

# Welcome

As a healthcare company we are committed to providing for the well-being and continuing care of our patients in every circumstance.

To assure that this commitment is consistently met and sustained, we also have a multi focused commitment to our employees and the facilities where we function. As this commitment relates to employees, we are dedicated to maintaining a positive employment environment that promotes job satisfaction and professional growth while providing compensation and benefit levels which are equal to or exceed industry norms.

You may be assured that we will make every effort to meet our commitment to each of our employees.

## Vision Statement

*Pioneer Health Services is the premier provider of superior and compassionate healthcare services to rural communities. We are driven to deliver outstanding quality in everything we do.*

## Values

- **Integrity and Ethical Conduct** - We are truthful and trustworthy, striving to provide quality services to patients, their families and every business partner at the highest professional, ethical and legal standard.
- **Rural Communities** – We are committed to assuring the viability of rural hospitals in the communities we serve.
- **Employees and Families** – We know that our success depends on our employees. We are committed to providing workplace practices, resources and a working environment so they can make a meaningful contribution and maintain a healthy life and work balance.
- **Innovation** – We bring creative solutions to healthcare that ensures high quality services to our patients, business partners and employees.
- **Caring and Compassion** – We strive to understand the needs of every patient and offer quality clinical services that ensure those needs are fulfilled.

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**Disclaimer**

This handbook is intended for informational guidance purposes only. This handbook **does not** create a contract between employer and employee. This handbook is not intended to be all inclusive and should not be construed as such. If any policy in this handbook is in violation of any federal, state or local statute either in whole or in part then the applicable law will take precedence. This handbook and the policies herein are subject to change at any time with or without notice. Questions on policy interpretations should be referred to Corporate Human Resource at 601-849-6440.

## **EMPLOYMENT RELATIONSHIP**

Nothing contained in this policy manual or in any other materials or information distributed by the organization creates a contract of employment between an employee and Pioneer Health Services, Inc. Employment is on an at-will basis. This means that employees are free to resign their employment at any time, for any reason, and Pioneer Health Services, Inc. retains that same right. No statements to the contrary, written or oral made either before or during an individual's employment can change this. No individual supervisor, manager or officer can make a contrary agreement, except for the written employment contracts executed by authorized executives of Pioneer Health Services, Inc.

The policies in this manual are intended for all employees of Pioneer Health Services, Inc. its divisions and subsidiaries. The organization reserves the right to revise, change, or terminate policies or procedures at any time, with or without notice.

## **EQUAL EMPLOYMENT**

Our goal at Pioneer Health Services, Inc. is to recruit, hire, and maintain a diverse workforce. Equal employment opportunity is not only good business, it's the law and applies to all areas of employment, including recruitment, selection, hiring, training, transfer, promotion, termination, compensation, and benefits.

As an equal employment opportunity employer, Pioneer Health Services, Inc. does not discriminate in its employment decisions on the basis of race, religion, color, national origin, gender, sexual orientation, age, disability, or on any other basis that would be in violation of any applicable federal, state, or local law. Furthermore, Pioneer Health Services, Inc. will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship.

## **EMPLOYMENT OF RELATIVES**

While the organization has no prohibition against hiring relatives of other employees, close family members such as parents, children, spouses, siblings, or in-laws will not be hired into, or transferred into, positions where they directly or indirectly supervise or are supervised by another close family member. Pioneer Health Services, Inc. reserves the right to determine in all cases if a close enough familial relationship exists to prohibit a supervisory relationship. Any hiring of relatives must be approved by the Corporate Office prior to hire.

## **OPEN COMMUNICATION**

At Pioneer Health Services, Inc., we believe that communication is at the heart of good employee relations. Employees should share their concerns, seek information, provide input, and resolve work-related issues by discussing them with their supervisors until they are fully resolved. It may not be possible to achieve the results an employee wants, but the supervisor needs to attempt to explain in each case why a certain course of action is preferred. If an issue cannot be resolved at this level, the employee is welcome to discuss the issue with the manager of his/her department. The supervisor should set up a time for both of them to meet with the manager. If the employee's concern cannot be resolved with the manager, the employee may discuss it with an officer of the organization. The manager should schedule that meeting for the employee.

Regardless of the situation, employees should be able to openly discuss any work-related problems and concerns without fear of retaliation. Managers and supervisors are expected to listen to employee concerns, encourage their input, and seek resolution to the issues and concerns. Often this will require scheduling a meeting in the future. Managers and/or supervisors are to schedule these meetings as quickly as possible, and employees are expected to understand that issues and concerns may not always be addressed at the moment they arise. Discussing these issues and concerns with management will help to find a mutually acceptable solution for nearly every situation.

If an employee has a concern about discrimination and/or harassment, Pioneer Health Services, Inc. has established special procedures to report and address those issues.

## **HARASSMENT AND/OR DISCRIMINATION**

Pioneer Health Services, Inc. strives to maintain a workplace that fosters mutual employee respect and promotes harmonious, productive working relationships. Our organization believes that discrimination and/or harassment in any form constitutes misconduct that undermines the integrity of the employment relationship. Therefore, Pioneer Health Services, Inc. prohibits discrimination and/or harassment that is sexual, racial, or religious in nature or is related to any employee's gender, national origin, age, sexual orientation, or disability. This policy applies to all employees throughout the organization and all individuals who may have contact with any employee of this organization.

Unwelcome sexual advances, requests for sexual favors, or other verbal, visual or physical conduct of a harassing nature will constitute harassment when a person involved feels compelled to submit to that misconduct in order to keep his/her position, to receive appropriate pay, or to benefit from certain employment decisions. If this type of misconduct interferes with an employee's work or creates an intimidating, hostile, or offensive work environment, it may also be considered harassment.

Pioneer Health Services, Inc. expects that everyone will act responsibly to establish a pleasant and friendly work environment. However, if an employee feels he/she has been subjected to any other form of harassment and/or discrimination, the employee should firmly and clearly tell the person engaging in the harassing and/or discriminating conduct that it is unwelcome, offensive, and should stop at once. The employee also should report any discrimination and/or harassment to his/her immediate supervisor, department head, or Human Resource. That person will take the necessary steps to initiate an investigation of the discrimination and/or harassment claim. Pioneer Health Services, Inc. will conduct its investigation in as confidential a manner as possible. A timely resolution of each complaint will be reached and communicated to the employee and the other parties involved. Appropriate corrective action, up to and including termination, will be taken promptly against any employee engaging in discrimination and/or harassment.

Retaliation against any employee for filing a complaint or participating in an investigation is strictly prohibited. However, any employee that knowingly makes a false claim of harassment and/or discrimination will be subject to corrective action, up to, and including, termination.

### **NON-FRATERNIZATION**

While Pioneer Health Services, Inc. encourages amicable relationships between members of management and their subordinates, it recognizes that involvement in a romantic relationship may compromise or create a perception that compromises a member of management's ability to perform his/her job. Any involvement of a romantic nature between an officer, director, manager, supervisor, or agent of the organization and anyone he/she supervises, either directly or indirectly, is prohibited. Violation of this policy will lead to corrective action up to, and including, termination of the management individual involved in the relationship.

### **DRUG-FREE WORKPLACE AND SUBSTANCE ABUSE**

Pioneer Health Services, Inc. is committed to providing a safe, healthy, and efficient working environment for all employees. To help achieve this goal, employees are prohibited from:

- possessing, distributing, selling, manufacturing, or being under the influence of any illegal drug;
- reporting to work under the influence or consuming alcoholic beverages while on company premises, in company vehicles, or while on company business or time;
- abusing prescription drugs or possessing prescription drugs that have not been prescribed for the employee by a physician.

An employee who violates this policy is subject to corrective action up to, and including, termination of employment. Use of some drugs is detectable for several days. Detection of such drugs or the presence of alcohol will be considered being "under the influence." Refusal to submit to a drug and/or alcohol screen is grounds for immediate termination.



Employees using prescription drugs according to a physician's instructions or using over-the-counter drugs for medical purposes should, in the event such drugs would impair their physical, mental, emotional or other faculties, notify their immediate supervisor. The organization's substance abuse program includes several components to support its efforts to remain drug-free, including: supervisory training; employee awareness program; post offer pre-employment drug testing; drug testing for accidents involving injury and/or property damage; drug testing when a supervisor suspects that an employee is "under the influence" during working hours and drug testing on a random basis.

All information relating to drug and/or alcohol screens is to be kept strictly confidential. The information will be kept in each employee's medical file, which will be maintained separately from the employee's personnel file. These medical files will be kept locked and secured, and access will be limited to certain individuals in the organization.

## **TOBACCO USE**

Pioneer Health Services, Inc. believes that a tobacco free campus is an important step in building healthy communities. Being tobacco free demonstrates the commitment of Pioneer Health Services, Inc. to improve the health and wellness of employees, patients and visitors by providing an environment free of tobacco use. Tobacco use is prohibited in all indoor and outdoor properties maintained by Pioneer Health Services, Inc., including leased and owned properties as well as parking lots. In order to promote a tobacco free Pioneer Health Services, Inc., a smoking sensation program is available to employees participating in Pioneer Health Services, Inc. benefit programs. For additional information please contact your Human Resource Department.

## **WEAPONS**

Despite some laws that allow people to carry firearms in public, Pioneer Health Services, Inc. prohibits anyone from possessing or carrying weapons of any kind on company property, in company vehicles, or while on company time. This includes:

- any form of weapon or explosive;
- all firearms; and
- all illegal knives or knives with blades that are more than six (6) inches in length.

If an employee is unsure whether an item is covered by this policy, please contact Human Resource. Employees are responsible for making sure that any item they possess is not prohibited by this policy. Police officers, security guards, and other individuals who have been given consent by the organization to carry a weapon on the property will be allowed to do so.

While the organization has a policy prohibiting weapons, nothing in this policy shall be construed as creating any duty or obligation on the part of the organization to take any actions beyond those required of an employer by existing law.

## **SEARCHES**

Access to Pioneer Health Services, Inc. premises is conditioned upon its right to inspect or search the person, vehicle, or personal effects of any employee or visitor. This may include any employee's office, desk, file cabinet, closet, locker, or similar place.

Because even a routine inspection or search might result in the viewing of an employee's personal possessions, employees are encouraged not to bring any item of personal property to the workplace that they do not want revealed to the organization.

Any prohibited materials (or materials that may be found to be prohibited) that are found in an employee's possession during an inspection or search will be collected by management and placed in a sealed container or envelope. The employee's name, date, circumstances under which the materials were collected, and by whom they were collected will be recorded and attached to the container or written upon the envelope. If after further investigation, the collected materials prove not to be prohibited, they will be returned to the employee, and the employee will sign a receipt for the contents. If the prohibited materials prove to be illegal and/or

dangerous, they will not be returned to the employee but will be turned over to the appropriate law enforcement agency.

From time to time, and without prior announcement, inspections or searches may be made of anyone entering, leaving, or on the premises or property of the company (including alcohol and/or drug screens or other testing). Refusal to cooperate in such an inspection or search (including alcohol and/or drug screens) is grounds for termination.

## **VIOLENCE IN THE WORKPLACE**

The safety and security of all employees is of primary importance at Pioneer Health Services, Inc. Threats, threatening and abusive behavior, or acts of violence against employees, visitors, customers, or other individuals by anyone on company property will not be tolerated. Violations of this policy will lead to corrective action up to, and including, termination and/or referral to appropriate law enforcement agencies for arrest and prosecution. Pioneer Health Services, Inc. reserves the right to take any necessary legal action to protect its employees.

Any person who makes threats, exhibits threatening behavior, or engages in violent acts on company premises shall be removed from the premises as quickly as safety permits and shall remain off company premises pending the outcome of an investigation. Following investigation, the organization will initiate an immediate and appropriate response. This response may include, but is not limited to, suspension and/or termination of any business relationship, reassignment of job duties, suspension or termination of employment, and/or criminal prosecution of the person or persons involved.

All employees are responsible for notifying management of any threats that they witness or receive or that they are told another person witnessed or received. Even without a specific threat, all employees should report any behavior they have witnessed that they regard potentially threatening or violent or which could endanger the health or safety of an employee when the behavior has been carried out on a company-controlled site or is connected to company employment or company business. Employees are responsible for making this report regardless of the relationship between the individual who initiated the threatening behavior and

the person or persons being threatened. The organization understands the sensitivity of the information requested and has developed confidentiality procedures that recognize and respect the privacy of the reporting employee.

## **CONFIDENTIAL INFORMATION**

Employees of Pioneer Health Services, Inc. will receive and have access to information that is confidential in nature to the organization, its patients, customers and vendors. Employees are not to disclose any such confidential information to (a) any other person in the organization unless there is a legitimate business reason for doing so; or (b) any person outside the organization unless management has expressly stated that the information can be disclosed to that person. This obligation exists even after the employee leaves the organization.

## **ETHICS AND CONFLICTS OF INTERESTS**

Employees are expected to use good judgment, adhere to high ethical standards and avoid situations that create an actual or perceived conflict between their personal interests and those of the organization. Pioneer Health Services, Inc. requires that the transactions employees participate in are ethical and within the law, both in letter and in spirit.

Pioneer Health Services, Inc. recognizes that different organizations have different codes of ethics. However, just because a certain action may be acceptable by others outside of Pioneer Health Services, Inc. as “standard practice,” that is by no means sufficient reason to assume that such practice is acceptable at our organization. There is no way to develop a comprehensive, detailed set of rules to cover every business situation. The tenets in this policy outline some basic guidelines for ethical behavior at Pioneer Health Services, Inc. Whenever employees are in doubt, they should consult with their manager.

Conflicts of interests or unethical behavior may take many forms including, but not limited to, the acceptance of gifts from competitors, vendors, potential vendors, or customers of the organization. Gifts may only be accepted if they have a nominal retail value and only on appropriate occasions (for example, a holiday gift).

Employees are cautioned not to accept any form of remuneration or non-business related entertainment, nor may employees sell to third parties any information, products, or materials acquired from the organization. Employees may engage in outside business activities, provided such activities do not adversely affect the organization or the employee's job performance and the employee does not work for a competitor, vendor, or customer. Employees are prohibited from engaging in financial participation, outside employment or any other business undertaking that is competitive with, or prejudicial to, the best interests of Pioneer Health Services, Inc. Employees may not use proprietary and/or confidential information for personal gain or to the organization's detriment, nor may they use assets or labor for personal use.

If an employee or someone with whom the employee has a close personal relationship has a financial or employment relationship with a competitor, vendor, potential vendor, or customer of the organization, the employee must disclose this fact in writing to Human Resource. The organization will determine what course of action must be taken to resolve any conflict it believes may exist. If the conflict is severe enough, Pioneer Health Services, Inc. may be forced to ask the employee to tender his/her resignation. Pioneer Health Services, Inc. has sole discretion to determine whether such a conflict of interest exists. Employees are encouraged to seek assistance from their managers with any legal or ethical concerns. However, Pioneer Health Services, Inc. realizes this may not always be possible. As a result, employees may contact Human Resource to report anything that they cannot discuss with their manager.

## **SOLICITATION**

Solicitation by an employee of another employee is prohibited during the working time of either person. Employees will not solicit money or gifts from patients, clients or customers. Working time is defined as time when an employee's duties require that he/she be engaged in work tasks. Distribution of printed materials or literature of any nature shall be limited to non-work areas at non-work times. No literature shall be posted anywhere on the premises without the authorization of Human Resource. Solicitation and/or distribution of material on company property by persons not employed by Pioneer Health Services, Inc. is prohibited at all times.

## **BULLETIN BOARDS**

The organization uses bulletin boards to communicate important business information such as safety rules, job postings, statutory and legal notices, company policies, and management memos. Each employee has the responsibility to read the information that is posted. Your manager or supervisor can give you the location of the bulletin board nearest your work area. Employees may not post material on bulletin boards without the approval of Human Resource.

## **BACKGROUND CHECKS**

The position an individual applies for and the information he/she gives during the interview process will determine which contingencies may apply to an offer of employment. All employees applying for any position with Pioneer Health Services, Inc. will be subject to reference checks with former employers and/or managers. Unless required by law, reference checks will not be shared with the potential employee. Individuals, who claim to have certain educational credentials, either in writing or in an interview, are subject to verification.

Any individual offered a position that has responsibility for initiating or affecting financial transactions will be required to submit to a credit check. These responsibilities could include among other things, collecting or handling cash or checks, writing checks or approving them, access to a direct money stream, or being a fiduciary to the organization.

Any potential employees who will be driving a company vehicle or driving their personal vehicles on company business will be subject to an inspection of their Motor Vehicle Records annually.

Where applicable and required by local or state statute, prospective employees will be submitted to a criminal records check prior to beginning employment. Pioneer Health Services, Inc. may at its option conduct background checks on employees at any time during their employment with the company. Information gained from any of the above background checks will be held in confidence and shared with management individuals only on a need-to-know basis.

## **EMPLOYMENT ELIGIBILITY DOCUMENTS**

Federal regulations require Pioneer Health Services, Inc. to comply with the Immigration Reform and Control Act of 1986. All new employees must complete an I-9 Form and provide proof of their identity and their ability to work in this country. The Human Resource Department is responsible for obtaining the I-9 Form and verifying the eligibility to work in the United States. Employees will be expected to complete the I-9 Form on their first day of work. Human Resource will properly complete the Employer Section of the I-9 Form. If a new employee is unable to provide the necessary documentation within three working days from the date of hire, he/she must provide proof that he/she has applied for the required documents. If this is not provided, the employee will be terminated. If a manager is notified by any governmental agency that it is going to conduct an inspection of the I-9 documents, the manager should contact Human Resource immediately.

## **IDENTIFICATION BADGES AND TIME BADGES**

All employees are required to wear the official name/time badge bearing the employee's name and department. The badge must be worn in an easily observed location such as the shirt collar or on the chest pocket. Badges are not to be worn below the waist where they are not easily read. The initial badge will be issued free of charge. Replacement badges issued due to normal wear and tear will also be issued at no cost to the employee.

## **EMPLOYEE PHYSICALS**

A post-offer pre-employment physical examination may be required for certain positions within the company and must be successfully passed prior to orientation. Annual physicals may also be required.

## **NEW EMPLOYEE ORIENTATION**

In an effort to ensure a smooth transition to Pioneer Health Services, Inc., all newly hired employees will participate in an orientation. Orientation is the joint responsibility of the new employee's supervisor and the Human Resource

Department. Human Resource will be responsible for providing new employees with:

- A history of the organization;
- An explanation of the operations of the organization; and
- An overview of the organization's policies, procedures, and benefits.

All new employees must attend an orientation session. During the orientation session, the employee will receive an employee handbook and will be given an opportunity to ask questions about any information contained in the employee handbook. The new employee's supervisor is responsible for ensuring that each employee attends an orientation session. In addition, supervisors are responsible for all job training.

## **HOURS OF WORK**

The standard workweek is forty (40) hours. The standard workday is eight hours for non-exempt workers. Workday lengths for exempt employees are determined primarily by their current workloads. General office hours are from 8:00 a.m. to 5:00 p.m. As starting and ending times vary within departments and office locations, the manager of each department will determine the schedule for his/her department. The workweek starts on Monday morning at 12:01 a.m. and ends the following Sunday evening at Midnight.

An unpaid meal period is provided to any employee who works a minimum of six (6) hours per day. The normal meal period should occur approximately halfway through the workday. However, certain departments may require alternate meal periods. The length of the meal period may vary from thirty (30) minutes to one (1) hour according to the needs of the department. Non-exempt employees should clock out for their lunch periods or record their lunch periods on their time sheet.

Non-exempt employees generally receive two ten-minute paid break periods for each full workday, one approximately a quarter of the way into the workday and one approximately three quarters into the workday. Employees are not to leave the premises during this paid break period. Pioneer Health Services, Inc. reserves the



right to modify an employee's starting and quitting time as well as the number of hours worked to accommodate business needs.

## **ATTENDANCE AND PUNCTUALITY**

We recognize the need for employees to be absent from work due to illness or the need to take care of personal business during the normal workday. We instituted Paid Time Off (PTO) and Sick Time Off (STO) to provide for these needs as they arise. Employees may also qualify for a leave of absence for their own major illness, the major illness of a family member, the birth or adoption of a child, workers' compensation injury or military and/or National Guard duty. Having provided for these situations, it is important to remember that excessive absenteeism, tardiness and/or leaving early causes other employees within the organization to have to bear the burden of filling in for the absent employee.

Employees, who are not on an approved leave of absence and are absent from work without sufficient PTO/STO to cover that absence will be addressed through the normal Corrective Action Process.

Consecutive days of absence for the same reason are deemed to be one incident. If the employee is absent for more than two consecutive days, he/she may be required to bring a doctor's note for those days to be counted as one incident.

If an employee, who has been with the company less than 90 days, has an unexcused absence, he/she will be issued a Final Written Warning for that absence. If an unexcused absence occurs again within his/her first 90 days of employment, the employee will be terminated. Periodically, special circumstances will occur that warrant an employee being excused from work without sufficient PTO to cover the absence. To ensure fairness throughout the Company, these types of requests require the approval of the Corporate Director of Human Resource.

Occasionally an employee will exhibit a pattern of absenteeism that must be corrected, despite having sufficient PTO to cover those absences (i.e., consistently missing a specific day of the week, the day before or after a holiday, the day before or after a scheduled vacation). Such cases should be reviewed with the Director of Human Resource before issuing any corrective action. Employees who are going to

be absent, tardy, or leave early from work are responsible for notifying their supervisors as soon as possible, regardless of whether they have sufficient PTO to cover the absences. Employees who are absent and fail to notify their supervisors will be subject to corrective action for failure to notify. Employees who have been absent three consecutive days without calling to speak with their supervisors will be considered to have voluntarily resigned.

## **INTRODUCTORY PERIOD**

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. Pioneer Health Services, Inc. uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or Pioneer Health Services, Inc. may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

All new employees work on an introductory basis for the first ninety (90) days after their date of hire. If Pioneer Health Services, Inc. determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period.

During the introductory period, new employees are eligible for those benefits that are required by law, such as workers' compensation insurance and social security. Full-time employees may be eligible for other benefits. Employees should read the information for each specific benefit program for the details on eligibility requirements

## **EMPLOYMENT RECORDS**

Pioneer Health Services, Inc. is required to keep accurate, up-to-date employment records on all employees to ensure compliance with state and federal regulations, to keep benefits information up-to-date, and to make certain that important mailings reach all employees. The organization considers the information in employment records to be confidential.

Employees must inform Pioneer Health Services, Inc. of any necessary updates to their personnel file such as a change of address, changed telephone numbers, emergency contact, marital status, number of dependents, or military status. Employees should also inform their supervisor and Human Resource of any outside training, professional certifications, education, or any other change in status. In addition to a general personnel file, Pioneer Health Services, Inc. maintains a separate medical file for each employee. Access to an employee's medical file is extremely limited and based on a need-to-know-only basis.

All requests for employment verification and reference checks will be referred to the Corporate Human Resource Department. Pioneer Health Services, Inc. may disclose dates of employment, job titles and the circumstance under which an employee left employment. This may include but is not limited to information such as: the employee quit without notice, employee was discharged for violation of company policy or the employee resigned with proper notice.

All current employees will be permitted to review their personnel files at reasonable times with reasonable notice.

## **PROFESSIONAL ATTIRE**

While it is the intent of Pioneer Health Services, Inc. that all employees dress for their own comfort during work hours, the professional image of our organization is maintained, in part, by the image that our employees present to customers, vendors, and other visitors.

Employees working in office areas should dress conservatively and professionally. Employees may wear slacks. Blue jeans, T-shirts, and leggings are not appropriate office dress. Local Administrators may set additional requirements for clothing such as which job classifications may wear scrubs, etc.

On approved casual days, employees may dress in casual clothing, including blue jeans (no tennis shoes), although dress standards still require a neat, clean appearance. Employees working in non-office areas may wear blue jeans, scrubs or other attire appropriate to the job being done.

Under no circumstances may employees wear halter tops, strapless tops, spaghetti straps, tank tops, cropped tops, tee shirts with offensive wording on them, clothing that shows undergarments (sheer), torn clothing, or clothing with holes in it. All clothing must be clean, neat, and fit properly.

Pioneer Health Services, Inc. reserves the right to determine appropriate dress at all times and in all circumstances. Employees may be sent home to change clothes should it be determined their dress is not appropriate. Employees will not be compensated for this time away from work.

## **JOB DESCRIPTIONS**

A job description is a formal document describing the nature, scope, physical requirements, and responsibilities of a specific job within the organization. Job descriptions are used for purposes of training and development, annual performance appraisals, promotions, recruiting, and hiring. Job descriptions are prepared by the Human Resource Department with input from the incumbent employee, the supervisor, and the department manager.

Human Resource is responsible for:

- Administering the overall job description program;
- Providing the necessary training, instructional materials, and assistance to employees, supervisors, and department managers;
- Monitoring job descriptions for proper format;
- Maintaining a central file of all current job descriptions; and
- Ensuring that all positions have a job description.

Supervisors and department managers are responsible for reviewing and approving job descriptions for their areas.

The organization's job evaluation program provides a systematic and equitable method by Corporate Human Resource of evaluating all jobs within Pioneer Health Services, Inc. All new positions must be evaluated and approved before the job can

be filled. When the duties of a job change significantly, it may be necessary to reevaluate the job's classification.

## **PERFORMANCE REVIEWS**

In order to ensure that all employees receive regular feedback on their performance, supervisors should evaluate the job performance of every employee who works for them on a regular basis. Performance reviews establish a performance history with the organization and are used in performance, promotion, transfer and merit increase decisions. All original Performance Review Forms are maintained in the employee's personnel file located in the Human Resource Department in Magee, Ms.

Supervisors will conduct 90 day reviews on new employees and annual reviews on all other employees. These reviews should take place regardless of whether the employee is eligible for an increase. A performance evaluation is not necessarily linked with a salary increase. Supervisors may review performance more often than is required by this policy.

Supervisors should use a coaching approach to help an employee grow in his/her position. Part of this process involves regular reviews to evaluate performance. Some factors considered are dependability, quality and quantity of work, interpersonal skills, and judgment. The purpose of this evaluation is to guide employees' progress in their current position, to discuss ways in which their performance can be improved, and when appropriate, explore their potential for advancement. These formal performance reviews are in addition to the informal meetings supervisors should have with employees throughout the review period.

All Performance Review Forms should be reviewed with the supervisor's manager before the performance review conference takes place with the employee. The supervisor's manager should sign the Performance Review Form before it is reviewed with the employee to signify the manager's agreement with the contents of the Performance Review Form. When the Performance Review Form has been reviewed with the employee, the employee and the employee's supervisor need to sign it. An employee's signature on his/her performance evaluation only acknowledges that it has been reviewed with the employee. Employees should be

encouraged to attach any written comments they wish to their performance reviews. The Performance Review Form with any employee comments will become a part of the employee's personnel file. The completed form should be forwarded to the Human Resource Department and a copy provided to the employee.

## **USE OF COMPANY PREMISES, PROPERTY, AND MATERIALS**

Meetings held on Pioneer Health Services, Inc. premises must be for the purpose of conducting business. Meetings for other purposes are strictly forbidden.

The use of business stationery and/or the organization's postage meter for personal correspondence is strictly forbidden. The personal use of its facsimile or copying machines also is forbidden without first receiving management approval and reimbursing Pioneer Health Services, Inc. at the current prevailing rates.

Anyone who removes products or materials without proper authority will be terminated.

## **USE OF E-MAIL AND VOICE MAIL**

Electronic mail and telephone voice mail are efficient and valuable business tools. They are also property of the organization. In short, neither of these systems is considered to be confidential, nor should they be used to meet an employee's own personal needs. If an employee receives a message that is not addressed to him/her, he/she is not authorized to read or use information contained in that message.

The rule of thumb when it comes to e-mail and voice mail is that employees should not say or write anything that they would not want someone other than the intended receiver to hear or read. Remember that even when an e-mail or voice mail message has been deleted from a location, it is still possible to retrieve and read that message. Pioneer Health Services, Inc. reserves the right to access and read any and all information contained in computers, computer files, e-mail messages, or voice mail messages.

Employees should have no expectation of privacy with regard to these communications and will be in violation of the organization's discrimination and

harassment policy if they send, receive, or access discriminatory, harassing, or otherwise inappropriate e-mails or voice mails.

## **USE OF PERSONAL CELL PHONES**

While at work, employees are expected to exercise the same discretion in using personal cell phones as they use with company phones. Excessive personal calls during the workday, regardless of the phone used can interfere with employee productivity and be distracting to others. Employees should restrict personal calls during work time and should use personal cell phones only during scheduled breaks or lunch periods in non-working areas. The company is not liable for the loss of personal cell phones brought into the workplace. Depending on business needs managers may prohibit possession of cell phones in the workplace.

## **USE OF THE INTERNET**

The Internet is an exciting and interesting source of information and entertainment. The organization expects that any use of the Internet will be for business purposes only. Employees should see their supervisor to discuss any questions about use of the Internet. Pioneer Health Services, Inc., however, expects that employees will:

- not participate in chat groups unless their job specifically requires that they do so;
- include a disclaimer, when appropriate, explaining that their comments are their own and not necessarily those of the organization;
- not subscribe to any listserv that delivers more than 10 e-mails per day;
- unsubscribe from any listserv when they are out of the office; and
- not view any web sites that are sexual in nature.

## **TELEPHONE MONITORING**

Employees need to be customer service oriented, treating customers in a courteous and respectful manner at all times. A positive telephone contact with a customer can enhance good will while a negative experience can destroy a valuable relationship.

To measure and evaluate customer service, Pioneer Health Services, Inc. may monitor employees' telephone conversations made in the normal course of business. The monitoring of telephone conversations will be random and periodic. Advanced notice will not be given prior to monitoring telephone conversations.

Monitoring will be limited to business-related objectives. Monitoring will be discontinued if it becomes apparent that the employee is engaged in discussing personal matters.

## **PERSONAL PROPERTY**

Personal belongings brought onto Pioneer Health Services, Inc. premises are the employee's responsibility. While the organization does all it can to protect employee's property, it cannot be held responsible for the loss or theft of personal belongings. If employees find property missing or damaged, they should report it to their supervisor immediately.

## **CODE OF CONDUCT**

### **Introduction**

It is the policy of Pioneer Health Services that all employees and affiliated professional staff will comply fully with all state and federal laws and will conduct themselves in accord with company policies and the highest ethical standards.

To help achieve that end, Pioneer has created a Code of Conduct that describes Pioneer policies concerning certain laws and regulations affecting many of our business operations. Pioneer has established this Code of Conduct to help its employees understand some of the specific laws and policies they are bound to obey.

Pioneer policy is to provide quality services to patients, their families and all business partners at the highest professional, ethical and legal standards. Employees that fail to do so will be subject to discipline up to and including termination of employment. Any person who learns of or suspects that someone has violated a state or federal law, this Code of Conduct, or has acted unethically or improperly,



must report that information to their supervisor, an HR representative or the Corporate Compliance Office. Supervisors are required to ensure compliance by their staff.

If you are uncomfortable discussing your concerns with a supervisor or feel those concerns are being ignored, you are encouraged to call your Human Resource representative or Corporate Compliance Office to report your concern and seek resolutions. You may also call the Pioneer Compliance Hotline to report information about unethical or illegal conduct, violations of Pioneer Code of Conduct or the Corporate Compliance Program. The Pioneer Compliance Hotline allows anonymous reporting of actual or perceived violations. You do not have to leave your name, although you may if you wish. The Pioneer Compliance Hot Line number is 877-874-8416. Your telephone number will not be identified in any message. You may also contact the Compliance Hotline online at [www.pioneer.silentwhistle.com](http://www.pioneer.silentwhistle.com).

### **Non-Retaliation**

Pioneer will not tolerate retaliation against employees and professional staff who report suspected violations in good faith. Any person who attempts to retaliate will be subject to discipline, up to and including termination of employment.

Certain additional protections are provided by law under the Federal False Claims Acts. This Act protects employees who are discharged, demoted, suspended, threatened, harassed or discriminated against by their employer in retaliation for assisting in the investigation, initiation or prosecution of a False Claims Act violation or suit.

### **Confidentiality**

All patient information (including medical records) must be kept strictly confidential and not released to anyone outside the provider without written patient consent or lawful court order. Consistent with HIPAA Privacy Rule, employees are prohibited from disclosing patient health information to anyone other than the patient, or for treatment, payment or healthcare operations, or with authorization from the patient. Internal access by Pioneer employees to patient medical records or

other protected information is not permitted unless there is a legitimate, work-related need to see the information.

## **Discrimination**

It is against the law to discriminate against an employee or patient on the basis of race, color, sex, age, national origin or other protected status. Patients also cannot be discriminated against because of their ability to pay for care. Any person with information that a provider or individual is improperly discriminating or being discriminated against must report that information.

## **Financial and Business Reporting**

Pioneer provides various financial and business reporting processes to ensure accurate and timely recordkeeping for internal transactions, government and client reports. These can include but are not limited to employee time and expense reports, internal financial and activity reports, audits, insurance claims reports and performance reports for clients. All reporting processes must be complete and accurate. Employees who intentionally misrepresent or falsify required information on company documents will be subject to disciplinary action up to and including termination of employment. Employees who suspect misrepresentation or false reporting are required to notify their manager, the Human Resource Manager or the Compliance Manager immediately. Failure to do so may result in disciplinary action up to and including termination of employment.

## **Conflicts of Interest**

All Pioneer employees must avoid conflicts of interest and situations that even look like a conflict of interest. This means that employees will not personally benefit from doing business with Pioneer nor have independent formal or informal business relationships with those who deal with Pioneer. They can not use company property for personal benefit without the expressed approval of their supervisor. Pioneer employees can not compete with Pioneer. Any potential for conflict of interest should be disclosed to your supervisor. You must also inform your supervisor if, within a year of your employment, you worked for a Medicare intermediary or carrier.

## **Record Retention**

State and federal laws require that providers and others within Pioneer keep certain records for specified periods of time. It is our policy to keep records for as long as the law requires. The legal requirements are many and varied, so before you discard any documentation, it is wise to check with your supervisor, medical records or the Corporate Compliance Office regarding any requirements that might exist. All employees should learn and follow existing record retention policies.

## **Cooperation with Law Enforcement**

Federal and State agencies, as well as Medicare carriers and intermediaries, have broad rights to investigate matters involving patient care and billing. Pioneer policy is to cooperate with enforcement investigations and activities within the bounds permitted by law. Anyone who is contacted, orally or in writing, at home or at work, by a person stating that he or she is investigating on behalf of the government or an insurer, must refer that person to the Corporate Compliance Office. If you are presented with a subpoena, warrant, or court order you have the right to an attorney when speaking with the government agent. The Corporate Compliance Office will coordinate the disclosure of documentation. Any person who elects to speak with a law enforcement officer must tell the complete truth.

## **Payments, Discounts, Gifts and Kickbacks**

It is generally illegal to pay for patient referrals or to pay for a recommendation that someone lease or buy something (like equipment, drugs or services) from you, if a government health program (like Medicare) is paying for the patient services or item. It is Pioneer policy not to pay for referrals or recommendations or to accept payment for referrals we make. "Payment" does not have to be cash; it can be anything of value, like a discount or a free service or piece of equipment. Employees must avoid entertaining or giving gifts or gratuities of more than nominal value to those who can refer patients or business to a Pioneer healthcare facility, provider or other business unit. Additionally, employees are prohibited from accepting or soliciting gifts or gratuities of any kind as an incentive or reward for conducting business at any Pioneer facility or business unit.

## **Billing**

It is against the law and Pioneer policy to knowingly submit false claims for payment. This requirement applies to all employees and affiliated professional staff at our healthcare facilities, employees in our billing and collections department, accounting department and any other employees who create and submit bills for payment. Submitting a false claim might include intentionally using the wrong billing codes, falsifying the medical record, or billing for services not provided or not medically necessary. Violations of these laws can be punished by fines, imprisonment and exclusion from the Medicare or Medicaid programs. Pioneer policy is to bill accurately and only for medically necessary services that are provided and documented, and for goods and services actually performed. Any subcontractors that perform billing services for Pioneer must ensure compliance with these billing requirements.

## **Referrals & Physician Recruitment**

It is generally against the law for a doctor to refer patients to providers (such as labs) in which he or she (or a family member) has a financial interest or relationship. An example might be a physician referring patients to a lab that he or she owns. Violations can result in fines and exclusion from Medicare or Medicaid. The law is complex and applies only to certain services and has many exceptions. If you suspect that a physician is referring patients illegally, it is best to report to your supervisor or the Compliance Representative. Pioneer sometimes recruits physicians to become part of its rural healthcare systems. It is our policy to comply with the Stark Law, to pay fair market value compensation to recruit and retain physicians and not to offer physicians anything of value in exchange for referrals to Pioneer healthcare facilities.

## **Patient Transfers**

Federal law requires that an emergency department not transfer a patient who needs emergency treatment (including psychiatric) unless the patient is stable. A Pioneer Hospital Emergency Department cannot refuse or delay treatment on the basis of the patient's insurance or ability to pay. Transfers can only be done with appropriate medical personnel approval if the medical benefits of transfer outweigh risk to the patient.

## **Discussions with Competitors**

The antitrust laws prohibit competitors from agreeing on prices or rates. More specifically, it is illegal and against Pioneer policy to discuss services, rates, or proposals with competitors. Any questions about whether it is legal to share business information (prices, contract terms, salaries, etc.) with competitors should be raised with the Compliance Representative or your supervisor. Penalties for antitrust violations are substantial and can involve fines and imprisonment.

## **Waste Disposal**

Pioneer facilities must comply with various environmental laws in the way they dispose of medical waste and other hazardous materials. Individuals must learn and follow their facilities' waste disposal policies. Spills or releases must be reported promptly.

## **Controlled Substances**

Federal and state laws regulate the handling and dispensing of controlled substances, including narcotics. Pioneer will not tolerate unauthorized manufacture, distribution or possession of controlled substances. Anyone having information about a violation of this policy or the law must report it promptly, or they may be subject to discipline.

## **Nursing Homes**

The nursing homes and senior care facilities within Pioneer must comply with all state and federal requirements relating to the operation of the facility and treatment of patients. Pioneer policy is to comply with such requirements. Anyone who suspects that a nursing home or Pioneer employee is violating governmental standards, abusing or neglecting patients or allowing that to happen, is required by law to report such concerns to a supervisor or their Compliance Representative.

## **Use of Company Assets**

Pioneer provides employees with the assets, tools and other resources necessary to achieve company business goals and objectives. These may include, but are not limited to, office and cellular telephones, computers, pagers, email and internet

systems, photocopiers, fax machines, postage meters, vehicles and other equipment specific to individual jobs or functions. Assets also include confidential and proprietary information, goodwill and company financial and business strategic information. Pioneer expects that all employees will use these assets solely for the benefit of the company and will not use them in any way that interferes with business processes, inconveniences others, harms the company in any way or creates waste.

## **Individual Responsibility**

Each employee is personally responsible to act in accordance with the policies of Pioneer Health Services as set forth in this Code of Conduct and all other employment policies. Violating these policies or failing to report violations could subject an employee to disciplinary action, up to and including termination of employment. Pioneer uses a progressive disciplinary process to correct job performance and work habit problems in the work place. Our objective is to eliminate the unacceptable behaviors and provide guidance for improvement. Penalties may vary based on the frequency and severity of the policy violation or work place misconduct.

## **PERSONAL CONDUCT**

Pioneer Health Services, Inc. expects all employees to observe certain standards of behavior while at work and at company-sponsored events. Employees shall be responsible for ensuring that the conduct of any of their guests at a company-sponsored function is respectful and not offensive to anyone in attendance. These standards are not intended to restrict employees but to ensure a consistent application of the policies and procedures for all employees.

These standards include, but are not limited to

- Completing all documents and records accurately;
- Maintaining satisfactory attendance and punctuality;
- Performing duties and operating equipment with care to protect the safety of the patients, employee, and the public;
- Carrying out assigned duties and following reasonable instructions or requests from supervisors and/or management;

- Not posting any literature, handbills, petitions, posters, or other materials on the premises without the prior approval of Human Resource;
- Refraining from soliciting funds or selling any item, commodity, or service;
- Not possessing weapons on the premises;
- Refraining from any manner or form of discrimination and/or harassment, regardless of whether it is sexual, racial, religious, or related to another's gender, age, sexual orientation
- Using company property or that of another employee in an appropriate manner;
- Obtaining authorization to remove company property or another employee's property from its location;
- Refraining from misuse, theft, or destruction of company time and/or property or another employee's property;
- Remaining in your work area, on the job, and awake during working hours;
- Reporting to work fit for duty and not under the influence of alcohol and/or drugs and refraining from using, selling, or possessing illegal drugs on company premises or while on company business. While working, employees should only possess and take drugs that are medically authorized, approved, and determined by the employee, the employee's physician, and the organization not to impair job performance or cause a safety hazard. Employees are responsible for notifying their supervisors that they are taking prescription medication if it would affect their performance on the job;
- Passing a mandatory drug and/or alcohol test or refusing to take a drug and/or alcohol test or agreeing to take a drug test;
- Refraining from fighting, threatening, intimidating, or coercing fellow employees during working hours or at company-sponsored functions;
- Refraining from the use of foul or offensive language;
- Disclosing or using confidential or proprietary information only with proper authorization;
- Company telephones are for company purposes only and not for personal business.

Failure to observe the above standards could lead to corrective action up to, and including, termination.

## **CORRECTIVE ACTION**

When it becomes necessary to address an employee's actions in the workplace, general guidelines of acceptable business conduct will govern. Depending upon the nature and seriousness of the employee's actions, corrective action may begin at any step of the Corrective Action Process. The purpose of the process is to ensure that employees are informed of exactly what behavior needs to be corrected, the measures the employee must take to correct unacceptable behavior, and give the employee adequate opportunity to correct the situation.

### **Corrective Action Steps**

#### Step One: Verbal Counseling

The employee's immediate supervisor will meet with the employee and inform him/her of the specific behavior that is unacceptable. The supervisor will clearly identify the behavior and set a time by which the situation must be rectified. This verbal counseling will be documented. The employee will be asked to sign the documentation. The employee may attach a written explanation if they so chose. The employee will be provided a copy of the documentation and the original record of this conversation should be forwarded to the Human Resource Department to be placed in the employee's personnel file.

#### Step Two: First Written Notice

Follow the same procedure as the Verbal Counseling.

#### Step Three: Final Written Notice and/or Suspension without pay

Follow the same procedure as the Verbal Counseling. The Final Written Notice must specify to the employee that the consequences of failing to remedy the behavior will be termination of employment. If a suspension is to occur the dates of the suspension as well as the date for returning to work must be noted.

#### Step Four: Termination



An employee who does not correct his/her behavior after three warnings will be terminated if the behavior continues. If twelve months has elapsed since the employee received corrective action, the Corrective Action Process begins at Step One.

In cases involving more serious problems or violations of company policy, the process may be accelerated. All documentation may be considered to establish an overall conduct record. Any proposed acceleration of the Corrective Action Process must first be reviewed by the Human Resource Department before it takes place.

An employee may be terminated for a single occurrence of behavior or violation of policy without having been previously warned. Such action may be justified because the offense is severe enough to make a warning unnecessary and any employee would normally know that such behavior is unacceptable. In these rare cases, supervisors should suspend the employee pending a complete investigation of the situation before terminating the employee. Any proposed terminations must first be reviewed by the Human Resource Department before the termination takes place.

#### Terminations:

**Resignation:** If an employee voluntarily quits their job written notice is expected. Normally two weeks notice for non-exempt employees and four weeks notice for exempt employees is expected. Failure to provide notice may affect your eligibility for re-hire.

**Reduction in Force: (lay-off)** Reductions in force may be required to meet business needs. When a reduction in force is required the lay-off will be permanent in nature and the employee should not anticipate being re-hired. The following factors will be considered in determining who will be let go: business needs, employee performance, and length of service.

**Discharge:** Employee is fired. Rehiring of discharged employees will be done on a case by case basis.

## **OFFERS OF EMPLOYMENT**

Following a successful interview process an offer of employment is extended. Any offer of employment is conditional upon completion of the following:

- Successful background checks
- Verification of education/licensure
- Employment physical (if required by position)
- Drug testing (if required by position)

This list is not all inclusive and the requirements may vary depending upon job title and location.

## **EMPLOYEE CLASSIFICATION**

Employees will be classified as follows:

Regular Full-time. Employees who are routinely scheduled to work 32 hours or more a week will be considered full-time. Employees in this classification are eligible for all company benefits subject to each benefit plan's eligibility requirements.

Regular part-time: Employees who are routinely scheduled to work less than 32 hours a week are part-time. Part time employees are not eligible to participate in company sponsored benefit plans.

PRN: PRN employees work on an as needed basis and may work any number of hours. PRN employees are not eligible for participation in company sponsored benefit plans.

Exempt: Exempt employees are salaried and not subject to payment for overtime.

Non-exempt: Non-exempt employees are paid based on an hourly rate and will be paid overtime for all hours worked in excess of forty hours a week. Note: Only hours actually worked count towards the overtime calculation. Non-worked holidays, vacation days etc are paid at straight time. Contact Human Resource with questions.

Contract: Contract employees are contracted for their services and are bound by the conditions specified in their contracts. Contract employees are not eligible for participation in company sponsored benefit plans.

## **WORK ASSIGNMENTS**

While it is general practice that most employees will be assigned to work in a specific area, Pioneer Health Services, Inc. must be able to meet the scheduling needs of our business. Supervisor may from time to time find the need to temporarily reassign staff to work in other areas. Refusal to accept reassignment may result in corrective action up to and including termination of employment.

## **PERSONAL TIME OFF (PTO)**

Personal Time Off is available to eligible, full-time employees. PTO begins to accrue with the employee's first full pay cycle based on the table below:

### Non-Management Employees Less Than 10 Years of Service

<u>Pay periods a year</u>	<u>Accumulation Rate</u>
Bi-weekly pay periods (26)	4.92 hours per pay period
Bi-monthly pay periods (24)	5.33 hours per pay period

### Non-Management Employees Over 10 Years of Service

<u>Pay periods a year</u>	<u>Accumulation Rate</u>
Bi-weekly pay periods (26)	6.46 hours per pay period
Bi-monthly pay periods (24)	7.00 hours per pay period

### Department Heads/Managers Up to 5 Years of Service

<u>Pay periods a year</u>	<u>Accumulation Rate</u>
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Bi-weekly pay periods (26)	4.92 hours per pay period
Bi-monthly pay periods (24)	5.33 hours per pay period

Department Heads/Managers  
5-10 Years of Service

<u>Pay periods a year</u>	<u>Accumulation Rate</u>
Bi-weekly pay periods (26)	6.46 hours per pay period
Bi-monthly pay periods (24)	7.00 hours per pay period

Department Heads/Managers  
Over 10 Years of Service

<u>Pay periods a year</u>	<u>Accumulation Rate</u>
Bi-weekly pay periods (26)	8.00 hours per pay period
Bi-monthly pay periods (24)	8.66 hours per pay period

PTO accrual rates are sufficient for employees to use PTO time in order to be paid for time off on recognized holidays. Pioneer Health Services, Inc. currently has six approved holidays per year. These holidays are New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

PTO may be taken at any time during the year, except that it must be scheduled in advance to avoid conflicts with other employees' time off and is subject to workload demands. The employee's supervisor must approve use of PTO at least 24 hours in advance. Employees may accumulate a maximum of 240 hours of PTO. Non-exempt employees may use PTO after they have completed 30 days of employment.. PTO can be used in increments of one hour or more and employees are not permitted to have a negative PTO balance.

In the event of termination, for any reason, employees will be paid for any unused PTO. PTO may not be used once an employee has tendered their resignation.

### **SICK LEAVE (STO)**

Full-time employees accrue paid sick leave, which may be used when an absence from work is necessary due to illness or injury. STO may be used for personal illness or injury or for the care of a legal spouse or child. Sick leave is available as a form of insurance and not as extra days off from work.

<u>Pay periods a year</u>	<u>Accumulation Rate</u>
Bi-weekly pay periods (26)	3.08 hours per pay period
Bi-monthly pay periods (24)	3.33 hours per pay period

During the first 90 days of employment, non-except employees must use PTO for illness or injury. An employee may accumulate a maximum of 280 hours of STO. STO can be used in increments of one hour or more. Employees are not permitted to have a negative STO balance. STO may not be used once an employee has tendered their resignation and is not payable upon termination

A medical statement from the physician certifying that an employee is fit to return to work may be requested at any time by Pioneer Health Services, Inc. If employees do not have sufficient sick leave to cover the absence, they may be subject to disciplinary action up to, and including termination, for unsatisfactory attendance regardless of whether a medical statement is furnished.

Effective January 1, 2008 employees who have accrued their maximum allowed STO (280 hours) may sell back 80 hours of STO to the company at 50% of the value. For instance an employee selling back 80 hours of STO would be paid for 40 hours.

## **HEALTH, DENTAL, LIFE INSURANCE AND RETIREMENT**

These benefits are generally available to full time employees who meet eligibility requirements. For the benefits that are available in your area contact your Human Resource staff.

## **BEREAVEMENT LEAVE**

Pioneer Health Services, Inc. recognizes the need for time away from work in instances of personal loss. Should a death occur in the immediate family of any full-time employee, he/she will be granted three (3) days off with pay. If employees need time in excess of three days, they may request a leave of absence or use accrued PTO with the approval of their supervisors and the Director of Human Resource. Immediate family shall be defined as spouse, child, stepchild, father, mother, stepparent, brother, sister, stepbrother, stepsister, grandmother, grandfather, grandchild, father-in-law, mother-in-law, brother-in-law, or sister-in law.

Time off without pay or PTO may be granted to attend the funerals of other close relatives or friends upon approval by the employee's supervisor. To be eligible for the excused absence and pay provisions of this policy, employees are to request bereavement leave through their supervisor no later than the first scheduled work day following the death of an immediate family member.

Pioneer Health Services, Inc. reserves the right to request all pertinent information including deceased relative's name, the name and address of the funeral home, and the date of the funeral.

### **JURY DUTY / WITNESS SERVICE**

Pioneer Health Services, Inc. in its desire to be a corporation that fully participates in the communities we are located in, encourages all their employees to perform their civic duty when called upon for jury duty or as witness for the courts.

Full-time, part-time, or temporary employees called to serve on a jury or to testify as a voluntary witness at the request of Pioneer Health Services, Inc. (by subpoena or otherwise) will be paid for the day or days in which the court requires attendance. If employees are subpoenaed to appear in court as witnesses, but not at the request of Pioneer Health Services, Inc., they will be excused from work in order to comply with the subpoena but will not be paid for the time.

Employees must present any summons to their supervisor on the first working day after receiving the notice. If an employee is not required to serve on a day he/she is normally scheduled to work or if the employee is excused before serving three hours of jury duty, he/she is expected to report to work.

Employees may keep any compensation they are paid for jury duty or witness service. They will be paid their straight time base rate of pay for all hours missed due to jury duty or witness service on behalf of Pioneer Health Services, Inc. in addition to any compensation received from the court. Compensation for witness service will only be paid if the employee is summoned for witness service by Pioneer Health Services, Inc. Copies of the vouchers received from the court showing compensation (excluding mileage) and dates served should be submitted to the employee's supervisor. The supervisor will forward these copies to the Human Resource Department.

### **MILITARY / RESERVE LEAVE**

Pioneer Health Services, Inc. will abide by all the provisions of the Uniformed Services Employment and Re-Employment Act (USERRA) and will grant military leave to all eligible full-time and part-time employees. Military leave may be granted to full-time and part-time employees for a period of four (4) years plus a one-year voluntary extension of active duty (5 years total), if this is at the request and for the convenience of the United States Government.

As with any leave of absence, employees must provide advance notice to their supervisor of their intent to take military leave and must provide appropriate documentation.

An employee's salary will not continue during military leave unless required by law. However, employees may request to use any accrued paid time off (PTO) during military leave. Benefit coverage will continue for 31 days as long as employees pay their normal portion of the cost of benefits. For leaves lasting longer than 31 days, employees will be eligible to continue health benefits under COBRA and will be required to pay 102% of the total cost of their health benefits if they wish to continue benefits.

Upon return from military leave, employees will be reinstated with the same seniority, pay, status, and benefit rights that they would have had if they had worked continuously. Employees must apply for employment within ninety (90) days of discharge from the military. Employees who fail to report for work within

the prescribed time after completion of military service will be considered to have voluntarily terminated their employment.

If employees are reservists in any branch of the Armed Forces or members of the National Guard, they will be granted time off for military training. Such time off will not be considered Paid Time Off. However, employees may elect to have their reserve duty period be considered as Paid Time Off to the extent they have such time available.

For additional military family leave information please contact your Human Resource Department.

### **TIME OFF TO VOTE**

Pioneer Health Services, Inc. encourages its employees to participate in the election of government leaders. Since polls are open for 12 hours on Election Day it is anticipated that the vast majority of employees can vote either before or after work and will not need to miss work in order to vote. Employees are also encouraged to cast their ballot through the use of early or absentee ballots if necessary. Those few employees who are scheduled to work a 12 hour shift on Election Day will be provided a maximum of 2 hours time to vote.

### **FAMILY AND MEDICAL LEAVE**

The organization's family and medical leave policy is available to employees with at least 12 months of service and who have worked at least 1,250 hours within the preceding 12-month period. If eligible, an employee may be able to take up to 12 weeks of unpaid leave during the calendar year (based on a 12-month rolling calendar) for the following reasons:

- The birth of a child or to care for a child within the first 12 months after birth;
  - The placement of a child with the employee for adoption or foster care within the first 12 months of placement;
  - To care for an immediate family member who has a serious health condition;
- or



- For a serious health condition that makes the employee unable to perform the functions of his/her position.

When requesting leave, the employee must provide the organization with at least 30 days of advance notice whenever possible. Medical certification will be required if the leave request is for the employee's own serious health condition or to care for a family member's serious health condition. Failure to provide the requested medical certification in a timely manner may result in denial of the leave until it is provided. Because the organization wishes to ensure the well-being of all employees, any employees returning from FMLA for his/her own serious health condition will need to provide a Fitness for Duty statement signed by his/her treating physician. An employee failing to provide a Fitness for Duty statement will not be permitted to resume work until it is provided. Qualifying FMLA leave will not be counted as an absence under the organization's attendance policy.

Pioneer Health Services, Inc., at its expense, may require an examination by a second health care provider designated by Pioneer Health Services, Inc. if the organization has a reasonable question regarding the medical certification provided by the employee. Pioneer Health Services, Inc. will maintain health care benefits for the employee while on FMLA leave, but the employee is responsible for paying the normal monthly contribution. If the employee elects not to return to work at the end of the leave period, the employee will be required to reimburse the organization for the cost of premiums paid for maintaining coverage during the leave period. All other benefits cease to accrue during the unpaid portion of the leave.

Employees must use any accumulated Sick Time Off and Paid Time Off to the extent available during this leave period, unless such leave is covered under Workers' Compensation, in which case the employee may only use accumulated leave time for the purpose of satisfying any waiting period. Employee's on FMLA to provide care for a family member must use all PTO first and when PTO is exhausted the employee may use up to one half of their STO if needed. Absences in excess of these accumulated days will be treated as leave without pay. Upon return from leave, the employee will be restored to his/her original or an equivalent position. If an employee fails to return at the end of FMLA leave, the employee will be considered to have voluntarily resigned his/her position with the organization.

If the employee and his/her spouse both work for the organization, they are both eligible for leave. In cases other than the employee's own serious health condition, the total leave period for the employee and the employee spouse may be limited to 12 weeks total (combined).

It may be medically necessary for some employees to use intermittent FMLA leave. The organization will work with employees to arrange reduced work schedules or leaves of absence in order to care for a family member's serious medical condition or their own serious medical condition. Leave because of the birth or adoption of a child must be completed within the 12-month period beginning on the date of birth or placement of the child. It may not be taken intermittently.

If an employee requests an extension of leave beyond the 12-week period because of his/her own serious medical condition, the employee must submit medical certification of a continued serious health condition in advance of the request. The organization will review such requests on a case-by-case basis in order to determine whether it can reasonably accommodate such a request. Reinstatement is not guaranteed when granted extended leave and will depend upon the business needs of the organization

When state and local laws offer more protection or benefits, the protection or benefits provided by those laws will apply.

For additional FMLA information please contact your Human Resource Department.

## **CONTINUATION OF HEALTH PLAN COVERAGE**

Under the Consolidated Omnibus Budget Reconciliation Act of 1985, or "COBRA" (Public Law 99-272, Title X), Pioneer Health Services, Inc. will offer qualified persons the opportunity for a temporary extension of health coverage (called "continuation coverage") at group rates in certain instances where coverage under the group health plans would otherwise end. Persons eligible to continue coverage under COBRA are known as "qualified beneficiaries," and the events which trigger continuation coverage are known as "qualifying events."

If an employee is covered by any of Pioneer Health Services, Inc. group health plans, the employee has the right to elect continuation coverage under those plans if the employee loses group health coverage as the result of either of the following qualifying events:

- reduction in the employee's hours of employment, or
- termination of the employee's employment for reasons other than gross misconduct.

If an employee's spouse is covered by any of Pioneer Health Services, Inc. group health plans, the spouse has the right to elect continuation coverage under those plans if the spouse loses group health coverage as the result of any of the following qualifying events:

- death of the employee;
- termination of the employee's employment (for reasons other than gross misconduct) or reduction in the employee's hours of employment with Pioneer Health Services, Inc.;
- divorce or legal separation from the employee; or
- the employee becomes entitled to Medicare.

If a dependent child of an employee is covered by Pioneer Health Services, Inc. group health plans, the child has the right to elect continuation coverage under those plans if the child loses group health coverage as the result of any of the following qualifying events:

- death of the employee;
- termination of the employee's employment (for reasons other than gross misconduct) or reduction in the employee's hours of employment with Pioneer Health Services, Inc.;
- employee's divorce or legal separation;
- employee becomes entitled to Medicare; or
- the child ceases to be a "dependent child" under Pioneer Health Services, Inc. health plans.

The qualified beneficiary is responsible for informing Pioneer Health Services, Inc. of a divorce, legal separation, or a child losing dependent status within 60 days of the later of the date of the qualifying event or the date on which coverage would end under the plan because of the event. If Pioneer Health Services, Inc. does not receive notice within that 60-day period, the qualified beneficiary is not entitled to elect continuation coverage. Pioneer Health Services, Inc. is responsible for notifying qualified beneficiaries of their right to elect continuation coverage as a result of the employee's death, termination or reduction in hours of employment, or Medicare entitlement.

Once qualified beneficiaries receive notice of their right to elect continuation coverage, the qualified beneficiaries have 60 days from the later of the date they are provided notice or the date they lose coverage to inform Pioneer Health Services, Inc. that they want to continue their health coverage under COBRA. If the qualified beneficiaries do not elect continuation coverage by the end of the 60-day period, they forfeit their right to elect that coverage.

If a qualified beneficiary elects continuation coverage, Pioneer Health Services, Inc. will provide health coverage that is identical to the coverage the qualified beneficiary had immediately before the qualifying event occurred. Thereafter, the qualified beneficiary will be allowed to maintain coverage that is the same as the coverage provided under the plan to similarly situated employees, spouses, and/or dependents that have not experienced a COBRA qualifying event.

Generally, qualified beneficiaries may continue coverage under COBRA for 36 months from the date of the qualifying event. However, if the qualifying event is an employee's termination or reduction in hours of employment, continuation coverage under COBRA will last for only 18 months from the date of the qualifying event. This 18-month period may be extended to 36 months if other events (such as death, divorce, legal separation, or Medicare entitlement) occur during the initial 18-month period. Also, the 18-month period may be extended for an additional 11 months (to a total of 29 months) if a qualified beneficiary is determined by the Social Security Administration to be disabled at any time during the first 60 days of continuation coverage. In order to qualify for this extension, Pioneer Health Services, Inc. must be notified of the disability determination within 60 days of the determination, and before the expiration of the original 18-month period. The

affected individual must also notify Pioneer Health Services, Inc. within 30 days of any final determination that the individual is no longer disabled. If the qualified beneficiary entitled to the disability extension has non-disabled family members, those non-disabled family members are also entitled to the 29-month extension.

Continuation coverage under COBRA will be cancelled for the following reasons:

- If Pioneer Health Services, Inc. no longer provides group health coverage to any of its employees;
- If the COBRA premium is not paid on time;
- If the qualified beneficiary becomes covered, after the date of the COBRA election, under another group health plan which does not exclude or limit coverage for the qualified beneficiary's pre-existing conditions;
- If the qualified beneficiary becomes entitled to Medicare after the date of the COBRA election; or
- If the qualified beneficiary is no longer determined to be disabled, where coverage was extended beyond 18 months because of disability.

Continuation coverage under COBRA is not in effect until the qualified beneficiary elects that coverage, but, once elected, the coverage is retroactive to the date of the qualifying event. Qualified beneficiaries do not have to show that they are insurable to choose continuation coverage; however, they must be eligible for such coverage. Pioneer Health Services, Inc. reserves the right to retroactively terminate COBRA coverage if an individual is determined to be ineligible.

If the qualified beneficiary is a covered former employee, he/she may add newborn or adopted child(ren) to his/her continuation coverage, provided the child(ren) are added within 30 days of the birth or adoption and the additional premium is paid. The children that are added will be considered qualified beneficiaries under the law.

Qualified beneficiaries must pay the designated premiums for their continuation coverage in a timely fashion. Qualified beneficiaries have 45 days from the date they elect continuation coverage to pay the initial COBRA premium. Thereafter, they will have a grace period of 30 days to pay any subsequent premiums.

At the end of the COBRA continuation coverage period, qualified beneficiaries may be allowed to convert their group health policy to an individual policy.

## **WORKERS COMPENSATION**

All full-time, part-time and PRN employees are covered by Workers Compensation. Each State operates its Workers Compensation program in accordance within the confines of their own statutes. Since these regulations vary from State to State employees should notify their immediate supervisor upon being injured at work to ensure proper procedures are followed for their location.

Any employee discovered to have filed or attempted to file a fraudulent workers compensation claim will be reported to the appropriate authorities and be subject to immediate termination of their employment.

## **INVESTIGATIONS**

All Pioneer Health Services, Inc. employees are expected to cooperate fully in any investigations conducted by the company. Failure to cooperate or providing false information during an investigation will be grounds for disciplinary action up to and including termination of employment.