the service-member became a veteran; and (iii) meets the other requirements set forth in applicable FMLA regulations.

Eligibility

To be eligible for FMLA leave, you must meet all of the following requirements:

- You must have been employed by Employer for at least twelve (12) months as of the date the leave is to start. These 12 months need not be consecutive, however, employment periods prior to a break in service of seven (7) years or more will not be counted unless the break in service is due to fulfillment of your Uniformed Services Employment and Re-Employment Rights Act ("USERRA") service obligations or there is a written agreement concerning our intention to rehire you after the break in service. If applicable, the period of absence from work with Employer due to your USERRA service will be counted in determining whether you have been employed at least 12 months for purposes of this policy.
- You must have actually worked at least 1,250 hours during the 12-month period immediately preceding the commencement of the requested leave. If applicable, an Employee returning from fulfilling his or her

USERRA service obligation shall be credited with the hours of service that would have been performed but for the USERRA service for purposes of determining whether this 1250 hour threshold has been met.

- You must be employed at a worksite where at least 50 Employees are employed by Employer within 75 miles of that worksite.

If you request leave, we will inform you whether you are eligible under FMLA. If you are, the notice will specify any additional information required as well as your rights and responsibilities. If you are not eligible, then we will provide a reason for the ineligibility.

Protection for Same-Sex Spouses

Eligible employees in same-sex marriages are entitled to take FMLA leave to care for their spouses or family members regardless of where they live. Eligible employees may take:

- Leave to care for their same-sex spouse with a serious health condition;
- Qualifying exigency leave due to their same-sex spouse's covered military service; or
- Military caregiver leave for their same-sex spouse.

The final rule expands the basis for an employee to take leave to care for a child of a same-sex spouse.

Under the final rule, eligible employees are entitled to take FMLA leave to care for their stepchild (the child of the employee's same-sex spouse) even if the in loco parentis requirement of providing day-to-day care or financial support for the child is not met. The final rule also entitles an eligible employee to take FMLA leave to care for a stepparent who is the same-sex spouse of the employee's parent, regardless of whether the stepparent ever stood in loco parentis (in place of a parent) to the employee.

Amount of Leave

The period in which the twelve (12) weeks of leave entitlement occurs is based on a rolling 12-month period measured backward from the date you use any FMLA leave. In contrast, the period in which the 26 weeks of leave entitlement occurs begins on the first day the eligible Employee takes FMLA leave to care for a covered service-member and ends 12 months after that date (Note: An eligible Employee is limited to a combined total of 26 workweeks of leave for any FMLA-qualifying reason during this 12 month period).

Continuous and Intermittent FMLA Leave

If you take FMLA leave after the birth, adoption or foster-placement of a child to care for a healthy child following birth or placement, your leave must be continuous and/or intermittent. Eligibility for such leave expires at the end of the 12-month period beginning on the date of birth or placement.

FMLA leave for your own serious health condition, the serious health condition of a covered family member, or to provide care for a covered service-member with a serious injury or illness may be taken intermittently or on a reduced schedule where demonstrated to be medically necessary. If intermittent or reduced schedule FMLA leave is approved for planned medical treatment:

- We may temporarily transfer you to another position with equivalent pay and benefits that better accommodates your intermittent or reduced schedule leave; and
- You must make a reasonable effort to schedule your treatment in a manner that does not unduly disrupt Employer's operations.

FMLA leave due to a qualifying exigency also may be taken intermittently or on a reduced schedule basis.

Pay and Benefits

Generally, FMLA leave is unpaid. The salary of an exempt Employee may be reduced for any hours taken as intermittent or reduced schedule FMLA leave. Although FMLA leave generally is unpaid, you must use accrued sick time from the commencement of your FMLA leave. Use of sick time does not extend your FMLA leave. You simply substitute paid leave for otherwise unpaid leave. Notwithstanding anything in this policy to the contrary, if you are on FMLA leave and are receiving some type of income replacement benefit during that leave (for example, worker's compensation or a disability benefit), you may, but do not have to, use accrued sick time to supplement the income replacement benefit.

During your FMLA leave, your group health insurance coverage will be maintained on the same terms as if you had continued to work. Your share, if any for such insurance will be collected through a payroll deduction or other written payment arrangement. If your premium payment is more than thirty (30) days late, your health insurance will be subject to lapse. You will receive written notice that your payment has not been received at least fifteen (15) days before coverage ceases, advising that coverage will be dropped on a specified date unless payment is received by that date. If our group health plan allows, your coverage may be dropped retroactively to the date the unpaid premium payment was due.

If you fail to return to work after using up all of your FMLA leave, your group health benefits will cease, unless you continue them at your expense pursuant to COBRA.

Life insurance, disability insurance and other non-health benefits will be maintained during your FMLA leave only if you timely and properly pay the applicable premium.

If we pay any portion of your share of premiums for any benefits during FMLA leave, you must reimburse us, regardless of whether you return to work. To the extent permitted by law, if you fail to return to work at the conclusion of your FMLA leave, we may recover our share of health insurance premiums that we paid during any unpaid FMLA leave. For purposes of the FMLA, with limited exception, you will not be considered to have returned to work until you have returned to work for at least thirty (30) calendar days.

Reinstatement

As a general rule, at the conclusion of your FMLA leave, you will return either to the same position that you held at the beginning of your FMLA leave, or to an equivalent position with equivalent pay, benefits and other conditions of employment. In most cases, you will return to the same shift or to the same or equivalent work schedule. Please understand, however, that you have no right to return to the exact position held before your FMLA leave began.

Use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of your leave. Moreover, upon timely return to work from FMLA leave, benefits that lapsed during the leave will be reinstated without any qualifying period, medical examination, pre-existing condition waiting period, *etc.*

It is your responsibility to timely respond to any inquiry concerning your intention to return to work and to advise us as soon as you know that you will not be returning to work.

Examples of situations where your right to reinstatement may be limited follow:

- You have no greater right to reinstatement or to other benefits or terms of employment than if you had been continuously employed.
- If you are a salaried "Key Employee" (top paid 10% of all Employees within 75 miles of your worksite), it is possible that you will not be reinstated at the end of an FMLA leave if reinstatement would result in substantial and grievous economic injury to our operations. You will be advised if you are a "Key Employee" and whether reinstatement might not be available to you.
- If you fail to provide a required fitness-for-duty certificate.
- If you are unable to perform the essential functions of the job, with or without reasonable accommodation.

- If you fraudulently obtain FMLA leave.
- If you engage in outside or supplemental employment while on FMLA leave.

Notice of Need for Leave

With respect to leave due to a qualifying exigency, you must provide notice as soon as practicable, regardless of how far in advance such leave is foreseeable. With respect to FMLA leave for other reasons, you must provide at least thirty (30) days' advance notice of foreseeable leave. If 30 days' notice is not possible, you must provide notice as soon as practicable (usually the same day you learn of the need for leave or by the next business day). Depending on the circumstances, your failure to provide sufficient notice of leave may result in the delay or denial of your leave. You must follow our usual and customary notice and procedural requirements for requesting leave (for example, completing specific forms, reporting to specific individual, reporting absence in a timely manner, *etc.*). **You must promptly advise your manager or manager and Human Resources in writing (e-mail is acceptable) as soon as you know that you may need a leave of absence for any reason, or, if later, within the time periods set forth in this paragraph, so that a determination of your eligibility, rights and obligations may be made. You must provide the reasons for the requested leave, the anticipated start of the leave, the anticipated duration of the leave, and the information set forth in the following paragraph to enable us to determine whether the reason may be FMLA-qualifying. Failure to follow these requirements may result in the delay or denial of leave.**

When reporting your need for leave, you must provide sufficient information for us to determine if the leave may qualify for FMLA protection. Depending on the situation, such information may include that a condition renders you unable to perform the functions of your job; that you are pregnant or have been hospitalized overnight; whether you or your family member is under the continuing care of a health care provider; if the leave is due to a qualifying exigency, that a military member is on covered active duty or call to covered active duty status (or has been notified of an impending call or order to covered active duty), and that the requested leave is for one of the reasons listed in this policy or in the FMLA regulations; or, if the leave is for a family member, that the condition renders the family member unable to perform daily activities, or that the family member is a covered service-member with a serious injury or illness. **You must inform us if the requested leave is for a reason for which FMLA leave was previously taken or certified. Simply calling in "sick" is not sufficient.**

We will inform you if leave will be designated as FMLA-protected and the amount of leave counted against your leave entitlement. If we determine that the leave is not FMLA protected, we will notify you.

During any FMLA leave, you may be required to periodically report on your status and intent to return to work. If the amount of leave that you need changes, you must let us know within two (2) business days of the date you know of the change in circumstances.

Certifications

As a general rule, your request for FMLA leave for your own serious health condition; to care for a spouse, son, daughter, or parent with a serious health condition; to care for a covered service-member with a serious injury or illness; or because of a qualifying exigency must be supported by a certification. We will provide you with the required form, which must be completed and returned to the Director of Human Resources within fifteen (15) calendar days.

With respect to medical certifications for the serious health condition of the Employee or covered family member, we may require a second opinion from a healthcare provider that we designate, at no cost to you. If there is a difference between the two opinions, we may require a third opinion from a mutually agreeable healthcare provider, at no cost to you, which will be final and binding.

From time to time, at your expense, recertification of a serious health condition may be required. Recertification generally will not be required more often than every thirty (30) days (or longer period if the minimum duration of your condition is certified to exceed 30 days) unless you request an extension of the FMLA leave, circumstances

described in a previous certification have changed significantly, or there is a reason to doubt the validity of the prior certification.

A fitness-for-duty certification from a healthcare provider, at your expense, will be required before you may return to work following any FMLA leave due to your own serious health condition. This does not apply each time you return from intermittent leave; however, we may require a fitness for duty certification every 30 days (or longer period) in such situations if we have reasonable safety concerns regarding your ability to perform your duties.

You are responsible for providing a complete and sufficient certification. If you provide a certification that is not complete or sufficient, you will have seven (7) days to cure deficiencies that we bring to your attention. If you fail to meet timelines for providing a complete and sufficient certification, your request for leave may be delayed or denied.

FMLA and "Light Duty"

If you have a "serious health condition" and we make light duty available to you, you have the option of (i) remaining on FMLA leave until you exhaust such leave or (ii) accepting light duty work. If you turn down light duty work, your eligibility to receive worker's compensation wage benefits could be affected. If you accept a light duty position, your right to be restored to your same or equivalent position expires at the end of the 12 month FMLA leave year.

Supplemental Employment

As with other leaves of absence from Recover Care, supplemental employment during FMLA leave is prohibited.

Enforcement

Recover Care will not interfere with, restrain, or deny the exercise of any right provided under the FMLA; or discharge or discriminate against any person for opposing any practice prohibited by the FMLA or for involvement in any proceeding under or relating to the FMLA.

No one who attempts to exercise their rights under the FMLA will be subjected to retaliation of any kind for doing so. If you believe anyone has violated this policy, you should immediately report your concerns to Human Resources. We will take immediate and appropriate corrective action (which may include unpaid suspension or termination) if we determine that a violation of this policy has occurred.

The FMLA does not affect any federal or state law prohibiting discrimination, or supersede any federal, state or local law, which provides greater family or medical leave rights. The FMLA is enforced by the U.S. Department of Labor. Please see our FMLA Notice, posted with other notices to Employees, for more information.