

EMPLOYEE HANDBOOK

Our Mission

Provide high quality living environments and services that exceed residents' expectations. In pursuing its mission, The Pines at Davidson will set itself apart by the following:

- **Being ever mindful of the needs of the residents.**
- **Attracting and retaining a professional and caring staff committed to the service and well-being of the residents.**
- **Leveraging collaborative opportunities, including those with the College and the Town.**
- **Exhibiting innovation through bold investments in technologies and facilities.**
- **Maintaining its identity as a nonprofit community established by members and friends of Davidson College Presbyterian Church and The Trustees of Davidson College.**



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Inspirational Goal

By 2026 transform The Pines' services and facilities so that they will attract and satisfy a new generation of residents and enhance the quality of life for all residents.

Strategic Goals

1. *DELIGHTED RESIDENTS* who are The Pines' best ambassadors.
2. *HIGH QUALITY HEALTH CARE AND OTHER SERVICES.*
3. *A CARING, TALENTED, AND LOYAL STAFF.*
4. *STATE-OF-THE ART FACILITIES.*
5. *STRONG COMMUNITY RELATIONS* with Davidson College and the local communities.
6. An *INNOVATIVE CULTURE* and *SPIRIT OF INQUIRY* that ensures success into the future.
7. Highly *EFFECTIVE BOARD GOVERNANCE.*
8. *FINANCIAL STRENGTH*, enabling financial security and comfort for residents while attracting and retaining high performing staff.

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Notice

The Handbook is intended only as an outline of some of our policies, procedures and benefits and as an announcement of the way we intend to operate in most situations, depending on the circumstances and our needs at any given time. Our policies and procedures, whether or not contained in this Handbook, are not an employment contract, nor are they terms of an employment contract, and they in no way limit or affect the Company's right to terminate an employee at any time, for any reason, nor do they affect or limit your right to leave at any time.

Obviously, no handbook can contain everything that you may want to know, and no policy can ever be regarded as fixed for all times. The Company must have the flexibility to make corrections and adjustments as we proceed into the future. We will try to keep you advised of changes, but policies and procedures may be changed or varied at any time without notice and without revising the Handbook or other policy or procedure statements.

Welcome

On behalf of the Board of Directors, the residents, and the staff, it is a pleasure to welcome you as a new employee of The Pines. You are now a member of an elite team which has been established to provide quality resident care and services. While our buildings, grounds and amenities are among the most beautifully appointed in the retirement community field, it is you - the employee - who determines the quality of life for our residents.

At The Pines, every employee is a valued team member whose contributions are unique and critical to our success. Because of this, there are no unimportant employees at The Pines.

The Pines is a 501(c)3 organization (charitable, nonprofit), but it is more than a business enterprise. The Pines was founded through efforts and the faith of the Davidson College Presbyterian Church, and as such reflects Christian values throughout our operation. You are an essential part of creating a caring atmosphere, exemplified by attitudes and actions that reflect love, compassion, tenderness and a sense of fairness to all.

My pledge is to assist you in performing to your greatest ability, and to help you grow through your work here. Each of us has been called to The Pines in different ways, but ultimately we all serve older adults with distinction, striving to make a significant difference in their lives. Again, welcome to The Pines at Davidson team.

With best wishes,

Vernon M. Baker
President/CEO
The Pines at Davidson

Introduction

The Pines' History

In the late 1970's residents of Davidson initiated pursuit of the dream of a retirement community in the Davidson area. Discussion among the membership of Davidson College alumni evolved into action, and by 1981 serious planning to convert a dream into reality had begun. The Pines is the culmination of dreams, hopes, research, monetary commitment, and hard work of many people dedicated to this effort.

A project of this magnitude required the involvement of many individuals and organizations. Davidson College Presbyterian Church, Davidson College, the Mecklenburg Presbytery of the Presbyterian Church, and the sponsoring entity of The Pines at Davidson are just a few of the related organizations which gave rise to The Pines. Numerous citizens of the town of Davidson and of neighboring towns and cities were also indispensable to the success of The Pines.

From this abundant support base, The Pines welcomes each employee to the organization, and trusts you will enthusiastically adopt the spirit of the organizers whose dream of a continuing care retirement community now provides your employment. You will have the opportunity to be a viable part of the employment team that will convert the history of a dream into the present and future reality of retirement community living for those we serve.

What The Pines at Davidson Is

The Pines at Davidson, Inc. was founded in 1983 as a result of the interdenominational efforts which arose from the Davidson College Presbyterian Church (DCPC).

The Pines is a non-stock, non-profit, charitable organization under Section 501(c)(3) of the Internal Revenue Code. Gifts to The Pines are therefore treatable as charitable contributions. As a non-stock corporation, any financial surplus remains within the corporation for the benefit of the residents. The Pines receives no Medicaid or Medicare reimbursements.

The Pines is a Continuing Care Retirement Community (CCRC) dedicated to providing quality housing, residential services and health care to its residents aged 62 and older in a caring and fiscally responsible manner which meets their changing needs over time. This continuum of care consists of housing where residents live independently and receive residential services such as meals, activities, housekeeping and maintenance; support services for residents who require assistance with activities of daily living; and health care services for those who become temporarily ill or who require long-term care.

The Pines is based on the concept of self-insurance whereby every continuing care arrangement involves a contract between residents and The Pines that, at a minimum, offers shelter and access to various health care services for the balance of the residents' lifetime. In return, the residents agree to pay a lump sum entrance fee upon moving to the community and monthly payments thereafter.

It is The Pines' policy that a resident's contract will not be terminated solely because of a financial inability to continue to pay the monthly charges due under the terms of the contract for reasons beyond the resident's control so long as the policy can be followed without impairing The Pines' ability to attain its objectives while operating on a sound financial basis. The Pines has established an endowment fund, the income of which will be used to provide financial assistance to residents whose circumstances change.

Policies and Practices:

The Pines is committed to the following Core Values, which will govern our decision-making and our conduct, including the conduct of our employees. We communicate these values within our community, and we expect our employees to be committed to applying these values in our daily work and in our relationships with one another:

Core Values

1. Extraordinary level of service to residents.
2. Exemplary stewardship of financial and physical assets.
3. Kindness, compassion, respectfulness.
4. Honesty, integrity, transparency.
5. Balanced consideration of the needs of all constituents.
6. Stability, security, safety.
7. Lifelong personal learning and growth.

As values, these statements form a set of expectations and standards of behavior.

The Pines' Customer Service Policy

The Pines at Davidson prides itself on providing residents, family members and other customers with the best experience possible. Each and every employee is expected to adhere to our standards of service when interacting with customers and co-workers.

Our customers include our residents, their family members and caregivers, guests, vendors, co-workers and anyone with whom we interact in person, on the phone and in email on behalf of The Pines at Davidson.

Each new employee will be oriented to our standards of service and every team member will be required to attend customer service training programs as they are offered.

The Pines of Davidson Standards of Service are:

Friendly

Respectful

Responsive

Timely

Knowledgeable

Professional

We treat our residents and other customers to Red Carpet Customer Service in the following ways.

We offer each individual a Sincere Welcome

- We smile & make eye contact
- We are the first to speak and offer a friendly greeting
- We proactively meet, greet and get to know new residents, their family members, and guests
- We learn and use the names of residents, their family members, guests and co-workers
- We escort people whenever possible, rather than point, and make conversation along the way
- We use positive language, and offer friendly greetings
- We treat everyone with dignity, explaining each step we will take with a resident and asking permission

We Take Note & Adjust

- We slow down and take time to notice what's going on with our residents and other customers (body language, mood, clues to their health)
- We ask questions so we know how to approach each individual
- We learn the likes and dislikes of our residents and other customers and accommodate them when possible.
- We provide choices to our residents whenever possible

We Act with Urgency

- We acknowledge that it is our job to be attentive to the needs of all residents and other customers.

- We refrain from saying “It’s not my job” or “that’s not my resident,” and instead pitch in to help wherever needed.
- We will follow through on agreements in a timely manner.
- We take ownership when a resident/customer comes to us with a question or problem and follow up to ensure all situations were resolved.
- We respond to call lights or alarms in a prompt manner.
- We notice when our co-workers need help and we pro-actively offer assistance.
- We ask “While I’m here (or while I have you on the phone) is there anything else I can do for you? I have the time.”

We Respond and Recover with Style

- We proactively learn to diffuse upset resident/family members and other customers.
- We TREAT upset customers to red carpet customer service
 - o We Tune In and Listen without interruption
 - o We Respond with Empathy and Regret
 - o We Explore Solutions and fix the issue, escalating to a manager when necessary
 - o We Add a little extra (smile, gift, follow up)
 - o We Thank the customer for offering us the opportunity to assist
- We work with our managers and co-workers to come up to solutions for common complaints
- We learn ways to calmly redirect residents with dementia in a positive, affirming and validating way.

We Surprise and Delight

- We learn what we can about residents & other customers, including their likes, their dislikes and their dreams and wishes.
- We stay tuned to opportunities to surprise them in delighting ways.
- We strive every day to make someone's day.

We Also Commit to the Following:

- We take pride in and care of our personal appearance, using The Pines At Davidson dress code as a guideline.
- We take personal responsibility to learn about The Pines at Davidson services and the work of other departments.
- We proactively share information with our co-workers and other departments that will assist them in reaching the common goal of providing the best care and experience for our residents and other customers.

Equal Employment Opportunity

It is the policy of The Pines to afford fair and equal employment opportunity to all persons regardless of race, color, sex (including pregnancy), national origin, age or disability. All employment decisions and practices, including hiring, training, promotion, transfers, compensation, and benefits are nondiscriminatory and based solely on merit. Our purpose is to provide a work environment that is free of discrimination.

We also intend that the work environment will be free of any intimidation, hostility, or harassment, particularly such behavior that is based on or motivated by discrimination. We view such conduct as a very serious matter, and no form of such intimidation, harassment or hostility will be tolerated. Harassment encompasses a broad range of physical or verbal behavior, but some examples of prohibited conduct are:

- Physical or mental abuse.
- Acts and statements including jokes, slurs or insults that are of a racial, ethnic or sexual nature.
- Unwanted physical contact, including inappropriately hugging, brushing or bumping against another person.

- Sexual advances.
- Requests for sexual favors.
- Any offensive behavior or language that creates a hostile or intimidating work atmosphere because of its sexual, sexist, racial, or ethnic content.

This list of examples is not all inclusive. Any employee who believes that he or she has been subjected to discrimination, intimidation, harassment or hostility should report the conduct immediately to a Department Head, the Vice President or the President/Executive Director. All complaints of discrimination will be investigated and addressed. To the fullest extent practicable, The Pines will keep complaints and the nature of the resolution of complaints confidential. Any form of retaliation against an employee who has complained in good faith about discrimination or harassment is strictly prohibited.

Prohibition of Harassment

The Pines is committed to having a work environment for all of its employees that allows for equal employment opportunity. We intend for our work environment to be free of any intimidation, discrimination or harassment of our employees based on any protected characteristic, whether it be gender (including pregnancy), race, religion, national origin, age, or disability.

Prohibited conduct includes, but is not limited to, physical or mental abuse and insults, jokes, or slurs. Verbal or physical sexual advances, sexually or racially explicit statements or discriminatory remarks that are offensive or objectionable to an employee, or acts or remarks that cause an employee discomfort or humiliation based on any protected characteristic, or that interfere with an employee's job performance are strictly prohibited. Suggesting to an employee that a sexual favor on his or her part might enhance the employee's position with The Pines, or assure job security or advancement, or help the employee for any other reason, is forbidden.

We will not condone sexual harassment of our employees, and any violation of this policy will result in disciplinary action, up to and including discharge.

Any employee who reasonably believes that he or she has been subject to or has knowledge of any violation of this policy -- including but not limited to sexual harassment-- has a duty immediately to report all such incidents to a Department Head, the Vice President or the President/Executive Director. An investigation of any complaint will be promptly undertaken.

The Pines recognizes that the issue of whether discrimination or harassment has occurred requires a factual determination based on all the evidence reasonably

available. Employees are expected to participate in good faith in any such investigation.

Employees will not be retaliated against for the good faith reporting of or participating in the investigation of harassment. Any employee who believes that he or she has been retaliated against for any such report or participation must report that concern to the Vice President or the President/Executive Director. Prohibiting retaliation against any employee who has acted in good faith under this policy is a key commitment of The Pines and a key component of this policy against harassment. Purposefully making false accusations or reporting in bad faith for improper purposes is an abuse of Company policy and will result in disciplinary action.

As a general matter, we want our employees to treat each other with respect and not to say or do things that offend each other. Joking around, asking fellow employees about their social interests, and making comments about how someone looks are examples of the kinds of things that can be misunderstood and lead to bad feelings, whether they should or not. Not everything that offends someone is against the law, but employees should use good judgment in how to act and should be careful about comments and statements that can be taken the wrong way.

Dating Of Employees By Supervisors

Supervisors are prohibited from dating, flirting with and having physical contact with employees whom they are responsible for supervising, including employees who report to employees whom they directly supervise. This policy also applies to all employees whom a supervisor may temporarily supervise, including but not limited to cases where a supervisor temporarily serves as a Manager-On-Duty or Weekend Duty Officer with responsibilities over a department or the entire facility. Violation of this policy may result in immediate termination.

Nondiscrimination Statement

is The Pines at Davidson's policy to admit qualified individuals as residents, to manage and operate a continuing care retirement community, and to provide housing and services, including health care, without discrimination based on race, gender, national origin, religion, age, sexual orientation, disability, or any other status protected by applicable federal, state, or local law, unless allowed by law and deemed necessary for to the operation of The Pines' housing and continuing care services.

Disability Non-Discrimination/Accommodating Disabilities

The Pines does not discriminate against qualified individuals with disabilities, and it provides reasonable accommodations to otherwise qualified applicants or employees with disabilities in all employment practices, including job application procedures, hiring, advancement, job assignments, leaves of absence, transfers, layoffs, demotions, discipline, discharge, compensation, fringe benefits and job training. The Pines is subject to and complies with the Americans with Disabilities Act.

To request a reasonable accommodation, an employee should submit a confidential written statement to his or her department head that indicates the nature of the claimed disability, the limitations the employee believes to exist, and the adjustment or change the employee requests. Management and employee will engage in an interactive process to determine whether the employee has a disability and, if so, to evaluate whether the employee's requested accommodation, a different accommodation, or no accommodation is reasonable and will be granted. As part of this process, additional information, including medical information, may be required from the employee. The employee is expected to participate fully in this interactive process by disclosing any and all accommodations or adjustments he or she believes might be helpful, so that management may consider them. To be reasonable, an accommodation must not impose an undue hardship on the employer. At the conclusion of the interactive process, the employee will be notified of the decision regarding any reasonable accommodation. The Company may decide to allow the accommodation, or may provide no accommodation, depending on the circumstances. An employee's medical information is confidential, and disclosure of that information is limited to situations where a manager or supervisor has a job-related need to know it. No employee will be subject to discrimination or retaliation with respect to any of the terms and conditions of the employment because the employee requested a reasonable accommodation for a disability.

Employment of Relatives

The Pines considers each applicant for employment on the basis of the person's own qualifications. As such, preferential consideration or treatment based on a family relationship is prohibited.

In accordance with The Pines' policy, an individual will not be placed in a position having substantial direct or indirect decision-making influence upon the employment, progress, salary or supervision of a member of his family, such as a

spouse, child, father, mother, brother, sister, father-in-law, mother-in-law, grandparents, grandchildren, brothers-in-law, or sisters-in-law.

Employment of Minors under age 16

No one under the age of 16 will be employed by The Pines in any capacity.

Dating of employees under 18

Adult employees 18 years of age and older are prohibited from dating, flirting with and having physical contact with employees who are minors under the age of 18. Violation of this policy may result in immediate termination.

Employment of Aliens

Prospective employees who are not citizens of the United States must have appropriate visas and work permits.

Hours of Work

The Health Care Unit functions around the clock, seven (7) days a week, every day of the year. The department where you will work has its own schedule of working hours to fulfill its responsibility toward resident service or patient care. You will be assigned an hourly work schedule by your supervisor and punctuality is of utmost importance. When you are unable to report to work as scheduled, you must notify your supervisor at least one (1) hour before the scheduled shift starts.

Usually, two 15-minute rest periods and a 30-minute meal period will be scheduled for each full-time shift. Rest periods may not be available to all employees at all times. Your supervisor will inform you of scheduled rest and meal periods; these are to be recognized as privileges to be taken when workloads and schedules permit. You will be expected to limit rest breaks and meal periods to the prescribed time specified.

Overtime

Occasionally, you may be asked to work overtime. Overtime will be paid to all employees except certain exempt personnel at the rate of time and one-half (1 1/2) your base rate of pay. Your overtime pay will be calculated in one of two ways. Under the "80-hour rule" you will be paid overtime for all hours worked in excess of eight (8) hours in one day or 80 hours in one pay period. Under the "40-hour rule" you will be paid overtime for all hours worked in excess of 40 hours in one week. Overtime for employees in the Plant Services and Nursing Departments is generally calculated using the "80-hour rule." For employees in all other departments the "40-hour rule" is generally used to calculate overtime. There may be exceptions to such practices, and if so, your supervisor will inform you which rule will be used to calculate your overtime. Overtime must be authorized in advance by your supervisor.

Health Insurance Eligible Employees

Effective January 1, 2015, only employees who work an average of at least 30 hours or more per week ("Health Insurance Eligible Employees") will be eligible for health insurance coverage through The Pines. Employees who actually work, or are scheduled to work, an average of less than 30 hours per week are not Health Insurance Eligible Employees. Any employee may become, or cease to be, a Health Insurance Eligible Employee depending upon his or her average number of hours worked throughout the year. You should carefully review "The Pines at Davidson Eligibility Policy for Employer Provided Health Insurance" to determine whether you are a Health Insurance Eligible Employee. You may obtain a copy of this policy from the Human Resources contact in the Business Office at The Pines.

Payday

Your paycheck is issued every other Wednesday and represents payment for time worked during the most recently completed two week pay period for your department. There are 26 paydays each calendar year. You are paid for all time worked from the first day of employment. Your supervisor will pick up your check and give it to you. If you have any questions about this policy including the applicable pay period for your department please contact your Department Head.

Payroll Deductions

Both the Federal and State governments require that income taxes be withheld from wages. These deductions are made from standard tables and vary according to amount of salary, marital status and number of dependents. A Social Security tax is withheld and matched by The Pines to provide retirement, disability and survivors' benefits.

The Pines complies with all federal, state and local laws governing compensation of employees, including but not limited to the Fair Labor Standards Act. Improper deductions from pay are prohibited. Employees who believe that a deduction has been made from their pay improperly should contact the HR department to voice their concerns. The Pines will investigate the matter and make a decision with respect to the deduction from pay. Employees will be reimbursed for any deduction determined to have been made improperly, and the Pines will endeavor not to make the same mistake in the future. No employee shall be disciplined for voicing a concern in good faith regarding an error in the calculation of his/her pay

Performance Appraisal

On a day-to-day basis, you and your supervisor will have ongoing discussions and feedback about your performance and how it relates to your job requirements. To supplement these daily dialogues, The Pines has a formal performance appraisal system.

Annual appraisals are done on or about July 1 of each year. Some departments give more frequent performance appraisals.

Salary increases are based upon a merit system which considers an individual's work performance. Salary increases will be pro-rated during an employee's first year of employment and in years when the employee is on Leave of Absence or FMLA Leave. The decision of whether or not to award an annual salary increase is made at the sole discretion of The Pines based in large part upon the recommendation of each Department Head and the ability of The Pines to achieve its strategic goals and objectives.

The formal performance appraisal form becomes a permanent record of your job performance and will be kept in your personnel file in the personnel office.

Disciplinary Procedures

In order to provide a uniform approach to the handling of employee job-related problems, The Pines has established a system of disciplinary procedures. The primary responsibility for enforcing policies pertaining to discipline lies with the supervisory staff. Supervisors will take appropriate consistent disciplinary action when necessary and within the limits of their authority. The usual disciplinary process for individuals who have been employed by The Pines for more than 90 days involves the progressive steps outlined below which are intended to give employees adequate notice of unacceptable performance and sufficient time for self-correction and improvement when appropriate. The progressive steps are not usually followed to discipline individuals who have been employed for 90 days or less. The disciplinary steps consist of four stages:

1. Verbal warning.
2. Written reprimand.
3. Final written reprimand.
4. Termination.

Supervisors will take into account the severity and seriousness of an incident when determining the appropriate disciplinary step to be taken, and the four steps will not always be followed if, in the discretion of management, more severe disciplinary action than the next step in the process is warranted. In some situations immediate dismissal may be warranted; those situations include, but are not limited to, the following:

1. Accepting tips.
2. Theft.
3. Reporting to work under the influence of intoxicating substances or the use of intoxicating substances on the premise.
4. Possession, use, sale or distribution of illegal drugs and abuse of legal drugs both on and off duty and on and off the premises.
5. The insubordination or willful refusal to carry out instructions and job assignments.
6. Giving false, incomplete or misleading information when applying for employment or making a false, incomplete or misleading statement to any Company representative or on any Company records, including time records, at any time.
7. Fighting or other acts of violence or engaging in offensive behavior or language that creates a hostile, harassing or intimidating work atmosphere.
8. Immoral or obscene conduct.
9. Inappropriate use of The Pines' equipment or release of confidential information.

10. Sleeping on the job.
11. Willful neglect of patient welfare.
12. Any adult employees of The Pines who date, flirt with or have physical contact with other employees of The Pines who are minors under the age of 18.
13. Consensual sexual relations on the premises or during working hours.
14. Discrimination, including but not limited to intimidation, hostility or harassment, because of race, color, sex, national origin, age or disability.
15. Failure to follow proper sanitation standards.
16. Taking actions inconsistent with, or failing to meet, the standards established and stated in The Pines' Customer Service Policy set forth in this handbook.
17. Taking actions inconsistent with, or failing to meet, the standards established and stated in the Residents' Rights policy included as an Appendix to this Handbook.
18. Behavior that is a serious or repeated violation of The Pines' Core Values (see Core Values section above).

Employee Comments and Suggestions

The Pines values the input of all employees. There are a number of ways that we actively seek employees' opinions, including through employee surveys and group meetings. In addition to those formal measures, we also encourage all employees to bring forward ideas, observations, and suggestions about the workplace. Supervisors are always open to receiving constructive comments about anything at The Pines that can be improved.

Open Door Policy

Our "Open Door Policy" is one of the most important aspects of employment at The Pines. It means that you are free to discuss with your supervisor any problem or concern at any time. Usually, matters can be resolved with open communication. It is The Pines' policy and intention to answer inquiries made by employees and to resolve matters in a way that is reasonable for a work place.

You should first raise problems or concerns by discussing them with your immediate supervisor. If you problem or concern involved your supervisor and you would prefer to discuss it with someone else, then start instead with step 1 below.

Most matters can be addressed and satisfied at this level, with your supervisor providing a response. If your supervisor's response does not satisfy your concern, then you may proceed as follows:

1. Discuss the matter with your department head. (If the problem or concern relates to your department head, then start with step 2 below.) Your department head will consider the issues, may elect to investigate matters or have follow-up discussions with you, and will respond within a reasonable period of time.
2. If you are dissatisfied with your department head's response (or if your problem or concern related to your department head in the first place), then:
 - a. If the problem or concern relates to a matter in the nursing or assisted living units and you are not satisfied with the response of the department head, you should next report the matter to either the Associate Executive Director or the Vice President. The Association Director and the Vice President will then meet jointly with you to review the matter, conduct any appropriate investigation they deem relevant, and respond.
 - b. If your problem or concern relates to a matter outside the nursing and assisted living units, you should instead report the matter specifically to the Vice President, who will then involve any other individual in the Vice President's discretion to meet jointly with you to review the matter, conduct any appropriate investigation they deem relevant, and respond.
3. If you remain dissatisfied with the response provided in step 2, or if your problem or concern relates to the Associate Executive Director or Vice President, then you should request a meeting with the Executive Director, who will review the matter and provide a final response.

As a reminder, the "Prohibition of Harassment" policy set forth in this Handbook includes certain requirements that employees follow a specific reporting process for matters involving harassment, which provides employees with a direct means to bring such matters to the attention of The Pines' management so that they may be addressed.

Solicitation

Employees have the right to perform their work duties at The Pines without being interrupted by other employees or individuals offering to sell them products or services or distributing materials that are not directly related to their Pines' work. In addition, The Pines' policies limiting solicitation and distribution help to ensure the welfare of our residents and promote the efficiency and quality of resident services. The policies apply to all solicitation and distribution other than that which is incidental to the normal operation of The Pines. The following rules shall be strictly observed and enforced:

Residents:

The Pines' Employee Handbook does not apply to residents. Notwithstanding this fact, residents should not solicit employees or distribute non-work related materials to employees as a general rule. If such activities occur, employees are required to report such behavior to their Department Head. Employees are prohibited from soliciting and distributing materials to residents with respect to matters that are not directly related to their work at The Pines.

Non-Resident Non-Employees:

All solicitation and distribution by non-resident non-employees on the premises is prohibited.

Non-Permitted Solicitation by Employees:

1. Solicitation by employees during working time is prohibited in all areas.
2. Solicitation by employees is prohibited at all times in immediate resident care areas. Immediate resident care areas include residents' rooms, treatment areas, dining areas, corridors, sitting rooms, elevators and stair wells substantially used by residents and guests or to transport residents.
3. Distribution or posting of literature or other written materials by employees is prohibited during working time in all areas and during nonworking time in all working areas and immediate resident care areas.
4. Violations are to be reported to your supervisor immediately. Employees violating this policy will be subject to disciplinary action, up to and including discharge, without further warning.
5. Working time for purposes of this policy is defined as those periods which are designated for the performance of assigned job tasks by the employee

doing the soliciting/distributing or the employee being solicited or given material. Working time does not include times when employees are properly not engaged in performing their duties, such as meal time and break time.

Permitted Solicitation by Employees:

Limited non-work related solicitation activities by employees on the premises of The Pines is permitted provided such activities are done during non-working time and in non-working areas, as set out herein. Examples include Girl Scout Cookies, tickets for a church BBQ dinner, other fundraisers, Tupperware, jewelry or other similar products that an employee is selling on an occasional, small scale basis. In addition to the rules set out above, the following rules shall apply:

1. Employees may participate in the solicitation or distribution of materials with other employees only during non-working time and in non-working areas. This requirement extends to all employees participating in a solicitation or distribution of materials and includes both the employee(s) doing the soliciting or distributing of material and the employee(s) to whom the solicitation and distribution of material is directed.
2. Non-working time for purposes of this policy is defined as those periods when employees are properly not engaged in performing their job duties, such as meal time and break time.
3. The only areas considered to be non-working areas at The Pines include the following areas: employee break rooms (i.e., the break room in the Community Center across from the Maintenance shop and the break room on the nursing unit), the outdoor loading dock area near the Maintenance Shop, the outdoor patio between the Maintenance Shop and the beauty parlor, the outdoor patio by the Brown Dining Room and the small outdoor break area by the Assisted Living stairwell that overlooks the Brown Dining Room patio area. All other areas at The Pines are considered to be working areas where solicitation and distribution of materials by employees is prohibited, except if it relates directly to the employee's job duties at The Pines.
4. Postings are restricted to employee break rooms as described above.
5. Employees who choose to solicit or distribute materials during non-working time and in non-working areas at The Pines are expected to immediately cease and desist such activities if the other employee being approached states that he or she is not interested. Failing to respect the wishes of other

- employees who may not wish to be solicited or to receive materials is a violation of this policy.
6. Violations are to be reported to your supervisor immediately. Employees violating this policy will be subject to disciplinary action, up to and including discharge, without further warning.

Inclement Weather

During periods of inclement weather, you should make every attempt to come to work if scheduled. If you find it impossible or ill-advised to come to work, you should telephone your supervisor, or their designee, no later than one hour prior to the beginning of your shift. If you fail to provide this notice, then your absence will be recorded as "Absent Without Notice." If it is necessary for you to come to work, The Pines may make every effort to pick you up and bring you home. You will only be paid for hours worked and not travel time or waiting time.

If you do not report to work due to unfavorable weather, and you notified your supervisor, or their designee, at least one hour prior to the beginning of your shift, then you will be recorded as "Absent Without Pay." You cannot use sick days, vacation days, or holidays for absences due to inclement weather. If you are sick during inclement weather, however, you can use available sick days. In this case, your supervisor may require you to provide a physician's verification.

Release of Patient Information

It is extremely important that medical information regarding our patients be kept confidential. Any willful violation of this patient right by any employee can be cause for severe disciplinary action, including immediate termination.

Employees are cautioned not to discuss any patient in a public place or with anyone (other than a patient's family member) not involved in that patient's care and treatment.

Release of any patient information to the news media should be directed through the Administrator's office during normal working hours. At night and on weekends and holidays, this information should be released by the Nursing Office.

Jury Duty

The Pines at Davidson believes that every employee has an obligation when called upon to perform jury duty. The Pines advocates that employees called to perform civic duties are allowed to do so without penalty.

Therefore, full-time and permanent part-time employees who perform jury duty will be paid the difference between the jury duty fees received and their regular pay for scheduled hour coinciding with those hours served on jury duty.

This benefit is not available for part-time, temporary, and PRN employees, and is not available during the first ninety (90) days of employment.

To receive jury duty pay the following needs to take place prior and following your jury duty:

1. You should promptly notify your immediate supervisor upon receipt of the court summons. A copy of the official notification must be provided to The Pines.
2. Report to work when not required to be present in court.
3. Call-in daily to your supervisor to report status on returning to work.
4. Each pay period that entails jury duty, you are to turn in the Employee Certificate you should receive from the Jury Coordinator in order to receive your pay difference.

Absent Without Notice

You are expected to provide your supervisor with adequate notice if you will be unable to report to work. "Adequate notice" is defined as notifying your supervisor, or their designee, one hour prior to the scheduled start of your shift that you will be unable to report to work.

Each shift or work period missed where there is a failure to call or follow notification procedures will constitute a separate violation for the purposes of this policy.

1. A violation of this rule may result in a Written Reprimand for the first offense.
2. A second violation of this rule may subject the employee to a Final Written Reprimand.
3. A third violation of this rule may subject the employee to discharge, if the third violation occurs within one year of the first two violations.

Failure to call and show for scheduled work for two consecutive scheduled work shifts will constitute a voluntary resignation without notice, unless it was impossible to give such notice.

One exception to the above policy relates to the ninety (90) day probationary period. One (1) failure to report to work without giving your supervisor adequate notice will result in immediate termination if it occurs during your first ninety (90) days of employment.

If you are scheduled for work and do not report to work and you do not notify your supervisor, or their designee, at least one hour prior to the beginning of your shift, then you cannot use sick days, vacation days, or holidays for these absences.

Attendance And Tardiness

It is important that you come to work on time when you are scheduled for work. To this end your department or work group may have adopted an attendance and tardiness policy customized to meet the needs of your department. Your Department Head will provide you with such information.

Social Media Policy

At The Pines, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media.

This policy applies to all employees who work for The Pines.

GUIDELINES

In the rapidly expanding world of electronic communication, social media can mean many things. 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 The Pines, as well as any other form of electronic communication.

The same principles and guidelines found in our 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 residents, family members, others who frequent our facilities, or people working on behalf of The Pines or adversely affects The Pines' legitimate business interests may result in disciplinary action up to and including termination.

Know and follow the rules

Carefully read these guidelines, the anti-harassment and discrimination policies in our Employee Handbook, and ensure your postings are consistent with these

policies. Inappropriate postings that may include discriminatory remarks, harassment, 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 termination.

Be respectful

Always be fair and courteous to fellow employees, residents, family members and others who work on behalf of The Pines or frequent our facilities. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers or by utilizing our Open Door Policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage residents, family members, or others, 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, sex, disability, religion or any other status protected by law or company policy.

Be honest and accurate

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about The Pines, fellow employees, residents, family members, others who frequent our facilities, or people working on behalf of either The Pines or competitors.

Never post photographs of residents or any other information that would identify a resident

Never post any information that would identify a resident on any social media/networking site. Examples of information that could be used to identify a resident include, but are not limited to, the following:

- Name
- Dates related to the individual (date of birth)
- Telephone and fax numbers
- Electronic mail address
- Social Security number
- Resident record number

- Photographic images and comparable images
- Any other unique identifier or information that, if disclosed, could create a reasonable basis for someone outside The Pines to identify the resident.

Post only appropriate and respectful content

Maintain the confidentiality of The Pines' trade secrets and private or confidential information. Trade secrets include but are not limited to information regarding The Pines' systems, processes, products, know-how, databases and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications.

Respect financial disclosure laws

Do not create a link from your blog, website or other social networking site to a website of The Pines without identifying yourself as an employee of The Pines. Express only your personal opinions. Never represent yourself as a spokesperson for The Pines. If The Pines 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 The Pines, fellow employees, residents, family members, others who frequent our facilities, or people working on behalf of The Pines. If you do publish a blog or post online related to the work you do or subjects associated with The Pines, make it clear that you are not speaking on behalf of The Pines. 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 The Pines."

Using social media at work

Refrain from using social media while on work time or on equipment we provide, unless it is work-related. Do not use The Pines' email addresses to register on social networks, blogs or other online tools utilized for personal use.

Retaliation is prohibited

The Pines prohibits taking negative action 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 termination.

Media contacts

Employees should not speak to the media on The Pines' behalf without contacting the President or Vice President of The Pines. All media inquiries should be directed to them.

For more information – If you have questions or need further guidance, please contact your Department Head.

General Information:

Safety

Your personal safety is of major concern to The Pines. Every reasonable precaution is taken to provide a safe place to work. Safety rules will be enforced. However, without your (and every employee's) sincere cooperation, safety rules are of little value in preventing accidents.

Job safety is mostly common sense, but following these rules will help prevent most accidents.

1. Know your job duties and perform them the right way, the safe way.
2. Report unsafe conditions or practices to your supervisor immediately.
3. Abide by all safety rules and regulations, and encourage others to do so.

You should ask your supervisor about specific information regarding safety policies and procedures, emergency planning and any safety rules or practices unique to your department.

Work-Related Injuries Policy

Any employee who has a work-related injury must comply with the following:

- Immediately report the incident to your supervisor, even if the injury is minor or you are unsure whether or not you are hurt.
- A worker's compensation (Form 19) report is to be filled out by you and reviewed by your supervisor within 24 hours of the incident.
- Should your injury require medical attention, more than first aid, your supervisor will refer you to the following designated treatment center:

Minor Injury Care Center:

FastMed Urgent Care
168 Norman Station Blvd., Suite Q
Mooresville, NC 28117

Phone: 704-235-0686

Hours: Monday – Sunday 8:00 a.m. – 8:00 p.m.

If injury is minor and FastMed Urgent Care Mooresville is closed, please go to FastMed Urgent Care the next morning or as soon as possible. Please inform your supervisor before you go.

Major Trauma Injury:

Lake Norman Regional Medical Center (177 – Exit 33)
171 Fairview Road
Mooresville, NC 28177

Phone: 704-660-4000

Your supervisor will give you an instruction sheet and a “Physician’s Evaluation” form which you must give to the treatment center personnel upon arrival. Please ask the health care provider to fax the completed original to the Business Office at 704-896-1119. You must also return this original to The Pines immediately after your appointment.

The physician who treats you may refer you for a follow-up appointment with him or her or for an appointment with a specialist. This will be indicated on the sheet you receive from the physician’s office.

If at any time an appointment cannot be kept, notify your supervisor.

- Injuries not treated immediately

Occasionally an injury does not need immediate attention, and upon arrival at home medical attention becomes necessary. The designated treatment centers remain the same as listed on the previous page. As soon as possible, call The Pines and leave a message for your Department Head that you have had to seek medical treatment. If you cannot reach your Department Head at work, leave a message for him/her on the answering machine at the main number (896-1100) or at the nursing station (896-1463). Both of these numbers can be used 24 hours per day.

Upon treatment and discharge, you will be given a sheet which must be given to your supervisor as soon as possible. This sheet will have instructions and results of your visit for treatment.

- In the event the physician releases you to work with restrictions The Pines may offer you work that meets the restrictions outlined by the treating physician.
- Failure to use the designated centers for treatment of on-the-job injuries may result in your claim not being covered by worker's compensation insurance.

Light Duty/Inability to Perform Regular Duties

The Pines does not provide light duty work to its employees. All employees are expected to be able to perform the essential job duties of their position, and The Pines does not restructure and eliminate or remove essential functions to create new positions or duties when an employee is unable to perform the essential functions of his or her existing job. Disabled employees who are covered by the Americans with Disabilities Act are entitled to reasonable accommodations in performing their job (See Disability Non-discrimination/Accommodating Disabilities), but light duty positions are not created simply because an employee is not able to perform his or her job. The only exception to this rule and the only time that The Pines will create a light duty position is if the employee has suffered an on-the-job injury or illness covered by workers' compensation, and light duty work becomes a part of responding to a workers' compensation claim.

If The Pines has reason to believe, based on observation or other information it receives, that an employee is not able to perform a job successfully or safely because of a medical condition, then The Pines may require the employee to undergo a medical examination that is job-related.

Smoking

Because The Pines is considerate of its patients and residents and desires to maintain a professional atmosphere, employee smoking is restricted to designated outdoor areas.

Security

The Pines provides around-the-clock security for the protection of employees, patients, residents, visitors, and property. The Pines' staff are trained to assist in emergencies such as fires, natural disasters and medical emergencies.

All instances of theft, lost property or serious misconduct on the part of any person in or around The Pines should be reported immediately to your supervisor or Department Head.

Fire

Fires are terrifying experiences regardless of where they originate. When a fire occurs in a retirement nursing home, the potential for loss of human lives and property is significant. The combination of large volumes of combustible materials (disposable medical supplies, sheets, mattresses, paper products), and the total helplessness of certain patients in the event of evacuation, contribute to this potential for a catastrophe.

Prevention is the best form of fire protection for patients, visitors, and employees. This means recognizing potential fire hazards, such as smoking in unauthorized areas, electrical equipment defects and poor housekeeping, and reporting these to the area's supervisor immediately.

If you see smoke, if you see fire, if you smell something burning, you should:

1. Remove any persons from immediate danger (if a room fire, close door after persons are removed).
2. Pull fire alarm at nearest station.
3. Dial "911," report location of fire or smoke and your name.
4. Close all room doors (patient room doors, windows and vents).
5. Use appropriate fire extinguisher or fire hose to fight fire, if judged safe, until help arrives.
6. Do not use an elevator during a fire situation, unless directed by the Fire Department. Use the stairwell.

Name Tags

At the time of your employment you will be issued a name tag which you are to wear at all times while on duty at The Pines. If your tag is lost or damaged, contact the Business Office regarding replacement. Your name tag must be returned in order to collect your last pay check.

Parking

Employees have designated parking areas which will be made known to you by your supervisor.

Personal Matters:

Change of Status

Accurate and up-to-date records pertaining to you and your job are kept in the administrative office. You should report any changes in name, address, emergency notification or educational status to Administration. Changes in exemptions, insurance and beneficiaries should also be reported.

Telephone

The Pines' telephones are to be used only for The Pines' business. Only emergency personal incoming calls will be permitted in the work area.

Mail

Please direct all personal mail to your home address.

Tips and Gifts

It is the responsibility of all employees to do the best job they are capable of doing without any thought of receiving a tip or gift from a resident, a resident's family member, friend or responsible party or a vendor. Acceptance of cash or any other form of tip or gift such as furniture, computer equipment or automobiles from any of such parties may result in immediate dismissal, provided, however, (i) unsolicited non-cash gifts of nominal value (less than \$20) such as baked goods from residents are permissible; and (ii) if such gifts are received from vendors then such gifts other than meals of nominal value (less than \$20) must be given to the employee's Department Head who will arrange for such gifts to be used for resident activities or made available to all employees of The Pines through a companywide raffle. Promotional materials such as pens, pencils, notepads and key chains are not subject to this requirement.

At The Pines a resident, a resident's family member, friend or responsible party may show their appreciation for service provided by The Pines' employees by making a tip in the form of a donation to The Pines' Christmas Tip Fund. The contributions to this Christmas Tip Fund are distributed to employees annually around Christmas according to policies in place at the time of distribution.

Employees may purchase property from a resident, a resident's family member, friend or responsible party at fair market value provided he or she obtains prior approval from his or her Department Head. Purchasing property from any of such parties at below fair market value may result in immediate dismissal.

Employees may not use their positions with The Pines to secure a personal discount or other favorable treatment from any vendor, supplier, or other entity or person that is not extended to all employees of The Pines.

Individuals, vendors or other parties wishing to provide gifts not permitted under this policy should be directed to the Executive Director. If you are unsure whether to accept a gift, please direct your questions to your Department Head or to the Executive Director

Use or Purchase of Company Property

Employees are responsible for preserving The Pines' assets, including time, materials, supplies, vehicles, equipment, and information. The Pines' assets are to be maintained and used for business related purposes in a manner consistent with the mission of The Pines. The personal use of any business asset without the prior approval of the Employee's Department Head is prohibited.

If an employee purchases from The Pines property of more than nominal value (greater than \$20) that is not needed by The Pines, the employee must pay fair market value for such property and must obtain the prior approval of his or her Department Head.

Code of Ethical Conduct

The Pines expects all employees to adhere to high ethical standards and to exercise their duties honestly, in good faith and with appropriate diligence and care. It is the responsibility of all employees to report ethics violations or suspected violations in accordance with the Whistleblower Policy. The report may be made by using the Open Door Policy or via the Compliance Hotline at 866-567-6114. No employee who in good faith and with reasonable grounds to believe that a violation exists shall suffer an adverse consequence for reporting an ethics violation. More information about the Whistleblower Policy and compliance hotline is posted next to the time clocks and is available from your Department Head.

Confidentiality

All employees have a duty to The Pines to maintain the confidentiality of business information, the disclosure of which might adversely impact The Pines, including but not limited to prospect lists, residents lists, future resident lists, direct mailing lists, vendor lists, marketing plans or strategies, and proprietary financial information. Employees also have a duty to The Pines' residents to maintain the confidentiality of residents' medical records and other personal and financial information. The duty of confidentiality extends beyond and survives the end of the employment relationship.

Personal Visitations

Visits from relatives or friends, visiting patients and others must be conducted during off-duty hours.

Dress Code

Standards of cleanliness and appearance must be maintained at all times. Employees should be careful of their personal hygiene and selection of attire in order to display professionalism and inspire confidence in their ability. Extremes that detract from a professional image must be avoided. Blue jeans are not appropriate dress for an area where the employee comes in contact with the residents or patients. Talk to your supervisor for specifics concerning your departmental dress code. Those employees who change into uniforms should wear appropriate attire while entering and leaving The Pines.

Other Information:

403(b) Plan

All employees are eligible to choose to make voluntary tax-deferred contributions from their compensation into an account for their benefit in The Pines at Davidson, Inc. 403(b) Plan. The contributions made to the plan are not taxable to you until withdrawn from the plan, and can continue to earn on a tax-deferred basis while in the plan. These deferrals and the earnings on them are 100% vested (non-forfeitable). The plan also provides for employer discretionary contributions for employees who meet service requirements. See the Summary Plan Description for more details about the plan and how you can benefit from contributions.

Permanent Part-Time Employees

A permanent part-time employee is one regularly scheduled to work at least 64 hours, but less than 74 hours, per bi-weekly pay period. PRN's or others who work on an as-needed basis are not permanent part-time, regardless of the number of hours worked. Employees who are regularly scheduled to work 74 or more hours per pay period are considered full-time employees who can earn the full amount of paid days off. Permanent part-time employees are eligible for vacation days, sick days and catastrophic days on a pro-rata basis.

This distinction between Permanent Part-Time Employees and Full-Time Employees does not apply for purposes of eligibility for healthcare coverage.

Bulletin Boards

Bulletin boards, located throughout The Pines, help you keep up with changes in rules and regulations, special announcements and other items of general interest. Keep informed by reading notices posted on the bulletin boards in your area. No posting can be made on a bulletin board without prior approval from your supervisor.

Vacation Policy:

1 - 4 1/2 Years of Service

You will earn five days of vacation after every six months of service. For example, during your first year of employment you will be eligible for five vacation days after six months on the job. After one year of employment you will be eligible for another five vacation days. You will earn vacation at this rate through your first four and one half years of service.

After 4 1/2 Years of Service

After your four and one half year employment anniversary date, you will earn 7.5 days of vacation for every six months of service. Therefore, over the course of your sixth year and subsequent years of employment, you will earn 15 days of vacation.

No vacation accrues for partial six month periods. You must work the entire six month period before earning any vacation.

Vacation Scheduling

Vacations should be scheduled well in advance and at a time convenient to the work unit. Your supervisor, together with the Department Head, will approve vacation requests on the basis of work flow, work load, seniority and/or order in which requests for vacation are made.

Vacation Carryover

On each December 31 during your first five years of employment, you may carry forward to the next calendar year only up to 15 unused vacation days. On each December 31 thereafter, you may carry forward to the next calendar year only up to 20 unused vacation days. Vacation that cannot be carried over to a subsequent calendar year will not be paid out, but will be forfeited.

Cashing in or Forfeiting Unused Vacation and Holiday Pay at the End of Employment

At the end of employment, The Pines will pay an employee for 100 percent of their available unused vacation days and holidays, unless:

1. The employee resigns without providing proper notice. Proper notice is defined as 30-days' advance written notice if the resigning employee is a registered nurse, a licensed practical nurse, a cook, a Department Head, or someone in a position above a Department Head. For all other employees, proper notice is defined as fourteen days' advance written notice; or
2. The employee's employment is ending within the first six months following the employee's date of hire; or
3. The employee's employment is ending because The Pines discharged the employee for reasons other than lack of work.

When employment ends under any of those three conditions or reasons, all accrued but unused vacation and holiday pay is forfeited and will not be paid out.

Holiday Policy

As scheduling permits, you will be entitled to observe one holiday during the pay periods which include the following holidays:

New Year's Day
Easter Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

If your supervisor is unable to schedule you for your holiday during the pay period which includes that holiday, then you will be allowed to schedule it for a later pay period within the next six months. If not taken within six months, the holiday will be forfeited.

Holidays that occur during a period of illness that is being covered by available sick days will be paid as a holiday and will not count as a sick day. However, holidays that occur (a) during a leave of absence, (b) during FMLA leave, (c) during a time when you are being paid for catastrophic days, or (d) during an absence that continues after you have used all available accrued paid time, will not be paid as a holiday and will not be treated any differently than any other day.

Employees who wish to observe a religious holiday which is not a holiday listed above may take the time without pay, with at least one week's prior approval from your supervisor.

An employee will earn a seventh holiday each year on the employee's birthday after five full years of employment. The seventh holiday will fall on the employee's birthday or nearest scheduled work day except in situations where a Department Head must reschedule the holiday in order to accommodate the needs of the Department. Any birthday-related holiday not taken within six months after the birthday will be forfeited.

Sick Day Policy

Coverage

You will earn three "sick days" with pay for every six months that you work, beginning with your employment date. For example, over the course of your first year employment you will earn six sick days. Sick days will build up at the rate of .5 per month or .231 per bi-weekly pay period, approximately. No sick days with pay can be taken during the first 90 days of employment. Sick leave will build up during this period, however, so that at the end of your first 90 days you will have 1.5 sick days available.

Sick Day Uses

You may use a paid sick day anytime you are sick. You may also use it if you must care for a member of your immediate family. Sick days may also be used in the event of death of an immediate family member. An immediate family member is defined as a spouse, children, step-children, parents or siblings. Immediate family member does NOT include grandparents, in-laws, ex-spouses or step-siblings. In order to count a day as a paid sick day, you must notify your supervisor, or their designee, no later than one hour prior to the beginning of your shift. Also, your supervisor may require a physician's verification of your illness.

Sick Day Carryover and Cash Redemption

You can carry forward up to 98 sick days. Each year at your employment anniversary date you can elect to redeem unused sick days earned in the prior 12 month period for half pay. The "cash in" price will be based on your salary as of your employment anniversary date, prior to any annual raise taking effect. If you are eligible and wish to cash in unused sick days, your supervisor, together with the Department Head, should send written notification to the Director of Financial Services no later than the end of the second bi-weekly pay period following your employment anniversary date. In the event that your sick days accumulate to 98 days, then you will no longer be eligible to earn additional sick time.

Catastrophic Day Coverage

Coverage

"Catastrophic days" function as short-term disability. They provide you with protection if you miss work for an extended period due to illness or surgery. You will earn one catastrophic day every month you work, beginning with your employment date. For example, over the course of your first year of employment you will earn 12 catastrophic days. No catastrophic days can be used during your first 90 days of employment. Catastrophic days will build up during this period, however, so that at the end of your first 90 days you will have three catastrophic days available.

Eligibility

In order to use catastrophic days, you must miss five (5) full consecutively scheduled work days. Also, you must provide a written note from your doctor confirming your short-term disability. Eligibility must be reestablished after returning to work for five consecutively scheduled work days.

Usage

You must first use your unused sick days before you may use your catastrophic days. After this requirement has been met, you may use your catastrophic days for those full days which you miss in excess of the first five (5) full consecutively scheduled work days which establish your eligibility. If you do not have enough sick days available for the first five (5) full consecutively scheduled work days, you must use your unused vacation days for these first five (5) days. If you have no sick or vacation hours available you will receive no pay for the first five (5) full consecutively scheduled work days.

Catastrophic Day Carryover

You can carry forward up to 30 catastrophic days. No catastrophic days can be "cashed in."

Requests

Requests for catastrophic benefits should be made in writing and accompanied by a doctor's statement. The Pines reserves the right to have you examined by The Pines' physician.

Leave of Absence

Leave of absence may be granted by the Administration for special purposes, such as further training, extended illness, etc., without any loss of seniority. This is usually granted for a specific period and with the understanding that the employee is to return to work here. Request for leave of absence must be submitted in writing, stating the reason for the leave and the expected length of time needed. Submission of a doctor's note saying that you will be unavailable for work for an extended or indefinite period of time may be deemed to be a request for a leave of absence. No leave of absence will be granted for more than 60 days except for study, military duty, maternity leave, paternity leave and other circumstances qualifying under the Family and Medical Leave Act of 1993. Length of maternity or paternity leave may be up to six months. The provisions of the Family and Medical Leave Act of 1993 will not apply after 12 weeks of absence within a twelve month period.

Leave of absence is not available to employees who have not completed six months of employment with The Pines. In addition, the provisions of the Family and Medical Leave Act of 1993, effective August 5, 1993, are only available if you have completed 12 months of employment with The Pines and have worked at least 1,250 hours during the preceding 12 month period.

An employee taking a leave of absence must elect to be paid for any accrued vacation, sick pay, holiday or catastrophic day benefits which would normally be due. During the leave of absence, no vacation, sick leave or holidays will accrue except during the time that you are being paid for vacation, sick or holiday days which you have previously earned. The leave will be without pay except for the payment of benefit days to which you might be entitled as stated above.

The employee returning to duty on or before the last day of a leave of absence will be returned to work if a position is then available, but will not necessarily be returned to his/her former position, hours or rate of pay except as may be required by federal law.

Family and Medical Leave Act

Under the provisions of the Family and Medical Leave Act (the "Act") effective August 5, 1993, employees who have been employed at least 12 months and have worked a minimum of 1,250 hours during the preceding 12 month period are entitled to unpaid, job protected leave for up to 12 weeks when needed to care for the employee's newborn child, a child newly placed with the employee for adoption or foster care, or a seriously ill family member, when such leave is needed because of the employee's own serious illness, and when needed for certain types of leave related to military service of the employee or a next of kin. Up to 26 weeks of leave may be available for leave related to an injury or illness incurred or aggravated as a result of military service. The details of the Act's provisions and requirements change from time to time, and the most up-to-date rules will always be set forth in a Department of Labor poster that is posted on the employee bulletin board.

Employees who take leave under the Act will be required first to exhaust all other paid time off to which they are entitled (e.g., accrued sick days, catastrophic, holiday or vacation days) and will then be entitled to leave under the Act, if needed, for a total of no more than 12 weeks or 26 weeks, whichever is applicable. During leave under the Act, no vacation, sick leave or holidays will accrue except during the time that you are being paid for vacation, sick or holiday days which you have previously earned. The leave will be without pay except for the payment of benefit days to which you might be entitled as stated above.

Because employees are required to give specified notices under certain circumstances and because the Act contains certain other limitations on an employee's entitlement to leave, you should discuss the matter with the Executive Director as soon as you anticipate that you may need to take advantage of the leave provided by the Act.

Pregnancy

The Pines affords its employees eight weeks of unpaid leave in connection with pregnancy and/or child birth and recovery. When an employee is entitled to leave in connection with pregnancy or child birth, that leave will run concurrently with any leave available to the employee under the Family and Medical Leave Act and concurrently with any other period of leave or time-off allowed or provided for under policies of The Pines, including available paid time-off. The eight weeks of leave need not be take in successive weeks, but may be used intermittently.

Driving in Connection with Work

From time to time, certain employees may be allowed to or may be required to drive their own vehicles (defined as a motor vehicle that may not be operated without a state-issued license) in connection with work duties. The Pines expects all such work-related driving to be in accordance with the following standards:

- The employee must have a current, valid North Carolina Driver's License with full privileges (not suspended, cancelled or revoked). No employee should drive any vehicle without such a license in place, and no employee should drive any vehicle that is not properly registered.
- The employee must not drive if he or she has any health condition that may jeopardize the ability to drive. Any employee with such a health condition should refrain from driving and, if he or she has been asked to drive or to perform a job function that involves driving, should inform his or her supervisor of the inability to do so under this standard.
- The employee should only drive his or her own vehicle, not the vehicle of another employee.
- The employee must have insurance coverage for himself or herself as a driver and insurance on the vehicle to be driven, all as required by North Carolina law. The Pines does not provide coverage for damage to vehicles it does not own.
- The employee must wear a seat belt anytime the vehicle is in motion and require all passengers to do so as well.
- Vehicles must be operated in a safe and courteous manner, which includes no speeding, tailgating, failing to maintain a proper lookout, disobeying traffic laws, or other erratic driving.
- Employees shall not text while driving, and shall follow other applicable North Carolina law (or other state laws in the event of business travel outside North Carolina) regulating use of cell phones in a moving vehicle. Drivers should take special care when using electronic map devices such as Global Positioning Systems and not take eyes off the road or allow distraction.
- Employees may not permit any controlled substances, un-prescribed or illegal drugs, or unsealed alcoholic beverages in any vehicle being driven for any work-related purpose. Before driving, an employee must be free of any controlled substances including illegal drugs, alcohol, or any prescribed drug which may adversely affect the operator's ability to operate the vehicle safely. It is to be understood that refusal to abide by this company rule may lead to immediate dismissal.
- Employees are responsible for all traffic citations issued by a law enforcement agency. All such citations should be reported to the

employee's supervisor, but The Pines will not be responsible for fines incurred by an employee.

- As the operator, the employee is responsible for the security of the vehicle. The Pines does not assume any such responsibility for the vehicle or its contents as a result of the employee's using it for work-related purposes.
- If an accident occurs while driving in connection with work, the employee must report the accident to his or supervisor and must comply with all regular reporting obligations to police or law enforcement authorities. Generally, use appropriate judgment to seek medical attention for any injuries by calling 911, exchanging information with the other driver, including addresses, phone numbers, license plate numbers and the names of insurance companies, cooperating fully with law enforcement, and making any notes or record of what occurred.

The Pines will reimburse employees, on a mileage basis, for costs incurred in connection with driving. Approved and paid mileage reimbursement anticipates the cost of vehicle insurance, deductibles, wear and tear, fuel, and all other costs and expenses, which remain the responsibility of the employee.

Working Together

All of us have a stake in the continued success of The Pines. You have been selected to become an employee at The Pines because we believe you have the ability to do the work and the desire to be a good employee. We believe that job security comes from all of us working together in a team effort. Our success is due to the efforts of employees providing our residents with excellent service at competitive fees. We strive to ensure an open and productive atmosphere for employee satisfaction and growth.

We know that you want and are able to express your suggestions, comments, problems and complaints to us so we can understand each other better. We believe we have the ability, policies and procedures to work together without any third-party interference, such as a labor union. This means that you can speak for yourself and talk directly to your supervisor, rather than have someone else do your talking for you. It is our firm conviction that none of our employees will ever have to pay a union to speak for them.

The law in North Carolina ensures that you do not have to join a union to hold a job. We believe that a union would be of no advantage to any of us, and we will protect your right not to join a union. We will do everything that is legal and proper in order to remain union free.

We are interested in knowing how you feel about your job. If you have a problem in connection with your job, please feel free to discuss it with your supervisor. If this does not resolve the problem, use the "Open Door Policy" to discuss your problem with higher levels of management.

APPENDIX A

RESIDENTS' RIGHTS

All residents of The Pines have certainly rights under the law. They are as follows:

- (1) To be treated with consideration, respect, and full recognition of personal dignity and individuality.
- (2) To receive care, treatment, and services that are adequate and appropriate, and in compliance with relevant federal and State statutes and rules.
- (3) To receive at the time of admission and during stay, a written statement of services provided by the facility, including those required to be offered on an as needed basis, and of related charges. Charges for services not covered under Medicare and Medicaid shall be specified. The patient will sign a written receipt upon receiving the above information.
- (4) To have on file physician's orders with proposed schedule of medical treatment. Written, signed evidence of prior informed consent to participation in experimental research shall be in patient's file.
- (5) To receive respect and privacy in his medical care program. All personal and medical records are confidential.
- (6) To be free of mental and physical abuse. Except in emergencies, to be free of chemical and physical restraint unless authorized for a specified period of time by a physician according to clear and indicated medical need.
- (7) To receive from the administration or staff of the facility a reasonable response to all requests.
- (8) To associate and communicate privately and without restriction with persons and groups of the patients choice at any reasonable hour. To send and receive mail promptly and unopened. To have access to a telephone where the patient may speak privately. To have access to writing instruments, stationary and postage.
- (9) To manage his/her own financial affairs unless other legal arrangements have been implemented. The facility may also assist the patient, but is required to follow stringent guidelines.

(10) To have privacy in visits by the patient's spouse, and if both are patients in the same facility, they shall be given the opportunity, where feasible, to share a room.

(11) To enjoy privacy in his/her room.

(12) To present grievances and recommend changes in policies and services personally, through other persons or in combination with others, without fear of reprisal, restraint, interference, coercion, or discrimination.

(13) To not be required to perform services for the facility without personal consent and the written approval of the attending physician.

(14) To retain, to secure storage for, and to use his personal clothing and possessions, where reasonable.

(15) To not be transferred or discharged from a facility except for medical, financial, or their own or other patient's welfare, nonpayment for the stay or when mandated by Medicare or Medicaid. Any such transfer shall require at least five days' notice, unless the attending physician orders immediate transfer, which shall be documented in the patient's medical record.

(16) To be notified within ten days after the facility's license is revoked or made provisional. The responsible party or guardian must be notified as well.