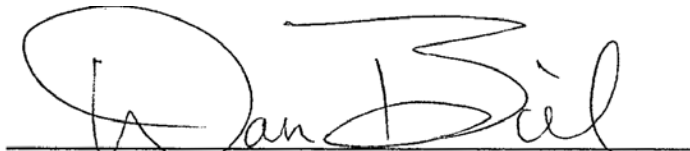


WALWORTH COUNTY CARE CENTER

EMPLOYEE HANDBOOK

Revised Date: 11/23/2018

Adopted by the Walworth County Care Center, Inc. Board November 23, 2018



Dan Biel, Chairperson

DISCLAIMER

THIS EMPLOYEE HANDBOOK IS INTENDED ONLY AS A GUIDE FOR THE EFFICIENT AND PROFESSIONAL PERFORMANCE OF THE RESPONSIBILITIES OF AN EMPLOYEE OF THE WALWORTH COUNTY CARE CENTER, INC..

THE WALWORTH COUNTY CARE CENTER, INC. RETAINS THE RIGHT TO CHANGE THE CONTENTS OF THIS HANDBOOK AS IT DEEMS NECESSARY WITH OR WITHOUT NOTICE.

ALL EMPLOYEES OF THE WALWORTH COUNTY CARE CENTER, INC. ARE CONSIDERED "AT WILL" EMPLOYEES. EMPLOYMENT MAY BE TERMINATED WITH OR WITHOUT CAUSE AT ANY TIME AT THE OPTION OF THE WALWORTH COUNTY CARE CENTER, INC..

THERE IS NO CONTRACT OF EMPLOYMENT BETWEEN THE WALWORTH COUNTY CARE CENTER, INC. AND ITS EMPLOYEES. NOTHING HEREIN SHALL BE CONSTRUED BY ANY EMPLOYEE TO BE A CONTRACT FOR EMPLOYMENT OR ENTITLEMENT TO CONTINUED EMPLOYMENT WITH THE WALWORTH COUNTY CARE CENTER, INC..

Walworth County Care Center, Inc. Employee Handbook

Welcome to Walworth County Care Center, Inc.

Dear Employee:

It is a pleasure to welcome you to Walworth County Care Center, Inc.. We hope you will find the work here very satisfying. A senior citizen eased of his/her apprehension is a great joy to each of us no matter what our part may be. Every job is related to care of our residents, either directly or indirectly.

Since we work as a team, the staff and your associates stand ready to assist you in our joint responsibilities to the community.

This handbook is designed to tell you about Walworth County Care Center, Inc. and its objectives. In it you will read about our policies and benefits you receive as an employee. It has guidelines for your responsibilities to Walworth County Care Center, Inc., residents, and to fellow employees.

These policies may change from time to time. If you have questions regarding any policy, see your supervisor or the Administrator.

Please read it carefully. A copy is retained in the office of each department for future reference.

Sincerely,

The Board of the Walworth County Care Center, Inc.
Rural Health Development

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A WORD ABOUT WALWORTH COUNTY CARE CENTER, INC.

The Walworth County Care Center, Inc. is managed by Rural Health Development (RHD). A three person Board provides oversight of the operation of the facility. All Board members devote their time and ability to the business of the home.

Walworth County Care Center, Inc. is licensed for 50 nursing beds.

Mission Statement

To provide a continuum of excellent care and service to the aging in a spirit of love, respect and compassion.

A Primary Objective

A primary objective of the staff is to help each resident to attain and maintain the optimum of his or her physical and mental capacity, to be as self-sufficient as possible and to continue to develop new interests that will give life content and purpose. Working with the aging in a nursing care facility is both challenging and strenuous. It is also very satisfying. We strive to provide those we serve with the best possible care through the best utilization of available quality of care.

Internal/External Marketing

It is important that the residents, their relatives, and the community have a high opinion of our employees and the quality of the care that we deliver. Having residents to care for is why we are all employed. We ask that you speak highly of the Walworth County Care Center, Inc. and treat all residents, guests and each other with the utmost respect to assure our home is thought of in a positive way by all potential residents.

Walworth County Care Center, Inc. Employee Handbook

Purpose of this handbook

As a member of our staff, you will assist us in trying to realize the objectives of our facility: to give to the elderly people who come to us in their declining years all the assistance we can offer in caring for their health, psychological, leisure-time, recreational, and spiritual needs, all of which are extremely important. We feel confident that you will cooperate with us in giving our residents/participants the best service possible, a service that is enlightened, efficient, and devoted.

This employee handbook is intended to provide you with information on the facility's guidelines and operating procedures. While it is not possible to put everything in writing, we anticipate that this handbook will provide you with general information concerning your employment at the facility, the benefits, which affect you personally, and the services that are available to assist you in the performance of your own duties and responsibilities.

We urge you to consult the handbook whenever you have a question regarding your employment. If you do not find the answer here, please contact your supervisor or department head. Of course, we welcome your comments and suggestions for improving all aspects of our operation.

The guidelines and procedures discussed in the handbook are set forth to assist you in your day-to-day work activities, but no statements in this handbook are intended as contractual commitments, obligations, or guarantees by the facility to any individual employee or group of employees.

Circumstances may arise in which the facility determines that changes are required in these guidelines and procedures. For this reason, the facility reserves the right at any time to modify, rescind, or supplement any or all of the guidelines or procedures contained herein, and to take actions, which may be contrary to a guideline or procedure, set forth in this handbook.

Always remember that your work with the aged is a privilege, no matter in what capacity you serve. The aged have lived long lives and are deserving of our respect, unfailing kindness, and courtesy. They have been entrusted to our care. It is our duty to justify this faith in us.

Walworth County Care Center, Inc. Employee Handbook

Acknowledgement of the Walworth County Care Center, Inc. Employee Handbook

I, the undersigned, agree to accept employment at Walworth County Care Center, Inc. and I agree to the following terms and conditions of employment:

- I acknowledge my willingness to conform with rules and regulations of Walworth County Care Center, Inc. as they may be modified from time to time without prior notice to me.
- I understand that my employment is terminable at will, either by Walworth County Care Center, Inc., or myself regardless of the length of my employment or the granting of benefits of any kind. Termination may occur at any time, for any reason, or for no reason at all.**
- I acknowledge that any employment handbook, manual or policies are not intended to and do not create a contractual relationship between me as an employee and the facility.
- I understand Walworth County Care Center, Inc.'s policy on confidentiality and my obligation to maintain confidentiality, even after I have left the employ of this facility.
- I will perform duties as assigned and instructed by my supervisor. This schedule may be changed, and I do not have the authority to change my schedule without supervisory permission.
- My work performance, personal appearance, and behavior must meet the standards outlined in the policies and procedures as set forth in this employee handbook.
- I understand that ignorance of a personnel policy or requirement will not be accepted as an excuse for a violation of any policy or requirement.
- I understand that the Board or Rural Health Development can change policies from this handbook at any time. I also understand that it is my responsibility to acknowledge all new policies.
- I understand that my signature below indicates that I agree to read a copy of the Walworth County Care Center, Inc. Employee Handbook. I confirm my understanding and awareness of facility policies and procedures.
- I have been informed of where I can obtain a copy of this handbook, or review it without being retaliated against.
- I understand that by signing below I acknowledge that I have received a copy of my job description.

Employee Name

Date

The signed original copy of this agreement should be given to your supervisor. It will then be filed in your personnel file.

Walworth County Care Center, Inc. Employee Handbook

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Personnel Administration

Your Personnel Records

Coverage or benefits that you and your family may receive under the Walworth County Care Center, Inc.'s benefits package could be negatively affected if the information in your personnel record is incorrect.

It is therefore to your benefit to make sure it is maintained current. Be sure also to give us information about completion of educational or training courses.

You may review your own records if you wish, during working hours. You may also request and receive copies of your personnel file, a fee may be charged for copies. If you wish to review your records, you must first make an appointment with the Administrator.

As soon as there is any change in any of the following items, please be sure to notify the business office:

- Legal Name
- Home Address
- Home Telephone Number
- Person to call in case of emergency
- Number of dependents
- Marital Status
- Change of Beneficiary
- Driving record or status of driver's license, if you operate any facility vehicle
- Military or draft status
- Change in withholdings

WALWORTH COUNTY CARE CENTER, INC. Employee Handbook

Code of Employer

It is the policy of Walworth County Care Center, Inc. to implement consistent **Employee Relations** personnel policies and to require all employees to serve the Nursing Home's best interests.

Walworth County Care Center, Inc.'s goals for employees include the following:

1. To provide equal employment opportunity and treatment regardless of race, creed, color, age, religion, national origin, sex, ancestry or disability.
2. To provide compensation and benefits commensurate with the work performed;
3. To establish reasonable hours of work based on Walworth County Care Center, Inc.'s service needs;
4. To monitor and be consistent with applicable federal, state laws and regulations concerning employee safety and conduct and rights;
5. To offer training opportunities for those whose needs and capabilities warrant such training;
6. To be receptive to constructive suggestions which relate to the job, working conditions, or personnel policies; and
7. To establish appropriate means for employees to discuss matters of interest or concern with their immediate supervisor or department head.

Walworth County Care Center, Inc. expects all employees:

1. To deal with residents and visitors in a professional manner;
2. To perform assigned tasks in an efficient manner;
3. To be punctual;
4. To demonstrate a considerate, friendly, and constructive attitude toward fellow employees; and
5. To adhere to the policies adopted by Walworth County Care Center, Inc..

(Continued on next page)

WALWORTH COUNTY CARE CENTER, INC. Employee Handbook

Walworth County Care Center, Inc. retains the sole right to exercise all managerial functions including, but not limited to, the rights:

1. To dismiss, assign, supervise, and discipline employees;
2. To determine and change starting times, quitting times, and shifts;
3. To transfer employees within departments or into other departments and other classifications;
4. To determine and change the size and qualifications of the work force;
5. To determine and change methods by which its operations are carried out;
6. To determine and change the nature, location, services rendered, quantity, and continued operation of the home; and
7. To assign duties to employees in accordance with Walworth County Care Center, Inc.'s needs and requirements and to carry out all ordinary administrative and management functions.

Nothing in this Handbook should be considered as altering the employment-at-will relationship or as creating an express or implied contract or promise concerning the policies or practices the Walworth County Care Center, Inc. has implemented or will implement in the future. Accordingly, Walworth County Care Center, Inc. retains the right to establish, change, and abolish its policies, practices, rules, and regulations at will, and as it sees fit.

WALWORTH COUNTY CARE CENTER, INC. Employee Handbook

Employee Classifications

Each employee is classified in accordance with the number of hours that he/she is working for the Walworth County Care Center, Inc.. This may be affected by the employee's availability for work, preference for scheduled working hours, and our ability to schedule based upon the staffing needs of the Walworth County Care Center, Inc..

Each employee is placed into a classification: Full-time, part-time, PRN, or temporary.

Each employee is either Exempt or Non-Exempt.

The classification of an employee may be changed upon the request of the employee or in accordance with the staffing requirements of the facility, as long as the hours worked are within the new classification.

Full-Time Employee

- Those who work a scheduled week an Average of 30 hours per week or more
- Working in a regular position
- Share weekends, holidays, and shift assignments as scheduled by the department supervisor
- Receives employee benefits the first day of the month following their 90th day of full-time employment. If an employee drops under the full-time hour requirement, the employee will lose full-time employee benefits and full-time classification.
- In times of low census, it could be deemed necessary to reduce an employee's scheduled hours to a number below full-time status. Should this occur, it will, at the discretion of the Administrator, be considered a temporary circumstance and will not affect the employee's full-time benefits including participation in group health insurance.

Part-Time Employee

- Scheduled 16-29 hours per week
- Routinely scheduled
- Working in a regular position
- Share weekends, holidays, and shift assignments as scheduled by the department supervisor
- If the employee does not meet the above part-time requirements, the employee will lose PTO benefits and part-time status.

PRN (as needed) Employee

- Work on occasion or as needed
- Does not have a regular schedule
- Does not receive employee benefits, including incentives and shift differential

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Temporary Employee

- ❑ Hired for a predetermined duration
- ❑ Does not receive employee benefits

Non-Exempt Employee

The term non-exempt refers to employees who are not exempt from the Fair Labor Standards Act. They are employees to whom the employer pays overtime.

Exempt/Salaried Employee

Exempt employees are salaried employees whose employment duties are exempt from overtime pay such as executive, administrative or professional. Employees who are exempt from overtime must fit into one of these categories by meeting very specific guidelines provided for by the Fair Labor Standards Act.

Exempt Time Accountability

All exempt staff are paid an annual salary for the completion of all job duties per the responsibilities and expectations set forth in the position job description. The minimum accountability standard of work/benefit hours assigned these full time positions is 2080 hours per year/520 hours per quarter.

Retirement

Employees are eligible for standard retirements on the first day of the month following the month in which they reach age sixty-five.

- ❑ Employees who choose to take standard retirement are requested to give the Business Office as much advance notice of their intent as possible. Employees who have given notice of retirement may be called upon to assist in the training of their replacements.
- ❑ The Administrator may provide retiring employees with a special gift as a small token of Walworth County Care Center, Inc.'s appreciation for long and dedicated service. Gifts will be presented at an appropriate retirement ceremony.
- ❑ Retiring employees may be eligible to reapply for employment, and those who are interested in future occasional or part-time employment with the Walworth County Care Center, Inc. should make that interest known at their exit interview.

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Employment Policies

At-will employment

All employment and compensation with Walworth County Care Center, Inc. is “at will” in that employees can be terminated at any time, for any reason, or for no reason at all, at the option of either the Walworth County Care Center, Inc. or the employee, except as otherwise provided by law.

Confidentiality

It is Walworth County Care Center, Inc.’s policy that residents be given confidentiality concerning all aspects of their personal life.

- This means that the Walworth County Care Center, Inc.’s staff should not discuss any information concerning residents with their friends or other people in the community.
- Giving out the name of an individual as a resident of Walworth County Care Center, Inc. can be considered a breach of confidentiality. Even at training seminars, we should be careful not to mention actual names of residents who are being served by our facility.
- Your employment with Walworth County Care Center, Inc. assumes an obligation to maintain confidentiality, even after you leave our employ.
- You are also asked not to discuss Walworth County Care Center, Inc. business with anyone who does not work for us. Casual remarks can often be misinterpreted and repeated.
- No one is permitted to remove or make copies of any Walworth County Care Center, Inc. records, reports or documents without approval from the Administrator or designee.
- Medical records are subject to special confidentiality provisions as provided in our HIPAA policy.

Driver’s License and Driving Record

Employees whose work will require them to drive a facility vehicle must present and maintain a valid driver’s license and a driving record acceptable to our insurer.

- A copy of your driving record must be submitted to Walworth County Care Center, Inc. on your first day of employment or at any time it is requested.
- Any changes in your driving record or licensure must be reported to the business office immediately. Failure to do so could result in disciplinary action.

Harassment

It is the intention of Walworth County Care Center, Inc. to provide a work environment free of harassment. Harassment is a form of misconduct that undermines the integrity of the employment relationship and the relationships between co-employees as well as employees and residents. Harassment refers to conduct that is offensive to an individual, and harms morale, which interferes with the efficiency and effectiveness of our business. Harassment may take many forms that include, but are not limited to:

- Offensive comments, posting pictures or other actions relating to a person’s membership in any protected category or class.

WALWORTH COUNTY CARE CENTER, INC. Employee Handbook

- ❑ Verbal abuse based on a person's membership in any protected category or class.
- ❑ Graphic or degrading statements about an individual or his/her appearance based on their membership in any protected category or class.
- ❑ The display of sexually suggestive or otherwise inappropriate or offensive objects or pictures.
- ❑ Abusive physical conduct.

Other specific issues may also be involved in relationship to sexual harassment. These include:

- ❑ Making sexual advances or requests for sexual favors or other verbal or physical conduct of a sexual nature and acceptance of this as a condition of advancement or continued employment.
- ❑ Making submission to or rejection of such conduct as the basis for an employment decision affecting the employee such as assignment, compensation, advancement or career development.
- ❑ Creating an intimidating, hostile or offensive work environment by engaging in such conduct.

The victim as well as the harasser may be a woman or a man. The victim does not have to be of the opposite sex.

If you believe you have been subjected to harassment either by an employee, resident, visitor or other person, you should first promptly submit an oral or written complaint to the Administrator or Director of Nursing and by phone to Rural Health Development at 308-697-4921. If you report an incident of alleged harassment and believe the allegations have not been dealt with, or if the Administrator and/or Director of Nursing are involved in the complaint, you should report the incident directly to Rural Health Development.

All complaints will be reviewed and information provided in relationship to a complaint will be treated as confidential as is practical. Absolute confidentiality can never be guaranteed as discussion of information is part of the investigative process.

If the Nursing Home determines that an employee did engage in behavior or conduct that constitutes harassment, disciplinary action will be taken up to and including discharge. No person will be retaliated against for making a complaint or participating in an investigation.

Equal Employment Opportunity

We believe in and support the philosophy of equal opportunity in all employment decisions. Therefore, there shall be no discrimination against any employee or any applicant for employment because of his or her age, color, creed, disability, national origin, race, religion, ancestry or sex.

This policy applies to our recruitment, hiring, placement, assignment of work, promotion, transfer, layoff or separation of employees. It applies also to the receipt of all employee benefits.

Job Descriptions

A job description is a written plan of the work an individual in your job classification is expected to do.

- ❑ Your job description will be reviewed with you during your facility orientation program and may be reviewed again from time-to-time in order to evaluate your performance. The job description is only a general statement of what you are expected to do. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is a logical assignment to the position.
- ❑ A refusal to perform the requested work because "that is not my job" will be treated as insubordination and is cause for disciplinary action and discharge.

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Moonlighting

The definition of "Moonlighting" is holding a job in addition to the one that you have with us. What you do on your free time is your own business. However, if you are employed by Walworth County Care Center, Inc. in a full-time position, we will expect that your position here is your primary employment. Any outside activity must not interfere with your ability to properly perform your job duties and may not negatively impact on the home or its residents.

Tuberculin Testing

OSHA Regulations require employees to undergo Tuberculin testing before resident contact begins and annually thereafter. Employees having a known positive skin test must provide a certificate of no infectiousness from a physician, recommendations, if any, for treatment and evidence they have complied with such recommendations. A positive reaction from intradermal Mantoux testing requires a referral to a physician for x-ray and certification of no infectiousness, appropriate treatment if needed and compliance with treatment recommendations. Treatment and follow-up of any condition revealed by Tuberculin testing will be at the expense of the Employee.

Central Registry Records

Upon application for paid employment or a volunteer position with the Walworth County Care Center, Inc., the Nursing Home will request a record summary from the State of South Dakota APS/CPS Central Registry and/or any other State APS/CPS Central Registry of records for substantiated reports of abuse, neglect, exploitation or abandonment of a vulnerable adult or child involving the applicant. No individual with a substantiated report in the central registry of abuse, neglect, exploitation or abandonment of a vulnerable adult or child in the central registry will be employed by or permitted to volunteer with the Walworth County Care Center, Inc., Without Administrator's approval.

Criminal Background Check

Walworth County Care Center, Inc. conducts criminal background checks of all applicants for paid employment or volunteer positions with the Nursing Home.

Alcohol and Drug-Free Workplace

Walworth County Care Center, Inc. is committed to providing a workplace free from alcohol and controlled substances in order to ensure a safe, healthy and work-efficient environment for employees, residents and visitors. Employees must be free of the effects of controlled substances and alcohol at all times of work as a condition of employment. Walworth County Care Center, Inc. reserves the right to test any employee for alcohol and/or controlled substances and to conduct searches of Nursing Home premises, equipment, employee work areas and lockers on Nursing Home premises at any time.

Pre-Employment Drug and Alcohol Testing

All positions in the Walworth County Care Center, Inc. are considered to be "sensitive" positions, due to the fact that all employees are in a position to interact with vulnerable adults. In order to preserve the quality and integrity of its operations, the Nursing Home will conduct a post- job-offer drug screening for use of alcohol and controlled substances for all new employees according to its policies and procedures. All job offers will be contingent upon the successful completion of the drug and alcohol screening.

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Post-Accident Testing, Reasonable Cause Testing and Randomized Testing

The Walworth County Care Center, Inc. reserves the right to conduct drug and alcohol testing when accidents take place, if it has reasonable cause to suspect the probable use of drugs or alcohol and to conduct randomized drug and alcohol testing of all employees according to the Nursing Home's policies and procedures.

Proof of U.S. Citizenship

Federal regulations require that before a person is hired, the applicant must complete and sign federal form I-9, Employment Eligibility Verification Form. All applicants who are hired must also present documents of identity and eligibility to work in the United States.

Relatives

Although Walworth County Care Center, Inc. does not prohibit the hiring of an immediate family member, generally an employee will not be assigned to work in the same area during the same shift as an immediate family member, nor assigned to an area where an immediate family member is a supervisor. For the purposes of this policy statement, immediate family includes spouse, son or daughter (including stepchildren), parent (including stepparent), brother or sister (including stepbrother or stepsister).

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Unacceptable Activities

By accepting employment with the Walworth County Care Center, Inc., you have a responsibility to the Walworth County Care Center, Inc. and your fellow employees to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary.

The following 2 pages are lists of Serious & Other Violations that are some examples of unacceptable activities. The lists are not inclusive of all violations or inappropriate conduct. Further, Walworth County Care Center, Inc. may institute discipline that it deems appropriate in its sole discretion at any time.

SUMMARY STANDARD OF CONDUCT

SERIOUS VIOLATIONS (May result in immediate dismissal without warning)

GENERALIZED	SUMMARY
Policy or rule violation	Willful, repeated, knowing or negligent violation of any facility rule or policy (Including safety and security rules, failure to wear required safety equipment, and tampering with facility equipment or safety equipment)
Negligence	Negligence or any careless action that endangers the life or safety of another person.
Intoxication/Drugs	Being intoxicated or under the influence of controlled substance drugs while at work.
Firearms/Weapons/ Explosives	Possession of firearms (legal or illegal, with or without a permit), weapons, or explosives on facility property or while on duty.
Violence	Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on the premises or when representing the Walworth County Care Center, Inc., including fighting, horseplay, provoking a fight on property, negligent damage of property, or threatening, intimidating, or coercing fellow employees or those affiliated with the Home on or off the premises, at any time, for any purpose.
Insubordination	Insubordination or refusing to obey instructions issued by your supervisor pertaining to your work, including refusal to help out on a special assignment.
Theft	Theft of resident, employee, or facility property. Unauthorized possession or removal of any facility property, including documents, from the premises without prior permission from management. Unauthorized use of facility or resident equipment or property for personal reasons. Using facility equipment for profit.
Dishonesty	Dishonesty, falsification or misrepresentation on your application for employment or other work records. Falsifying reason for a leave of absence or other data requested by the facility, or alteration of facility records or other facility documents.
Breach of Confidentiality	Giving confidential information about Walworth County Care Center, Inc. or its residents to unauthorized persons.
Creating Discord	Interfering with another employee on the job. Willfully restricting work output or encouraging others to do the same.
Immoral Conduct	Resident abuse or neglect, immoral conduct, or indecency on facility property.

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Gambling/Lottery	Conducting a lottery or gambling on the Walworth County Care Center, Inc.'s premises.
No Call/No Show	Not reporting to work for a scheduled shift without notifying the facility.
Harassment	Any act of harassment, sexual, racial, or other.
Sleeping	Sleeping while on the job.
Leaving the facility	Leaving the facility during your scheduled hours without permission of the charge nurse or your supervisor.

OTHER VIOLATIONS (Subject to disciplinary action, including possible termination)

GENERALIZED	SUMMARY
Policy & Procedures Violation	Violation of any of the Walworth County Care Center, Inc.'s Policies & Procedures
Leaving Early & Staying Late	Leaving work before the end of your shift or staying past your scheduled time without prior approval from your supervisor.
Smoking	Smoking in unauthorized areas.
Personal Telephone Calls	Excessive use of the telephones for personal calls, including cell phones.
Bulletin Board	Posting, removing, or altering notices on any bulletin board on facility property without permission from administration.
Obscene Language	Obscene or abusive language used within the Walworth County Care Center, Inc.. Telling obscene, offensive, or inappropriate jokes.
Tardiness	Reporting to work later than the scheduled time.
Absence	More than 1 unexcused absence in 12 months.
Solicitation	Soliciting during working hours and/or in working areas.
Timecard	Failure to use your timecard. Alteration of your own timecard, records, or attendance documents. Punching or altering another employee's timecard or records. Causing someone to alter your timecard or records.
Equipment Damage	Failure to immediately report damage or an accident involving facility equipment.
Official Clocking Period	Clocking in prior to 7 minutes before your assigned time or 7 minutes after your assigned off time.
Distracting Employees	Distracting other employees while on or off the clock. Preventing other employees from conducting their work assignments.
Careless Work	Unsatisfactory or careless work.
Working off the clock	Completion of normal working duties or assignments while off the time clock.
Not Ready for Work	Not being ready to work at the scheduled start of your shift without prior approval from your supervisor.
Reporting Abuse or Neglect	Failure to immediately report any case of abuse or neglect or suspected case of abuse or neglect, to the Administrator.
Personal Errands on the Clock	Leaving the building for personal reasons while remaining on the clock.
Dress Code	Not following the facility dress code or meeting hygiene standards.
In-Service	Not attending mandatory in-services without prior approval from a department manager or the Administrator. Not making-up mandatory in-services that were missed.
Breaks & Lunches	Taking unauthorized breaks/lunches. Exceeding authorized lengths for lunch or breaks.

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Schedule Changes	Making schedule changes not authorized by your supervisor.
Call-Ins	Not personally calling in to state the reason for your absence to your supervisor.
Missed Punches	Exceeding 2 missed start punches on the time clock per month.
Picking up Shift to make Up for Absence	Not picking up a shift for someone that has covered for your absence (excused or unexcused) or not making up a missed weekend (excused or unexcused).

Termination/Immediate Dismissal

The Administrator is the only person authorized to terminate any employee.

Continued minor disciplinary problems may lead to termination.

Disciplinary action for serious violations may begin with immediate dismissal.

Walworth County Care Center, Inc. reserves the right to institute any disciplinary measure at any time at its sole discretion.

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Wage and salary policies

Purpose

Walworth County Care Center, Inc. intends that wages and salaries will be comparable to those of other employees with similar jobs in our industry.

Payroll

Walworth County Care Center, Inc. is your employer and you will be carried directly on our payroll. No employee is paid directly out of petty cash or any other funds.

Errors

We make reasonable efforts to avoid errors in your paycheck. If you believe an error has been made, tell the business office immediately. He or she will take the necessary steps to research the problem so that any necessary correction is made properly and promptly. If you think there has been any other error, such as an error in classification, notify your supervisor immediately.

Overtime Pay

It is our policy to avoid requiring an employee to work overtime. There are times, however, when you may be required to work extra hours because of unexpected staffing shortages or a heavier than normal work load here at the facility. These extra hours may or may not qualify as "overtime" hours. Your total hours worked determines how any hours will be treated for pay purposes. Any overtime work must be authorized by your supervisor.

Incentive Bonus

Whether you are a full time or part time employee, you may be eligible to earn an incentive bonus, in addition to overtime pay, for extra shifts worked.

Calculating Overtime Pay

Overtime pay is computed in accordance with the provisions of the Fair Labor Standards Act (FLSA) based on the number of hours worked over forty (40) hours in a seven (7) day work week. Overtime is not required to be paid for work on Saturdays, Sundays and holidays.

Walworth County Care Center, Inc. pays premium pay for overtime hours worked. You will be paid one-and-one-half times your hourly rate of pay.

Holiday Pay

Walworth County Care Center, Inc. recognizes certain days as holidays and pay eligible employees from their accrued PTO for time off on these days. Eligible employees are Full Time and Regular Part Time employees.

The following seven (7) paid holidays are provided:

New Year's Day
Memorial Day
Easter Sunday
Independence Day

Labor Day
Thanksgiving Day
Christmas Day

In order to be eligible for holiday pay, you must be present or on an authorized absence on the scheduled workdays immediately before and after the holiday.

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All full time employees will receive 8 hours paid holiday time, which will be deducted from the employee's PTO. Regular Part Time employees will be paid the number of hours that they normally work when scheduled, also deducted from the employee's PTO.

Holiday Worked Pay

Employees who do work the holiday, will receive one and one half times (1 ½x) their regular pay for hours worked during the holiday. **The Holiday begins and ends at Midnight of the day of the holiday. Hours paid at 2 times regular pay will not be calculated toward the 40 hours accumulated to determine overtime for that week.**

Pay Cycle

You will be paid every two weeks. The 7-day workweek begins at the beginning of the night shift on Sunday of each week.

Pay Check Distribution

You may be paid by direct deposit for each pay period worked. If you do not have a bank account or do not desire to be paid by direct deposit, you will be issued a paper paycheck.

If you are not regularly scheduled to work on a pay day, and you do not have direct deposit:

1. We will hold your check for you until your next regularly scheduled workday or you may pick it up personally at the business office, or your check will be mailed.
2. You may also authorize delivery of your check to a third party, such as your spouse, if you prefer not to come in but would like to have your check picked up for you. In order to protect your paycheck, however, we require a written authorization from you before we will release your check to a third party. We will not be liable for any loss or any action or actions that result either directly or indirectly from our release or our refusal to release your pay check to a third party.

Required Deductions

Certain deductions from paychecks are required by state and Federal laws. These required deductions include:

Federal income taxes. The amount of this tax deduction is determined by the Withholding Statement, Form W-4, which you have on file in the business office. In the event that your dependent or income tax situation changes, be sure to file a revised Form W-4. A new Form W-4 will be required by the first payday of each calendar year.

Social Security & Medicare. Often-abbreviated as FICA, Social Security & Medicare are also required deductions. They are based upon a percentage of your total earnings. We match dollar-for-dollar the amount of your Social Security deductions. This is our contribution toward your retirement and to the long-term disability income program administered by the Social Security Administration.

Any court-ordered deduction, such as those for child support, or garnishments.

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Rate of Pay

The starting rate of pay for a new employee is based upon his or her job classification, previous related work experience, and education. That rate will be established at the time the offer of employment is made. Rates of pay for present employees are based upon a number of factors, including job classification, previous related work experience, education and length of service with us. A pay grid which defines entry level pay and maximum pay for any position is used. This grid and any changes to the grid are approved by the Rural Health Development.

Increases

Increases in rates of pay scales and employee benefits are determined by the Rural Health Development. Increases in your rate of pay are determined by the Nursing Home Administrator based on your evaluation, work assessments, and attendance. All pay rate changes must be approved by the Administrator.

Resignation

If you should decide that it has become necessary to quit your job, we ask that you give us a full two-week notice and that you present your resignation in writing to your supervisor. A department head is expected to give a one-month notice. We want to avoid any misunderstanding over your decision to quit or the last day that you propose to be available for work. If you “walk off the job”, which means that you leave the premises during your scheduled hours without the permission of the charge nurse or your supervisor, we will assume that you have quit and we will consider your actions to be an automatic notice of your voluntary termination.

Termination

ALL EMPLOYMENT with Walworth County Care Center, Inc. is AT WILL. You may be terminated from your employment at the discretion of Walworth County Care Center, Inc.

Final Pay Check

Whether you quit your employment or are discharged, you will receive your final pay check on the next regularly scheduled payday following the date of termination of employment. The cost of any unreturned property or any sum of money you owe the Walworth County Care Center, Inc. will be deducted from your final paycheck.

1. Your final paycheck will include any paid time off not used up to the maximum amount permitted.
2. We reserve the right to replace you in your job anytime during your notice period. In the event that we elect to do so, you will be paid for the days you actually worked plus payment for your paid time off up to the maximum amount permitted.

Exit Interview

You may be asked to participate in an exit interview either during your last few days on the job or later by mail. The purpose of this exit interview is to permit you to share with us your thoughts on your employment here and any other comments that you might wish to make. All information will be kept strictly confidential and will in no way affect any reference information that the management will provide another employer about you.

Time Records and Clocks

The official record of your hours worked is maintained on a computerized time record as you “clock in” and “clock out” from work on our time clock. For that reason you must be careful to avoid an error on your time record. It is your responsibility to ensure the accuracy of your time record.

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Time Record Errors

Proper use of the time clock is covered in your new employee Orientation program. Report any time record errors to the business office.

If you have made any errors or omitted a punch in or out, you must fill out an exception log and have it signed by your supervisor.

Under no circumstances should you share your access to the computerized time clock with any other person.

Official Clocking Period

You are expected to be present and available for work in your assigned work area at the time your shift begins. A seven-minute period before and after your scheduled working hours is designated as an "official clocking period."

1. If you are working 6:00 AM to 2:30 PM, for example, you may clock in between 5:53 AM and 6:07 AM and clock out between 2:23 PM and 2:37 PM.
2. They are a convenience to you to minimize waiting at the time clock. They also contribute to better resident care by assuring that the work areas are covered on a continuous basis.

Arriving Early

If you arrive to work early, please do not go into the work areas and distract other employees.

Additional Hours

If you are required to work additional hours that are not on your regular schedule, the charge nurse will first authorize the additional work and then will notify the business office of all extra hours worked. If the additional work qualifies for overtime pay, that will be processed automatically by the business office.

Personal Business

If it is necessary to leave the facility for personal or family business, and approved by your supervisor, you are expected to clock out when leaving and clock in when you return.

Another Person's Time Card

No one may record hours worked on another's record. Tampering with another's time record is cause for disciplinary action, including possible dismissal, of both employees. Do not alter another person's record, or influence anyone else to alter your record for you.

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Debt Collecting

We support the principles of the Fair Debt Collection Practices Act and South Dakota's laws governing debt collection.

Debt Collectors

The Walworth County Care Center, Inc. does not permit a debt collector to communicate with a Nursing Home employee at work. If you have been contacted or expect to be contacted by a debt collector at work, contact your supervisor. If you cannot pay a bill or keep up payments on a loan, you must still make acceptable arrangements with your creditor. We will not authorize working time to be used to solve these problems.

Garnishment

A creditor may have a legal right to a part of your pay to satisfy certain debts. Known as "garnishment," this is a court order that requires us to withhold a certain amount from your paycheck to satisfy the garnishment.

1. The law on garnishment provides for a certain minimum that you are still entitled to receive each payday even though the garnishment order may exceed your total paycheck.
2. A creditor may continue to repeat the garnishment action each payday time, compounding the problem.
3. Federal and state tax liens may also be filed against your paychecks.
4. You will not be terminated or discharged because of a garnishment order against your pay.
5. You are encouraged to work out mutually acceptable arrangements if you develop a financial problem before any creditor finds it necessary to take some of your pay.

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Performance Reviews

Performance evaluation

Your work will be evaluated regularly by your supervisor and the evaluations will be reviewed by the Administrator. The goal of an evaluation is to help you provide the best care possible for our residents. You can do this if you understand the requirements of your job and know how well you are performing against those requirements.

Evaluation factors

In addition to evaluating your work performance, an evaluation will include your attendance record, your quality of work, adherence to dress code and hygiene, and your ability to get along professionally with our residents and your coworkers.

Evaluation schedule

A performance evaluation will be conducted annually and will generally take place near each anniversary date of your employment. Any adjustments to wage rates will be made retroactive to the first day of the pay period following your employment anniversary date.

Written evaluation

Your evaluation will be in writing and you will be given the opportunity to review it and to enter any comments in writing that you wish to make. Your signature on your evaluation is also required so that the record of your evaluation is complete. Your signature verifies that you have discussed the evaluation with your supervisor, and have been given an opportunity to comment.

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SCHEDULING/ATTENDANCE

Advance scheduling

Your work schedule is prepared in advance so that you can plan your personal time off. Most job classifications require weekend work and your “weekend” may be days that are otherwise considered to be regular weekdays. The work schedule is always posted at least two weeks in advance. We will try to accommodate specific work schedules but it may not always be possible and thus you may be scheduled on a different day.

Changes in schedule

If you have an unavoidable conflict with the posted work schedule, review the section on trading work assignments for securing a substitute to work in your place. Your paid time off requests are considered when the work schedule is prepared. Advance planning and advance requests are necessary in order to avoid unnecessary changes in the posted schedule.

Absenteeism

It is your responsibility to check the posted schedule regularly and to be present for work on time on the days that you are scheduled to be here. Absenteeism is both a problem and an inconvenience to other employees and to our residents. We want to remind you once again that disciplinary action can and will be taken if absenteeism becomes a problem with you.

Attendance

You are expected to be at work at the beginning of your assigned daily work hours and you are expected to remain at work until the end of your assigned work hours, except for approved breaks and lunch. We do recognize that there are emergency situations, however, and your supervisor will make allowances for such events. If you are sick and if you have a communicable disease, be sure to study the communicable disease section of this handbook for your return-to-work rules.

If you must be late or absent, we expect you to call in before your regular starting time. Calling as early as possible will give your supervisor more time to make arrangements to reassign your work.

1. As a minimum acceptable notice for an excused absence, you must call in 2-3 hours before your scheduled shift.
2. If you are going to be late for work, call in as soon as you are aware that you have a problem. Your supervisor will need to know what time you expect to be at work so that arrangements can be made to temporarily reassign your work.

Poor attendance

While good attendance is expected, poor attendance is misconduct and may result in disciplinary action.

1. Anytime you are absent for one day without calling in, or if the reason for your absence does not qualify as an excused absence, you may be terminated without warnings or other notices. Two unexcused absences, such as “no-call, no-show” will be considered a voluntary resignation without notice.
2. Remember that you must call in **personally** and state the reason for your absence to your supervisor and/or charge nurse. **Your coworkers are not authorized to accept or approve attendance calls. Call-ins by text or email will not be considered appropriate, and will be considered “no-call, no-show”**
3. Absenteeism, whether on weekdays or weekends, is misconduct and will result in disciplinary action

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Excused absence

An excused absence is an absence due to hospitalization, serious illness or injury requiring confinement at home, jury service, funeral leave, approved shift trade, or weather emergency or other absence defined by law. A physician's written statement may be required for any absence due to illness or injury. Excused absences also include your paid time off. Work related injuries are also excused.

Breaks & Lunches

Breaks and lunches are authorized as follows:

Length of Work Time	Breaks & Lunches Authorized
4 hours or less	No break
4-5 ½ hours	15 minute break
6-7 ½ hours	1 – 15 minute break & 1 – 30 minute lunch
8-11 ½ hours	2 – 15 minute breaks & 1 – 30 minute lunch
12+ hours	3 – 15 minute breaks & 1 – 30 minute lunch

Leaving the facility during a 15-minute break is not allowed.

Your supervisor will schedule your breaks & lunches, considering the needs of the residents.

Our residents always have first priority. Since 15 minute breaks are paid, you will still be on-call if needed.

All employees taking a lunch break (30 minutes) must punch in and out for the break. This time must be uninterrupted.

If you are interrupted during your lunch meal, notify your supervisor.

Violations

If you exceed the authorized length of either your breaks or your lunch periods, you will be subject to discipline. Repeated violations may result in discharge.

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The Benefits Package

Purpose

In addition to receiving an equitable salary and having an equal opportunity for professional development and advancement, you may be eligible to enjoy other benefits, which will enhance your job satisfaction. The benefits program described in this manual represents a very large investment by Walworth County Care Center, Inc.. We trust that you will avoid abusing any of the program's benefits.

Walworth County Care Center, Inc.'s Investment

A good benefits program is a solid investment in Walworth County Care Center, Inc. and its employees. It not only insures the loyalty of long-time capable employees, it also helps to attract talented newcomers who can help Walworth County Care Center, Inc. grow. Walworth County Care Center, Inc. will periodically review the benefits program and will make any appropriate modification.

Paid Time Off (PTO)

Paid Time Off hours may be used for sick days, vacation time, holidays, bereavement, doctor appointments and personal time off from work. You must obtain approval in advance from your supervisor before using your PTO hours.

Who is Eligible?

You are eligible for PTO if you are scheduled to work an average of 16 hours or more per week and are classified as a regular full-time or part-time employee.

How PTO is Calculated

PTO benefits are accrued in hours based on actual hours worked per pay period. Salaried employees will accrue PTO based on 80 hours per pay period.

PTO Donation

You may donate PTO to another employee in need, although some limitations may apply. Please notify the business office if you wish to donate PTO to another employee in need. All donations must be approved by the Administrator

PTO ACCRUAL RATE:

Years of Service	PTO Earned Per Hour (in Hours)	PTO Earned Per Year	PTO Maximum Balance (In Hours)
0 < 3 Years	.0885	184 Hours/23 Days	160
3 < 7 Years	.1039	216 Hours/27 Days	192
7 + Years	.1193	248 Hours/31 Days	224

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Bereavement Leave

Employee's bereavement days will be deducted from accumulated PTO hours, for the hours they are scheduled to work, for a death which occurs in the employee's immediate family. The immediate family is defined as the employee's spouse, child, parent, siblings, grandparent, uncle, aunt and step or in-law of the same relations. It is the employee's responsibility to notify their supervisor immediately upon the death of any of the previously listed relations.

Notifying the Facility

When you are going to be absent:

1. You must call in and notify a supervisor prior to the time you were scheduled to start work, in accordance with the instructions given in the section on attendance in this hand-book. The supervisor will ask you to explain the nature of your disability and also ask you to estimate the number of days that you expect to be absent. This estimate is important because we must plan to reassign your working hours.
2. You must also call in each day that you are absent unless, based upon the nature and seriousness of your disability, your supervisor waives this requirement.
3. It is important to remember that you must report to a supervisor or charge nurse in your supervisor's absence, when you call in. A coworker is not authorized to accept or approve a sick leave call in. You are expected to find a qualified replacement for yourself prior to calling the supervisor.

Benefit Claims

We may require a return-to-work release from your physician after an absence for illness of 3 consecutive scheduled days.

It is your responsibility to contact your supervisor when you are planning a return to work. If you do not return to work as scheduled, or if you do not present the required physician's release on a timely basis, you will be classified as a "quit without proper notice" and you will be treated as resigned without notice.

Unused Paid Time Off

At the time of your separation from employment, whether it is voluntary or otherwise, accrued paid time off benefits will be paid up to the maximum amount permitted.

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Returning from Paid Time Off for Illness.

The “return-to-work” requirements, assignment procedures, acceptance of other employment limitations, and failure to return on a timely basis as established in the section on leave of absence without pay also apply to a return from paid time off for illness.

Long-term Absence

For a long-term absence from work (more than three days) refer to the section on leave of absence without pay in this handbook.

Unpaid Leave of Absence

We recognize that there may be times when you might be unable to continue working because of an extended personal illness, serious injury, or for other good reasons. A leave of absence without pay is available to help in such situations.

1. An unpaid leave is an alternative to quitting if you plan to continue working for us.
2. Accrued paid time off will be used prior to an unpaid leave of absence.
3. You are responsible for health insurance premiums during your unpaid leave of absence.
4. Leaves for military service are covered by different guidelines and are explained in a separate section.

Request for Unpaid Leave

A request for an unpaid leave of absence must be submitted in writing to your supervisor.

1. A request for an unpaid leave does not receive automatic approval. Your work record, length of service, the care needs of our residents, and the availability of other employees to meet those needs, as well as the potential for your return to work will be reviewed before a decision is made.
2. Leaves will not normally be approved for an employee in the employee’s first months of service, nor will frequent requests receive favorable consideration.
3. During an unpaid leave you are not eligible to receive the benefits that are offered to employees who are in an active pay status.

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When to Apply

If your absence from work will be more than three (3) working days, you must apply for leave. Leaves may be authorized for as long as thirty (30) days. If you believe that you need more than thirty (30) days you may apply for another leave, each leave will be considered on its own merits.

Applying Early

Apply for your leave at least 30 days before the date that you want the leave to start. Applying early will help smooth out the scheduling changes that your absence will cause and other employees will appreciate the advance notice of changes to their schedules. But if an emergency should develop, such as a serious accident, the Administrator may waive the thirty (30)-day period.

Returning to Work

When you return to work from an unpaid leave, you must continue to meet the health and other certification requirements for your job.

1. This means that if a license or health certificate expires during your leave, you must renew it.
2. If you were injured or became ill during your leave, your physician must give a written approval for your return-to-work, stating that you can safely resume all of the work requirements of your job. These return-to-work releases are for the protection of your personal health as well as the protection of our residents who will depend upon you for their safe care. We reserve the right to secure a medical opinion from a physician of our selection if we have a concern about your safe return.
3. We will offer you a job similar to the one you held before your leave if you are still qualified to perform that work.
4. If you can no longer qualify, we may place you in some other job in accordance with your qualifications but, if no other job is available, you will not have any re-employment right.
5. If you seek or accept other employment during an unpaid leave, or if you do not return to work upon the expiration of a leave, we will consider that you have voluntarily quit without giving proper notice.

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Family and Medical Leave Policy

Purpose

To define and establish a policy for family and medical leave (FML) in compliance with the federal Family and Medical Leave Act (FMLA).

Policy

It is the policy of Walworth County Care Center, Inc. to provide up to twelve (12) weeks of unpaid leave per year for qualifying employees. Some portion of the leave may be paid depending upon eligibility as referenced in subsequent sections. Such leave generally covers the following: employee's serious illness; the birth, placement of a child for adoption or foster care; or caring for a sick spouse, child or parent.

Procedure

1. To be eligible for FML, you must meet the following service requirements:
 - a. Worked a minimum of 1,250 hours during the previous twelve (12) consecutive months; and
 - b. Worked a minimum of twelve (12) months (does not have to be consecutive).
2. The FML will be non-paid unless otherwise specified in this policy. Employees must take all paid time off available concurrently with FML, unless the employee is also receiving worker's compensation.
3. The maximum twelve (12) weeks of FML can be taken continuously or intermittently. In some instances, Walworth County Care Center, Inc. must agree to the employee's use of intermittent leave. If taken intermittently, it must be taken in increments of not less than one hour. If an employee requests intermittent leave or leave in conjunction with a reduced work schedule, Walworth County Care Center, Inc. may require the employee to transfer to an available alternative position for which the employee is qualified and which better accommodates the leave request. The alternative position will have equivalent pay and benefits, but may not have equivalent duties.
4. No carryover of unused FML is allowed from one year to the next. An employee will be granted a total of twelve (12) weeks FML in a year regardless of the reasons for the leave.
5. Employees must provide thirty (30) days written notice when possible. When 30 days is not possible, they should give notice as soon as practicable.
6. The following is a definition of events covered under the FML policy:
 - a. Employee's serious health condition - a condition that requires inpatient care in a hospital, hospice, and/or residential medical care facility or a condition that affects regular daily activity for more than three (3) calendar days and also involves continuing treatment by a health care provider.
 - b. The birth of a child, place of a child for adoption or foster care - entitlement to leave expires twelve (12) months after the birth or placement. FML may be taken by both male and female employees. Leave may begin before the birth, adoption, or foster care.
 - c. Caring for the employee's sick child, spouse or parent - includes most people for whom the employee has the responsibility of day-to-day care.

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This definition includes:

- a. Biological, adopted and foster children under the age of 18.
- b. Disabled children of any age who are incapable of self-care.

This definition may include:

- a. A child of a spouse or a grandchild who lives with the employee.
- b. A person who treated the employee as a son or daughter when the employee was less than 18 years of age.

This definition excludes:

- a. Parents-in-law.
- b. Children over the age of 18 who are capable of self-care.

7. FML is not granted to seek employment elsewhere. If an employee does seek employment elsewhere while on FML from Walworth County Care Center, Inc., his/her employment with Walworth County Care Center, Inc. will be terminated.
8. If a husband and wife both work for Walworth County Care Center, Inc., they are entitled to a total of twelve (12) weeks of leave for birth, placement of a child or caring for a sick parent, which they can split between them. Both receive the full twelve (12) weeks for their own illness, or caring for a sick child or spouse.
9. Walworth County Care Center, Inc. may require medical certification before granting FML for the employee's own illness. Certification may also be required if the employee is needed to care for a sick family member. The certification should include the following:
 - a. The name, address, telephone number and fax number of the health care provider and type of medical practice/specialization;
 - b. The approximate date on which the serious health condition commenced and its probable duration;
 - c. A statement or description of appropriate medical facts regarding the patient's health condition for which FML is requested;
 - d. If the employee is the patient, information sufficient to establish that the employee cannot perform the essential functions of the employee's job as well as the nature of any other work restrictions and the likely duration of such inability.
 - e. If the patient is a covered family member with a serious health condition, information sufficient to establish that the family member is in need of care, and an estimate of the frequency and duration of the leave required to care for the family member.

Walworth County Care Center, Inc. reserves the right to request a second opinion and may designate the health care provider to furnish the second opinion. If the two opinions differ, Walworth County Care Center, Inc. has the right to request a third opinion. For a third opinion, both parties shall agree on the health care provider and the provider's opinion will be binding. Walworth County Care Center, Inc. will pay the costs incurred in obtaining the second and third opinions. Walworth County Care Center, Inc. also has the right to require reasonable recertification during the leave.

10. The calculation of the FML time period will be based on a calendar year.

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11. All employee insurance benefits will continue during the leave period as if the employee were working. The employee is responsible for insurance premiums that he/she would normally pay as an active employee. If the premium payment is more than thirty (30) days late, the coverage may lapse.

Walworth County Care Center, Inc. may recover the employee's share of any premium payments missed by the employee during any FML period in which the employer maintains health coverage by paying the employee's share after the premium payment is missed. Walworth County Care Center, Inc. may also recover all premiums it contributed toward the employee's health plan during a period of FML from an employee if the employee fails to return to work after the employee's FML has been exhausted or expires, unless the reason the employee does not return is due to:

- a. The continuation, recurrence, or onset of a serious health condition which would entitle the employee to FML; or
- b. Other circumstances beyond the employee's control.

Prior to taking FML employees must sign an acknowledgment authorizing Walworth County Care Center, Inc. to deduct a portion or all of the premiums paid, if any, by Walworth County Care Center, Inc. from the employee's final check.

Any premium increase during the leave will be passed on, just as it is to active employees.

12. COBRA eligibility will start on the day of notification that the employee will not be returning to work.
13. Employees will be required to complete FML forms and provide status information during the leave. The Walworth County Care Center, Inc. may determine that alternate requested or approved leave is FML.
14. Employees, while on FML, will not accrue paid time off but will be restored to the same job they left or to one with equivalent terms and conditions of employment. If there are layoffs or reductions in force while employees are on leave, and they would have lost their jobs had they remained, they lose their right of reinstatement.
15. Walworth County Care Center, Inc. reserves the right to deny reinstatement to:
 - a. Salaried employees who are among the highest-paid ten (10) percent if necessary to prevent substantial and grievous economic injury to Walworth County Care Center, Inc.. A determination of whether a salaried employee is among the highest paid 10% will be made by the Walworth County Care Center, Inc. at the time the employee gives notice of the need for leave. At the same time, or as soon as practicable thereafter, Walworth County Care Center, Inc. will notify the employee, that it may deny reinstatement and the potential consequences if reinstatement is denied. If the leave has already begun, the employee who received notice and who elects to return to work within seven (7) days following the notice shall not be denied reinstatement.

If the employee is denied reinstatement, Walworth County Care Center, Inc. will not seek to recover its share of paid health care premiums.

- b. An employee who fails upon request to provide a fitness for duty certificate to return to work.
16. Worker's compensation leave is taken concurrently with FML. Other paid time off is not required to be taken concurrently with worker's compensation leave.

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17. For any pregnancy-related leave you must:
 - a. Notify your supervisor as soon as possible of your pregnancy so plans can be considered for your temporary replacement.
 - b. You may continue to work until a physician makes a decision that you should not continue working. We require a written statement from your physician giving both your expected delivery date and the approximate length of time that your physician believes that you can safely continue to work. We realize, of course, that these dates may be adjusted from time to time based upon your health at the time of each of your periodic checkups.
 - c. You must also have a completed release from your physician before you will be placed on the work schedule. If you have a six week checkup, for example, you should inquire about your return to work release at the time of that visit to your physician.
 - d. All policies related to FML apply to any maternity leave.

Family Medical Leave Act UPDATES

Care of Service Member

1. The spouse, child, parent, or next of kin (nearest blood relative) of an active duty service member may receive up to twenty-six (26) work weeks of unpaid leave in a single twelve (12) month period to provide care for an injured service member.
2. In order to be eligible, the service member must have been injured while on active duty and have a serious injury or illness or otherwise be on the temporary disability retired list for such serious illness or injury.
3. The single twelve (12) month period begins on the first day the eligible employee takes FML leave to care for a covered service member and ends twelve (12) months after that date.
4. Military caregiver leave applies per service member.
 - a. An eligible employee may be entitled to take more than one period of twenty-six (26) work weeks of leave if the leave is to care for different covered service members or to care for the same person with a subsequent serious injury or illness. The maximum amount within any twelve (12) month period is twenty-six (26) weeks.
 - b. Military caregiver leave is available to more than spouses, parents and children (the individuals entitled to most FMLA leave) and is available to the service member's "next of kin."
 - c. The most recent regulations permit covered service members specifically to designate in writing another blood relative as his or her nearest blood relative for purposes of military caregiver leave under the FMLA.
 - d. If no designation of another blood relative as next of kin is given, then the nearest blood relative is determined in the following order: those with legal custody of the service member, parents, brothers and sisters, grandparents, aunts and uncles, first cousins.
 - e. If there are multiple family members with the same level of relationship to the covered service member, all such family members shall be considered the covered service member's next of kin and may take FMLA leave to provide care to the covered service member, either consecutively or simultaneously.

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Leave for Exigent Circumstances.

1. The National Defense Authorization Act (NDAA) also provides for **up to twelve (12) weeks** of family and medical leave, based upon “exigent circumstances” for the spouse, child, or parent of a service member and, presumably, a service member, who has been called to active duty.
2. The most recent list defining the categories of qualifying exigency leave arising out of a family member being on active duty in the armed forces is as follows:
 - a. short-notice deployment (when there is an impending call or order to active duty with seven (7) or less calendar days prior to the date of deployment);
 - b. military events and related activities;
 - c. child care and school activities;
 - d. financial and legal arrangements;
 - e. counseling;
 - f. rest and recuperation (which is limited to five (5) days of leave to spend time with a member of the military who is on short term rest and recuperation);
 - g. post-deployment activities (such as arrival ceremonies and reintegration briefings);
 - h. additional activities to address other events that arise out of the covered military member’s active duty or call to active duty status, provided the employer and employee agree that such leave shall qualify as an exigency, and agree to both the timing and duration of the leave.

Rules and Considerations under Both Types of Military-Related Leave.

1. Leave under both of these sections may be taken either consecutively or intermittently.
2. For leaves related to the care of an ill or injured service member as well as exigent circumstance leave, the employee must otherwise qualify for family and medical leave and all requirements under FML policies are still applicable.
 - a. The employee is not entitled to more than twenty-six (26) weeks of combined leave within any twelve (12) month timeframe. One example would be an employee who utilized twelve (12) weeks of family and medical leave for his/her own medical condition; that person would not be entitled to more than fourteen weeks (14) for the care of a service member.
 - b. This twelve (12) month timeframe is calculated on a rolling year basis.

Employee Benefits

Any premium increase during the leave will be passed on, just as it is to active employees.

COBRA Eligibility

COBRA eligibility will start on the day of notification that the employee will not be returning to work.

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Paid Time Off

While on FML employees will not accrue paid time off.

Reinstatement

Employees on FML will be restored to the same job they left or to one with equivalent terms and conditions of employment. If there are layoffs or reductions in force while employees are on leave and they would have lost their jobs had they remained, they lose their right of reinstatement.

Walworth County Care Center, Inc. reserves the right to deny reinstatement to:

1. An employee who fails to provide a fitness for duty certificate to return to work.
2. Salaried employees who are among the highest paid ten (10) percent if necessary to prevent substantial economic injury to Walworth County Care Center, Inc..

Walworth County Care Center, Inc. will notify the employee as soon as practical that it may deny reinstatement. If the leave has already begun, the employee who received notice and who elects to return to work within seven (7) days following the notice shall not be denied reinstatement.

Military Leave

If you serve on active duty with the armed forces of the United States or a state National Guard unit, whether voluntarily or otherwise, you are eligible for a military leave. You must apply for a military leave of absence when you enlist or are called to serve on active duty if you want to retain your rights to your job and benefits associated with your position. You will be required to comply with Uniformed Services Employment and Reemployment Rights Act or 1994 (USERRA).

Re-employment Rights

A military leave is similar to a regular leave of absence without pay except that you have special re-employment rights as a veteran. We will not attempt to describe all these rights in this booklet since they are expected to apply to only a few employees. Armed forces recruiters can always provide current information. Your supervisor will refer you to the business office for assistance in applying for a military leave.

Reapplying after leave

Your seniority, status, and rate of pay will be protected during your absence in accordance with government guidelines, but you must reapply for your job when you want to come back to work for us. Don't forget that there may be time limits that you will need to observe.

Short Duty Leave

If you are a member of a state national guard or a federal reserve unit, you may be required to attend summer camps for training purposes or you may be mobilized for short-term periods of activity – national guard units are sometimes called up for flood duty, for example.

1. You will be granted a leave for such short tours of duty, but remember that a leave is not automatic. You must still apply for it.
2. If the call to duty is for an emergency and on a short notice, we will make the schedule changes that will be necessary because of your absence.
3. Contact your supervisor as soon as you become aware that you may need leave for a short period of time.

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Jury Duty

The American court system relies upon the jury as an important part of the administration of justice. Therefore, it is possible that you may receive a notice requesting your service as a juror while you are working for us.

Jury Service Leave

When you receive a notice to report for jury service you must present that notice promptly to your supervisor. We want to be as supportive as possible. No employee shall be discharged for answering a summons to appear for jury duty or for fulfilling his or her jury service in any court in the state of South Dakota. Jury service leave from your job will be authorized as needed. If your work assignment is essential to the operation of the facility, however, we may ask the court to excuse you from jury service.

Work Schedule

It is difficult to predict which day or days you will be needed as a juror because of varying court dates. It will usually be necessary to replace you for your entire work shift and, because another employee will be working in your place, it may not be practical to have you return to work on the days that you are excused early by the court. Your supervisor will explain to you how your schedule will be handled.

Payment for Jury Duty

The court pays you a stipend for your service as a juror. You will receive payment, in the amount of your regular wage for scheduled days minus the stipend paid to you by the court, from Walworth County Care Center, Inc. during your period of jury duty. You will continue to receive benefit payments for your time as a juror, including health insurance benefits and accrual of paid time off.

Notifying the Facility

Changes in our work schedules are often an inconvenience to employees, even for an absence for something as important as jury service. Therefore, always give advance notice of your jury schedule to your supervisor as soon as possible so that schedule changes can be coordinated with other employees.

Additional Benefits

Walworth County Care Center, Inc. provides Full and Part-time employees a benefits package that may include group health insurance, term life insurance, disability insurance, retirement funding, dental and vision insurance. Some benefits may require partial payment by deduction from the employee's earnings. Walworth County Care Center, Inc. may also provide the opportunity for employees to use payroll deductions for other benefits that are fully funded by the employee.

A regular full-time employee or regular part-time employee becomes eligible for additional benefits the first day of the month following the 90th day of full-time employment and may enroll by submitting an application available at our business office.

A complete summary of all additional benefits is available from the Business Office, and will be provided to employees upon hire. All additional benefits are subject to the plan rules for each benefit.

Walworth County Care Center, Inc. reserves the right to amend, delete, or change any benefit without notice.

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Continued Coverage

In the event of your termination of employment with Walworth County Care Center, Inc. or loss of eligibility to remain covered under any group health insurance program, if applicable, you and your eligible dependents may have the right to continued coverage under our health insurance program for a limited period of time at your or their own expense.

COBRA

In accordance with the Consolidated Omnibus Budget Reconciliation Act (COBRA), Walworth County Care Center, Inc. will offer covered employees, spouses, and dependent children the opportunity to continue their group medical coverage under Walworth County Care Center, Inc.'s current plan if coverage terminates for one of the following events:

1. Death of the covered employee;
2. Termination of employment for reasons other than gross misconduct;
3. Reduction in hours;
4. Divorce or legal separation;
5. Entitlement to Medicare by the employee; or
6. A dependent child attaining the maximum age specified in the health insurance plan.

Length of Coverage

If the covered employee elects continued coverage and pays the applicable premium, group medical coverage will continue for eighteen (18) months. If the covered spouse and child elect to continue coverage and pay the applicable premium, the group medical coverage will continue for a period of thirty-six (36) months for the following beneficiaries:

1. Widows
2. Divorced spouse
3. Spouses of Medicare eligible employees
4. Dependent children who become ineligible under the health plan

Time Period for Election of COBRA Coverage

Employees will have sixty (60) days from the date of termination of group medical coverage or the date written notice is sent to the employee of their right to elect COBRA coverage.

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Unemployment Compensation

Employers in the State of South Dakota contribute to the Unemployment Compensation insurance program that is designed to provide substitute income when no work is available. We pay the full cost of this Unemployment Compensation program. No deduction is ever made from an employee's earnings.

Eligibility

Eligibility for Unemployment Compensation is subject to the rules of the Unemployment Insurance Commission of South Dakota within the state Department of Labor. We do not determine the eligibility of any employee. If you leave our employment, you may ask at the time of your departure what our position will be on your eligibility for benefits in the event that you should decide to file a claim.

Worker's Compensation

The Worker's Compensation insurance program is designed to provide substitute income to you when you are unable to work because of an on-the-job illness or injury. We pay the full cost of this Workers' Compensation Insurance program. No deduction is ever made from your earnings or any other employee's earnings for this program.

Initiating a Claim

The section on accidents and injuries describes in detail how you should report any on-the-job incident that may qualify you for income replacement insurance under this program. We want to remind you that eligibility for benefits is subject to the guidelines established by the South Dakota Worker's Compensation Court. We do not determine the eligibility of any employee. All claim administration and processing is handled by the Worker's Compensation Insurance Carrier's Claims Department and the South Dakota Worker's Compensation Court. Therefore, if you have a work-related disability, remember to report it promptly to your supervisor and work closely with the business office to initiate your claim. Delays in reporting on-the-job injury may cause problems with your ability to collect benefits from Worker's Compensation.

Accidents and Injuries

Safety Precautions

Injuries resulting from accidents are painful, both financially and physically. Whether you are injured in an accident at work or away from work, the resulting disability will have an impact on your personal life. An accidental injury that prevents you from working also affects your co-workers because of the changes to their work schedule caused by your absence. Observance of common sense safety rules will minimize the possibility of an accidental injury.

On-the-Job Injuries

On-the-job injuries normally require an investigation, even though the injury may not be serious enough to require hospital treatment or cause loss of time from work. We will emphasize safety to you over and over again. Why? Because of our concern for both you and our residents. An unsafe act on your part can lead to an accident that may injure a resident and result also in an injury to you.

Reporting on-the-job Injuries

If you are hurt here at work your injury must be reported immediately to a supervisor. Even cuts require attention to prevent infection from developing. Yes, there is some paperwork involved whenever you are hurt here at work, but it is necessary because it protects you by activating special insurance coverage. It will be your responsibility to complete any accident/incident reports personally unless you are unable to do so because of the nature of the injury.

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Bulletin Board

Official Notices

Our bulletin board is located in the break room. You will find several official permanent employment notices posted on it that apply to your job. From time to time we will also be posting temporary information that applies to your job. It is your responsibility to read and comply with all official notices.

Personal Notices

A bulletin board is available for your personal use. Examples of permitted uses are: requests for baby-sitting, ride sharing, “wanted” and “for sale” notices and coupon exchanges. Other uses may also be permitted. The following bulletin board rules must be followed:

1. Do not remove any item from the bulletin board and do not deface or change any posted item.
2. The employee who prepares and is responsible for the notice must obtain permission from the Administrator to post a notice, and the employee must sign personal notices.
3. Campaign posters or comments, or other items of a political nature will not be allowed on the bulletin board or on the premises of the Nursing Home.
4. Outside business advertising will not be allowed without permission of the Administrator.

This should help protect you against the possibility of your name appearing without your knowledge or approval.

Employee Fund Raising

There may be times when an employee (or a group of employees) wishes to take up a collection for some special occasion – a serious accident or injury, storm or flood, or retirement, for example. Approval must first be secured from the Administrator before any fundraising activity can begin, and all efforts must be charitable. No contribution will ever be required.

Communicable Diseases

Prevention

Communicable diseases represent a threat to the health of our residents. Therefore, taking care of your own health and observing good personal hygiene is important.

Reporting

In the event that you “catch something” that’s going around, it is necessary that you report it to your supervisor immediately. The attendance section describes our call-in rules if you must be absent. If your absence is for three or more days, you may be required to have a written release from your physician before you may return to your job. You may need to provide information to the infection control nurse for identification of trends or breakouts. If you have other questions about this section, discuss them with your supervisor.

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Dress and grooming code

Walworth County Care Center, Inc. employees are expected to present themselves in a professional manner at all times while working. Professional dress is important because residents and visitors take note of what the staff is wearing. Employees are asked to comply with the following:

1. Employees of all departments may wear any color or appropriate design of scrub tops or bottoms.
2. Name tags will be provided, and are to be worn at all times while on duty.
3. Appropriate underclothes are to be worn to prevent showing through clothes.
4. No shorts or cut-offs are to be worn.
5. No sweatpants or pajama pants are to be worn.
6. No open toed shoes are to be worn by direct care staff.
7. No flip-flops are to be worn by any department.
8. Socks or stockings are to be worn by direct care staff.
9. Capri pants and pants that hit below the knees are allowed.
10. No tank tops, crop tops or bare midriff tops are to be worn.
11. No clothing with suggestive or inappropriate wording or pictures is to be worn. Only normal logos are acceptable.
12. Administrator will have discretion to determine what clothing is appropriate, and what is not appropriate.
13. Blue jean pants are only to be worn on Fridays, with the exception of maintenance and housekeeping.
14. Pants must be worn high enough on the waist to avoid exposed skin.
15. No facial piercings are allowed.
16. Direct care staff should avoid jewelry that may cause injury to the resident, or cause injuries to the employee if resident were to grab and pull on jewelry. Administrator will have discretion to determine what is appropriate, and what is not appropriate, using safety to the resident and employee as the only consideration.
17. Fingernails should be trimmed and clean. Nails should not be longer than ¼ inch long.

Violations

Employees who do not observe our rules at work may be asked to return home and make whatever change is necessary. Depending upon your work assignment and staffing level, you may be sent home and not be permitted to return to work for that shift. Your supervisor and Administrator has the authority to enforce this dress code. If a verbal warning does not achieve the desired improvement, additional discipline will follow.

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Emergencies

Facility Emergencies

This section is intended to cover procedures for emergencies that affect the residents and the facility. Emergencies that affect your family should be discussed with your supervisor and a request made for personal time off if necessary.

Emergency Planning

The facility is required to maintain emergency planning for all anticipated disasters appropriate to our location. This plan will be updated as needed and regular in-services for all staff will be conducted to make you familiar with the plan. Copies of the plan will be available at the Nurse's Station, from the Administrator, and other designated locations.

Types of Emergencies

It is important to remember that the residents of the facility may become excited or upset by events that take place over which we have little if any control. Examples of such events are fire, tornado or other serious storms, failure of electric power to the facility, heating and cooling problems, and health problems of the residents themselves.

Emergency Procedures

During the new employee orientation program, basic instruction on procedures to follow in the event of one of the above emergencies is presented. It is a continuing challenge for each of us to remain alert to the sudden development of unexpected situations. The residents depend upon us to remain calm when problems develop and we must display the assurance that the problem will be solved.

First Aid

In the event a resident suffers a heart attack or a stroke or experiences a fall or some other type of injury, it is required that you assist promptly, working within your scope of practice. Your supervisor will be familiar with procedures for calling emergency medical personnel, the resident's physician, and an ambulance when one is necessary. Only designated employees are authorized to contact the resident's family when notification of illness, injury or death needs to be made.

Expense Reimbursement

Authorization

You must have your supervisor's written authorization prior to incurring an expense on behalf of Walworth County Care Center, Inc..

Expense Record

To be reimbursed for all authorized expenses, you must submit an expense report accompanied by receipts and approved by your department head. Please submit your expense report as soon as possible after incurring the expense.

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Gifts and Gratuities

Not Accepting Gifts

A misunderstanding could easily develop if you were to accept a gift, also known as a gratuity, from one of our residents. Under state law we have a responsibility to protect both the cash and the personal property items of each resident who lives here. Therefore, while a resident may encourage you to accept a gift in appreciation of your work, our policy prohibits you from doing so.

Personal Property Gifts

Members of a resident's immediate family and other relatives often cherish personal property items. Many of these items are family heirlooms and, even though they may not have high cash values, the sentimental value cannot be measured. If such a gift were made to you, even though that gift was made in good faith and was entirely voluntary, a relative may still have reason to believe that a solicitation was made and that the resident was "talked out" of the item.

Cash Gifts

Cash gifts can be even more troublesome. A resident may forget that a gift was made and later allege that the money was stolen from his or her room. Any charge by a resident or member of the resident's family that a theft of money took place must be investigated. It can be very easy for you to become involved in an embarrassing situation as a result of accepting cash from a resident.

In-Service Program

Availability

An in-service program is often a scheduled educational activity. Online opportunities may also be available. Every month a maximum of 2 courses are assigned to all direct care staff. Non-direct care staff has a maximum of 2, but don't occur as frequently. It is your responsibility to log in and see what assignments you have. The facility will pay 30 minutes for each course completed, provided it is completed by the due date. If you fail to complete the courses by the due date, it is still your responsibility to complete them, but on your own time. These courses do count as CEUs for your license. Therefore it is to your benefit to complete them timely.

Required Attendance

Attendance at an in-service program is required unless you have made previous arrangements for an excused absence.

1. Attendance is taken at each in-service program. Therefore, be sure that you sign the attendance register. Arriving late, or leaving early, will be counted as absent, unless the time missed has been made up by review of the recording.
2. If an in-service program is presented on a day that you are not scheduled to work, you may still be required to attend. If your attendance is required, you will be paid your regular base hourly rate, with a one-hour minimum.
3. Whenever possible, inservice programs will be video-taped, and you will be given an opportunity to view the tape and be given credit for attendance. You must schedule a make-up within 30 days, and you must be on the clock, and excused by your supervisor.

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Certification Requirement

In South Dakota, a Certified Nurse Assistant must complete twelve (12) hours of in-service every year to maintain valid certification.

If you are not able to attend the paid hour of continuing education, you will be expected to make up the in-service by watching a taped version of the in-service or other means as determined by the Administrator. On line in-services are also available.

Complaints and Suggestions

Employee Input

An efficient successful operation and satisfied employee go hand-in-hand. Employee complaints and suggestions are of value to Walworth County Care Center, Inc., regardless of whether the problems or ideas are large or small.

Procedure

In order to provide for prompt and efficient evaluation of and response to complaints and suggestions, Walworth County Care Center, Inc. has established a formal complaint and suggestion procedure for all employees. It is Walworth County Care Center, Inc.'s policy to give full consideration to every employee's opinion. There will be no discrimination against or toward anyone for his or her part in presenting complaints or suggestions. **Alternative reporting policies are in place for harassment, business ethics and some other areas.**

Step 1: See your Supervisor First

If there is anything bothering you, or if you have a suggestion, we would like to hear about it. It is mandatory to follow the chain of command. Failure to follow the policy could lead to disciplinary action.

1. Contact your supervisor.
2. Establish with your supervisor an appropriate time and place to discuss your concern in private. If you have a complaint, this discussion must take place within three (3) of your working days of the event that is the basis of your complaint.
3. There does not have to be any written record of this discussion, but a written record is encouraged.
4. If for some reason your supervisor fails to offer you the opportunity to discuss the matter, or if the discussion does not lead to a satisfactory conclusion, then proceed to the next step.

Step 2: Put it in Writing

If you have a complaint, complete a complaint form.

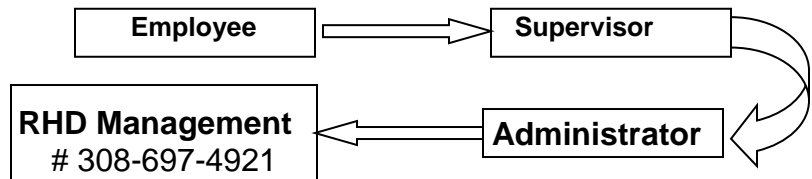
1. Complaint forms are available in the business office or anonymously by the suggestion box.
2. You have three (3) calendar days after your supervisor's answer to start this step.
3. Return your written complaint form to the business office or the suggestion box.
4. Each written complaint is reviewed by the Administrator and a decision in writing will be given to you promptly.

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If you have a suggestion, write it down on a piece of paper:

1. Written suggestions may be either signed or unsigned.
2. Explain the present situation, the desired condition, and your proposed solution/suggestion.
3. Return your written suggestion to the business office or the suggestion box.
4. The Administrator reviews each written suggestion and a decision in writing will be given to you promptly.

Chain of Command:



Final Disciplinary Action:

All disciplinary actions taken by Rural Health Development shall be final. No employee shall be entitled to appeal or be heard by the Walworth County Care Center, Inc. Board.

Lost and Found

Lost and Found Center

The business office serves as the center for lost and found items. If you believe that you have lost something while here at work, report the missing item immediately to the business office.

Turning in Found Items

If you find anything, including cash, that appears to be out-of-place or misplaced, bring the items to the business office. If a lost report has already been recorded, matching up the item and the owner will be both easier and quicker. Turning in "found" items promptly will help assure that you won't be charged with theft or attempted theft should an article that is not yours be found in your possession.

Orientation

Orientation Program

Orientation is a program designed to introduce a person into a new situation. Each new employee and each employee who is transferred to another job classification will receive an orientation program. The length of an orientation program varies according to the previous work or educational experience, and position of the employee. Therefore, your orientation program will be presented to meet your needs and position.

Questions

It is important that you ask questions whenever you feel that you do not fully understand information given to you during your orientation program. Both your supervisor and the administrator want you to succeed in your new job. The quality of care we can offer our residents depends upon your understanding of your job and your ability to perform well.

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License Requirements

Licensed Professionals must keep their licenses current. If any adverse restrictions are put on your license, you must notify the Administrator.

Parking

Parking is provided free of charge for all employees. You will be informed in your orientation where you may park.

Safety

It is a good practice to lock your car doors to minimize the possibility of theft of the car or any personal property items. Law enforcement officers remind us continuously not to leave our keys in our cars, an all-too-common habit that car thieves have come to depend on.

Damage or Theft

In the event you discover that your parked car has been broken into or damaged, report any such theft promptly to the business office and to the appropriate law enforcement authorities. If you should damage another car while parking, identify yourself to the car owner promptly and willingly. We cannot be responsible for any damage to or theft from your automobile while it is parked in our lot.

Policies and Procedures

High Standard of Service

We are dedicated to providing the best possible care and treatment for our residents. High standards of service require courtesy, friendliness, cheerfulness, and cooperation. Each of us represents Walworth County Care Center, Inc. in our everyday contacts with residents, families, visitors, and the community. Our reputation is based on the manner in which we carry out our assigned responsibilities.

Following Policies

Walworth County Care Center, Inc. has a variety of personnel in many positions and should you have any questions about your duties or an explanation of your job description, or any policies and procedures, your immediate supervisor will be happy to answer these questions for you.

1. It is important that each of us understands his or her individual responsibilities and performs his or her job as well as possible.
2. Procedures are written to comply with federal and state guidelines, so it is important that you do not change these procedures without the express permission of your supervisor.
3. Failure to follow policies and procedures could result in disciplinary action, because you are not completing daily tasks as assigned.

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Resident Rights

Understanding Resident Rights

Working in our health care facility requires that you maintain an awareness of the rights of our residents. These rights are presented in the course of instruction that leads to certification, if certification is required, for your job classification. The rights of our residents will also be reviewed during orientation and in-service programs. If you are unsure about resident rights, it is your responsibility to ask either a supervisor or the administrator for a clarification.

Respect and Privacy

All our residents must be treated with consideration, respect, and full recognition of their dignity and individuality.

1. Staff is to show respect when speaking to, caring for, or talking about residents as an affirmation of their individuality and dignity.
2. It is important that residents are provided with the opportunity for personal privacy and are assured privacy during treatment and care of personal needs. Always knock before entering a resident's room.

Personal Property

The personal property and money of our residents is discussed in the section on gifts and gratuities. Remember:

1. We have an exposure to charges of theft because of the memory problems associated with the aging process.
2. Whenever a resident or a member of a resident's family believes that money or a personal property item is missing, we have a problem until either the item is located or the absence and later recovery of it is satisfactorily explained.
3. It is important to avoid even the appearance of an impropriety with respect to a resident's money or personal property.
4. If it is determined that an employee has stolen a resident's property, he or she will be prosecuted to the full extent of the law.
5. The resident's telephones are also their personal property, so employees are not allowed to use them, except in an emergency. To make a long distance call on a resident's phone would be considered theft.

Access and Visitation

Our residents look forward to visitors and it is our policy to encourage their relatives and friends to visit.

Unwanted Visitors

If a resident should indicate that he or she does not want to see a certain visitor, discuss this problem immediately with your supervisor. Visits should be pleasant experiences for the residents and they should not be "forced" into seeing visitors.

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Visiting Times

Some visitors may ask what our preferred time for visiting is. The correct answer varies with each resident and should be based on the resident's personal preference. Early morning and late evening visitors may present some problems and should be discussed with your supervisor.

Witnessing Documents

In the event that a visitor and a resident are discussing family or legal affairs and ask you to sign any documents as a witness, refer them to the Business Office. Walworth County Care Center, Inc. Business Office does offer witness signing and a Notary Public for residents, their family and employees at no charge.

Problems

Any problems that may develop during a visit, such as an argument, must be handled tactfully. If you feel that you need some assistance, contact your supervisor or Administrator. The presence of another person to assist you is helpful and will provide a third-party influence.

Electronic Communications

Purpose

In connection with your work at Walworth County Care Center, Inc. you will have access to the general computer system, e-mail, Internet, voice mail communications, land line and cell phones.

These systems are to be used primarily for job-related and business-related purposes. All information sent, stored, used, downloaded from or downloaded to any Walworth County Care Center, Inc. system is not private. Walworth County Care Center, Inc. reserves the right to review any and all information stored on facility systems, including personal e-mail, voicemail, text messages, programs and documents at any time and without notice to any employee, including personal devices connected to the facility network whether hardwired or wi-fi. Additionally, such information may be discoverable during any litigation proceeding.

Policy

1. All information transmitted or accrued on the Walworth County Care Center, Inc. systems are the property of Walworth County Care Center, Inc. and maybe accessed at anytime by Walworth County Care Center, Inc. without notice to any employee. All systems, including personal devices connected to the facility network, must be used primarily for job-related purposes.
2. Employees are not permitted to use an access code, access a file or retrieve any stored communication from another person's system unless they have received prior approval from Walworth County Care Center, Inc..
3. You will be required to provide access codes, passwords, and other access information to Walworth County Care Center, Inc. so that any system will be accessible to an authorized person for use while you are out of the office, as well as for review and monitoring. A list of these codes, passwords, and other access information should be regularly provided to the Administrator, and regularly reviewed as current. The Administrator will be required to keep this information secure, and only use it for review of compliance to this policy.
4. Any use of any Walworth County Care Center, Inc. system to obtain, download, store, transmit, view or use offensive or sexually explicit material is strictly prohibited. This provision will be enforced in combination with the company's harassment policy. Any employee violating this policy will be subject to disciplinary action up to and including immediate termination.

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5. All employees must utilize the appropriate Walworth County Care Center, Inc. procedures to minimize the risk of contracting any computer virus.
6. Resident confidentiality must be protected at all times. No confidential or privileged resident information should be sent by e-mail outside the facility unless a waiver has been obtained from the resident. No confidential or privileged resident information including photos of residents may be sent over or posted on the Internet or posted on any social media, including texts and emails.
7. No employee may access information on the Internet or through any Walworth County Care Center, Inc. system which will result in any cost or charge to the Nursing Home without the express permission of Walworth County Care Center, Inc..
8. Employees may not copy, download or utilize items and information protected by trademark, patent or copyright laws in violation of those laws.
9. Any program, application or data downloaded or installed without permission from Walworth County Care Center, Inc. may be removed from any computer or workstation by the Nursing Home at its own discretion, and without notice to any employee. Any cost associated with the removal of said items will be passed on to the employee that downloaded the items.

ANY VIOLATION OF THIS POLICY WILL SUBJECT THE USER TO DISCIPLINE, UP TO AND INCLUDING IMMEDIATE TERMINATION.

Use of Personal Cell Phones

Walworth County Care Center, Inc. does not permit the use of personal cell phones, either to receive or send voice or text communications while the employee is working. Personal cell phone use is permitted only during the employee's scheduled work breaks. Your cell phone will not be on your person while on duty, it must be stored with other personal property or in your car. Violating this policy may result in seizure of phone until shift ends, and will subject you to possible disciplinary measures, up to and including termination of employment. Subject to the Administrator's discretion, in special circumstances, the Administrator may permit exception to this rule for a limited time. The Administrator may grant permission to certain employees to carry a cell phone, when the use of a cell phone is beneficial for that employee to complete his/her job-related duties.

Camera Usage

Use of cameras on phones, or handheld devices, or any other cameras is strictly prohibited in the facility at any time, unless it is approved by the Administrator for work activities.

Blogging and Electronic Disclosure of Confidential Information

Walworth County Care Center, Inc. recognizes that many employees may participate in blogs or simply post items of interest from their own lives on a variety of general Internet sites or at their own personal site. You may not take or post photos of any Walworth County Care Center, Inc. resident without the express written permission of the Nursing Home and the residents. You may not post personal information about residents including general addresses or locations, any information which would be governed by HIPAA regulations or other items which could reasonably be construed by the residents to be personal or an invasion of their privacy. Further, you may not post any confidential or trade secret information belonging to Walworth County Care Center, Inc. on any blog or other Internet or personal site. Such sites are public record and Walworth County Care Center, Inc. may review public records of this type at its discretion.

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Work Authorization

All employees before beginning work with Walworth County Care Center, Inc. must provide appropriate documentation and complete an I-9/Work Verification form. These forms are intended to insure that employees are legally allowed to work in the United States and are kept by Walworth County Care Center, Inc. as part of its records.

Employees' Social Security numbers are also submitted by Walworth County Care Center, Inc. to various government agencies as part of the normal operations of the Nursing Home. This includes income reporting for taxes, potential identification by Social Security number for benefits and submission to the Social Security Administration for the calculation of payroll benefits as well as verification of your Social Security number.

In the event that Walworth County Care Center, Inc. receives notice that your Social Security number cannot be verified or is a "no match" Walworth County Care Center, Inc. may ask you for additional information to confirm that the information forwarded to the Social Security Administration was correct and that a typographical error has not occurred. In the event that the information is correct and a "no match" exists, the employee will be required to address this issue with the Social Security Administration and provide verification that the problem has been satisfactorily corrected. In order to confirm compliance with the law if the employee used his/her Social Security card as part of the I-9 process, the employee may also be asked to re-verify the information provided on the I-9 or provide alternate information.

Failure to meet these requirements or resolve any Social Security number "no match" will result in termination of the employee.

Business Ethics and Conduct

The successful business operation and reputation of Walworth County Care Center, Inc. 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.

The continued success of Walworth County Care Center, Inc. is dependent upon the quality of our service and we are dedicated to preserving that quality.

Walworth County Care Center, Inc. will comply with all applicable laws and regulations and expects its 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, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with a member of management for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every Walworth County Care Center, Inc. employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including termination of employment.

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Employee Reporting Policy

As a nursing home, we are subject to a variety of state and federal laws and regulations relating to the conduct of our business. We also have policies that govern our business conduct and conduct toward our residents and employees. It is Walworth County Care Center, Inc.'s intent to comply with all applicable state and federal laws as well as our internal policies regarding business conduct. Employees are encouraged to report any suspected violation of law or policy to Walworth County Care Center, Inc. in accordance with our compliance plan. No employee will be retaliated against for reporting a suspected violation or for participating in any investigation relating to any claim.

Reporting Process

If you reasonably believe that Walworth County Care Center, Inc. or any employee or affiliate of Walworth County Care Center, Inc. has violated the law or taken actions which amount to fraud, this information should immediately be reported to the Administrator and/or Rural Health Development.

Any employee who reasonably believes that there has been a violation of law or that fraud has occurred and reports this will not be subject to discrimination, harassment, demotion, or discharge in relationship to reporting a claim or participation in any investigation.

Any person found to have breached this policy or engaged in illegal or fraudulent activities will be subject to disciplinary action up to and including termination of employment.

Employee Complaint Investigation Responsibilities

Complaints made under the Business Ethics and Conduct Policy shall be investigated by the Administrator where applicable with consultation and direction from Rural Health Development. If the complaint relates to the Administrator, Rural Health Development shall investigate.

Process

1. When required by South Dakota law and/or regulation, immediate reporting to the State of South Dakota shall be made to the appropriate authority or law enforcement.
2. Investigation shall be completed within five (5) days after the complaint is made unless appropriate cause is shown for any delay.
3. Investigation should utilize available internal and/or external resources as appropriate depending upon the nature of the complaint made.
4. Any initial complaint shall be reduced to writing by the person receiving the complaint and such documentation made available to Rural Health Development as appropriate.
5. The completion of any investigation shall conclude with the issuance of a report. Such report shall include:
 - a. Date allegation received.
 - b. Summary description of the complaint.
 - c. Person who submitted the allegation.
 - d. Summary of investigative steps taken.
 - e. Plan of action for resolution of the allegation.

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- f. Confirmation that anti-retaliation provisions have been discussed with all involved.
- g. Date resolved or plans for resolution follow up.

The investigative report shall be retained in the Walworth County Care Center, Inc. files indefinitely.

The person making the complaint shall be informed to the extent appropriate, given legal and confidentiality limitations, of the outcome of any investigation.

No person shall take any action in retaliation against a person who has made any complaint based on a reasonable belief of unlawful or fraudulent activity. Any person violating this policy of non-retaliation shall be subject to disciplinary action including immediate termination.

Safety and Health

Accident Prevention

Your safety and health are directly related to that of our residents. The safe working procedures that you have learned previously will be reviewed from time-to-time while you work for us.

1. Report all unsafe situations to a supervisor as soon as you are aware of them.
2. Report all accidents and injuries to a supervisor immediately.
3. Written reports depend upon your memory of the events. Observe each situation closely.
4. Walworth County Care Center, Inc. protects you with liability insurance if a resident is injured and with Workers' Compensation insurance if you are injured.

Fire Prevention

Fire is always a serious hazard to a care center and its residents

1. Participate in each fire drill as if it were "the real thing." Fire safety education is a part of regular employee training. South Dakota Law requires fire drills, and your participation in fire drills.
2. Restrictions on smoking are part of our fire prevention program. Remember that the Walworth County Care Center, Inc. has designated smoking areas.
3. We schedule drills throughout the year for employee safety. Your department head can answer any questions you may have about what to do.

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Security

Definition

Security, as used in this handbook, has two very important meanings:

1. The assurance that both residents and employees are safe from unauthorized or unwanted visitors.
2. The security of the building against loss from fire or other physical damage.

Internal Security

One of the more important reasons for a resident choosing to live in our home is the security that living alone at home does not provide. The peace of mind that accompanies living here, therefore, is very important to each resident. You must remember this and help provide the assurance to each resident that he or she has a secure place to live.

External Security

It is the continuing responsibility of each employee to help maintain an accountability of each resident. This includes inside and outside of the building. Furthermore, if you notice exterior lights that are burned out, please report these to maintenance as soon as possible.

Security from Unwanted Visitors

Personal security extends to both residents and employees. The location of our facility in a small South Dakota community minimizes the exposure to visitors with other than honorable intentions. Nevertheless, entrances/exits must be monitored continually, particularly during nighttime hours and on weekends, to help maintain protection from unwanted visitors. Please do not give out any access codes.

Building Security

Building security is a continuing joint responsibility of management and employees. We must try to prevent hazards from developing and to correct any hazards that do develop. Good housekeeping practices and compliance with all fire prevention rules plus common sense daily operations will help maximize building security. **Staff reporting for work should enter the building through the Main entrance on the East side of the building.**

Smoking

Smoking Rules

Smoking is not allowed on the Walworth County Care Center, Inc. campus. The use of any tobacco products or substitutes (vapor pens, etc) is also not allowed. This includes all employees, Residents, and visitors. Smoking and/or the use of any tobacco products or substitutes is also prohibited while operating facility vehicles or while standing by during the operation of facility vehicles.

Employees are encouraged to report violations of this policy. No employee will be retaliated against for reporting a policy violation or participating in any investigation. If you believe you have been retaliated against or have concerns regarding the policy please speak with the Administrator or representatives of Rural Health Development.

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Solicitation and Distribution

Freedom from Interruptions

Our residents expect to live in an atmosphere that is friendly and relaxed. Therefore, we want to avoid any interruptions that are not related to our delivery of health care services. Such interruptions often take place in the form of soliciting, selling, and the distribution of various printed materials. Your work deserves your full time attention during your scheduled working hours and you also have a right to be free of any such interruptions. In order to prevent interference with our resident care responsibilities, the following rules must be observed:

1. You may not solicit other employees for any purpose during your working time. When you are on your break or your lunch period, you may not solicit other employees who are on their working time.
2. You may not distribute literature of any type in any working or resident care areas, or in any areas where residents gather. You may not distribute any literature to other employees who are on working time.
3. When you are off-duty, you will be expected to leave the facility promptly upon the completion of your shift. If you choose to remain in the facility to visit a resident, or if you come in before your scheduled working time for that purpose, you must observe the same rules that apply to other non-employee visitors.
4. If you have a question concerning your employment, or if you are picking up your paycheck during your off-duty time, you may visit only the business office area.
5. Individuals who are not employed by the facility are not permitted to distribute any materials or solicit any employees or residents for any purpose, either inside the facility or on our grounds outside. You will be expected to report any such activities, either to your supervisor or to another member of the Administrator's staff.
6. Any violation of the above rules will be cause for appropriate discipline.

Telephone Calls

Answering the Telephone

We want you to identify Walworth County Care Center, Inc. and yourself by name when you answer an incoming telephone call. Always be courteous and speak clearly and pleasantly. Volunteer to take a message if the party being called is not conveniently close to the telephone or is busy with a resident.

Personal Calls

Just as the telephone is the most convenient contact with the outside world for a resident, so it is your most convenient contact. It must not be abused. We sincerely hope it never becomes necessary to discuss either the frequency or the length of your personal telephone calls with you. We understand that an occasional telephone call from your home may be necessary. We know of situations, however, when children have called a parent at work several times during a work shift. This is not an acceptable practice here. Cell phones are not permitted to be used unless you are on a scheduled break.

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Trading Work Assignments

Purpose

Trading work assignments, also referred to as a “shift trade,” is offered as a convenience to you when something comes up that you cannot schedule on one of your regular days off or before or after your working hours. While we want to be as cooperative as possible, frequent requests to trade work assignments is a reason to evaluate your ability to continue your employment here.

Procedure

1. When you believe it is necessary to trade work assignments it is your responsibility to start and to complete the trade with another qualified employee, then approve it with your supervisor or charge nurse.
2. We may not approve a trade that would create an overtime situation for the other employee.
3. Your job is to be sure that the employee with whom you propose to trade is properly qualified to replace you.
4. It may not always be possible to offer you another day on the work schedule each time you find an employee to replace you. Keep in mind that when you initiate a trade you may find yourself in a situation where you are giving up the day for pay purposes from the work schedule.
5. Trading shifts without approval will be considered a “no-call, no-show” and will be logged as an unexcused absence.

Visitors

Personal visits from friends and relatives should be avoided during working hours, unless it is an emergency. If you are expecting visitors, please request permission from your supervisor and ask your visitors to remain in the lobby area.

Weather Problems

Travel Problems

Weather problems may be expected to interfere with travel at certain times of the year, particularly during periods of sleet and freezing rain, winter blizzards, and subzero weather. We will make every effort to monitor weather forecasts and apply advance planning to reduce scheduling and travel problems. Your safe arrival at work is our primary concern. Whenever possible, and at the discretion of Management, we may make arrangements to pick you up during weather emergencies.

Rescheduling

Therefore, you may find that we will reschedule on a very short notice in a sincere effort to avoid unnecessary travel exposures. When you are asked to work hours other than on your regular schedule, your cooperation will be required.

Excused Absence

The Administrator will designate the day or days that meet our definition of a “weather emergency.” An excused absence may be given whenever you arrive late, leave early, or are absent for your entire shift because of the weather emergency.