

Employee Policy Manual

Rappahannock Westminster-Canterbury

Updated October 2024



Table of Contents

Click on the hyperlink (underlined portion of policy title) to quickly access a policy

Introduction

Welcome

Organization

Mission, Vision and Values

Resident Relations

Employment

101 Nature of Employment

102 Equal Employment Opportunity & Affirmative Action

103 Disability Accommodation

104 Religious Accommodation

105 Reasonable Accommodations for Pregnant or Breastfeeding Employees

106 Employment Procedures and Requirements

107 Employment Application

108 Employee Medical Review

109 Employment Reference Checks

110 Employment Classifications

111 Introductory Period

112 Job Descriptions

113 Salary Administration

114 Certification & Licensure

115 Training

116 Job Transfers & Promotions

117 Employee Referrals

118 Employee Action Reports

119 Performance Review

120 Employment Termination

Business Ethics

201 Business Ethics and Conduct

202 Personal Relationships in the Workplace

203 Conflicts of Interest

204 Outside Employment/Employment by Residents

205 Non Disclosure

Compliance

301 Access to Personnel Files

302 Immigration Law Compliance

303 Medical Information Privacy

304 Social Security Number Privacy

305 Resident Abuse and Neglect

Rappahannock Westminster-Canterbury Employee Policy Manual

Benefits

- 401 Employee Benefits
- 402 Holidays
- 403 Paid Time Off (PTO)
- 404 Medical Insurance
- 405 Benefits Continuation (COBRA)
- 406 Retirement Savings Plan
- 407 Life Insurance
- 408 Short-Term Disability
- 409 Workers Compensation Insurance
- 410 Employee Assistance Program
- 411 Tuition Assistance
- 412 Healthcare Scholarships
- 413 Liability Insurance
- 414 Employee Recognitions
- 415 Employee Emergency Fund
- 416 Notary Public Service
- 417 Time off to Vote

Leaves of Absence

- 501 FML Medical Leave
- 502 Military Leave
- 503 Bereavement Leave
- 504 Unpaid Leave
- 505 Educational Leave
- 506 Organ/Bone Marrow Donor Leave
- 507 Court Appearance Leave
- 508 Jury Duty
- 509 Volunteer Firefighter & Emergency Medical Service Leave

Timekeeping/Payroll

- 601 Timekeeping
- 602 Compensation
- 603 Overtime
- 604 Shift Switching
- 605 Garnishments

Work Standards

- 701 Professional Work Standards
- 702 Service Standard
- 703 Safety

Rappahannock Westminster-Canterbury Employee Policy Manual

- 704 Work Schedules
- 705 Smoking
- 706 Rest Periods and Meals
- 707 Use of Equipment and Vehicles
- 708 Use of RWC Phone and Mail Systems
- 709 Cell Phone and Communication Devices
- 710 Computer and Email Usage
- 711 Internet Usage
- 712 Social Media Networking
- 713 Remote Work
- 714 Inclement Weather
- 715 Business Travel Expenses
- 716 Visitors in the Workplace
- 717 Workplace Monitoring
- 718 Workplace Violence Prevention
- 719 Loitering

Employee Conduct

- 801 Professional Conduct
- 802 Drug Free and Alcohol Free Workplace
- 803 Sexual and Other Unlawful Harassment
- 804 Attendance and Punctuality
- 805 Professional Appearance
- 806 Return of Property
- 807 Security Inspections
- 808 Solicitation
- 809 Tips and Gratuities
- 810 Progressive Discipline
- 811 Problem Resolution

Miscellaneous

- 901 Suggestion Program
- 902 Bulletin Boards
- 903 Lockers
- 904 Lost and Found
- 905 Parking
- 906 Resident Areas

Any questions or concerns regarding RWC employee policies should be directed to your supervisor and/or Human Resources.

Rappahannock Westminster-Canterbury Employee Policy Manual

Welcome to Rappahannock Westminster-Canterbury!

It is a pleasure to welcome you to Rappahannock Westminister-Canterbury, and to a team of fine people who are determined to better themselves and their Organization. We hope you will be proud to be a member of our team. We believe every employee helps to make Rappahannock Westminister-Canterbury successful.

We would like to extend our best wishes for continued success to those who are already part of our growth and progress. Your personal success with us depends on your capabilities, satisfactorily performing your job responsibilities, enthusiasm, a positive attitude and a good attendance record.

Rappahannock Westminister-Canterbury's greatest assets are:

- **our residents** because they make our jobs possible.
- **our employees** because they contribute to our goal of making sure our residents' care and service is provided with the highest quality and delivered on time.
- **our management** because they are responsible for the overall operation of our organization to ensure maximum productivity, service to our residents and steady performance of the Organization.

Our success depends on a team effort. Each employee has a responsibility to our residents, to themselves, to the people they work with and to Rappahannock Westminister-Canterbury to do the best job they can to assure the success of everyone. Management has similar responsibilities and will do its best to fulfill them.

This employee handbook describes many of our policies. It also outlines many of the programs and benefits available to eligible employees. Every statement of policy contained in this booklet has a sound background of common sense based on actual experience in the area and in our industry. We welcome suggestions on ways to maintain the type of constructive, harmonious relationships essential to building an organization of lasting benefit to us all.

The employee handbook will answer many questions you may have about your employment at Rappahannock Westminister-Canterbury. We are proud to hire and promote based on ability, performance, and experience without regard to one's age, race, religion, sex, national origin or disability.

We suggest that you become familiar with the employee handbook as soon as possible and let it guide your activities with us. We hope that your experience here will be challenging, enjoyable, and rewarding.

Again, welcome!

INTRODUCTION

Our Organization

Rappahannock Westminster-Canterbury (RWC)

In 1980, a group of dedicated people from the local community entered into an agreement with the Presbyterian and Episcopal Churches. What emerged was Rappahannock Westminster-Canterbury, an extension of the Churches' ministry to the aging. The Virginia non-stock corporation was created for the purpose of establishing and operating a residential home for the life-care of aged men, women and couples with a dedication to administer all of its programs on behalf of the Residents with Christian integrity, compassion and competence.

Located on 165 acres, Rappahannock Westminster-Canterbury, Inc. is a Continuing Care Retirement Community (CCRC), that is a home to over 250 older adults. The campus consists of 46 free standing homes, 77 cluster cottages and 35 apartments totaling 158 independent living units. In addition, the campus houses a 42 bed Health Center, a 38 bed Assisted Living Center, and an 8 bed Memory Care House. The main building includes a resident formal dining room, a resident casual grille, Main Street Station, beauty salon, resident clinic, resident life enrichment center with art and woodworking spaces, resident fitness center and pool, post office boxes, auditorium, and offices.

The first residents moved into Rappahannock Westminster-Canterbury in June of 1985 seeking the security, independence and personal dignity fostered by the care and services provided. Today's residents seek the same goals and our mission remains one of a strong commitment to develop and provide a quality living experience for those who depend upon us.

Mission: RWC is a faith-based alliance of resources enabling discerning, active senior adults to live well.

Vision: We strive to make a meaningful difference in the lives of those we serve.

Values:

With a Joyful Spirit, we pledge ourselves to

- **Excellence** – *We ensure each resident and client is well cared for at all times and in all situations.*
- **Integrity** – *We do what should be done When it should be done.*
- **Innovation** – *We constantly look for better ways to do things and do them.*
- **Trust** – *We trust and are trustworthy.*
- **Respect** – *We respect everyone and everything and are worthy of the respect of all.*
- **Compassion** – *We use our heads and our hearts in equal measure.*
- **Commitment** – *We always do the right thing with the right attitude.*
- **Stewardship** – *We are good stewards of the resources entrusted to us.*

Living our Mission through Resident and Guest Relations

The Residents, their families and friends (our customers) are among RWC's most valuable assets. Each of you represents RWC to our Residents and also to the general public. The way we do our jobs presents an image of our entire organization. Residents and guests judge us by how they are treated each time they have contact with us. Therefore, one of our top priorities is to assist any Resident or potential resident, their family and guests. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to Residents and guests.

RWC will provide customer relations and services training to all employees who have extensive Resident and guest contact. If a Resident or guest wishes to make a specific comment or complaint, you should direct that person to the appropriate department manager for action. Remember that your contacts with the public in person, over the telephone, and through all your communications reflect not only on you but on RWC as a whole. Positive resident and guest relations will not only enhance the public's image of RWC, but also pay off in greater resident loyalty and satisfaction which sustains the organization and our jobs.

EMPLOYMENT

101 Nature of Employment

This RWC Employee Policy Manual is intended to provide you with a general understanding of the personnel policies of RWC and to answer many common questions. You are encouraged to review all the policies in the Personnel Policy Manual and become familiar with them.

The Employee Policy Manual describes many of your responsibilities as an employee and outlines the programs we have developed to benefit our employees. One of our objectives at RWC is to provide a work environment that is conducive to both personal and professional growth.

This Employee Policy Manual cannot anticipate every situation or answer every question about employment. This Employee Policy Manual is also not an employment contract and is not intended to create contractual obligations of any kind. Since employment at RWC is based on mutual consent and is at will, either you or RWC have the right to end the employment relationship at any time, with or without cause or advance notice.

In order to retain necessary flexibility in the administration of policies and procedures, we reserve the right to change, revise, or eliminate any of the policies and/or benefits described in this Employee Policy Manual, except for the policy of employment-at-will. The only recognized deviations from the policies in this Employee Policy Manual must be authorized and signed by the Chief Executive Officer of RWC. We will notify you of any changes to the Employee Policy Manual as they occur.

Your supervisor is the representative of RWC with whom you will have the most contact. You are directly responsible to your supervisor regarding the performance of your work. You should always go first to your supervisor for information, instructions or any complaints you may have about your job.

Your supervisor will solicit your ideas and suggestions. They will see that your concerns are given a full and fair hearing and that you are treated equitably at all times. Supervisors are also responsible for conducting periodic performance appraisals and discussing your performance with you and recommending appropriate action.

It is your responsibility to follow the instructions of your supervisor and to uphold the policies as outlined in this manual.

102 Equal Employment Opportunity and Affirmative Action

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at RWC will be based on merit, qualifications, and abilities.

RWC will provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristic under applicable law. This policy relates to all phases of employment, including, but not limited to, recruiting, employment, placement, promotion, transfer, demotion, reduction of workforce and termination, rates of pay or other forms of compensation, selection for training, the use of all facilities, and participation in all company-sponsored employee activities. Provisions in applicable laws providing for bona fide occupational qualifications, business necessity or age limitations will be adhered to by the company where appropriate.

RWC will also take affirmative action as called for by applicable laws and Executive Orders to ensure that minority group individuals, females, disabled veterans, recently separated veterans, other protected veterans, Armed Forces service medal veterans, and qualified disabled persons are introduced into our workforce and considered for promotional opportunities.

Employees and applicants shall not be subjected to harassment, intimidation or any type of retaliation because they have (1) filed a complaint; (2) assisted or participated in an investigation, compliance review, hearing or any other activity related to the administration of any federal, state or local law requiring equal employment opportunity; (3) opposed any act or practice made unlawful by any federal, state or local law requiring equal opportunity; or (4) exercised any other legal right protected by federal, state or local law requiring equal opportunity.

EEOC and Affirmative Action policies shall be periodically brought to the attention of supervisors and shall be appropriately administered. It is the responsibility of each supervisor of the company to ensure affirmative implementation of these policies to avoid any discrimination in employment. All employees are expected to recognize these policies and cooperate with their implementation. Violation of these policies is a disciplinary offense.

103 Disability Accommodation

RWC is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities.

All employment practices and activities are conducted on a non-discriminatory basis. Our hiring

procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position. We make all employment decisions based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Reasonable accommodation is available to an employee with a disability if the disability affects the performance of job functions, and providing the accommodation does not cause undue hardship to the organization. Requests for disability accommodation should be made in writing and submitted to the Human Resource department.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists.

RWC is also committed to not discriminating against any qualified employee or applicant because the person is related to or associated with a person with a disability. RWC will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

104 Religious Accommodation

RWC respects the religious beliefs and practices of all employees and will make, on request, an accommodation for such observances when reasonable accommodation is available that does not create an undue hardship on the company's business.

Requests for religious accommodation should be made in writing to your supervisor. Depending on the type of conflict and suggested accommodation, the supervisor may confer with his or her manager and with the human resource director. The written request will include the type of religious conflict that exists and the employee's suggested accommodation. A decision will be shared with the employee within seven days of receiving the written request.

105 Reasonable Accommodations for Pregnant or Breastfeeding Employees

Pregnancy

RWC will provide reasonable accommodations to employees and applicants with limitations related to pregnancy, childbirth, or related medical conditions, unless the accommodation will cause undue hardship to the organization's operations.

An employee or applicant may request accommodation due to pregnancy, childbirth, or a related medical condition by submitting the request in writing to Human Resources. The accommodation request should include an explanation of the pregnancy-related limitations, the accommodation needed, and any alternative accommodation(s) that might be reasonable. Depending on the nature of the accommodation, the individual may be requested to submit a statement from a healthcare provider substantiating the need for the accommodation.

Rappahannock Westminister-Canterbury Employee Policy Manual

Upon receipt of a request for accommodation, Human Resources will contact the employee or applicant to discuss the request and determine if accommodation is reasonable and can be provided without significant difficulty or expense, i.e., undue hardship.

An employee may request paid or unpaid leave as a reasonable accommodation under this policy; however, RWC will not require an employee to take time off if another reasonable accommodation can be provided that will allow the employee to continue to work. RWC prohibits any retaliation, harassment, or adverse action due to an individual's request for accommodation under this policy or for reporting or participating in an investigation of unlawful discrimination under this policy.

Breastfeeding

RWC recognizes the important health benefits of breastfeeding to both mother and child. In accordance with guidance issued by The Patient Protection and Affordable Care Act and Fair Labor Standards Act (FLSA), for up to one year after childbirth, employees who wish to continue breastfeeding when returning to work shall:

- be allowed to express milk during work hours using their normal breaks with extended time (usually 20 minutes once or twice a day) as agreed with their manager. If additional time is needed, employees may use personal leave or may make up the time by coming to work earlier or leaving work later as appropriate to the needs of both the workplace and the employee.
- be provided with a room (not a bathroom) to express milk. The room will be private, lockable and clean, located near a sink with running water, and have an electrical outlet.
- be provided refrigerated storage space for expressed milk placed in a reasonably sized personal storage bag that is taken home at the end of the work shift.

Breastfeeding employees are responsible for communicating their needs to their manager at least seven days prior to needing accommodation and should report any changes in accommodation needs immediately.

It is expected that all employees will assist in providing a positive atmosphere of support for breastfeeding employees. RWC prohibits discrimination against breastfeeding employees.

106 Employment Procedures & Requirements

Your employment at RWC followed a standard protocol that is used by Human Resources to assure all qualified applicants an equal employment opportunity to be considered for a particular position or job. This process takes into consideration your character, education, training, and experience necessary to perform the essential duties and responsibilities of the job or position you are hired to perform.

As part of this process, your references were checked, all employment forms were completed, a

criminal background check was conducted, a pre-employment drug screen was performed, and certain health requirements and driving requirements were evaluated.

This employment process is complete only after you attend the general orientation for new employees and any scheduled departmental orientation programs. Under normal circumstances, you need to attend all orientation programs prior to completing your introductory period, which is generally 90 calendar days beginning with your first day of work. It is possible that your introductory period could be extended until you fulfill your obligation to attend the required orientation programs.

107 Employment Applications

RWC relies on the accuracy of the information provided on the employment application, as well as the accuracy of other data presented during the hiring process and employment. If there are any misrepresentations, falsifications, or material omissions in any of this information, we may exclude that applicant from further consideration. If the person was already hired, it could result in termination of employment.

108 Employee Medical Review

To help us make sure that you can perform the essential functions of your job and to comply with certain licensing requirements, RWC collects medical information from all new employees.

After we make an offer to an applicant for a designated job, a medical review including a drug screen, will be conducted at our expense by a health professional in our clinic or of our choosing. The offer of employment and assignment to duties is contingent upon satisfactorily completing the review.

Employees are required to have a pre-employment two-step Tuberculosis Screening. RWC provides this screening at no cost to you. An annual questionnaire must be completed for the remainder of employment.

We consider information about medical conditions or history to be highly confidential and keep it separate from other personnel information. Access to this information is limited only to persons who have a legitimate need to know.

109 Employment Reference Checks

To help select the best person for the job, RWC checks the employment references of all job candidates. To be considered for employment, a candidate must have a minimum of two (2) satisfactory references. Whether the references are satisfactory or not is the sole judgment of

RWC. Obtaining satisfactory references does not guarantee a candidate will be offered employment at RWC.

The Human Resources Department will respond to all reference check inquiries from other employers. We will confirm only employment dates and the positions held. RWC will not release any other employment data without an employee or former employee's written authorization and signed release. If RWC is ordered by the court to release certain data other than what the employee or former employee authorizes, RWC will comply with the issued court order.

110 Employment Classifications

Understanding the definitions of the employment classifications at RWC is important because your classification is one of the factors that determine your status of exempt or non-exempt and your benefit eligibility. These classifications do not guarantee employment for any specified period. RWC has the right to require an employment classification change or terminate the employment relationship, if an employee becomes unable to meet the requirements of a given classification.

Depending on your position, you are designated as either non-exempt or exempt from federal and state wage and hour laws. Non-exempt employees are entitled to overtime pay under the specific provisions of federal and state laws. Exempt employees are excluded from specific provisions of federal and state wage and hour laws. Specific guidelines for exempt employees are provided in the RWC Exempt Employee Agreement. Your exempt or non-exempt status may be changed only with written notification by RWC management.

Employment Classifications:

REGULAR FULL-TIME employees are employees who are not in a temporary or introductory status AND who are regularly scheduled to work a full-time schedule at RWC. A full-time schedule is defined as working 35 or more hours a week or 70 hours or more in a two-week pay period. Generally, regular full-time employees are eligible for all RWC benefit programs, subject to the terms, conditions, and limitations of each benefit program.

REGULAR PART-TIME employees are employees who are not in a temporary or introductory status AND who are regularly scheduled to work less than the full-time work schedule, but at least 20 to 34 hours per week or 40 to 69 hours in a two-week pay period. Regular part-time employees are eligible for some RWC benefit programs, subject to the terms, conditions, and limitations of each benefit program.

PRN employees are employees who are not in a temporary or introductory status AND who are regularly scheduled to work less than 20 hours per week or 40 hours in a pay period. While PRN employees receive all legally mandated benefits (such as Social Security and workers'

Rappahannock Westminister-Canterbury Employee Policy Manual

compensation insurance), they are ineligible for most other RWC benefit programs. PRN employees may participate in RWC's 401(k) plan. Specific guidelines for PRNs are provided in department specific RWC PRN agreements.

TEMPORARY employees are employees who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Employment beyond the initially stated period does not in any way imply a change in employment status. Temporary employees retain that status unless and until they are notified of a change. While temporary employees receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for all other RWC benefit programs.

SEASONAL employees are employees who have established an employment relationship with RWC but who are assigned to work on an intermittent and/or unpredictable basis. While seasonal employees receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for the other RWC benefit programs.

AGENCY STAFF are not employees of RWC and have not established an employment relationship with RWC. These individuals are not entitled to any rights or benefits applicable to employees of RWC.

PRIVATE DUTY PERSONNEL (PDP) are not employees of RWC. PDPs perform private duty services and care for RWC residents. In performing private duty services and care, private duty personnel have not established an employment relationship with RWC and are not entitled to any rights or benefits applicable to employees of RWC. Specific guidelines for PDPs are provided in the RWC Private Duty Personnel policy.

111 Introductory Period

At RWC we want you to be successful at your job. We have found that having an introductory period can be very helpful to new employees. The introductory period provides you with the opportunity to demonstrate that you can perform your job at a satisfactory level of performance and to determine if the new job meets your expectations. We use this period to evaluate your capabilities, work habits, and overall performance. Since employment at RWC is based on mutual consent, either you or RWC may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

The introductory period for all new and rehired employees is the first 90 calendar days after the date of hire. If there is a significant period of absence during the introductory period, the period will automatically be extended by the length of the absence. Either during the introductory period or at the end of the period, we may extend the introductory period if we determine there was not adequate time to evaluate performance.

112 Job Descriptions

RWC makes every effort to create and maintain accurate job descriptions for all positions. Each description includes sections for job information; a job summary (giving a general overview of the job's purpose); essential duties and responsibilities; supervisory responsibilities; qualifications (including education and/or experience, language skills, mathematical skills, reasoning ability, and any certification required); physical demands; and work environment.

We use job descriptions to help new employees understand their job duties and to set standards for employee performance evaluations. Job descriptions are also used to identify the requirements of each position, establish hiring criteria, and establish a basis for making reasonable accommodations for individuals with disabilities.

The Human Resources Department and the hiring supervisor prepare job descriptions when new positions are created. Existing job descriptions are also reviewed and revised in order to ensure that they are up to date. Job descriptions may also be rewritten periodically to reflect any changes in the position's duties and responsibilities. You can also be helpful by making sure that your job description accurately reflects the work you do.

We would like you to remember that job descriptions do not necessarily cover every task or duty that you might be assigned, and that additional responsibilities may be assigned as necessary.

113 Salary Administration

The salary administration program at RWC was created to achieve consistent pay practices, comply with federal and state laws, mirror our commitment to Equal Employment Opportunity, and offer competitive salaries within our labor market. Because we believe that recruiting and retaining talented employees is critical to our success, we are committed to paying our employees equitable wages that reflect the requirements and responsibilities of their positions and are comparable to the pay received by similarly situated employees in other organizations in the area.

Compensation for every position is determined by several factors including job analysis and evaluation, the essential duties and responsibilities of the job, and salary survey data on pay practices of other employers. We periodically review our salary administration program and restructure it as necessary. We may award merit-based pay adjustments in conjunction with superior employee performance as documented by our performance evaluation process.

114 Certification & Licensure

If you are a professional certified, registered, or licensed employee, you are required to maintain a current certificate, registration or license. You are also required, as a condition of employment, to renew your licensure prior to its expiration

Failure to renew on a timely basis or permit your certification, registration or license to expire will result in disciplinary action up to and including termination.

115 Training

In a continuing care retirement community, continuous training is extremely important. For licensure certification, federal and state regulations require certain specified training for certain specified jobs. In addition to required training, it is RWC's philosophy to provide as much training and education as possible to all its employees.

Most of the required training is planned, scheduled and produced through your department or Human Resources. You will be notified of the training requirements for your job, and you will be expected to participate in a timely manner. It is a condition of your employment, and therefore your responsibility, to obtain the training required for your position.

116 Job Transfers/Promotions

RWC job openings are posted on the employee bulletin board near the time clock in the back hallway. In general, we post all full-time and part-time job openings, although RWC reserves its right to not post a particular opening.

To be eligible to apply for a posted job or promotion, you must have performed competently for at least 180 calendar days in your current position and/or have permission from your department manager/director. If you have a written warning on file, or are on probation or suspension, you are not eligible to apply for posted jobs. You may only apply for posted jobs for which you possess the required skills, competencies and qualifications. If you are eligible and are interested in applying for one of the open positions at RWC, here are the steps you need to follow:

1. You should first inform your immediate supervisor.
2. Contact the Human Resources Department. If your education or work experience has changed considerably since you were employed by RWC, you will need to provide an updated resume.
3. Your application, and resume if included, will be forwarded to the hiring manager for consideration along with other applications for the job.

Rappahannock Westminister-Canterbury Employee Policy Manual

4. Based on the information on the employment applications, the hiring manager will schedule interviews with the most qualified applicants.
5. The hiring manager will make the hiring decision and notify the Human Resources Department. If you are selected, you will receive a phone call informing you.

A promotion is defined as an employee's change from a position in one pay range to a position in a higher pay range based on his/her performance. Although the pay range is higher, the actual pay rate may or may not be higher.

Promotions are based on performance, attendance, disciplinary actions on file and skills necessary to perform the essential duties and responsibilities of the position. Promotions are not based on seniority.

117 Employee Referrals

RWC encourages you to identify friends or acquaintances who are interested in employment opportunities and to refer qualified outside applicants for posted jobs. You should first obtain permission from the individual before making a referral. Your referral will need to complete the RWC application process.

118 Employee Action Reports

Your supervisor may use an Employee Action Form, memo, or note to document a specific discussion he or she has had with you. These forms, memos or notes become a permanent part of your personnel file. They record two types of actions:

Commendation (Kudos): Documentation of performance consistently over and above that normally is expected of an employee; recognition of a significant accomplishment; or an outstanding deed over and above that is normally expected of an employee.

Corrective: Documentation of a need for improvement in job performance or attitude with a plan for corrective action.

119 Performance Review

Revision Date: 4/1/2022

The best communication about job performance happens on an informal, day-to-day basis. You and your supervisor are strongly encouraged to talk about performance regularly. Formal written performance reviews will be conducted at the end of the employee's first 90 days and annually (most often coinciding with employee hire date). These discussions give both you and your

supervisor the opportunity to discuss job responsibilities and goals, encourage and recognize strengths, identify and correct any weaknesses, develop plans for dealing with any obstacles, and plan for the future.

Wage increases may be cost-of-living and/or merit based, and maximum increases will be determined at the beginning of each fiscal year based on the financial position of the company at that time. An employee's eligibility for a wage increase will be determined using a performance review tool with approval from both the employee's supervisor and the Director of Human Resources.

120 Employment Termination

Termination of employment is an inevitable part of personnel activity within RWC, and many of the reasons for termination are routine. These are some of the most common circumstances for employment terminations:

- * Resignation - voluntary employment termination initiated by an employee.
- * Discharge - involuntary employment termination initiated by the organization.
- * Layoff - involuntary employment termination initiated by the organization for non-disciplinary reasons.
- * Retirement - voluntary employment termination initiated by the employee meeting age, length of service, or any other criteria for retirement from the organization.

We will generally schedule an exit interview at the time of employment termination. The exit interview is an opportunity to discuss such issues as employee benefits, conversion privileges, repayment of any outstanding debt to RWC, or return of RWC-owned property. It is also a time for you to voice any suggestions, complaints, and questions you may have.

Since employment with RWC is based on mutual consent, either you or RWC have the right to terminate the employment relationship at will, with or without cause or advance notice, at any time.

Although there is no requirement that you give advance notice of resignation, we request that you give advance notice to help reduce the impact on your co-workers and productivity. For nonexempt employees, we request a written notice of resignation be submitted at least 2 weeks in advance. For exempt employees, we request a written notice of resignation be submitted at least 4 weeks in advance. If an employee resigns without providing adequate advance notice as explained above, the employee will be ineligible for payout of accrued unused PTO.

When your employment ends, you will receive your final pay in accordance with applicable state law. Prior to or at the time you receive your final pay, it is important that you return all RWC property to include but not limited to keys, uniforms, etc.

Most benefits end within 30 days of termination; however, some benefits may be continued at

your expense if you choose. You will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations for continuing them. Please refer to the RWC PTO policy regarding eligibility for payout of any accrued unused PTO.

BUSINESS ETHICS

201 Business Ethics and Conduct

The successful business operation and reputation of RWC is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

Our continued success is dependent upon our customers' trust, and we are dedicated to preserving that trust. Employees owe a duty to RWC, residents, family members and our customers to act in ways that will merit the continued trust and confidence of the public.

As an organization, RWC will comply with all applicable laws and regulations and we expect our directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, you should find that using good judgment, based on high ethical principles, will guide you to act appropriately. If you are unsure about the proper course of action, you should discuss the matter openly with your supervisor. If necessary, you may also contact the Human Resources Department for advice and consultation.

It is the responsibility of every RWC employee to comply with our policy of business ethics and conduct. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

202 Personal Relationships in the Workplace

The employment of relatives or individuals involved in a dating relationship in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, a relative is defined as any person who is related to you by blood or marriage, or whose relationship with you is like that of a relative. A dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual "romantic" or sexual relationship. This policy applies to all employees regardless of their gender

or sexual orientation.

You may not occupy a position that works directly for or supervises a relative. You may not be involved in a dating relationship with an employee who either works directly for you or supervises you. RWC also reserves the right to take prompt action if an actual or potential conflict of interest arises involving relatives or individuals involved in a dating relationship who occupy positions at any level (higher or lower) in the same line of authority that might affect the review of employment decisions.

If two people who are in a reporting situation described above subsequently develop a relative relationship or dating relationship, the person in the relationship who is the supervisor is responsible and obligated to disclose the existence of the relationship to management. We will then ask the individuals involved to decide which one of them wishes to seek a transfer to another position or will resign if another position for which he/she qualifies does not exist. If that decision is not made within 30 calendar days, RWC will decide who is to be transferred or, if necessary, terminated from employment.

If there is a situation where a conflict or the potential for conflict arises because of the relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment or terminated from employment. If you are in a close personal relationship with another employee, we ask that you refrain from displays of affection or excessive personal conversation at work.

203 Conflicts of Interest

As an employee of RWC, you have the obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. In this policy, RWC is establishing the framework within which we wish to operate. These guidelines are intended to provide a general direction so that you can get further clarification on areas that affect you.

All transactions with firms outside RWC must be conducted within the framework established and controlled by the executive level of RWC. Business dealings with outside firms should not result in unusual gains for those firms. "Unusual gains" refers to bribes, product bonuses, special fringe benefits, unusual price breaks, and other windfalls designed to ultimately benefit either the employer, the employee, or both. Promotional plans that could be interpreted to involve unusual gain require specific executive-level approval.

An actual or potential conflict of interest occurs when an employee is able to influence a decision that may result in a personal gain for that employee or for a relative as a result of business dealings with RWC. For the purposes of this policy, we define a relative as any person who is related by blood or marriage, or whose relationship with the employee is like that of persons who are related by blood or marriage.

There is no "presumption of guilt" created by the mere existence of a relationship with outside firms. However, if you have any influence on transactions involving purchases, contracts, or leases, it is imperative that you disclose this fact to the Chief Executive Officer (CEO) of RWC as soon as possible. By alerting us to the existence of any actual or even a potential conflict of interest, we can establish safeguards to protect all parties.

The potential for personal gain is not limited to situations where an employee or relative has significant ownership in a firm with which RWC does business. Personal gains can also result from situations where an employee or relative receives a kickback, bribe, substantial gift, or special consideration as a result of a transaction or business dealings involving RWC.

204 Outside Employment/Employment by Residents

RWC employees may hold outside jobs if they can satisfactorily perform their RWC job and there is no interference with our scheduling requirements.

All employees will be held to the same standards of performance and scheduling expectations, regardless of any outside job. If we determine that outside work is impacting your performance or the ability to meet our requirements, which may change over time, you may be asked to terminate the outside job to stay employed at RWC.

We prohibit outside employment that constitutes a conflict of interest. We also prohibit engaging in work privately for any of our residents. Private work for residents includes but is not limited to, caregiver, housekeeper, cook, landscaper, driver, errand runner, personal trainer, and maintenance technician.

Further, you may not receive any income or material gain from individuals outside RWC for services rendered while performing your job.

205 Non-Disclosure

It is vital to the interests and success of RWC that we protect our confidential resident, employee and business information. Confidential information includes, but is not limited to, the following examples:

- Divulging or discussing information relating to a resident, resident family member, or any aspect of resident care beyond that which is absolutely necessary (need to know) for the performance of his/her duties. For example, resident preferences, resident medications, resident care issues, resident behavior issues and other similar examples relating to residents are not topics of gossip or casual discussion.
- RWC considers your personnel file information, your medical information and any personal information that we may be aware of as confidential. Human Resources and the

Clinic are custodians of this information. In certain instances, as determined on a need to know basis, your department manager or another operating manager may be informed of certain aspects. For example, performance review results, information gathered in the employment process, pre-employment medical information, results of reference checks, results of criminal background checks, drug testing results, corrective actions and other similar examples relating to employees are not topics of gossip or casual discussion.

- Divulging or discussing business information about RWC beyond that which is absolutely necessary (need to know) for the performance of his/her duties. For example, computer codes, RWC financial information, employee lists, resident lists, and other similar classes of information relating to the business operations of RWC are not topics of gossip or casual discussion.

Because we consider security breaches very serious, if you improperly use or disclose confidential resident, employee or business information, you will be subject to disciplinary action, up to and including termination of employment, even if you do not actually benefit from the disclosed information.

Nothing in this policy prohibits employees from discussing wages, hours, or other terms and conditions of employment nor is intended to and should not be interpreted as violating an employee's rights under the National Labor Relations Act.

COMPLIANCE

301 Access to Personnel Files

At RWC we maintain a personnel file on each employee that includes the job application and related hiring documents, training records, performance documentation, salary history, and other employment records.

Personnel files are the property of RWC. Because this information is highly confidential and we respect your privacy, only persons with a legitimate business reason will be allowed access to personnel files.

RWC will retain employee files for the minimum years required by federal and state laws and agencies.

RWC, upon receipt of a written request from a current or former employee or employee's attorney, will furnish a copy of all records or papers retained by RWC in any format, reflecting (i) the employee's dates of employment; (ii) the employee's wages or salary during the employment; (iii) the employee's job description and job title during the employment; and (iv) any injuries sustained by the employee during the course of the employment with the employer.

Such records or papers shall be provided within 30 days of receipt of such a written request.

302 Immigration Law Compliance

RWC is committed to employing only United States citizens and aliens who are legally authorized to work in the United States. We also do not unlawfully discriminate based on citizenship or national origin.

For us to comply with the Immigration Reform and Control Act of 1986, all new employees, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and provide documentation that establishes their identity and eligibility for employment. Former employees who are subsequently rehired must complete a new I-9.

At RWC you can raise questions or complaints about immigration law compliance without fear of reprisal.

303 Medical Information Privacy

RWC is committed to maintaining and protecting the confidentiality of our employees' personal information. The Human Resources Department is the designated Privacy Officer for all employee medical information.

RWC contracts with insurance agencies to provide its employees access to medical benefit plans, dental plans, vision plans, employee assistance plans, and pharmacy benefit programs (collectively referred to as the Benefit Plans). The Benefit Plans are required by federal and state law to protect the privacy of your individually identifiable health information and other personal information, and to provide you with notice about their policies, safeguards, and practices. These required notices are available to all employees through RWC's human resource employee portal.

Except for disclosures related to treatment, payment, and healthcare operations, RWC will not disclose any medical information unless the employee provides consent, an applicable legal provision applies, or the recipient has executed a Business Associate Agreement with RWC.

304 Social Security Number Privacy

It is the policy of RWC to protect the confidentiality of its employees' and applicants' Social Security numbers (SSNs) obtained and used during company business. All executives, managers and employees are expected to adhere to this policy.

Collection of SSNs

Rappahannock Westminister-Canterbury Employee Policy Manual

SSNs will be collected from applicants and employees as required to meet federal or state reporting requirements. These purposes include:

- To conduct pre-employment background checks.
- To verify eligibility for employment.
- To withhold federal and state taxes.
- To comply with state new-hire reporting.
- To facilitate enrollment in company benefits plans.

SSNs may also be collected from creditors, suppliers or independent contractors where no tax identification or employer identification number is accessible. SSNs so obtained will be subject to the same provisions of the privacy policy as those for applicants and employees.

Use of SSNs

Except for verification and reporting uses for the above-referenced reasons, no SSN or portion of an SSN will be used in the conduct of the company's business. In addition:

- No SSN or portion of an SSN will be permitted to be used for identification badges, parking permits, timecards, employee rosters, employee identification records, computer passwords, company account records, licenses, agreements or contracts.
- No SSN or portion of an SSN will be used in open computer transmissions or company distributions or through the company intranet except where such transmission of information is by secure connection or is encrypted. As examples, reporting of payroll withholding taxes and benefits plan participation require such data; thus, such transmissions of data will be handled through secured computer transmission only.

Storage of SSNs

All documents containing SSNs should be stored in locked, secured areas. All computer applications containing SSNs should be maintained on secured, authorized-access computer stations only.

Access to SSNs

Only persons who have a legitimate business reason will have access to SSNs. Such access will be granted through department heads responsible for functions with reporting or transporting of such data responsibilities. Department heads and employees granted such access must take all necessary precautions to ensure the integrity of records that include such numbers when the records are not being used.

Destruction of SSNs

Records that include SSNs will be maintained in accordance with federal and state law. When such documents are released for destruction, the records will be destroyed by shredding.

305 Resident Abuse and Neglect

Residents have both a legal and moral right to be free from abuse, including: verbal, mental, sexual, or physical abuse, involuntary seclusion and corporal punishment.

Any employee accused of verbal, mental, sexual or physical abuse, or of involuntary seclusion or corporal punishment of a resident, as these terms are dealt with under federal regulations, shall be placed on administrative leave immediately and shall leave the property. RWC will immediately investigate, and if the facts of the investigation support the allegation(s), these findings will be considered major offenses and will result in termination of employment. If, after an investigation, RWC determines that the evidence has not sufficiently refuted the accusation, the employee may be subject to disciplinary action, up to and including termination.

Any employee observing such resident abuse must report the situation to the Virginia Department of Social Services, Adult Protective Services Program hotline number (888-83-ADULT) as well as to their supervisor or department head immediately. Any failure to immediately report abuse or neglect shall be treated as a major offense and will result in disciplinary action, up to and including termination.

It is the responsibility of each employee to become familiar with the protected rights of residents.

BENEFITS

401 Employee Benefits

RWC provides a wide range of benefit programs to eligible employees. Certain legally required programs (such as Social Security, workers' compensation, and unemployment insurance) cover all employees in the manner required by the laws.

Your eligibility for each benefit program depends on a variety of factors, including your employee classification. While some of the benefit programs we offer may require you to contribute to the cost or may be optional, many programs are fully paid by RWC.

Some information about company paid benefits is provided in this handbook. Upon hire or employment classification change, Human Resources will provide you with detailed information on all benefits offered, specific plan summaries as required, and eligibility requirements.

Eligible employees may participate in our various benefit plans and our retirement plan subject to the terms and conditions of the agreement between RWC and the benefit carrier.

402 Holidays

RWC observes the following six holidays:

- * New Year's Day (January 1)
- * Memorial Day (last Monday in May)
- * Independence Day (July 4)
- * Labor Day (first Monday in September)
- * Thanksgiving (fourth Thursday in November)
- * Christmas (December 25)

Because many departments operate 24 hours a day, 365 days a year, holidays are treated much like other days of the year. Instead of giving time off specifically for holidays, the six holidays are built into your Paid Time Off (PTO), so you may take the time off when you want subject to scheduling requirements and prior approval.

Non-exempt employees who work on a recognized holiday, will be paid 1.5 (one and one-half) times your base wage including any applicable differentials for all hours worked. In addition, you may opt to take PTO. PTO used for holidays will not be counted as hours worked for the purposes of determining overtime.

403 Paid Time Off (PTO)

Revision Date: 8/1/2022

PURPOSE

Providing round-the-clock care for individuals is a privilege and an honor, but one that brings with it serious responsibilities. Therefore, RWC believes employees should take time away from work to rest, reflect, spend time with family and friends and attend to personal matters. RWC provides Paid Time Off (PTO) for eligible employees to plan time off for vacation, holiday, illness or injury, extended bereavement, and personal business.

ELIGIBILITY

Regular full time and regular part time employees are eligible to earn and use PTO. PRN, seasonal and temporary employees do not earn PTO.

PTO ACCRUAL RATES

Once you enter an eligible employment classification, you begin to earn PTO according to the PTO Accrual Chart (page 2). After completing a waiting period of 60 calendar days you can begin to use earned PTO. In cases of illness or emergencies, managers, in consultation with the Director of Human Resources, may approve advanced PTO use for employees in the 60-day waiting period. If a holiday falls within an employee's first 60 days and he/she works in a department that closes for the holiday, the employee can choose to use accrued PTO or take the holiday unpaid.

Employees earn PTO hours based on the number of hours paid not to exceed the maximums detailed in the accrual chart. Once an employee reaches his/her maximum accrual balance, as defined in the PTO Accrual Chart, PTO accruals will cease until such time as the PTO balance falls below the maximum accrual balance.

Your PTO benefit year is each 365-day period beginning with your hire date. For example, if you were hired on 2-16-2017, your first PTO benefit year is 2-16-2017 to 2-16-2018 and your second PTO benefit year is 2-16-2018 to 2-16-2019, etc.

PTO Accrual Chart

Years of Service	PTO Days	PTO Factor	Earned per Pay Period	Earned per Pay Period	Maximum Accrual Balance
	*See Note	Per Hour Paid	40 Hours	80 Hours	
3 months to 1 year	17	0.06538	2.6152	5.2304	136
1 year to 5 years	24	0.09231	3.6924	7.38480	192
5 years	25	0.09615	3.8460	7.69200	200

Rappahannock Westminister-Canterbury Employee Policy Manual

10 years	26	0.10000	4.0000	8.00000	208
15 years	28	0.10769	4.3077	8.61520	224
20 years plus	30	0.11538	4.6152	9.2304	240

** Note: PTO days shown are the annual maximum for full time staff who work 80 hours per pay period. Those working less than 80 hours will be pro-rated and earn fewer days.*

GUIDELINES FOR PTO USE

RWC promotes a healthy work-life balance and therefore encourages all employees to take their PTO to enjoy time away from work. You may use PTO in minimum increments of 1 day, ½ day, 1 hour, or 15 minutes.

PTO is paid at your base rate at the time of the absence. It does not include overtime or any special forms of compensation such as shift differentials.

To schedule planned PTO, you must first request approval from your supervisor. Requests should be made in advance and through the UKG App to allow time for scheduling, approval and to ensure appropriate coverage so as not to disrupt your department's operations. Each request will be reviewed based on several factors, including our business needs and staffing requirements. You must have sufficient accrued PTO for your supervisor to grant approval.

Leave Without Pay must be requested in advance and will only be approved for intermittent and/or continuous FMLA leave, Military Leave, Court Appearance Leave, Bone Marrow Donor Leave, Organ Donor Leave, Educational Leave, Special Request Personal Leave, or Leave under Worker's Compensation. For periods of unpaid leave, PTO will not accrue.

If you have an unexpected need to be absent from work, you should notify your supervisor according to the call out procedures for your department (provided to you at your new hire orientation). When a non-exempt employee works less than his/her assigned hours, the employee will use PTO to bring the paid hours up to the budgeted/scheduled full time or part time status equivalent. For example, if an employee is scheduled to work 20 hours a week and the employee works less than 20 hours, paid time off will be manually entered to bring the total hours up to the base scheduled/budgeted amount of 20 hours.

Employees should strive to always keep a balance of at least 40 hours of PTO to cover unexpected illness or an emergency.

Exempt employees are expected to communicate and receive approval for planned days off in advance. When an exempt employee is absent for a full workday, eight hours of PTO will be used for the absence. Exempt employees, at the discretion of their supervisor, have the latitude to occasionally take short periods of leave (up to 4 hours) for appointments or other personal needs without using PTO.

If you need an extended absence you should apply for other available compensation and benefits such as FMLA, short-term disability, worker's compensation or special request personal leave. You are required to use PTO concurrent with such leaves if available.

You will be required in cases of returning to work after surgery, an injury, certain illnesses, or hospitalization to provide an unrestricted work release from your attending physician. RWC does reserve the right to determine your fitness for work and your ability to perform the essential functions of your job.

PTO PAY OUT AT TERMINATION

If you resign or terminate your employment, you will be paid for any unused PTO that has been earned through your last day of work if you have provided two weeks advance notice of your resignation (non-exempt staff) or four weeks advance notice (exempt staff). This payment is also conditioned upon your satisfactory performance and transition during this notice period, the timing of your decision and its affect upon resident/client care and departmental needs, your attitude and conduct with coworkers and peers, and provided you work your scheduled time during this advance notice period, and you return all RWC property and uniforms. Should your employment be terminated by RWC or you do not provide the required advance notice of termination, you will not be paid for any unused PTO.

CHANGE OF EMPLOYMENT STATUS PTO PAY OUT

PTO accrual balances will be paid out to employees changing from full-time or regular part-time employment status to PRN status in the payroll following the change of status effective date.

PTO CASH OUTS

Lump sum cash outs are available only for extenuating or hardship circumstances on an infrequent basis. Cash out requests must be for at least 8 hours, cannot exceed the employee's accrued PTO balance, and must allow for a balance of 80 hours to remain in the employee's PTO accrual. Lump sum cash out request forms are available from the Human Resource office. The request is subject to the approval of the Director of Human Resources and/or the CEO. Cash-out approvals are subject to RWC's financial and cash position at the time. In no case will a PTO cash-out be granted if not earned or accrued. PTO cash outs will not be approved for requests to supplement unpaid time off due to a disciplinary suspension.

404 Medical Insurance

RWC offers regular full-time employees and Affordable Care Act eligible employees and their dependents access to medical, dental and vision insurance benefits.

405 Benefits Continuation (COBRA)

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives regular full-time employees and Affordable Care Act eligible employees and their qualified beneficiaries the opportunity to continue health, dental and vision insurance coverage under our benefit plans when a "qualifying event" occurs that would normally result in the loss of eligibility. "Qualifying events" include resignation, termination of employment, death of an employee, a reduction in an employee's hours (change in employment classification); employee's leave of absence; employee's divorce or legal separation; and when a dependent child no longer meets the eligibility requirements as a dependent.

Under COBRA, the employee or beneficiary pays the full cost of coverage at RWC's group rates plus an administration fee. When you become eligible for RWC health, dental and/or vision insurance, you will also receive a written notice describing the rights granted under COBRA.

406 Retirement Savings Plan – 401(k)

RWC has established a 401(k) savings plan to provide all employees with the potential for future financial security for their retirement.

The 401(k) savings plan allows you to elect how much salary you want to contribute and direct the investment of your plan account, so you can tailor your own retirement package to meet your individual needs. RWC also contributes an additional matching amount to each employee's 401(k) contribution. Details on the employer match will be provided upon hire and as requested. The employer matched funds become yours according to IRS guidelines on eligibility and a vesting schedule.

407 Life Insurance

Life insurance offers you and your family important financial protection. RWC provides a basic life insurance plan for eligible employees. The basic life insurance plan includes Accidental Death and Dismemberment (AD&D) insurance, which provides benefits if a serious injury or death results from an accident.

Supplemental life, whole life and AD&D plans are available for eligible employees to purchase at RWC's group rates.

408 Short-Term Disability

RWC provides short-term disability (STD) benefits to regular full-time employees who are unable to work because of a qualifying disability resulting from an injury or illness.

Eligible employees may purchase long-term disability insurance at RWC's group rates.

409 Workers' Compensation Insurance

RWC provides a comprehensive workers' compensation insurance program to our employees. The workers' compensation program covers injuries or illnesses sustained in the course of employment that require medical, surgical, or hospital treatment. Subject to the applicable legal requirements, this program provides income replacement benefits after a seven (7) day waiting period and, in the event of medical treatment, immediately.

It is critical that you inform your supervisor immediately about any work-related injury or illness, regardless of how minor it might appear at the time. Immediate reporting ensures that, if eligible, you will qualify for workers' compensation benefits as quickly as possible and also lets us investigate the matter promptly.

Workers' compensation is intended to cover only work-related injuries and illnesses. Because of this, neither RWC nor our insurance carrier will be liable for the payment of workers' compensation benefits for injuries that might occur during employees' voluntary participation in off-duty recreational, social, or athletic activities that we may sponsor.

410 Employee Assistance Program

We care about employees' health and well-being and recognize that life can be full of challenges which can sometimes disrupt work lives. The Employee Assistance Program (EAP) is available to help you and your immediate family members with a wide range of no-cost support services and resources. EAP services are **completely confidential** and include:

- In-person and online counseling
- Legal consultation
- Financial consultation
- ID recovery
- Emotional well-being resources
- Dependent care and daily living resources
- Crisis consultation

Simply call 800-346-5484

411 Tuition Assistance

We recognize that our employees' skills and knowledge are critical to the success of RWC. Therefore, we offer tuition assistance to encourage employees to maintain and improve their job-

Rappahannock Westminister-Canterbury Employee Policy Manual

related skills through formal education. We also want to help employees enhance their potential to compete for reasonably attainable jobs at RWC.

Our tuition assistance program is available to all full-time employees who have completed 180 calendar days of service. Once you begin receiving tuition assistance, to remain eligible, you must maintain your full-time classification and perform your job satisfactorily as you complete each course.

To be eligible for tuition assistance, individual courses or courses that are part of a degree, licensing, or certification program must be related to your current job duties or to a position you might have at RWC in the foreseeable future as determined by RWC executive leadership.

While we expect tuition assistance to enhance your performance and professional abilities, we do not promise or guarantee that additional education will result in advancement, new job assignments, or pay increases.

We invest in employees' tuition assistance with the expectation that the investment will benefit RWC. However, if you voluntarily terminate employment within one year of the last tuition assistance payment, we will consider tuition assistance amounts to be loans to you. Accordingly, you will be required to repay up to 90 percent of the original tuition assistance payment.

RWC will pay a percentage of your expenses for tuition, school fees, and books for one (1) course per semester or quarter. Reimbursement will be made after you successfully complete the course with a final grade of "C" or better. The percentage of reimbursement is dependent on your final grade as follows:

- "A" - 90%
- "B" - 80%
- "C" - 70%

It is important that you apply for tuition reimbursement to Human Resources BEFORE you register for the course. Keep all receipts for tuition, school fees, and books and submit with your grade report within three weeks of the end of the semester or quarter

412 Healthcare Scholarships

Scholarships for courses specific to obtaining or advancing skills in healthcare certifications, including but not limited to, CNA, RMA, LPN, RN, BSN and MSN are available through the RWC Healthcare Education and Scholarship Endowment Fund. Specific scholarship criteria and applications are available in Human Resources.

413 Liability Insurance

RWC provides both professional and blanket liability insurance coverage at no cost for

Rappahannock Westminster-Canterbury Employee Policy Manual

employees while they are working both on the premises or off the premises in their capacity as an employee.

This coverage in no way replaces or eliminates a possible need for individuals to carry personal professional and/or general liability insurance. You should consult with your own insurance agent regarding the need for personal general and/or professional liability insurance.

Insurance plan details and exclusions are available in the CEO's office.

414 Employee Recognitions

Thank you for being a valuable member of our team. RWC recognizes employee birthdays, work anniversaries, and extraordinary performance through our Employee of the Month and Star Recognition programs. RWC also celebrates employees with various employee appreciation events and service award luncheons.

415 Employee Emergency Fund

Established 6.01.2020

Revised 9.1.24

Intent

To provide confidential financial assistance to employees who have had a personal crisis or catastrophic event that meets established criteria. The Employee Emergency Fund (EEF) provides a means by which an employee in need may receive assistance if warranted. The fund is solely funded through employee contributions. There is no guarantee that funds will be available for each request.

Eligibility

All of the following must apply for eligibility.

- Full-time employee (scheduled 35 to 40 hours/week) or part-time employee (scheduled 20+ hours/week)
- Employed for six months or more
- Not under a disciplinary final warning

Application Process

An eligible employee should apply form to the Human Resources Department with appropriate documentation such as delinquent bills, vehicle repair estimates, eviction notices, expensive medical bills, etc.

Qualifying Criteria

Gift:

- Maximum of \$1500 for full-time; \$750 for part-time

Rappahannock Westminister-Canterbury Employee Policy Manual

- Loss of home and/or belongings due to natural disaster or other circumstances beyond the employee's control
- Major medical event
- Domestic violence
- Other events deemed appropriate by CEO, CFO and Vice-President Human Resources

Loans:

- Maximum of \$1000 for full-time; \$500 for part-time
- Maximum of two loans per calendar year. Loans cannot be simultaneous.
- Prevention of foreclosure or eviction
- Assistance with reconnection or prevention of disconnection of primary utilities
- Home repairs affecting the safety and/or livability of the occupants
- Non-routine medical expenses
- Vehicle repairs for a vehicle used to provide transportation to and from work
- Other events deemed appropriate by the HR Director and/or CEO
- Non-qualifying events include but are not limited to cable bills, legal fees, Internet fees, credit card payments, bankruptcy, cell phone bills, court fees
- Funding for approved loans will be made payable to the third party owed, not to the employee.
- Loans will be paid back through payroll deduction. The payback amount per pay period will be determined based on the amount requested and what is reasonable for the employee as determined by the Director of HR and/or the CEO. The minimum payback is \$50 per pay period. A signed promissory note is required.
- EAP financial assistance may be recommended or mandatory.

416 Notary Public Service

The services of a Notary Public are available to all employees at no charge. Please check with Human Resources to arrange for Notary Public services.

417 Time Off to Vote

RWC encourages you to fulfill your civic responsibilities by voting in elections. Generally, we expect that you will be able to vote either before or after work hours. However, if you cannot vote during your nonworking hours, we will grant up to two (2) hours of unpaid time off to vote.

To accommodate your absence, you should request the time off from your supervisor at least two working days prior to an election day.

LEAVES OF ABSENCE

501 FML (Family Medical Leave)

The Family and Medical Leave Act (FMLA) provides workers with job-protected leave from work for certain family, medical, and military family leave reasons. RWC provides unpaid leaves of absence as required by law to FMLA eligible employees for

- The birth of a child or placement of a child with the employee for adoption or foster care,
- The care for a child, spouse, or parent who has a serious health condition,
- A serious health condition that makes the employee unable to perform their job duties, and
- Reasons related to a family member's service in the military, including
 - Making childcare arrangements for the military member's child,
 - Attending certain military ceremonies and briefings, or
 - Making financial or legal arrangements to address a military member's absence.
 - Military caregiver leave – leave when a family member is a current servicemember or recent veteran with a serious injury or illness.

Eligible employees must have worked for RWC for a total of 12 months, have worked at least 1,250 hours over the previous 12 months and qualify according to specific criteria outlined in the Family Medical Leave Act.

FML is **unpaid**, job-protected leave up to a maximum of 12 weeks. An eligible employee who is the spouse, child, parent, or next of kin of a covered servicemember may use up to 26 weeks of unpaid leave during a single 12-month period to care for a covered servicemember with a serious injury or illness. RWC requires employees to use PTO concurrent with FML, with the option to keep a reserve of 24 PTO hours. Subject to the terms, conditions and limitations of the applicable plans, an employee may continue to participate in benefit plans in which they are enrolled at the beginning of the leave. If leave becomes unpaid, employees should make plans with Human Resources to pay their portion of their benefits. Benefit accruals will continue during an approved medical leave period.

If you think you will need an extended leave for one of the qualifying FML events, give your request to your supervisor and to Human Resources at least 30 days in advance of the date the leave would start. This will help us plan for your possible absence. If it is an unexpected situation, make your request as soon as possible. Verification documentation will be required for FML approval. Before you can return to work from medical leave, we will require verification from a health care provider stating that you are fit to return for your full duties. To help us plan for your return from leave, we request at least two weeks' notice before your expected return date. When you return from FML you will be reinstated to your position, or you will be placed in an equivalent position for which you are qualified.

If you do not report back to work promptly at the end of a medical leave, we will consider this as notification that you have voluntarily resigned.

502 Military Service Leave

RWC will grant a military leave of absence to employees who are absent from work because they are serving in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). You are required to give your supervisor advance notice of upcoming military service, unless military necessity prevents advance notice, or it is otherwise impossible or unreasonable.

When you return, if you give us satisfactory verification of your military pay, we will pay you the difference between your normal base compensation and the pay (excluding expense pay) you received while on military duty. The portion of any military leave of absence in excess of two weeks will be unpaid. However, you may use any accrued paid time off for the absence.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which you are otherwise eligible.

Benefit accruals will continue during a military leave of absence.

Employees who are on military leave for up to 30 days must return to work on the first regularly scheduled work period after service ends (allowing for reasonable travel time). Employees who are on military leave beyond 30 days must apply for reinstatement in accordance with USERRA and all applicable state laws.

When you return from military leave (depending on the length of military service in accordance with USERRA), you will be placed either in the position you would have attained if you had remained continuously employed or in a comparable position. For the purpose of determining benefits that are based on length of service, you will be treated as if you had been continuously employed.

503 Bereavement Leave

If you need to take time off in the event of the death of an immediate family member, RWC provides bereavement leave. To request bereavement leave, see your supervisor.

RWC grants up to 3 days of paid bereavement leave to regular full-time employees and 1 day of paid bereavement leave to regular part-time employees.

Rappahannock Westminster-Canterbury Employee Policy Manual

During paid bereavement leave, your pay will be calculated based on your pay rate at the time of absence, excluding any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials.

We will normally grant bereavement leave unless there are unusual business needs or staffing requirements that prevent accommodating the request. You may also, with supervisory approval, use any available Paid Time Off (PTO) for additional time off as necessary.

The bereavement leave policy defines "immediate family" as your

- spouse, parent, child, sibling, or grandparent
- your spouse's parent or child
- your child's spouse or child
- your brother-in-law or sister-in-law
- a parent loco parentis or step parent who has had a significant role in your life

504 Unpaid Leave

Revision Date: 6/1/2019

In the event that PTO is exhausted or an employee is ineligible for PTO, a limited amount of time-off without pay may be granted with approval from of the Vice President of Human Resources.

Regular full-time and regular part-time employees who have completed at least 180 calendar days of service are eligible to request unpaid leave.

Employees who exhaust all paid and unpaid leave options will be required to change their employment classification to PRN for a minimum of six months or be terminated based on business factors such as, but not limited to, department workload and staffing needs.

Unpaid Leave Up to Three Days

In the event that PTO is exhausted a limited amount of time-off without pay, not to exceed three (3) days in a year's time, may be granted with approval from the Vice President of Human Resources. Employees are expected to manage their PTO to ensure sufficient PTO banks to cover in emergencies and thus, approval will only be granted for extenuating and unforeseen circumstances.

Extended Unpaid Leave

Extended Unpaid leave will only be considered for extenuating circumstances after all other forms of leave have been exhausted such as PTO and Family Medical Leave. Short Term Disability can run concurrent with extended unpaid leave if the employee qualifies.

In order for RWC to give your leave request adequate consideration, we ask that you submit the request as far in advance as possible. All extended unpaid leave requests must be made in writing.

An eligible employee may not take more than six calendar weeks of extended unpaid leave every two years.

Each request will be given individual consideration. The Vice President of Human Resources will make the decision to approve or not approve an extended unpaid leave will be based on business factors such as, but not limited to, anticipated workload needs and staffing considerations during the proposed absence.

Subject to the terms, conditions, and limitations of the applicable plans, RWC will continue to cover the employer cost of health insurance benefits until the end of the month in which an approved extended unpaid leave begins. You will be responsible for the employee cost of health insurance benefits, as well as, any voluntary benefits you have selected such as dental insurance, vision insurance, long-term disability, voluntary life insurance, etc.

RWC will continue your short-term disability insurance and basic life insurance benefits throughout your approved extended unpaid leave time.

If your extended unpaid leave extends into a new month, you will become responsible for the full cost of your health premiums for the new month for your coverage to continue (i.e., the employer share of the premiums in addition to your normal employee share of the premiums). You will also continue to be responsible for the cost to continue any voluntary benefits you have selected.

PTO accruals will be suspended during an extended unpaid leave and will resume when you return to active employment.

When an extended unpaid leave ends, we will make every reasonable effort to return you to the same position or to an available similar position for which you are qualified. However, RWC cannot guarantee reinstatement in all cases.

You will be required in cases of returning to work after surgery, an injury, certain illnesses, or hospitalization to provide an unrestricted work release from your attending physician. RWC

Rappahannock Westminister-Canterbury Employee Policy Manual

does reserve the right to determine your fitness for work and your ability to perform the essential functions of your job.

If you do not report to work promptly at the end of an extended unpaid leave, we will consider this as notification that you have voluntarily resigned.

New Hires

New employees who have pre-planned vacations or appointments that will occur prior to them being eligible to use PTO or that will occur before they can earn enough PTO, may request to take the time off without pay in writing at the time of hire. Each request will be given individual consideration. The Vice President of Human Resources will make the decision to approve or not approve an unpaid leave will be based on business factors such as, but not limited to, anticipated workload needs and staffing considerations during the proposed absence.

505 Educational Leave

RWC will consider a request from an eligible employee for an unpaid educational leave of absence. An educational leave is for the purpose of pursuing the employee's educational goals. Employees in the following employment classifications are eligible to request educational leaves:

- * Regular full-time employees
- * Regular part-time employees

Eligible employees who have completed 180 calendar days of service may request educational leave for a period of up to 2 months every 3 years. You should submit your written request to Human Resources as far in advance as possible. We will give each request individual consideration. The decision to approve educational leave will be based on a number of business factors such as anticipated workload needs and staffing considerations during the proposed absence.

Subject to the terms, conditions, and limitations of the applicable plans, RWC will provide health insurance benefits until the end of the month in which an educational leave begins. At that time, you will become responsible for the full cost of those benefits for coverage to continue. When you return from educational leave, RWC will resume providing those benefits according to the applicable plans.

Benefit accruals will be suspended during an educational leave and will resume when you return to active employment.

When an educational leave ends, we will make every reasonable effort to return you to the same position if it is available or to an available similar position for which you are qualified. However,

Rappahannock Westminster-Canterbury Employee Policy Manual

RWC cannot guarantee reinstatement in all cases. If you do not report to work promptly at the end of an educational leave, we will consider this as notification that you have voluntarily resigned.

506 Organ/Bone Marrow Donor Leave

Eligible employees will be allowed up to 60 business days of leave in a 12-month period to serve as an organ donor and up to 30 business days in any 12-month period to serve as a bone marrow donor.

Employees are eligible for leave if they have requested bone marrow or organ donor leave and, as of the date the leave is scheduled to begin, will have worked for the RWC for at least a 12-month period and 1,250 hours during the previous 12 months.

Employees who seek leave under this policy must provide Human Resources written physician verification confirming that they are a bone marrow or organ donor and that there is a medical necessity for the donation.

If the employee requesting this leave is participating in RWC's group health plan(s), then during the leave of absence under this policy, RWC will maintain and pay for group health coverage in the same manner as if the employee were actively at work during the leave period.

The leave of absence will be unpaid. Leave provided under this policy will be in addition to, and not run concurrently with, leave taken in accordance with the federal Family and Medical Leave Act (FMLA), where applicable. A leave of absence under this policy will not constitute a break in an employee's continuous service for the purpose of the right to salary adjustments, sick leave, vacation, paid time off, annual leave, or seniority.

Upon return from leave, an employee will be restored to the same position or to an equivalent position with equivalent employment benefits, pay, and other terms and conditions of employment. However, RWC may decline to restore an employee for reasons unrelated to the exercise of rights under this policy.

The Company will not discriminate or retaliate against any employee for requesting or taking a leave under this policy, or for alleging a violation of Virginia's law on bone marrow and organ donation leave.

507 Court Appearance Leave

If you are the victim of a crime or a witness to a crime, or a member of your family is a crime victim, you may request time off to participate in court proceedings related to the crime.

Rappahannock Westminister-Canterbury Employee Policy Manual

Additionally, you will be granted time off if you receive a subpoena to testify in court.

A crime includes domestic violence, sexual assault, and stalking, as well as other crimes that require the victims to appear in court. A family member includes your daughter, son, parent, husband, or wife.

You may also request court appearance leave to attend eviction proceedings related to your current physical residence.

If you request court appearance leave, you will be asked to give advance notice whenever possible of the need for leave to the Human Resources Department, and to provide written documentation showing the need for the leave. Documentation may be:

- a police report indicating that you or a member of your family was a victim of a crime;
- a court order protecting or separating you or a member of your family from someone who committed an act of domestic violence, or other evidence from the court or prosecuting attorney showing that you or your family member has appeared in court; or,
- documentation from a medical professional, domestic violence advocate, health care provider or counselor that you or your family member was undergoing treatment for physical or mental injuries or abuse resulting from an act of domestic violence, sexual assault or other crime; or,
- copy of subpoena to testify.

Court appearance leave may be requested to:

- * prepare for and attend court proceedings;
- * receive medical treatment or attend to medical treatment for a victim who is your daughter, son, parent, husband or wife; or,
- * get services needed to remedy a crisis caused by domestic violence, sexual assault, stalking, or any other crime.

While this leave is unpaid, you may use Paid Time Off (PTO) you have already earned while you are on court appearance leave.

RWC will do all that we can to protect the confidentiality of any information you give us as certification of your need for court appearance leave.

508 Jury Duty

RWC encourages employees to fulfill their civic responsibilities by serving jury duty when required. Regular full-time and part-time employees who have completed a minimum of 90 calendar days of service in an eligible classification may request up to 2 weeks of paid jury duty

Rappahannock Westminster-Canterbury Employee Policy Manual

leave over any 1-year period.

If you are eligible for paid jury duty leave, you will be compensated at your base rate of pay for the number of hours you would normally have worked that day.

If you remain on jury duty beyond the period of paid jury duty leave, you may use any available Paid Time Off (PTO) or request an unpaid jury duty leave of absence.

If you receive a jury duty summons, show it to your supervisor as soon as possible so that arrangements can be made to accommodate your possible absence from work. You are expected to report for work whenever the court schedule permits.

Either you or RWC may request you be excused from jury duty if necessary. We may request that you be relieved from serving on jury duty if we believe that your absence would cause serious operational difficulties for RWC.

Subject to the terms, conditions and limitations of the applicable plans, RWC will continue to provide health insurance benefits for the full period of unpaid jury duty leave.

509 Volunteer Firefighter and Emergency Medical Service Leave

A Rappahannock Westminister-Canterbury employee who is an active volunteer firefighter or EMS in the Northern Neck community and whose job duties, as determined by the employee's supervisor in conjunction with Human Resources, allows for such flexibility, may be permitted to leave work to respond to emergency calls during such employee's regular hours of employment. If possible, missed time responding to an emergency call should be worked on other days within the same pay period week (Sunday – Saturday) or covered with accrued PTO.

The employee may use a limited amount of unpaid leave for time missed responding to emergency calls. It will be at the discretion of RWC to determine if use of such unpaid leave becomes excessive.

It is expected that the employee uses discretion regarding the emergency calls to which he/she responds during work hours and only respond to those calls with a high level of severity or to which he/she is closest in proximity.

RWC may require the employee to submit a written statement from the chief of the volunteer fire department or head of the emergency medical team verifying that such employee responded to an emergency specifying the date, time and duration of such response.

While RWC supports community first responders, it also must ensure our residents are properly cared for and timely, quality services are provided. As such, RWC reserves the right to end the privilege for an employee to respond to emergency calls during work hours at any time.

TIMEKEEPING/PAYROLL

601 Timekeeping

Nonexempt employees are responsible for accurately recording the hours they work. This information also helps RWC comply with the laws that require us to keep accurate records of "time worked" to correctly calculate employee pay and benefits. "Time worked" is defined as all the time nonexempt staff spend performing assigned duties.

If you are a nonexempt employee, you must accurately record the time at the time clock when you begin and end your work, as well as the beginning and ending time of any off-campus meal periods, split shifts, or if you leave the workplace for personal reasons. You always need to receive advance approval before working any overtime hours.

If you are a nonexempt employee, you should not start working more than 7 minutes before your scheduled starting time. You should also not continue working more than 7 minutes after your schedule ending time. The only time you can start earlier or work later is with prior authorization from your supervisor.

Should you neglect to punch in or out, please notify your supervisor immediately and complete a "Missed Punch" sheet. The person responsible for your department's time will enter the correct time.

602 Compensation

Revised: 9/1/2023

All employees are paid biweekly (26 pay periods each year) on every other Friday via direct deposit to a financial institution of the employee's choice. Direct deposit statements include earnings for all work performed in any given pay period and may be viewed through your employee UKG portal.

Our pay periods begin on Sunday and end on Saturday. Your pay will reflect time worked through midnight the Saturday of the week prior to the pay date. Human Resources publishes an annual calendar indicating the beginning and ending of each pay period and the dates pay is direct deposited.

RWC provides the opportunity for you to access 50% of your earnings immediately through a third party. Human Resources will provide you with details.

Rappahannock Westminister-Canterbury Employee Policy Manual

RWC is legally required to make certain deductions from every employee's compensation. Among these deductions are federal, state, and local taxes as appropriate. We are also legally required to deduct Social Security taxes on your earnings up to a maximum amount, which is called the Social Security "wage base." RWC contributes to your Social Security by matching the amount of Social Security taxes deducted from your compensation.

RWC offers programs and benefits to eligible employees beyond those required by law. You may voluntarily authorize deductions from your pay to cover your portion of the cost of these programs.

We may find it necessary or be required to take "pay setoffs" from your pay. Pay setoffs are pay deductions taken by RWC, usually to help pay off a debt or obligation to us or to others.

If RWC has made an error, and it's essential that it be corrected immediately, Human Resources will correct it immediately, otherwise, it will be corrected on your next pay deposit. If the error is due to an oversight on your part (such as failing to properly punch in and out, or failing to request PTO time, etc.) allowable corrections will be made on your next pay deposit. If you notice a discrepancy in your pay, notify Human Resources immediately. We will investigate and make any remedies appropriate.

603 Overtime

The Fair Labor Standards Act (FLSA) is the law that governs overtime pay. It specifies 1) which types of jobs are eligible for overtime pay and 2) how the overtime pay is to be calculated.

Most jobs at RWC are eligible for overtime pay and are denoted as "non-exempt" by the FLSA. Jobs which meet certain FLSA specifications are denoted as "exempt" and are not eligible for overtime. Your job description will indicate whether your job is exempt or non-exempt.

It is our policy that no overtime can be worked without the approval and authorization of the supervisor.

RWC's policy is to authorize overtime only in urgent situations where resident care or RWC operations would otherwise be adversely affected.

RWC does reserve the right to schedule mandatory overtime to meet the needs of our residents. You are required to work overtime whenever asked by your supervisor or higher management authority. If you refuse to work, or fail to perform the work requested, you are subject to disciplinary action up to and including termination.

When possible, overtime opportunities will be posted in advance, and volunteers will be assigned by length of service. If there are not enough volunteers, mandatory overtime will be assigned by reverse order of length of service to employees in the unit and shift.

All nonexempt employees will be paid overtime compensation in accordance with federal and state wage and hour guidelines. The FLSA requires the overtime rate of 1½ times will be applied to the total of all

Rappahannock Westminister-Canterbury Employee Policy Manual

pay types you earned for the period, such as your base pay plus any shift differential.

RWC uses hours worked over 40 hours per week as the overtime threshold.

Overtime pay is based on actual hours worked. For this reason, time off whether paid or not paid, or other paid or unpaid leaves of absence are not considered hours worked for the purpose of calculating overtime pay.

604 Shift Switching

RWC schedules employee shifts sufficiently far in advance to enable employees to schedule personal appointments around work schedules.

Shift switching generally will not be allowed if it would result in overtime for you or the other employee involved in the switch.

Departments which work on a varying schedule will provide department specific scheduling guidelines.

605 Garnishments

A garnishment is a court order directing the employer to deduct a stated amount from an employee's pay deposit to be applied toward satisfying a debt.

If RWC receives a garnishment order, we will deduct the maximum amount from your paycheck each pay period, remaining in compliance with state and federal laws.

If you think your pay is going to be garnished, please contact the Human Resources Department to discuss options that may be available.

WORK STANDARDS

701 Professional Work Standards

Revised December 7, 2023

RWC strives to maintain a positive work environment where employees treat each other with respect and courtesy. RWC encourages all employees to keep an open mind and graciously accept constructive feedback. The following are values and workplace etiquette guidelines to help you be more conscientious and considerate of your co-workers and the work environment.

Rappahannock Westminister-Canterbury Employee Policy Manual

Our Values

With a Joyful Spirit, we pledge ourselves to

- ***Excellence:*** Each client is well cared for always and in all situations.
- ***Integrity:*** Do what should be done when it should be done.
- ***Innovation:*** Constantly look for better ways to do things and do them.
- ***Trust:*** Trust and be Trustworthy.
- ***Respect:*** Respect everyone and everything and be worthy of the respect of all.
- ***Compassion:*** Use head and heart in equal measures.
- ***Commitment:*** Always do the right thing with the right attitude.
- **Stewardship– *We are good stewards of the resources entrusted to us.***

Professional Behaviors

- Keep in mind you are a guest in our residents' home(s)
- Make meeting resident needs a priority
- Respect residents' legal and moral right to be free from verbal, mental, sexual, physical, or financial abuse, or of involuntary seclusion or corporal punishment
- Respond immediately to your supervisor's instructions
- Work efficiently and effectively
- Communicate clearly with all appropriate parties
- Take initiative
 - Take ownership of things you encounter that need attention; inform a responsible staff member if the task is beyond your ability
 - Respond quickly to needs and questions of both residents & co-workers
 - Respond to phone calls and emails within one business day
- Follow through on assigned tasks and communicate any road blocks in a timely manner
- Handle disagreements/concerns in a non-public area and never raise your voice
- Always clean up after yourself, leaving work areas free of debris and looking tidy
- Never discriminate based on race, color, religion, sex, national origin, disability, or veteran status

Positive, Constructive and Supportive Behaviors

- Smile and acknowledge everyone you meet
- Provide assistance to visitors
- Treat others kindly
- Display courtesy and manners at all times
- Embrace a can-do spirit
- Bring solutions to problems you encounter
- Refrain from gossip and complaining
- Work collaboratively with all co-workers across the organization
- Be accepting and respectful of individual differences
- Be open and accepting of feedback

702 Service Standard

RWC's minimum service standard is superior service - to residents and their families, as well as to co-workers and others utilizing the facilities at RWC.

Requests for service directly or indirectly from residents, family members, co-workers and others using the facilities are to be handled expeditiously if the request is within your job duties and responsibilities. If you receive a request that you do not understand or are not qualified to perform, you are expected to contact your supervisor for further instructions.

You are expected to respond respectfully and immediately to instructions from any supervisor, regardless of department, to perform work that is within your job classification. You are to respond in a similar manner to instructions communicated by a fellow employee on behalf of a supervisor. If you receive a request that you do not understand or are not qualified to perform, you are expected to contact the requesting supervisor for further instructions.

703 Safety

To assist in providing a safe and healthy work environment for you, RWC has established workplace safety protocols. We provide information to you about workplace safety and health issues through your supervisor and regular internal communication channels.

Employees and supervisors receive periodic workplace safety training and specific departmental safety training. The training covers potential safety and health hazards as well as safe work practices and procedures to eliminate or minimize hazards.

Some of the best safety improvement ideas come from employees. If you have an idea, concern, or suggestion for how to improve safety in the workplace, we encourage you to tell your supervisor.

You are expected to obey all safety rules and use caution in your work activities. You must immediately report any unsafe condition to the appropriate supervisor. If you violate RWC safety standards, cause a hazardous or dangerous situation, or fail to report or, where appropriate, remedy such situations, you may be subject to disciplinary action, up to and including termination of employment.

RWC has a detailed fire and disaster emergency plan which is outlined in a red Fire & Disaster binder located in each department. This plan is reviewed and updated annually. Each staff member is briefed on actions to take in the event of fire, tornado, hurricane, active shooter, etc. You should know the location of all fire alarms and fire extinguishers in your area, and you should be familiar with the duties assigned by the fire and disaster plan.

704 Work Schedules

Rappahannock Westminster-Canterbury Employee Policy Manual

Your hours and days of work are scheduled by your supervisor or department manager to meet the operating needs of the department.

Work schedules for employees vary throughout RWC. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

In departments where weekend and holiday coverage is necessary, every effort will be made to see that these assignments are rotated in a fair and equitable manner among all employees involved.

705 Smoking

Revision Date: 1.01.2024

For the purposes of this policy, smoking includes tobacco cigarettes, vapor ('vape') related smoking substitutes and electronic smoking materials/devices.

In keeping with RWC's intent to provide a safe and healthy work environment, smoking at RWC is only allowed in the following areas:

- the smoking hut located just outside the employee entrance
- a designated area on the patio of Birdsong House (for Birdsong staff only)
- between 7p and 7a ONLY, Health Center Dining Room Patio
- between 7p and 7a ONLY, ALC Nurses Station Patio

Smoking in RWC vehicles, including golf carts, and in cottage block laundry buildings is prohibited.

Smoking is permitted only before and after work, during a scheduled fifteen-minute break, and during meal periods. Employees are not permitted extra breaks.

RWC expects you to properly dispose of butts and other smoking material in the proper receptacles provided.

Employees who abuse this smoking policy are subject to disciplinary action up to and including termination of employment.

706 Rest Periods and Meals

Revision Date: 6.01.2019

Employees may take one (1) 15-minute rest break for each consecutive 4-hour period of work. To the extent possible, rest periods will be in the middle of work periods as long as the break

Rappahannock Westminister-Canterbury Employee Policy Manual

does not interfere with resident care or other essential work. Rest breaks are limited to 15 minutes and cannot be divided into several smaller breaks. Breaks may be combined with meal periods only with the permission of your supervisor or department head. Since this time is counted and paid as time worked, you must not be absent from your workstation beyond the allotted rest period time. Supervisors will schedule rest breaks to accommodate departmental operating requirements.

Employees who work at least six (6) consecutive hours are provided with one meal period of 30 minutes in length each workday. Supervisors will schedule meal periods to accommodate departmental operating requirements. During meal periods, you will be relieved of all work responsibilities and restrictions and will not be compensated for that time.

Employees who abuse these rest and meal period policies are subject to disciplinary action up to and including termination of employment

RWC provides several options for employees to obtain food, snacks, and beverages for a reasonable cost.

- Employees have the option to purchase food items, snacks and beverages from the vending machines in the employee lounge seven days per week, 24 hours a day.
- Coffee and iced coffee is available at no cost in the employee lounge seven days per week, 24 hours a day.
- Lunch and dinner may be purchased at a discount in the Lakeview Grill during designated time periods:
 - Lunch 11am – 11:30am OR 12:45pm to 1:30pm
 - Dinner 5pm to 7pm
- Purchases may be made with cash or credit card.

Employees are permitted to bring their own food and beverages purchased elsewhere or from home. As a benefit to our employees, RWC does provide microwave ovens and an assortment of condiments at no cost.

Employees may eat their meals in the employee lounge or at a designated area in their department. Ask your supervisor the location of the designated departmental area for breaks and meals.

It is important that you take the time to clean up after yourself, clean the microwave after you use it, and dispose of any trash in the receptacles provided. Cleanliness is important from a sanitary point of view, as well as a courtesy to others who use these same areas.

707 Use of Equipment and Vehicles

Revision Date: 9.01.2022

Equipment and Vehicle General Use Guidelines

Equipment and vehicles essential in accomplishing job duties are expensive, may be difficult to replace, and if not properly operated, can cause serious injury to the employee and/or others. When using RWC property you are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

You should notify your supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or other people.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as unacceptable state motor vehicle records, may result in disciplinary action, up to and including termination of employment.

Approved Drivers

Employees must be approved to operate company vehicles both on and off the RWC campus, to drive residents in company vehicles or in resident owned vehicles, and to drive personal vehicles on or off campus on company business. Approval is obtained through the RWC Human Resources Department and is based on the following criteria.

- Operation of company owned vehicles (cars, trucks, SUVs) on or off campus with no resident passengers: Must be at least twenty-one (21) years of age and no greater than seventy-five (75) years of age, have a current state of VA driver's license, and have an acceptable motor vehicle record as defined by RWC's insurance carrier.
- Operation of company owned vehicles (cars, trucks, SUVs) or resident owned vehicles on or off campus with resident passengers: Must be at least twenty-five (25) years of age and no greater than seventy-five (75) years of age, have a current state of VA driver's license, and have an acceptable motor vehicle record as defined by RWC's insurance carrier.
- Operation of company owned passenger vans (capacity of 14+ passengers) on or off campus: Must be at least twenty-five (25) years of age and no greater than seventy-five (75) years of age, have a current state of VA driver's license, and have an acceptable motor vehicle record as defined by RWC's insurance carrier.
- Operation of company owned golf-carts and housekeeping carts on campus only: Must be at least sixteen years of age, have a current state of VA driver's license, and have an acceptable motor vehicle record as defined by RWC's insurance carrier.

A clean or acceptable motor vehicle record (MVR) is a condition of employment and continued employment for jobs with RWC that require operating company vehicles and/or driving residents

Rappahannock Westminister-Canterbury Employee Policy Manual

in company vehicles or resident owned vehicles. MVRs will be evaluated prior to employment and at least annually. An approved driver should report any change to his/her MVR immediately to his/her supervisor and to Human Resources.

Unacceptable Motor Vehicle Violations

This list is not all inclusive, but a general guideline of the types of driving violations that will prevent approved driver status and employment for jobs requiring approved driver status. RWC and its insurance carrier establish the standards for what constitutes an acceptable MVR.

- Negligent homicide within the last 5 years
- Criminal-type conviction within the last 5 years
- Hit-and-run within the last 5 years
- Manslaughter within the last 5 years
- Suspended or revoked license
- Drag racing within the last 5 years
- Driving Under Influence/Impaired within the last 5 years
- Reckless driving within the last 5 years
- Careless driving within the last 3 years
- Assault involving a motor vehicle within the last 5 years
- Passing a stopped school bus within the last 3 years
- 3 or more moving violations** within the last 3 years
- 2 or more at-fault accidents within the last 3 years
- More than 1 at-fault accident and 1 moving violations within the last 3 years when not the same incident

**Moving violations include: speeding, improper or excessive lane changes, following the vehicle ahead too closely, running a red-light or stop sign, failure to yield, and at-fault accidents

708 Use of RWC Phones and Mail Systems

RWC telephones are intended for business use and employees are not permitted to make long-distance or toll calls from our phones. We request that you keep any personal calls to a minimum and only make personal calls during approved break periods. RWC may require reimbursement for charges to our phones resulting from personal calls.

Because our telephone communications are an important reflection of our image to residents, guests, visitors and the community, every employee should use proper telephone etiquette. Some examples of good telephone etiquette are always using the approved greeting, speaking courteously and professionally, confirming the information you have received from the caller, and only hanging up once the caller has done so.

It is not acceptable to use RWC postage meter for your personal mail. The postage is intended only for official business-related mail. You may purchase postage stamps for your personal use

at the Front Desk.

709 Cell Phone and Communication Devices

RWC expects employees to follow business etiquette when using any communication device.

- The use of personal cell phones should be limited to scheduled breaks and lunch/meal periods.
- Use of personal cell phones for personal use may not occur in work areas, with the exception of an unavoidable emergency call. Since we work in our residents' homes, work areas include resident spaces, resident homes/room, walkways and hallways (inside and outside) and resident dining areas.
- Employees with specific authorization from their supervisor may use their personal cell phones for business purposes. Such purposes may include but are not limited to, two-step authentication for cloud-based business platforms, communicating with your immediate staff reports about scheduling situations, or reporting in from a remote location. At no time is it acceptable to communicate HIPPA information on residents or staff via personal cell phone.
- RWC may issue to certain employees a radio and/or cell phone and/or a pager, for efficient business purposes. Employees in possession of company-owned cellphones are expected to protect the equipment from loss, damage or theft. Upon resignation or termination of employment, or at any time on request, the employee may be asked to produce the phone for return or inspection.
- Personal use of company-owned cellphones should be kept to a minimum.
- Earbuds, Air Pods, or any type of earpiece other than hearing aids or safety ear protection devices are prohibited during work hours and in work areas.
- Always remember to apply normal business etiquette and keep your conversations private and non-disruptive to others when using your personal phone or a communication device issued by RWC.

710 Computer and Email Usage

RWC may give employees access to computers, computer files, the email system, and software to use in doing their work.

- Employees should not use a password, access a file, or retrieve any stored communication without authorization.
- Computer and email usage may be monitored.

Rappahannock Westminister-Canterbury Employee Policy Manual

- RWC prohibits the use of computers and the email system in ways that are disruptive, offensive to others, or harmful to morale including (but are not limited to) sexually explicit images, messages, and cartoons, ethnic slurs, racial comments, and off-color jokes.
- Information contained in email messages and other transmissions should be accurate, appropriate, ethical, and lawful.
- Incidental and occasional personal use of RWC technology is permissible as long as it does not interfere with workplace productivity or RWC's systems or business operations, does not pre-empt any business activity, does not consume more than a trivial amount of RWC's resources and is lawful.
- Sending or posting messages or material that could damage the organization's image or reputation is prohibited.
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organization is prohibited.
- You may not use email to solicit others for commercial ventures, religious or political causes, outside organizations, or other nonbusiness matters.
- You may only use software on local area networks or on multiple machines according to the software license agreement. RWC prohibits the illegal duplication of software and its related documentation.
- Attempting to break into the computer system of another organization or person is prohibited.
- You should notify your supervisor or any member of management if you learn about a violation of this policy.

711 Internet and Wireless Network Usage

RWC may provide employees with Network and Internet access to help them do their jobs. Employees are expected to use the Internet and Wireless Network responsibly and productively for job-related activities only.

- RWC has the right to monitor Internet and Network traffic. We also reserve the right to retrieve and read any data that is composed, sent, or received through our online connections or is stored in our computer systems.
- Using RWC Internet services for personal purposes is prohibited.
- All Internet data that is composed, transmitted, or received via our computer systems is subject to disclosure to law enforcement or other third parties.
- Data that is composed, transmitted, accessed, or received via the Internet may NOT contain content that could be considered discriminatory, offensive, obscene, threatening,

harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content include (but are not limited to) sexual comments or images, racial slurs, gender-specific comments, or other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

- RWC does not allow the unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet.
- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions is prohibited.
- All devices using the RWC network and Internet, should be in good working order and designed not to interfere with other devices connected to the network. RWC has the right to restrict personal devices from network and Internet use.
- Technology activities which violate local, state and/or Federal law are prohibited.

712 Social Media Networking

RWC recognizes that social media networking can be used by employees to develop a public image and reputation that is consistent with our values, and to attract new residents and employees.

- All RWC policies regarding discrimination and harassment apply in full force to blogs and social networking sites.
- Any employee engaging in social networking or blogging for legitimate business purposes must get approval of all content, including photographs, from our Marketing Department, Human Resources Department, or the Chief Executive Officer.
- Any employee who mentions RWC, writes about any work-related activities, or expresses an opinion regarding RWC on a personal blog or social networking account must include a disclaimer that specifically states that the views, opinions, beliefs and attitudes expressed are those of the employee alone and are not necessarily aligned with the policies, standards and practices of RWC.
- All RWC policies regarding disclosure of sensitive, HIPPA protected, proprietary, financial or confidential information apply in full to blogs and social networking sites.
- The logos and trademarks of RWC may not be used without express written permission from the RWC Marketing Department or the Chief Executive Officer.

713 Remote Work

New 1.2.2023

This policy outlines the eligibility criteria for a Rappahannock Westminster-Canterbury (RWC) employee to work remotely from his/her home. It also outlines the guidelines and expectations for all RWC employees approved to work remotely, either on a regular or intermittent basis.

Eligibility

Remote work can be informal, such as working from home for a short-term project or formal, a set schedule for working away from the office. Please note that given the nature of our business, most positions are not well-suited for remote work as they are forward facing, meaning frequent interaction with residents and/or staff. RWC will consider a combination of remote work/on-site work after sixty (60) days of employment for non-forward-facing positions where it can be established that working remote will not be a hinderance to the department or the overall needs and goals of the organization. The number of hours of remote work will be determined by the department manager with approval from Human Resources and the CEO. Regardless of the amount of remote work, all full-time employees are required to work 35 to 40 hours per week as assigned and part-time employees, at least 20 hours per week.

Any remote work arrangement may be discontinued at will and at any time at the request of the staff member or RWC.

How to Request

Any employee who has worked for RWC for sixty (60) days or more and works in a non-forward-facing position can set up a meeting with their department manager to discuss remote work options. If it is determined you meet the eligibility criteria, in conjunction with your manager, you'll determine a remote work schedule that works best for you and your department's needs. This will be a time to ask questions and talk about your home office setup.

Tools/Supplies Provided

All RWC remote staff must utilize company laptops or desktop computers to perform company work. If required for the job, you will be provided a computer, which will also contain necessary software and programs used here at RWC. The computer is the property of RWC and as such, it must be returned if the remote work arrangement ends and/or the employee ends his/her employment.

If the remote employee needs access to RWC's network and email, the employee will be expected to connect to the RWC network and email using VPN technology and RWC protocols.

On a case-by-case basis, RWC will determine any other appropriate equipment needed. Equipment supplied by RWC will be maintained by RWC. Equipment supplied by the employee, as deemed appropriate by RWC, will be maintained by the staff member.

Rappahannock Westminister-Canterbury Employee Policy Manual

The employee will be responsible for having a dedicated work space in the home, secure from tampering and possible damage to technology equipment.

The employee working remotely must have appropriate and stable high-speed internet and telephone service to complete required tasks efficiently and communicate with other employees or professional contacts as needed. The remote employee can use company paper and office supplies for business use only. RWC will not cover expenses associated with setting up the home office such as remodeling, furniture, or lighting nor will RWC cover the cost of any utilities related to remote work (e.g. cost of internet, phone service, electric power, fuel).

Security

Consistent with the organization's expectations of information security for employees working at the office, employees working remotely will be expected to ensure the protection of proprietary company information accessible from their home office. Steps include the use of locked file cabinets and desks, regular password maintenance, and any other measures appropriate for the job and the environment, as deemed by RWC.

Protocols and Communication Standards

Remote work facilitates a large amount of trust in an RWC employee. As such, the remote employee is expected to:

Maintain a general schedule which must be communicated to and agreed to by your department manager. Deviations from that schedule should be communicated to your department manager as well. It is expected that you are available for phone calls, virtual meetings or phone conferences and to answer email during scheduled remote work hours.

Maintain their home workspace in a safe manner, free from safety hazards.

Have adequate child care if there are children in the home during remote work hours. It is not acceptable for you to be watching your child(ren) while simultaneously working.

Maintain an atmosphere of professionalism. If engaged in a video call with a business associate or colleague, dress appropriately. Playing music softly in the background while you work is acceptable, watching television is not.

In person work-related appointments should be planned for on-site only.

The workspace in your home should allow for you to separate from guests who may be visiting in your home during your remote work hours.

Remote work staff will be required to report hours worked from home to their supervisor on a daily basis. You are allowed two 15-minute breaks and one 30 minute lunch break during an 8 hour work day. As with on-site work, overtime must be approved in advance by your department supervisor.

Ad Hoc Arrangements

Temporary remote work arrangements may be approved in advance for circumstances such as inclement weather and/or special projects/assignments. These arrangements are approved on an as-needed basis only by the department director and Human Resources, with no expectation of ongoing continuance. Other informal, short-term arrangements may be made for employees on family or medical leave to the extent practical for the employee and the organization and with the consent of the employee's health care provider, if appropriate. All informal remote work arrangements are made on a case-by-case basis, focusing first on the business needs of the organization.

714 Inclement Weather

Given RWC is a business that is operational 24 hours per day 365 days per year, RWC is always open regardless of inclement weather conditions. There could be times when emergencies, such as severe weather (snow, hurricanes, etc.), fires, or power failures may disrupt our normal business operations. These circumstances may require the CEO or his designee to implement our Inclement Weather plan (below) or applicable provisions of our Disaster Management plan (found in a red binder in each department).

- RWC inclement weather plan or disaster management plan will be activated by the CEO or his designee based on weather watches and/or warnings reported by the National Weather Service.

Essential Departments during Inclement Weather

- The following departments must maintain essential operations during inclement weather. All scheduled employees in essential departments are expected to plan proactively to be able to report to work as scheduled. Department managers will communicate plans for coverage in advance when possible. Open and honest communication will be key to ensuring our residents are well cared for during inclement weather.
 - Health Center
 - Assisted Living
 - At Home
 - Security
 - Housekeeping/Laundry (limited staff)
 - Activities (limited staff)
 - Resident Clinic
 - Front Desk
 - Landscaping
 - Maintenance (limited staff)

Rappahannock Westminister-Canterbury Employee Policy Manual

- Staffing plans may include employees remaining on campus between shifts, in which case, adequate sleeping facilities will be provided. Department managers should coordinate sleeping arrangements for staff with the Housekeeping Manager.
- If you sleep on campus, clean up behind yourself and always be mindful you are in the home of our residents.
- Meals will be provided for staff who are needed to remain on campus between shifts. Supervisors should provide a list of employees needing meal service to the Front Desk. Employees can pick up free meal tickets from the Front Desk.
- Employees remaining on campus between shifts will be paid only for those hours actually worked.
- Employees may be called upon to perform tasks outside of their "normal" job duties during inclement weather conditions to ensure residents are properly cared for and operations continue.
- Any extenuating circumstances which may prevent an employee from meeting this obligation should be reported to the department supervisor with as much advance notice as possible.
- It will be considered an unplanned absence for essential employees who are not able to report to work during inclement weather conditions. PTO will be applied.
- Employees may be called upon to perform tasks outside of their "normal" job duties during inclement weather conditions to ensure residents are properly cared for and operations continue.
- Employees who work additional hours during inclement weather situations will be compensated in accordance with the Virginia state labor laws.

Non-essential Staff

- Non-essential staff must report to duty if determined necessary to meet residents' needs. If presence is not deemed necessary, supervisors may approve leave (PTO) or an unpaid absence for non-essential staff on inclement weather days.
- Employees with an established signed remote work agreement may work remote on inclement weather days with permission from their supervisor.

Violation of this policy will be subject to disciplinary action, up to and including termination

715 Business Travel Expenses

RWC will reimburse employees for reasonable business travel expenses when the travel has been approved in advance by your immediate supervisor. Once your travel plans are approved, you are responsible for making your own travel arrangements. Your supervisor can give you guidance and assistance on procedures related to travel arrangements, expense reports, reimbursement for specific expenses, or any other business travel issues.

When approved, we will reimburse the reasonable costs of travel, meals, lodging, and other expenses directly related to accomplishing the objective of your trip.

In the event that you are involved in an accident while traveling on business, immediately report the incident to your supervisor. And, if you use a vehicle owned, leased, or rented by RWC, it may not be used for personal reasons unless you have prior approval.

When a business trip is over, submit your completed travel expense report within 10 days accompanied by receipts for all individual expenses.

716 Visitors in the Workplace

To better protect the safety and security of employees as well as RWC property and facilities, only authorized visitors are allowed in the workplace.

As a general rule, you should not have friends or family members on the premises. In cases of emergencies that necessitate a friend or family member to enter the premises for a short period of time, you must obtain authorization from your supervisor and your visitor must enter RWC at the reception area. You are responsible for the conduct and safety of your visitor.

If you see an unauthorized person on our premises, please notify your supervisor immediately or direct the individual to the reception area.

717 Workplace Monitoring

RWC may conduct workplace monitoring to help ensure employee safety, security, and resident satisfaction.

We may conduct video surveillance of non-private workplace areas. We use video monitoring to identify safety concerns, detect theft and misconduct, and discourage and prevent acts of harassment and workplace violence.

Because we are sensitive to the legitimate privacy rights of our employees, we will make every effort to guarantee that workplace monitoring is always done in an ethical and respectful manner.

718 Workplace Violence Prevention

RWC is committed to preventing workplace violence and to maintaining a safe work environment. We have adopted the following guidelines to deal with intimidation, harassment, or

Rappahannock Westminster-Canterbury Employee Policy Manual

other threats of (or actual) violence that might occur during business hours or on our premises.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay", or other conduct that may be dangerous to others. We prohibit firearms, weapons, and other dangerous or hazardous devices and substances from the premises of RWC without proper authorization.

RWC will not tolerate conduct that threatens, intimidates, or coerces another employee, a resident, or a member of the public at any time, including off-duty periods. This includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, either direct or indirect, should be reported as soon as possible to your supervisor or any other member of management. This includes threats by employees as well as threats by residents, vendors, solicitors, or anyone else. When reporting a threat of violence, you should be as specific and detailed as possible.

Be sure to report any suspicious person or activities as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your work area, do not try to intercede or see what is happening.

We will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the person who made the report will be protected to the extent practical. To maintain workplace safety and the integrity of its investigation, RWC may suspend an employee, either with or without pay, pending investigation.

Any person who violates these guidelines will be subject to disciplinary action, up to and including termination of employment. Violations include making a threat of violence or actually committing a violent act.

If you are having a dispute or differences with another employee, we encourage you to discuss it with your supervisor or the Human Resources Department before the situation escalates into potential violence. RWC is eager to assist in the resolution of employee disputes and we will not discipline an employee for raising these types of concerns.

719 Loitering

You should not be on the premises except during your working hours. During your working hours, you should be only in the area of your assigned work or in areas relevant to permit you to carry out the essential duties and responsibilities of your job. It is also important that you take your breaks and meal periods either in the employee lounge or other areas designated by your supervisor. While on a break or meal period, avoid interfering with other employees who are working.

Rappahannock Westminster-Canterbury
Employee Policy Manual

If you need to wait for transportation, you should wait in the area designated by your supervisor. Anyone waiting to transport you should wait in his/her vehicle in the employee parking lot.

WORK CONDUCT

801 Professional Conduct

Revised December 7, 2023

RWC promotes professionalism at all times. Conduct that falls short of our professional standards is not acceptable. While it is not possible to list all forms of behavior that are considered unacceptable at work, the following are examples of conduct that may result in disciplinary action, up to and including termination of employment.

1. Theft or inappropriate removal or possession of RWC's and/or resident's property; unauthorized use or mishandling of RWC's equipment or resident's possessions; negligence or improper conduct leading to damage of employer-owned or resident-owned property.
2. Dishonesty.
3. Leaving your department or assigned work area without permission.
4. Failure to dress properly or wear proper uniform and name tag.
5. Loitering or loafing.
6. Sleeping on duty.
7. Falsification of time keeping records; timecard violations; failure to complete required time records and documentation.
8. Working under the influence of illegal drugs and/or alcohol. Unlawful possession, sale, distribution or transfer, or use of illegal drugs and/or alcohol in the workplace or on the premises. Operating employer-owned vehicles or equipment under the influence of illegal drugs and/or alcohol.
9. Fighting or threatening violence in the workplace; striking a resident or co-worker; boisterous, disrespectful or disruptive activity in the workplace.
10. Intentional destruction or defacement of RWC property, property of residents or property of other employees.
11. Insubordination or other disrespectful conduct; refusing to follow instructions of, or being disrespectful to, a duly assigned supervisor; refusing to accept a job assignment; abandonment of job duties and responsibilities; abandonment of position.
12. Smoking in prohibited areas.
13. Sexual or other unlawful or unwelcome harassment of another employee, visitor, resident, or guest; abusive treatment of others or abusive language; threatening or intimidating another employee, visitor, guest or resident.
14. Resident abuse; neglect of the care of residents affecting their health, safety or mental well-being.
15. Possession of dangerous or unauthorized materials, such as explosives, weapons, or firearms, in the workplace or on RWC premises.
16. Excessive and/or patterned absences and/or tardiness; absences and/or tardiness without

Rappahannock Westminster-Canterbury Employee Policy Manual

proper notice.

17. Posting, removing, or defacing material on company bulletin boards without authorization.
18. Failure to attend scheduled meetings and in-service education programs.
19. Accepting tips, gratuities or possessions from residents, their families or visitors.
20. Violation of safety or health rules, failure to report safety hazards or health conditions to your supervisor; failure to report injuries or accidents.
21. Unauthorized collections, solicitation or distribution of literature, goods, or services.
22. Failure to maintain current certification, registration or licensure as required by your position.
23. Unauthorized use of telephones, mail system, or other employer-owned equipment.
24. Unauthorized disclosure of confidential information.
25. Violation of personnel policies, departmental operating policies, resident care and service policies.
26. Unsatisfactory performance of duties.
27. Unproductivity or unproductive work practices.
28. Any deliberate act not in the best interest of RWC or one that may cause harm to any resident or staff member.

Since employment with RWC is based on mutual consent, either you or RWC have the right to terminate the employment relationship at will, with or without cause or advance notice, at any time.

802 Drug-free and Alcohol-free Workplace

Revised March 2024

Our employees' health and well-being are important to us. In addition, RWC has a longstanding commitment to provide a safe and productive work environment. Alcohol and drug abuse pose a threat to the health and safety of employees and residents, and to the security of our equipment and facilities. For these reasons, RWC is committed to a drug-free and alcohol-free workplace.

Definitions

Drugs: Illegal drugs, illegally-used controlled substances (encompasses narcotic and non-narcotic drugs, including prescription drugs used abusively), psychoactive drugs and non-controlled substances (over-the-counter medicines if they render one unfit for duty).

Additionally, the use of any substance for the purpose of achieving a drug-like effect will fall under the prohibition against drugs.

Under the Influence: Means the presence of any drug or alcohol in the body as verified by laboratory tests, or impairment to any degree, as verified by appropriate field tests. Under the influence also shall mean the presence of alcohol or drugs as indicated by behavior that is reasonably construed to indicate the presence of alcohol or drugs.

Awareness

RWC provides drug/alcohol-free education annually which informs on the dangers and effects of substance abuse in the workplace, the resources available, and the consequences of violating this policy.

On a case-by-case basis, RWC commits to assist and support employees who voluntarily seek help for drug or alcohol abuse problems before becoming subject to discipline and/or termination under this or other policies. Such employees may be allowed to use accrued time off benefits, be placed on a leave of absence, and/or be referred to treatment provider. Leaves of absence may be granted if the employee agrees to abstain from using the problem substance; abides by all RWC policies, rules, and prohibitions relating to conduct in the workplace; and if, in RWC's sole discretion, granting the leave of absence is in the best interest of the employee and RWC. Employees who remain employed and are seeking help for drug or alcohol abuse problems may be required to document that they are successfully following prescribed treatment and to take and pass follow-up tests.

Work Rules

Whenever employees are working on RWC premises or are conducting related work off-site, operating any company vehicle, or present on RWC premises (including parking lots), the following applies.

- Employees must report to work fit for duty and free from the influence of drugs or alcohol which adversely affect their ability to perform their job duties especially related to the safety of co-workers and residents.
- No use, possession, distribution, or selling of alcohol or illegal drugs.
- Employees using prescribed or over-the-counter drugs must consult with their doctors about the medications' effect on their fitness for duty and ability to work safely, and promptly disclose any work restrictions to their supervisor and Human Resources.
- The use of marijuana is legal in Virginia. However, employees may not work if they are impaired by marijuana. Employees who work while impaired by marijuana are subject to discipline, including immediate termination.
- Employees must notify RWC of a criminal conviction for drug-related activity within five days of the conviction.

Required Testing

RWC retains the right to require the following tests:

Pre-Employment: Job candidates will be subject to drug testing upon the receipt of a contingent job offer. The drug test is only a part of the job offer process where other contingencies may also apply. Job candidates testing positive for a banned substance will be denied employment.

Rappahannock Westminister-Canterbury Employee Policy Manual

Reasonable suspicion: Employees are subject to testing based on observations by a supervisor of apparent workplace use, possession, or impairment. Human Resources must be consulted before requiring an employee to submit to reasonable suspicion testing.

Post-accident: Employees are subject to drug testing when they are involved in an accident that results in an injury to himself, herself, or another employee requiring medical attention. In any of these instances, the investigation and subsequent testing must take place immediately following the accident.

Follow-up: Employees who remain employed while seeking help for drug or alcohol abuse problems must submit to follow-up drug testing at times and frequencies determined by RWC for a minimum of one (1) year but not more than two (2) years. If the employee either does not complete his/her rehabilitation program or tests positive after completing the rehabilitation program, he/she will be subject to immediate discharge from employment.

Consequences

Employees who refuse to cooperate immediately in required drug/alcohol tests or who use, possess, buy, sell, manufacture, or dispense a drug in violation of this policy will be terminated. The first time an employee tests positive for alcohol or illegal drug use under this policy, the result will be discipline up to and including discharge depending on the particular circumstances. Employees will be paid for time spent in alcohol/drug testing and then suspended pending the results of the drug/alcohol test. After the results of the test are received, a date/time will be scheduled to discuss the results of the test; this meeting will include a member of management and Human Resources. Should the results prove to be negative, the employee will receive back pay for the times/days of suspension.

If you have questions about this policy or issues related to drug or alcohol use at work, you can raise your concerns with your supervisor or the Human Resources Department without fear of reprisal.

803 Sexual and Other Unlawful Harassment

RWC is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or, (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Human Resources Department or any other member of management. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the Human Resources Department or any member of management so it can be investigated in a timely and confidential manner.

804 Attendance and Punctuality

Revision Effective: 4.01.2023

OVERVIEW

Timely and consistent attendance as scheduled is an expectation for all RWC employees to ensure appropriate staffing levels, quality resident/client care and services and expected productivity standards throughout the organization. Meeting the RWC attendance expectation and performance standard requires you to maintain a good record of attendance and punctuality. In the event you are not meeting RWC expectations, you need to implement a personal plan, in coordination with your supervisor, to correct the situation. Not meeting expectations will result in progressive discipline up to and including termination and/or impact your eligibility for merit pay.

DEFINITIONS

Absence: An employee is deemed absent when he/she is unavailable for work as scheduled.

Planned Absence: time requested off well in advance of a scheduled day of work and in accordance with departmental procedures for requesting time off. Giving ample lead time is a key factor in gaining request approval.

Unplanned Absence: an unplanned absence is defined as any absence that is first communicated after the department schedule is posted for the month in varying schedule departments or less than 24 hours prior to a scheduled day/shift of work in fixed schedule departments. Unplanned absences also include leaving before the end of a scheduled shift or work period; reporting to work sick or unable to work and being sent home; and being sent home for performance issues. Individual departments may have additional scheduling guidelines which will be provided in writing.

Emergency Absence: an unplanned absence may be designated as an emergency absence by your department manager/director with approval by the Vice President Human Resources for a verifiable extreme emergency situation. RWC reserves the right to require documentation. An employee's attendance record will be considered in determining eligibility for emergency leave.

Communicable Disease Absence: an unplanned absence due to symptoms associated with a communicable disease may be designated as a communicable disease absence when proof of such contagion is provided by a treating physician for an employee and/or the employee is

Rappahannock Westminster-Canterbury Employee Policy Manual

required to be absent in accordance with RWC's Communicable Disease Policy. Not all absences with physician documentation will fall under the Communicable Disease Policy.

Designated Leave Absence: Absences designated as FMLA leave, Military Leave, Jury Duty Leave, Court Appearance Leave, Bone Marrow Donor Leave, Organ Donor Leave, Educational Leave, Bereavement Leave, Personal Leave, or Leave under Worker's Compensation are subject to specific criteria as defined in the employee policy manual.

Tardy: more than five (5) minutes late for your shift start time

Calculated Attendance Manipulation (includes, but is not limited to):

- Chronic, long-term, repetitive, or pattern unplanned absences/tardiness
- Being absent before and/or after scheduled days off, day after payday, holiday, same day of the week and weekend absences
- Regularly clocking in 8 minutes or more prior to the beginning of your scheduled shift or clocking out 8 minutes or more past the end of your scheduled shift without prior managerial permission
- Excessive missed punches
- Calling out of work on a day that you have been previously denied PTO
- Short-term improvements in attendance followed by a return to frequent occurrences
- Clocking in prior to parking

MANAGEMENT AND MONITORING

You are responsible for managing your attendance and punctuality. Your supervisor is responsible for monitoring your attendance and punctuality.

1. A pattern of calculated manipulation of the RWC attendance policy or excessive unplanned absences or tardiness in a rolling year will result in progressive discipline.
2. Employees must notify their supervisor or another member of their management staff of an unplanned absence as soon as possible so that a replacement can be scheduled. Please follow the call out procedures for your department. It will be important to remain in touch with your supervisor regularly if your absence spans more than one day.
3. It is important that you do not come to work sick or ill and expose residents, clients and co-workers to your illness. In cases such as these please stay home, take care of yourself, and return to work feeling well. It is important that you do not come to work sick or ill and expose residents, clients and co-workers to your illness. In cases such as these please stay home, take care of yourself, and return to work feeling well. Also, you will be required in cases of returning to work after surgery, an injury, certain illnesses, or

Rappahannock Westminster-Canterbury
Employee Policy Manual

hospitalization to provide an unrestricted work release from your attending physician. RWC does reserve the right to determine your fitness for work and your ability to perform the essential functions of your job.

4. Any employee who does not show up for his/her scheduled work assignment and does not call prior to start time, unless a verifiable emergency makes it impossible to do so, will be assumed to voluntarily resign his/her position. This includes cases in which the supervisor is forced to call the employee who is absent from his/her scheduled shift and is told at that time that the employee will not report to work.
5. Accrued Paid Time Off will automatically be used for absences and tardiness unless otherwise specified by specific policies (i.e., bereavement, jury duty, etc.). It is important to maintain a sufficient PTO balance (40 to 80 hours recommended) to cover unplanned absences.
6. Your supervisor will communicate with you if your attendance and/or punctuality record becomes unsatisfactory. However, should you encounter extenuating circumstances which may result in excessive absences and/or tardiness, notify and discuss the situation with your supervisor immediately. If you are not comfortable discussing the situation with your supervisor, consultative services are available with the Human Resources Department.
7. Your attendance/punctuality record will be taken into consideration at the time of your annual performance review and may impact your eligibility for an annual and/or merit increase.

STAR ATTENDANCE BONUS

Non-exempt employees who have zero unplanned absences, zero tardies and no disciplinary actions for calculated attendance manipulation will receive a Star Attendance Bonus as indicated in the following table given they are employed for the full six-month period.

Payment	Hours Worked in Period	Star Attendance Bonus
First pay period in October	520 - 1040	\$200
	260 - 519	\$100
First pay period in April	520 – 1040	\$200
	260 - 519	\$100

805 Professional Appearance

Revised: 1.01.2024

Our dress, grooming and personal cleanliness standards ensure resident and employee safety, are important to infection control and contribute to an appropriate professional image. During business hours or whenever representing RWC, you are expected to dress and groom yourself according to the requirements of your position.

Your supervisor or department head is responsible for establishing a reasonable dress code appropriate to the job you perform, and have the right to discern what is appropriate for safety and professional image. Employees who do not meet our professional standards, may be asked to leave work and return properly dressed or groomed. If this happens, you will not be paid for the time away from work. Reasonable accommodation may be granted for appropriate dress for a person with a disability.

ALL EMPLOYEES

- Name badges should always be worn visibly above the waist.
- Shoes must provide safe and secure footing and offer protection against hazards. Closed toe shoes are required in many departments.
- Only solid color or RWC Logo outerwear and hats are permitted while working. Sweatshirts and hoodies are not appropriate when working inside the building.
- Appearance reflects regular bathing and use of an effective deodorant.
- Hair is clean, well groomed, and worn in a manner so as to not interfere with job duties or safety precautions. Mustaches and beards must be clean, well-trimmed, and neat.
- Fingernails shall not be more than ¼ inch past the fingertips. Fingernails should always be kept clean and neatly manicured.
- Jewelry should not be functionally restrictive, excessive, or interfere with safety.
- Facial jewelry is limited to one nose stud. Nose rings, eyebrow rings, lip rings, gauges or tongue studs are prohibited while working.
- Employees are prohibited from displaying tattoos that have slogans or images that are demeaning or feature profanity or other messages that do not promote or enhance a safe and productive workplace.
- Earbuds, Air Pods, or any type of earpiece other than hearing aids are prohibited during work hours and in work areas.

DEPARTMENT SPECIFIC

Non-uniformed Departments (Administration, Accounting, Marketing, Human Resources, Life Enrichment, Front Desk, Home Solutions, Social Services, Technology and Salon)

Rappahannock Westminster-Canterbury Employee Policy Manual

The RWC dress code for **non-uniformed** departments is corporate casual. Corporate casual attire includes suits, pants, jackets, shirts, skirts and dresses that, while not formal, are appropriate for a business environment.

- Examples of appropriate corporate casual attire include a button-down shirt with pressed khaki pants, a sweater and a shirt with pressed pants, a jacket and shirt or blouse with skirt or slacks, and a blouse or a sweater with a skirt or pants. Pantsuits and sports jackets also fit the corporate casual work environment.
- Jeans, t-shirts, shirts without collars and footwear such as flip-flops and sneakers are not appropriate for corporate casual attire. Additionally, spaghetti-strap tops, tank, tube, and halter tops, strapless and off-the-shoulder tops, leggings and tight-fit clothing are not appropriate.
- Corporate logo or solid color polo shirts with pressed pants, slacks or a skirt are appropriate on Fridays or any day for Technology, Salon and Life Enrichment departments.

Health Services and At Home

- Nursing Scrubs required. May also wear RWC polo with scrub pants.
- At Home staff may be asked to wear business casual per a client specific request.
- Outer wear should be lab jacket, solid color sweater or cardigan, or professional jacket. Long sleeves worn under scrub shirts are acceptable.
- Earrings must be modest and safe such as small hoops or studs.
- Closed-toe shoes appropriate to the health services environment. Crocs without holes are acceptable.

Activities

- Pressed Khaki, black or navy pants or “just above the knee” length khaki, black or navy shorts (gym shorts, sweatpants, or similar are prohibited)
- RWC Logo Polo provided.
- Sneakers or office appropriate closed toe shoes.

Culinary Services

- Black pants. If pants have belt loops, a belt must be worn.
- Uniform shirt provided by RWC.
- RWC logo jacket/fleece provided for those doing deliveries/inventory.
- RWC logo hats only while working.
- Non-skid, comfortable, closed-toe shoes appropriate for culinary services. Chef work clogs and solid black no-hole crocs are acceptable.
- Hairnets and food service gloves as appropriate.

Housekeeping/Laundry

Rappahannock Westminster-Canterbury Employee Policy Manual

- Uniform and jacket provided by RWC. (Long sleeves layered under uniform tops are acceptable.)
- Comfortable, closed-toe shoes appropriate to environmental services.
- Long hair must be pulled back or up.

Maintenance

- RWC uniform, jacket and hat provided.
- Closed-toe shoes.
- Ear protection and safety glasses around power equipment.

Landscaping

- RWC uniform, sweatshirt and hat provided.
- Closed-toe shoes.
- Work gloves as appropriate for safety.
- Safety glasses when using a blower and ear protection around power equipment.

Fitness

- RWC Logo polo shirts provided. (RWC logo t-shirts may be worn during fitness classes.)
- Pressed Khaki, black or navy pants or black or navy athletic pants (no baggy sweats or leggings) or “just above the knee” length pressed khaki, black or navy shorts.
- Closed-toe athletic shoes.

Security

- Uniform, jacket and hat provided.
- Closed-toe shoes.

806 Return of Property

As part of your job, you may be issued or given temporary possession of RWC property, uniforms, keys, materials or written information.

You are responsible for the control of RWC property in your possession and expected to return it promptly when requested or if your employment ends. In situations where you do not return RWC property, we may take steps to recover the item or its cost by withholding from your regular or final paycheck when allowed by law, or by taking legal action.

807 Security Inspections

RWC may provide you with desks, lockers, and other storage devices for your convenience but these are always the sole property of RWC. Because they are our property, we may inspect and open them along with any items that are inside them. Agents or people we authorize, either with or without prior notice to you, may make an inspection at any time.

RWC may require inspection of employees and other persons who enter or exit our premises as well as any packages or other belongings they carry with them. If you wish to avoid having your belongings inspected, the best thing is to not bring them to work.

808 Solicitation

In an effort to minimize disruptions and maintain a harmonious environment, we prohibit people who are not RWC employees from either soliciting or distributing literature in the workplace at any time for any purpose.

We recognize that our employees are often active and have interest in events and organizations outside work. Employees are allowed to share information and solicit support for community interests among each other; however, employees may not solicit for or distribute literature about these activities during working time. (Working time excludes lunch periods, work breaks, or any other time when an employee is not "on duty" or scheduled to be working.)

Solicitation of residents is never permitted.

Collection of money, goods, or gifts for political groups is not permitted.

Employees have the legal right to refuse assistance or participation to any kind of activities or organizations. Employees should not be forced or harassed to support fundraising events, collections, purchasing of merchandise or other activities.

If you have a message of interest to the workplace that you want to post, you may post it on the employee bulletin board located in the time clock corridor. You must sign your name to the post and date it. Unsigned posts will be removed.

809 Tips & Gratuities

RWC is committed to ensure that all residents are treated equally and that no partiality is shown to one resident over another. Tips and gratuities tend to create partiality toward the tipper. For this reason, RWC does not allow employees to accept any tips, gratuities, loans, or items of any nature from residents and their families. Nor are you allowed to purchase items from residents or their families.

810 Progressive Discipline

This policy describes the procedure for administering equitable and consistent discipline for unsatisfactory conduct at RWC. We believe that the best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all

employment levels.

We also believe that it is in the best interests of RWC to ensure fair treatment of all employees and make certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory performance in the future.

RWC may use progressive discipline at its discretion. There may be circumstances when one or more steps are bypassed.

Disciplinary action may call for any of five steps -- verbal warning, written warning, final written warning, suspension with or without pay, or termination of employment -- depending on the severity of the problem and the number of occurrences.

RWC recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both employees and RWC.

811 Problem Resolution

RWC is committed to providing the best possible working conditions for our employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from RWC supervisors and management.

If a situation occurs when you believe that a condition of employment or a decision affecting you is unjust, inequitable, or concerning, or in which you believe another employee has violated a law or a company policy, you are encouraged to make use of the following steps. You may discontinue the procedure at any step. No employee shall be retaliated for reporting a violation. Retaliation includes but is not limited to, any form of discrimination, demotion, suspension, or other adverse employment action.

1. Your first course of action is to present the specific problem or concern to your supervisor. If your supervisor is unavailable or you believe it would be inappropriate to contact that person, you may present the problem to the Human Resources Department and they will advise you as to how to proceed.
2. Your supervisor will respond to the problem or concern either during the discussion or within 7 calendar days after consulting with appropriate management, when necessary. If you and your

Rappahannock Westminister-Canterbury Employee Policy Manual

supervisor cannot resolve the problem, or if you're not satisfied, you may talk to your division director. This should be accomplished as soon as possible but no later than 5 calendar days after your supervisor has responded to your problem or concern.

3. If you and your division director can't resolve the problem, or if you're still not satisfied you may make an appointment with Human Resources and present your problem or concern to them. This should be accomplished as soon as possible but no later than 5 calendar days after your division director has responded to your problem or concern.

4. The Human Resources Department will hear your problem or concern, may visit with your supervisor and/or division director in an attempt to resolve this issue. In the event your problem or concern is not resolved at this level, Human Resources may counsel or advise you as to how to proceed.

5. Your last step in the problem resolution process is to present the problem to the CEO in writing. The CEO will review and consider the problem and may request to meet with you. You also have the option to request a meeting with the CEO. The CEO will inform you of the decision within 7 calendar days and will communicate either verbally or in writing to you and the Human Resources Department the final disposition of your problem or concern. The CEO has full authority to make any adjustment deemed appropriate to resolve the problem, and the CEO's decision is the final disposition of the matter.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment, and helps to ensure everyone's job security.

MISCELLANEOUS

901 Suggestion Program

As an employee at RWC, you have the opportunity to contribute to our future success and growth by submitting suggestions for practical work-improvement or cost-savings ideas.

A suggestion is an idea that will benefit RWC by solving a problem, reducing costs, improving operations or procedures, enhancing customer service, eliminating waste or spoilage, or making RWC a better or safer place to work. Statements of problems without accompanying solutions, or recommendations concerning co-workers and management are not appropriate suggestions.

All suggestions should contain a description of the problem or condition to be improved, a detailed explanation of the solution or improvement, and the reasons why it should be implemented. If you have questions or need advice about your idea, contact your supervisor for

help.

Submit your suggestions to the Human Resources Department or place them in the suggestion box in the service hall and, after review, they will be forwarded to your supervisor or the CEO. If you sign your name to the suggestion, you will be notified of the adoption or rejection of your suggestion. If your suggestion is implemented, you will receive special recognition.

902 Bulletin Boards

Bulletin boards containing important information are located in several areas throughout the buildings.

- a. An RWC bulletin board is located in the service corridor by the time clock close to the employee entrance. Posted are required federal and state employment posters containing information and employee rights guaranteed by law.
- b. Human Resources has a bulletin board in this same service corridor. Posted are announcements and other information from the Human Resources Department.
- c. Also in this service corridor is a Wellness and Fitness bulletin board containing health and program information limited to our employee health and fitness programs.
- d. Each department has a bulletin board where notices and information are posted for employees working in the department.

It is your responsibility to read and be familiar with the posted information, so be sure to locate these bulletin boards and check them regularly.

As a courtesy to employees, an employee bulletin board is located in the service corridor. This bulletin board is an approved location for employees to post notices such as church events, items for sale, civic and community events, etc. Please use good taste in posting your notice or information piece on this board. Any posting must contain the signature of the employee posting the notice. Also, we ask that you keep the board current by removing your expired posters. RWC reserves the right to remove any posting that may not be in good taste, offensive to other employees, suggesting activity that is illegal, or slanderous/inflammatory to another employee.

903 Lockers

Limited locker space is available in some departments for the safe keeping of your personal belongings during working hours. If you are assigned a locker, it is your responsibility to keep it secured at all times.

RWC is not responsible for lost articles. RWC does reserve the right to inspect employees' lockers when, in the sole judgment of the employer, considered necessary.

Please check with Human Resources for locker availability.

904 Lost and Found

Lost and Found is located at the front desk. Please turn in any found items to the receptionist and check with the receptionist regarding any lost items.

905 Parking

All RWC employees are to park in the Employee Parking Lot located behind Chesapeake Center.

906 Resident Areas

RWC is "home" for our residents.

You are not to enter any resident's living quarters without a specific job assignment which requires you to be there. You should always knock before entering and only enter an empty residence if your supervisor has instructed you to do so.

The Atrium area and the Rappahannock Room are extensions of the residents' living rooms and are for the use of residents and their guests. Smoking is not permitted in the residential living areas either indoors or outdoors.

Our beautiful buildings, grounds, and surroundings can only be maintained through our combined efforts. Always use waste receptacles and be neat and clean in all areas. If you see that a restroom, or any area needs attention, please notify Housekeeping immediately. Regardless of your department, you are expected to correct untidy or unsanitary conditions in the buildings and on the grounds, or to notify the department or supervisor in charge.