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020 Employee Welcome Message

Effective 02-01-06

Welcome employee!

On behalf of your colleagues, we welcome you to the Lutheran Home of the Good Shepherd (hereinafter referred to as the “LHGS”) and wish you every success here.

We believe that each employee contributes directly to the LHGS growth and success, and we hope you take pride in being a member of our team.

This handbook was developed to describe some of the expectations the LHGS has of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the employee handbook as soon as possible, for it will answer many questions about employment with the LHGS.

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

Administrator

040 INTRODUCTORY STATEMENT

Effective 02-01-06

This handbook is designed to acquaint you with the LHGS and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by the LHGS to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. As the LHGS continues to grow, the need may arise and the LHGS reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. The only exception to any changes is our employment-at-will policy permitting you or the LHGS to end our relationship for any reason at any time. Employees will, of course; be notified of such changes to the handbook as they occur.

050 Employee Acknowledgment Form

Effective 02-01-06

The employee handbook describes important information about the LHGS, and I understand that I should consult my supervisor regarding any questions not answered in the handbook. I have entered into my employment relationship with the LHGS voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or the LHGS can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur, except to the LHGS' policy of employment-at-will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. The Administrator of the LHGS has the ability to adopt any revisions to the policies in this handbook. Significant changes will be reviewed & approved by the Board of Directors.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

EMPLOYEE'S SIGNATURE

DATE

EMPLOYEE'S NAME (TYPED OR PRINTED)

102 Nature of Employment

Effective Date: 02-01-06

Employment with the LHGS is voluntarily entered into, and the employee is free to resign at will at any time, with or without cause. Similarly, the LHGS may terminate the employment relationship at will at any time, with or without advance notice or cause, so long as there is no violation of applicable federal or state law.

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between the LHGS and any of its employees. The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or cancelled at any time, at the LHGS' sole discretion.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the Administrator of the LHGS.

104 Employee Relations

Effective Date: 02-01-06

The LHGS believes that the work conditions, wages and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have any concerns about work conditions or compensation, they are encouraged to voice these concerns openly and directly to their supervisors.

Our experience has shown that when employees deal directly with supervisors, the work environment is excellent, communications are clear and attitudes are positive. We believe that the LHGS has amply demonstrated its commitment to responding effectively to employee concerns.

106 Equal Employment Opportunity

Effective Date: 02-01-06

Revised Date: 01-01-15

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at the LHGS will be based on merit, qualifications, and abilities. The LHGS does not discriminate in employment opportunities or practices on the basis of race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, public assistance status, pregnancy, or any other characteristic protected by law.

The LHGS will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship.

This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Administrator. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

110 Personal Relationships in the Workplace

Effective Date: 02-01-06

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

For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. A dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual "romantic" or sexual relationship.

Relatives of current employees may not occupy a position that will be working directly for or supervising their relative. Individuals involved in a dating relationship with a current employee

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may also not occupy a position that will be working directly for or supervising the employee with whom they are involved in a dating relationship. If employees are engaged in a personal romance, an acknowledgement form regarding their relationship will need to be completed. (Please see attached form.) Relatives of current employees and individuals involved in a dating relationship with a current employee may not be hired into non-direct supervisory or staff positions without the written approval of the Administrator. The LHGS also reserves the right to take prompt action if an actual or potential conflict of interest arises involving relatives or individuals involved in a dating relationship who occupy positions at any level (higher or lower) in the same line of authority that may affect the review of employment decisions.

If a relative relationship or dating relationship is established after employment between employees who are in a reporting situation described above, it is the responsibility and obligation of the supervisor involved in the relationship to disclose the existence of the relationship to management. The individuals concerned will be given the opportunity to decide who is to be transferred to another available position. If that decision is not made within 30 calendar days, management will decide who is to be transferred or, if necessary, terminated from employment.

In other cases where a conflict or the potential for conflict arises because of the relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment or terminated from employment. Employees in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.

An individual may sit on the LHGS Board of Directors while an immediate family member is employed with LHGS as long as the Board member abstains from any decision making that would take place for that employee's department.

LUTHERAN HOME OF THE GOOD SHEPHERD
CONSENSUAL "ROMANTIC" RELATIONSHIP CONTRACT
Policy 110

Date Submitted _____

Name of Employee _____

Title/Department _____

Consensual "Romantic" relationships are not encouraged at LHGS. This contract is designed to assist in protecting an individual(s) involved in a romantic relationship and LHGS against accusations of harassment.

(Name) _____ and I are involved in a romantic relationship. If this relationship should or would change I will notify the Human Resource Director and my supervisor immediately.

Employee Signature

Supervisor Signature

Date

112 Employment Health Screening

Effective Date: 02-01-06

Revised Date: 01-01-15

Employment in the LHGS requires an employment health screening and related tests. After a job offer is extended and before beginning work, new employees must complete a medical statement form, drug testing, Mantoux testing and a physical lifting test. If the employer is unable to schedule the completion of this form and these tests before the first day of work, they will be scheduled to allow the employer to receive the results within the employee's first ten days of work.

All employees having direct client contact will be given information regarding hepatitis B with their orientation forms and must sign and return a form indicating their decision to receive the vaccination. The hepatitis B vaccination will be paid for by the LHGS. However, if an employee resigns or is terminated before the entire vaccination is completed (approximately 6 months), the employee will be financially responsible to complete the series on their own.

All jobs in the LHGS require a tuberculin test. State Law requires that all nursing facility employees are free from tuberculosis. The LHGS will offer this test free of charge or the employee can have this test performed elsewhere at the employee's expense. If an x-ray is required, the LHGS will pay for this procedure if performed at a medical facility of the LHGS' choosing.

114 Immigration Law Compliance

Effective Date: 05-01-06

The LHGS is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. The employee's work Visa must be current and Sponsor letter/form must be completed and acknowledged from INS. Former employees who are rehired must also complete the form if they have not completed an I-9 with the LHGS within the past three years, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the Human Resource Coordinator/Administrator. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

116 Conflicts of Interest

Effective Date: 02-01-06

Revised Date: 01-01-15

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which the LHGS wishes the facility to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation.

Transactions with outside firms must be conducted within a framework established and controlled by the executive level of the LHGS. Business dealings with outside firms should not

result in unusual gains for those firms. Unusual gain refers to bribes, product bonuses, special fringe benefits, unusual price breaks, and other windfalls designed to ultimately benefit the employer, the employee, or both. Promotional plans that could be interpreted to involve unusual gain require specific executive-level approval. Individual gifts from residents or their families are not allowed, but gifts for the facility or gifts to be shared are accepted. For example, i.e. box of fruit or candy for the staff.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of this LHGS' business dealings.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if an employee has any influence on transactions involving purchases, contracts, or leases, it is imperative that he or she disclose to the Administrator of the LHGS as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which the LHGS does business but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving the LHGS.

The materials, products, designs, plans, ideas, and data of this organization are the property of the LHGS and should never be given to an outside firm or individual except through normal channels and with appropriate authorization. Any improper transfer of material or disclosure of information, even though it is not apparent that an employee has personally gained by such action, constitutes unacceptable conduct. Any employee who participates in such a practice will be subject to disciplinary action, up to and including possible discharge and legal action.

118 Outside Employment

Effective Date: 02-01-06

It is the policy of the LHGS that employees disclose outside employment opportunities, circumstances or situations to their supervisor. An employee may hold a job with another organization as long as he or she satisfactorily performs his or her job responsibilities with the LHGS. Employees should consider the impact that outside employment may have on their health and physical endurance. All employees will be judged by performance standards and will be subject to the LHGS' scheduling demands, regardless of any existing outside work requirements. Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel, or refusal to work overtime or different hours.

If the LHGS determines that an employee's outside work interferes with performance or the ability to meet the requirements of this organization as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with LHGS.

Outside employment will present a conflict of interest if it has an actual or potential adverse impact on the LHGS.

120 Non-Disclosure and Confidentiality

Effective Date: 02-01-06

The protection of confidential business information and trade secrets is vital to the interests and the success of the LHGS. Certain information is confidential and is not allowed to be released or disclosed except under strict guidelines, except as otherwise specifically provided by federal or state law, or under court order, this policy governs the release or disclosure of this information.

Such confidential information includes, but is not limited to, the following examples:

- Client/resident information
- Compensation data
- Computer programs and codes
- Employee information
- Financial information
- Labor relation strategies
- Marketing strategies
- Medically related information, both client/resident and employee
- Pending projects and proposals
- Safe and other locked storage area combinations

Any record of a LHGS employee's medical treatment or use of an employee assistance program is confidential and may not be released or disclosed without the written consent of the employee. Personal information regarding a LHGS employee contained in an employee's personnel record or given to the LHGS by the employee in the course of employment is confidential and may not be released or disclosed without the written consent of the employee. As used in this policy, "personal information" means a person's home address; home telephone number; photograph; medical information; motor vehicle operator's identification number; social security number; payroll deduction information; the name, address, telephone number, date of birth, and social security number of any dependent or emergency contact; any credit, debit, or electronic fund transfer card number; and any account number at a bank or other financial institution.

All medical, personal and services-related information regarding a LHGS client/resident is confidential and may not be released or disclosed in accordance with LHGS HIPAA policies and procedures. As used in this policy, "client/resident" means any person who has received, or applied for, services through the LHGS. This confidentiality extends to all information that may indicate a client/resident's use of services, including payment receipts.

All security information and access codes, such as lock or safe combinations and computer access codes or passwords, are confidential and must not be released or disclosed. Any written documentation regarding this information or these codes should be safeguarded.

Disclosure of information governed by this policy within the LHGS, its employees, and the Board of Directors is limited to a strict "need to know" and in accordance with applicable law. This type of disclosure between employees and/or the Board of Directors should be limited to the minimum necessary information needed for the management purpose (i.e.; disaster call list, employee call list, and employee photograph board).

Employees who fail to adhere to this policy will be subject to disciplinary action, up to and including termination of employment and possibly legal action, even if they do not actually benefit from the disclosed information.

122 Disability Accommodation

Effective Date: 02-01-06

The LHGS is committed to complying with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Post-offer medical examinations are required only for those positions in which there is a bona fide job-related physical requirement. They are given to all persons entering the position only after conditional job offers. Medical records will be kept separate and confidential.

Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression and seniority lists. Leave of all types will be available to all employees on an equal basis.

The LHGS will not discriminate against any qualified employees or applicants because they are related to or associated with a person with a disability. The LHGS will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. The LHGS is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state and local laws.

124 Health Care Academy

Effective Date: 4-15-13

To stay compliant with state and federal regulation of completing education on an annual basis, the LHGS will require employees to complete Health Care Academy modules.

All employees will be required to finish their Health Care Academy modules by the end of each quarter they are assigned to.

Quarters are identified in these groupings:

- January 1 – March 31
- April 1 – June 30
- July 1 – September 30
- October 1 – December 31

All employees must finish HCA modules by the last day in each quarter to stay compliant on annual education.

Employees who do not complete them will be:

- On unpaid suspended leave until they are completed.
- Completion of HCA will be a factor considered for your annual evaluation.

202 Employment Categories

Effective Date: 08-01-07

Revised Date: 01-01-15

It is the intent of the LHGS to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility.

Each employee is designated as either **NONEXEMPT** or **EXEMPT** from the federal and state wage and hour laws. **NONEXEMPT** employees are entitled to overtime pay under the specific provisions of federal and state laws. **EXEMPT** employees are excluded from specific provisions of federal and state wage and hour laws.

In addition to the above categories, each employee will belong to one employment category:

FULL-TIME: Employees who are not in a casual status and who are regularly scheduled to work the organization's full-time schedule (72 hours in a two week pay period). Generally, they are eligible for the employer's full benefit package, subject to the terms, conditions, and limitations of each benefit program.

PART-TIME: Employees who are not in a casual status who are regularly scheduled to work less than the organization's full-time schedule (71-40 hours in a two week pay period). Generally, they are eligible for a portion of the employer's full benefit package subject to the terms, conditions, and limitations of each benefit program.

CASUAL: Employees who have established an employment relationship with the organization but who are requested to work on an intermittent and/or unpredictable basis (39 hours and below in a two week pay period). Students that work temporarily during school breaks will be categorized as casual status. While they receive all legally-mandated benefits (such as worker's compensation insurance and Social Security), they are ineligible for any of the employer's other benefit programs.

Casual status – Scheduled Employee

1. Scheduled for a certain number of days during a week or 2 week period, but works 39 hours and below.
2. Will be scheduled for weekends.
3. Will be scheduled for every other holiday.

Casual status – Non-Scheduled Employee

1. Employee is not scheduled for any certain number of days during a week or 2 week period.
2. Employee will be contacted for shifts that would be available during the week, weekends, or holidays that may need extra staffing.
3. Employee is not guaranteed any given number of days but will be scheduled for one weekend a month as needed and will work one holiday per year, if needed.
4. Employee could work anywhere from 16 – 40 hours or more in a pay period depending on the staffing needs on an intermittent basis.

Employees in a casual status who have not worked in the past year will automatically be terminated. If an individual wishes to return to LHGS, a new application would need to be submitted and the employee would go through the hiring process again.

Employees who change categories from either Full-Time or Part-Time to Casual will be paid the cash value of all earned PTO in one lump sum with the next payroll check. They will no longer

be eligible for benefits except those required by law. All other accrued benefits (AEST & Funeral time) would be lost.

204 Probationary Period

Effective Date: 02-01-06

An employee should use the probationary period after being hired or rehired, promoted, demoted, or transferred within the LHGS to determine whether the new position meets his or her expectations. The LHGS uses this period to evaluate employee capabilities, attitude, and work habits. Either the employee or the LHGS may end the employment relationship at will at any time during or after the probationary period, with or without cause or advance notice. Completion of the probationary period should not be construed as creating a contract or guaranteeing employment for any specific duration or as establishing a “just cause” termination standard.

All new and rehired employees work on a probationary basis for the first 90 days after their date of hire. Employees who are promoted, demoted, or transferred within the LHGS must complete a probationary period of the same length with every reassignment to a new position. Any significant absence will automatically extend the probationary period by the length of the absence. If the LHGS determines that the designated probationary period does not allow sufficient time to thoroughly evaluate the employee, the LHGS may extend the probationary period for a specified period.

In the case of promotions, demotions, or transfers within the organization, an employee who, in the sole judgment of management, is not successful in his or her new position can be removed from that job at any time during the probationary period.

During the probationary period, new employees are eligible only for those benefits that are required by law, such as Workforce Safety and Insurance and Social Security, and those insurance benefits with mandatory enrollment deadlines. Upon satisfactory completion of the probationary period, however, new employees become eligible for any other employer-provided benefits, subject to the terms and conditions of each benefit program. See your supervisor for clarification of these benefits provisions.

206 Access to Personnel Files

Effective Date: 05-01-06

Personnel files are the property of the LHGS and access to the information they contain is restricted. Generally, only officials and representatives of the LHGS who have a legitimate reason to review information in a file are allowed to do so in accordance with Federal, State and HIPAA guidelines. With reasonable advance notice, an employee may review material in his or her file but only in the Human Resource office and in the presence of the Human Resource Coordinator or Administration appointed by the LHGS to maintain the file.

208 Personnel Data Changes

Effective Date: 05-01-06

It is the responsibility of each employee to promptly notify the LHGS of any changes in personnel data. In the event of a name change, please bring new drivers license and social security card to the LHGS Human Resource Coordinator. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments that pertain to the employee’s job performance and other such status reports should be accurate and current at all times.

210 Employment Applications

Effective Date: 02-01-06

The LHGS relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the LHGS exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

212 Employment Reference Checks

Effective Date: 02-01-06

To ensure that individuals who join the LHGS are well qualified and have a strong potential to be productive and successful, it is the policy of the LHGS to check the employment references of all applicants. Please refer to the LHGS Employee Screening for Employment Policy.

214 Performance Evaluation

Effective Date: 02-01-06

Revised Date: 01-01-15

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Verbal/written performance reviews are conducted at the end of an employee's initial 3 month probationary period in any new position. This probationary period allows the supervisor and the employee to discuss the job responsibilities, standards, and performance requirements of the new position. Annual formal performance reviews are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Pay increases are based on evaluations that are completed annually. The increase is also based on a scale from excellent to poor.

Performance reviews for employees with a relative as a direct supervisor should first be written by the supervisor and reviewed with the Administrator. The performance review shall be presented with the employee, supervisor, and the next layer of management, i.e. Human Resources or Administrator.

302 Employee Benefits

Effective Date: 02-01-06

Revised Date: 12-01-14

Eligible employees of the LHGS are provided a wide range of benefits. A number of the programs (such as Social Security, workers compensation, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. The Human Resource Coordinator can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in this handbook.

The following benefit programs are available to eligible employees with a portion paid by the employer:

- Benefit Conversion at Termination
- Bereavement Leave
- Employee Assistance Program
- Family Leave

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FlexPlan (Sec. 125)
Flexible Spending Accounts
Holidays
Jury/Witness Duty Leave
Maternity Related Leave
Medical Insurance
Health/Medical Leave
Military Leave
Retirement Savings Plan & Individual Retirement Accounts
Accumulated Extended Sick Leave
Vacation Benefits (see section 304 paid time off)

The following benefit programs are available to eligible employees with the entire premium paid by the employee:

Child Daycare
FlexPlan (Sec. 125)
Flexible Spending Accounts
Health Savings Account
Accident Insurance
Cancer Insurance
Dental Insurance
Hospital Indemnity Insurance
Life Insurance
Short-term Disability Insurance

304 Paid Time Off (PTO)

Effective Date: 07-01-07

Revised Date: 01-01-15

Paid Time Off (PTO) is an all purpose time-off policy for eligible employees to use for vacation, the employee's own illness or injury, and personal business. It combines traditional vacation, holidays and sick leave into one flexible, paid time-off policy. Employees in the following employment classification(s) are eligible to earn and use PTO as described in this policy:

Full-time employees
Part-time employees (accrued on a prorated basis)

Once employees enter an eligible employment classification, they begin to accrue PTO based on the regular hours worked in a pay period. Newly hired and re-hired employees accrue PTO but cannot use it until they have successfully completed in 3 months. When an employee ceases employment with LHGS, PTO will no longer accrue after their last working day.

The length of eligible service is calculated on the basis of a "benefit year." This is the 12-month period that begins when the employee starts to earn PTO. An employee's benefit year may be extended for any significant leave of absence except military leave of absence. Military leave has no effect on this calculation. (See individual leave of absence policies for more information.)

The amount of PTO employees accrue is based on the number of hours they are regularly scheduled to work:

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<u>PTO Class</u>	<u>Full-Time Employee</u>	<u>Vacation</u>	<u>Holiday</u>	<u>Hours Accrued</u>	<u>Accrual Factor</u>
1	1st year	72	64	136	0.0654
2	2 - 6 years	112	64	176	0.0846
3	7 - 10 years	152	64	216	0.1038
4	after 10 years	160	64	224	0.1077
5	after 11 years	168	64	232	0.1115
6	after 12 years	176	64	240	0.1154
7	after 13 years	184	64	248	0.1192
8	after 14 years	192	64	256	0.1231

<u>PTO Class</u>	<u>3/4 - Time Employee</u>	<u>Vacation</u>	<u>Holiday</u>	<u>Hours Accrued</u>	<u>Accrual Factor</u>
1	0 - 16 Months	54	48	102	0.0654
2	17 Months - 8 years	84	48	132	0.0846
3	9 - 13 Years	114	48	162	0.1038
4	after 14 years	144	48	192	0.1231

<u>PTO Class</u>	<u>Part-time Employee</u>	<u>Vacation</u>	<u>Holiday</u>	<u>Hours Accrued</u>	<u>Accrual Factor</u>
1	0 - 2 years	36	32	68	0.0654
2	3 - 12 years	56	32	88	0.0846
3	13 - 20 years	76	32	108	0.1038
4	after 20 years	96	32	128	0.1231

Employees may accumulate PTO up to a maximum of 250 hours. When that maximum is reached by an employee, he/she will cease to accrue PTO until the PTO balance falls below 250 hours.

PTO pay will be calculated based on the employee's straight-time pay rate in effect when PTO benefits are used times the number of hours the employee would otherwise have worked on the day(s) of absence. PTO pay does not include shift differentials, incentive pay, bonuses, or other special forms of compensation. PTO pay for salaried employees will be based on their normal salary and prorated to the amount of PTO time.

Employees who have satisfied all eligibility requirements must submit requests for planned PTO, such as vacations, to their supervisors at least 2 weeks in advance if your request is more than one day off. Requests will be evaluated based upon various factors in the best interests of the LHGS, including anticipated operating requirements and staffing considerations during the proposed period of absence. Planned PTO may not be taken in increments of less than 1 hour. Employees are strongly encouraged to take planned PTO during the benefit year of its accrual.

Employee absences of up to two (2) workdays due to the employee's own illness or injury will be paid through PTO benefits if the employee has satisfied all eligibility requirements. Absences after two (2) days will be paid according to policy 310 Accumulated Extended Sick Time (AEST). If a hospitalization stay is required for a medically necessary procedure, not a selective, PTO will not have to be used and AEST will start on the first day of hospitalization. A note from the physician will be required to obtain the AEST. A Medical Leave form may be required.

Employees, who are unable to report to work due to an illness or injury, should notify a supervisor an hour before shift begins if scheduled to work the day shift, and three (3) hours before shift begins if scheduled to work shifts other than the day shift, if possible. Failure to notify may result in an unexcused, unpaid absence being charged against the employee. The supervisor should also be contacted each additional day of absence. If an employee is absent for three or more consecutive days due to illness or injury, a physician's statement may be requested verifying the nature of the disability and its beginning and expected ending dates. Such verification may be requested for other sick leave absences as well and may be the basis for payment authorization of PTO benefits. Before returning to work from a sick absence of five calendar days or more, an employee may be requested to provide a physician's verification that he or she may safely return to work.

As an additional condition of eligibility for PTO benefits due to illness or injury, an employee must apply for any other available compensation and benefits, such as state Workforce Safety & Insurance. PTO benefits will be used to supplement Workforce Safety & Insurance benefits that an employee is eligible to receive. The combination of any such insurance payments and PTO benefits cannot exceed the employee's normal earnings.

PTO Leave Sharing

Upon approval by the Administrator, employees will be allowed to donate a portion of their PTO leave hours to another employee who has worked at least 90 days for LHGS, and who is experiencing a serious health condition or extraordinary personal conflict that results in that employee needing additional leave from work after exhausting their paid leave benefits. A request to allow donations of the PTO leave hours must be submitted to the Administrator for review. If approved by the Administrator, any employee may donate PTO leave hours of up to 80 hours per donor employee, provided that the donation does not reduce the accumulated PTO balance below 40 hours for the donor employee. The donation of hours by the employees will be anonymous unless the donor employee wishes otherwise. The recipient of donated PTO hours will not be required nor allowed to "pay back" the used donated PTO leave hours to the donor employees after returning to work.

At the time the recipient employee returns to work or is deemed by the Administrator to no longer meet the intent of this policy, any "unused" donated PTO will be deducted from the recipient employee's accumulation and returned to the donor employees, prorated on the basis of each donor's share of all hours donated.

308 Holidays/Birthday

Effective Date: 02-01-06

Revised Date: 01-01-15

The LHGS employees will accrue holiday time off for the holidays listed below.

New Years Day (January 1)
Good Friday (Friday before Easter)
Memorial Day (last Monday in May)
 Independence Day (July 4)
Labor Day (first Monday in September)
Veterans Day (November 11)
Thanksgiving (fourth Thursday in November)
Christmas (December 25)

According to applicable restrictions, the Home will grant paid holiday time off to all eligible employees. Holiday pay will be calculated based on the employee's straight-time pay rate (as of the date of the holiday) times the number of hours the employee would otherwise have worked on that day. Eligible employee classification(s):

 full-time employees
 part-time employees

If an eligible employee works on a recognized holiday, he or she will receive wages at his or her straight time base pay rate for the hours worked on the holiday and may choose to use their accrued PTO for that day also.

Paid time off for holidays will not be counted as hours worked for the purposes of determining whether overtime pay is owed.

Birthday:

Full time and Part time employees will receive their birthday off with pay. All part-time and full-time employees will receive 8 hours of birthday pay. Birthday pay is separate from PTO. Your manager will automatically take you off the schedule the day of your birthday unless the need for staffing is there or your birthday falls on a holiday that you are required to work. In that instance, the employee and the manager will establish a day 15 days before or 15 days after to schedule another day off for your birthday.

If you are scheduled to work Monday – Friday, you will be scheduled off for your birthday. If your birthday lands on a Saturday, you will have Friday off. If your birthday lands on a Sunday, you will have Monday off.

Birthday pay does not accumulate and will be lost if not used within the 30 day time frame as described above for employees with a rotating schedule.

310 Accumulated Extended Sick Time (AEST)

Effective Date: 04-26-10

The LHGS provides paid accumulated extended sick time (AEST) benefits to all eligible employees for periods of temporary absence due to illnesses or injuries exceeding the amount paid for under the PTO policy. (See policy 304 Paid Time Off.) Eligible employee classification(s) for AEST:

- Full-time employees
- Part-time employees (accrued on a prorated basis)

Eligible employees will accrue sick leave benefits at the rate of .046213 times the hours worked in a pay period.

An eligible employee may use sick leave benefits for an absence due to illness or injury sustained by that employee, after the PTO requirements are met. If a hospitalization stay is required for a medically necessary procedure, not selective, PTO will not have to be used and AEST will start on the first day of hospitalization. A note from the physician will be required to obtain the AEST. A Medical Leave form may be required. The employee is also granted a maximum of 5 days annual sick leave benefits for an illness/injury for a spouse or child, after the PTO requirements are met. A note from the physician will be required to obtain the sick leave benefits.

Mental/Stress/Depression:

AEST may be utilized for mental anguish, depression and stress when an employee has a written statement from a psychiatrist/psychologist. If an employee takes time off for this purpose without a psychiatrist/psychologist statement, it will be without pay or use of PTO benefits.

Employees, who are unable to report to work due to an illness or injury, should notify a supervisor an hour before shift begins if scheduled to work the day shift, and three (3) hours before shift begins if scheduled to work shifts other than the day shift, if possible. Failure to notify may result in an unexcused, unpaid absence being charged against the employee. The supervisor should also be contacted each additional day of absence. If an employee is absent for three or more consecutive days due to illness or injury, a physician's statement will be requested verifying the nature of the disability and its beginning and expected ending dates. Such verification may be requested for other sick leave absences as well and may be the basis for payment authorization of AEST benefits. Before returning to work from a sick absence of five calendar days or more, an employee may be requested to provide a physician's verification that he or she may safely return to work.

AEST benefits will be calculated based on the employee's base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials. As an additional condition of eligibility for AEST benefits due to illness or injury, an employee must apply for any other available compensation and benefits, such as state Workforce Safety & Insurance. AEST benefits will be used to supplement Workforce Safety & Insurance benefits that an employee is eligible to receive. The combination of any such insurance payments and AEST benefits cannot exceed the employee's normal earnings.

Unused AEST benefits will be allowed to accumulate to a limit of 720 hours. At the time of employment termination, no AEST is paid out (AEST has no cash value).

312 Workforce Safety and Insurance

Effective Date: 02-01-06
Revised Date: 01-01-15

The LHGS provides a comprehensive Workforce Safety and Insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment, as defined by law, that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, Workforce Safety and Insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Any employee, who sustains a work-related injury or illness, as defined by law, should inform his or her supervisor immediately and complete an “incident report” form within 24 hours. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible. Failure to report claims on a timely basis may jeopardize the employee’s rights to benefits under Workforce Safety and Insurance. The LHGS will pay a penalty if incident isn’t reported within 24 hours.

318 Bereavement Leave

Effective Date: 04-26-10

If an employee wishes to take time off due to the death of an immediate family member, the employee should notify his or her Supervisor immediately. (Bereavement leave is not an earned benefit like PTO time).

Up to three days of paid bereavement leave, with approval of your Supervisor/CEO/Administrator for funerals of immediate family members will be provided to eligible employees in the following classification(s):

- Full-time employees
- Part-time employees

A bereavement form will need to be completed and approved for each request by your Supervisor/CEO/Administrator (please see attached form). Approval of bereavement leave will occur in the absence of unusual operating requirements. An employee may, with the Supervisor’s/CEO/Administrator’s approval, use any available PTO beyond the allowed bereavement leave days to assist in the financial and legal responsibilities of the family member.

The employer defines “immediate family” as the employee’s spouse, parent, child, sibling or sibling’s spouse; the employee’s spouse’s parent, child, sibling, or sibling’s spouse; the employee’s child’s spouse; employee’s or employee’s spouse’s grandparents or grandchildren. The relationship may be natural, adoptive, foster, or step.

Bereavement leave is not automatically given to employees. It is approved for each individual circumstance. If you have a relative that passes away and the funeral is too far for travel and you do not attend, you will not receive paid bereavement days. If you are not involved with the planning and details for the funeral services, you may not be granted the three days leave. Each circumstance will be evaluated and approved by your supervisor/CEO/Administrator.

LUTHERAN HOME OF THE GOOD SHEPHERD
BEREAVEMENT LEAVE REQUEST
Policy 318

Date Submitted _____

Name of Employee _____

Date(s) Requested _____

Title/Department _____

LHGS grants bereavement leave for a close relative. The request will be approved for only the death of a relative listed in the Employee Handbook.

I, _____ request to receive bereavement leave for the death of _____. I will return to work on _____.
If I should need extended time off, I will request Family Leave following the Federal, State, and LHGS policy.

Employee Signature

Supervisor Signature

Date

322 Jury

Effective Date: 02-01-06

The LHGS encourages employees to fulfill their civic responsibilities by serving jury duty when required. Employees in an eligible classification may request up to two weeks of paid jury duty leave over any one-year period. Jury duty pay will be calculated on the employee's base pay rate times the number of hours the employee would otherwise have worked on the day of absence, less any court awarded jury fees, minus travel reimbursement. (Payment vouchers must be presented to the LHGS verifying jury pay). Employee classifications that qualify for paid jury duty leave:

- full-time employees
- part-time employees

If an employee is required to serve jury duty beyond the period of paid jury duty leave, he or she may use any available paid time off (for example, vacation benefits) or may request an unpaid jury duty leave of absence.

Employees must show the jury duty summons to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate the employee's absence. Of course, the employee is expected to report for work whenever the court schedule permits.

Insurance benefits will remain in effect and unchanged for the full term of the jury duty absence.

Accrual for benefits calculations, such as vacation, sick leave, or holiday benefits, will not be affected during unpaid jury duty leave.

324 Witness Duty

Effective Date: 02-01-06

The LHGS encourages employees to appear in court for witness duty whenever summoned to do so. Employees will be granted a maximum of eight hours of paid time off to appear in court as a witness, per case. Employees will be paid at their base rate, less any court awarded witness fees, minus travel expenses and are free to use any applicable paid leave benefits (e.g., vacation leave) to receive compensation for any remaining period of witness duty absence that would otherwise be unpaid. (Payment vouchers must be presented to the LHGS verifying witness duty).

The witness summons should be shown to the employee's supervisor immediately after it is received so that operating requirements can be adjusted, where necessary, to accommodate the employee's absence. The employee is expected to report for work whenever the court schedule permits.

If the employee has been summoned as a witness of the LHGS as a result of a job-related event, he or she will receive paid time off for the entire period of witness duty.

328 Health Insurance

Effective Date: 02-01-06

Revised Date: 12-01-14

The LHGS' health insurance plan provides employees and their dependents access to medical care insurance benefits on the first or the 16th of the month immediately following 60 calendar days of continuous employment. Employees in the following employment classifications are eligible to participate in the health insurance plan:

- full-time employees
- part-time employees

Eligible employees may participate in the health insurance plan subject to all terms and conditions of the agreement between the LHGS and the insurance carrier.

A change in employment classification that would result in loss of eligibility to participate in the health insurance plan may qualify an employee for benefits continuation under the Consolidated Omnibus Budget Reconciliation Act (COBRA). Refer to the Benefits Continuation (COBRA) policy for more information.

Details of the health insurance plan are described in the Summary Plan Description (SPD). An SPD and information on cost of coverage will be provided in advance of enrolment to eligible employees. Contact the Human Resource Coordinator for more information about health insurance benefits.

330 Benefit Continuation (COBRA)

Effective Date: 02-01-06

Revised Date: 1-4-10

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under the LHGS' health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or a leave of absence; an employee's divorce or legal separation; and a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or beneficiary pays the full cost of coverage at the LHGS's group

rates plus an administration fee. The LHGS provides each eligible employee with a written notice describing rights granted under COBRA when the employee experiences a qualifying event. This notice contains important information about an employee's rights and obligations.

If the employer continues to offer a group health plan, the employee and his/her family can retain their group health coverage for up to 18 months by paying group rates. The COBRA premium may be higher than what the individual was paying while employed but generally the cost is lower than that for private, individual health insurance coverage.

LHGS will continue to review the COBRA Policy to follow the Federal/State guidelines.

338 Retirement Plan – LHGS 401K Plan

Effective Date: 01-01-08

Revised Date: 01-01-15

Lutheran Home of the Good Shepherd (the "Company") established the Lutheran Home of the Good Shepherd 401k Plan (the "Plan") effective January 1, 2008. This Summary Plan Description describes the Plan as restated effective January 1, 2014.

This revised Summary Plan Description supersedes all previous Summary Plan Descriptions. Although the purpose of this document is to summarize the more significant provisions of the Plan, the Plan document will prevail in the event of any inconsistency. In addition, the terms of the Plan cannot be modified by written or oral statements made to you by the Plan Administrator or other personnel.

ELIGIBILITY FOR PARTICIPATION

Eligible Employee

You are an "eligible employee" if you are employed by the Lutheran Home of the Good Shepherd or any affiliate who has adopted the plan. However, you are not an "eligible employee" if you are a member of any of the following classes of employee:

For purposes of Elective Deferrals, Matching Contributions and Profit Sharing Contributions, any Employee who is included in a unit of Employees covered by a collective bargaining agreement, if retirement benefits were the subject of good faith bargaining, and if the collective bargaining agreement does not provide for participation in this Plan.

For purposes of Elective Deferrals, Matching Contributions and Profit Sharing Contributions, any leased employee.

For purposes of Elective Deferrals, Matching Contributions and Profit Sharing Contributions, any Employee who is a non-resident alien who received no earned income which constitutes income from services performed within the United States.

Elective Deferral Contributions, Matching Contributions and Profit Sharing Contributions

You will become eligible to make Elective Deferral Contributions and receive Matching Contributions and Profit Sharing Contributions on the a) first day of the first month of the Plan Year or b) first day of the seventh month of the Plan Year, coincident with or next following the date you attain age 21 and you complete one (1) Year of Eligibility Service, provided that you are an Eligible Employee on that date.

Computing Service

With respect to eligibility to make Elective Deferral Contributions and to receive Matching Contributions and Profit Sharing Contributions, “Year of Eligibility Service” means an Eligibility Computation Period during which you complete at least 1,000 hours of service.

“Eligibility Computation Period” means a 12 consecutive month period beginning with your first day of employment. Any succeeding Eligibility Computation Period will then switch to the Plan Year, beginning with the Plan Year that includes your first anniversary of employment. You will generally earn an hour of service for each hour you are paid for the performance of duties for the Company (however, numerous exceptions and special rules apply).

All eligibility service with the Employer is taken into account.

If you make or receive eligible contributions you will be a “Participant” in the Plan.

CONTRIBUTIONS TO THE PLAN

Account

“Account” means all of the contributions, of whatever type, made to the Plan for a Participant, including the earnings and losses on those contributions.

Elective Deferral Contributions

You may elect to reduce your compensation (defined below) and make a contribution to the plan on a pre-tax basis. These pre-tax contributions are known as Elective Deferrals. You may elect to defer up to one hundred percent (100%) of your compensation on a pre-tax basis. Federal law also limits the amount you may elect to defer under this plan and any other retirement plan permitting Elective deferrals during any calendar year (\$18,000 in 2015). However, if you are age 50 or over, you may defer an additional amount up to \$6,000 (in 2015). The Internal Revenue Code may further restrict Elective Deferral Contribution elections by “highly compensated” Participants.

You may elect to start, increase or reduce your elections to contribute to the Plan effective as of the dates established pursuant to Plan Administrator procedures. You may totally suspend your elections at any time.

The Plan Administrator may establish rules regarding the manner in which your elections are made. The rules may also require that certain advance notice be given of any election. Your election regarding Elective Deferral Contributions is only effective for Compensation you will receive in the future. The Plan Administrator may also reduce or totally suspend your election if the Plan Administrator determines that your election may cause the Plan to fail to satisfy any of the requirements of the Internal Revenue Code.

Roth Contributions

The Plan allows Elective Deferral Contributions to be made as Roth Contributions. Roth Contributions are Elective Deferral Contributions that are made in the same manner as your pre-tax Elective Deferral Contributions except that Roth Contributions are made to the Plan on an after-tax basis. If certain requirements are met, a “qualified distribution” from your Roth Contribution Account in the Plan will not be taxed.

You must designate how much you would like to contribute on a pre-tax basis (normal Elective Deferral Contribution) and how much you would like to contribute as an after-tax Roth

Contribution. You are not required to make any Roth contributions. You may continue to designate all of your elective deferrals as normal pre-tax contributions.

The sum of your Roth contributions and regular Elective Deferral Contributions may not exceed the annual limit on regular Elective Deferral Contributions mentioned above.

As we mentioned above, a “qualified distribution” of your Roth contributions (and earnings) is not taxable. A “qualified distribution” must be made more than five years after the first Roth contribution is made and must meet at least one of the following requirements:

The distribution must be made after you attain age 59-1/2;
The distribution must be made to your beneficiary after your death; or
The distribution must be made on account of your disability.

Please note that Roth contributions are not suitable for everyone. Please consult with your tax advisor before making any Roth contributions to the plan.

Amount of Matching Contributions

The company will make a Matching Contribution on your behalf if you make a “Matched Employee Contribution” during the Plan Year. A “Matched Employee Contribution” is any Elective Deferral Contribution or Catch-up Contribution that you may make.

If you make a “Matched Employee Contribution” the Company will contribute to your Matching Contribution Account in an amount and allocation formula as determined by the Company.

The Internal Revenue Code may also further restrict Matching Contributions for highly compensated employees.

Profit Sharing Contributions

The Company may, in its sole discretion, make a Profit Sharing Contribution to the Plan on your behalf. You will be eligible to receive an allocation if you have completed at least 1,000 hours of service during the Plan Year and are employed by the Company on the last day of the Plan Year.

Please note that if you are an Eligible Employee and terminate employment with the Company due to death, disability or attainment of Normal Retirement Age you will be eligible to receive a Profit Sharing Contribution regardless of whether you meet any service requirement and/or last day requirement described in this Section.

Profit Sharing Contributions will be allocated to the Profit Sharing Contribution Accounts of each Participant eligible to share in such allocations after the end of the Plan Year. Such contributions will be allocated in an amount designated by the Company to be allocated to each eligible Participant.

If you become disabled, you will still be eligible to share in Profit Sharing Contributions on the basis of the Compensation you would have been paid if you had been paid at the rate of Compensation paid immediately before becoming disabled. If you receive a Profit Sharing Contribution on account of a disability it will be fully vested when made and such contributions will stop on the first to occur of the following:

- (1) The last day of the Plan Year in which occurs the first anniversary of the date the Plan

- Administrator determines that your disability began;
- (2) The date you are no longer disabled;
 - (3) The date you refuse to submit to a periodic examination by the Company or its agent to determine the existence of a disability; or
 - (4) The date you die.

Qualified Nonelective Contributions

In addition to the contributions described above, the Company may make additional Qualified Nonelective Contributions for the benefit of such Participants determined at the discretion of the Company.

Rollovers

The Plan may accept a Rollover Contribution made on behalf of any Eligible Employee, regardless of whether such Employee has met the age and service requirements of the Plan. An Eligible Employee who has not yet met any of the eligibility requirements of the Plan will be deemed a Participant only with respect to amounts, if any, in his Rollover Contribution Account. In general, any eligible rollover distribution will be accepted by the Plan; however, the Plan Administrator may establish procedures that regulate the method by which Rollover Contributions will be accepted.

Military Service

If you serve in the United States armed forces and must miss work as a result of such service, you may be eligible to receive contributions, benefits and service credit with respect to any qualified military service. In addition, you or your survivors may be eligible to receive contributions, benefits and service credit if you die or become disabled while performing qualified military service.

Limits on Contributions

The amount that can be contributed to the plan on your behalf in any year is limited to a fixed dollar amount (\$53,000 in 2015). In addition, contributions cannot exceed 100% of your total compensation.

Compensation

“Compensation” means wages that are shown as taxable wages on your IRS Form W-2. For any self-employed individual, Compensation will mean earned income. Compensation will include wages paid during any period in which you are performing service in the uniformed services while on active duty for a period of more than 30 days that represents all or a portion of the wages you would have received if you were performing service for your employer. For purposes of Elective Deferral Contributions, Matching Contributions and Profit Sharing Contributions, Compensation will also include any amount you elect to defer on a tax-preferred basis to any Company benefit plan. For purposes of Matching Contributions and Profit Sharing Contributions, Compensation will include only that compensation which is actually paid to you by the Company during that part of the Plan Year that you are eligible to participate in the Plan. Compensation will exclude “years of service” bonus checks.

No more than \$265,000 (in 2015) of compensation may be taken into account in determining your benefits under the plan.

VESTING

Elective Deferral Account, Rollover Contribution Account and Qualified Non-Elective Contribution Account

You are always fully (100%) vested in your Elective Deferral Account, Rollover Contribution Account and Qualified Non-Elective Contribution Account.

Matching Contribution Account and Profit Sharing Contribution Account

Your interest in your Matching Contribution Account and Profit Sharing Contribution Account will vest based on your Years of Vesting Service (defined below) in accordance with the following schedule:

<u>Years of Vesting Service</u>	<u>Vesting Percentage</u>
Less than Two Years	0%
Two Years but less than Three Years	20%
Three Years but less than Four Years	40%
Four Years but less than Five Years	60%
Five Years but less than Six Years	80%
Six or More Years	100%

However, if the Company must make a Matching Contribution to your Account in order to satisfy certain non-discrimination tests required by the Internal Revenue Code, you will be 100% vested in those Matching Contributions.

Special Vesting Rules

You will become fully (100%) vested upon your attainment of normal retirement age while an Employee, your death while an employee, becoming disabled while an Employee or your attainment of Early Retirement Age while an Employee.

Forfeitures

If you receive a distribution. If your employment with the Company terminates and you receive a distribution of the entire vested portion of your Account, you will forfeit the non-vested portion of your Account. If the value of your vested Account balance is zero, you will be deemed to have received a distribution of your Account.

If you do not receive a distribution. If your employment with the Company terminates and you do not receive a complete distribution of the vested portion of your account, you will forfeit the non-vested portion of your Account after the date you incur five consecutive One-Year Breaks in Service.

Re-employment. If you receive or are treated as receiving a distribution and you resume employment, the amounts you have forfeited (if any) will be restored to your Account if you repay the full amount of the previous distribution before the earlier of five (5) years after the first date on which you are subsequently reemployed, or the date you incur five (5) consecutive One-Year Breaks in Service following the date of the distribution.

Year of Vesting Service

“Year of Vesting Service” means a vesting computation period during which you complete 1,000 hours of service during the Plan Year.

All of your years of vesting service with the company are counted except :
Years of Vesting Service before you reach age eighteen (18).
The vesting computation period is the Plan Year.

DISTRIBUTIONS

Commencement of Distributions

Early Retirement. You are entitled to receive a distribution from your All Accounts at any time after reaching your Early Retirement Age even if you have not terminated employment.

Termination of employment. You are entitled to receive a distribution from your Account after you terminate employment. The distribution will start at the time specified in the section titled “Timing and Form Payment” below.

Late Retirement. If you continue working for the company after your Normal Retirement Age, your participation under the Plan will continue, and your benefits will begin following the date you terminate employment. You may elect to have the Plan Administrator begin the distribution of your benefit at any time after reaching your Normal Retirement Age (even if you are still working) by providing the Plan Administrator with a written election that you want your benefits to begin.

Death. If you die, your beneficiary will become entitled to receive your vested Account balance. The distribution will start at the time specified in the section titled “Timing and Form of Payment” below.

Normal Retirement Age

“Normal Retirement Age” means the date you reach age 65.

Early Retirement Age

“Early Retirement Age” means the date you reach age 59.5.

Timing and Form Payment

Distribution for Reasons Other Than Death. If you become entitled to receive your benefit for any reason other than death your Account will be distributed in a lump sum payment. This is your normal form of payment. Payment of your vested account may start At Participants Request. Your account is payable in cash. If you do not choose a form of payment, the payment will be made in the form of a lump sum distribution.

Distribution on account of death. If you die before distribution of your Account begins, the remaining Account balance must be paid no later than the 60th day after the close of the Plan Year in which you die.

If you die after distribution of your Account has begun, the remaining portion of such Account will continue to be distributed under the method of distribution being used prior to your death. If your Account was not being distributed in the form of an annuity at the time of your death, the remaining balance must be distributed no later than the 60th day after the close of the Plan Year in which you die.

Cash Out

After your termination of employment with Company, if the vested amount of your Account balance does not exceed \$1,000 (or such lesser amount as determined by the Plan Administrator),

your vested Account balance will be paid in a lump sum.

If the vested amount of your Account exceeds \$1,000, you must consent to any distribution of your Account. However, the Plan Administrator will distribute your vested Account balance in a lump sum without your consent at the time that payments must begin under applicable federal law – generally the April 1 following the later of the calendar year in which you attain age 70-1/2 or you terminate employment. Special rules apply to persons who are deemed to own more than 5% of the company.

Beneficiary

You have the right to designate, in written form acceptable to the Plan Administrator, one or more primary and one or more secondary beneficiaries to receive any benefit becoming payable upon your death. Your spouse must be your sole primary beneficiary unless he or she consents to the designation of another beneficiary. You may change your beneficiaries at any time and from time to time by filing written notice of such change with the Plan Administrator.

If you fail to designate a beneficiary, or in the event that all designated primary and secondary beneficiaries die before you, the death benefit will be payable to your spouse or, if there is no spouse, to your children in equal shares, or if there are no children to your estate.

IN-SERVICE DISTRIBUTIONS

In-service Distributions upon Normal Retirement Age

In-service distributions may be made upon attainment of Normal Retirement Age. These distributions can be made from the following Accounts: All Accounts.

In-service Distributions upon Early Retirement Age

In-service distributions may be made upon attainment of Early Retirement Age. These distributions can be made from the following Accounts: All Accounts.

Hardship Withdrawals

General Rule. You may receive a distribution on account of hardship from all of your Accounts that are fully vested, except your qualified Non-Elective Contribution Account. Certain earnings of your Elective Deferral Account may not be eligible for hardship distributions as well.

Your Roth contributions may be withdrawn on account of financial hardship in the same manner as your regular Elective Deferral Contributions. Please note however, that the income on the Roth contributions may be taxable (and subject to penalties for early withdrawal) if the withdrawal is not a “qualified distribution”.

Immediate and Heavy Financial Need. You may receive a hardship distribution only if the Plan Administrator finds that you have an immediate and heavy financial need where you lack other available resources. The following are the only financial needs considered immediate and heavy:

Expenses incurred or necessary for medical care, described in Code section 213(d), for you or your spouse, children or dependents.

The purchase (excluding mortgage payments) of a principal residence for the Participant.
Payment of tuition and related educational fees for the next 12 months of post-secondary education for you or your spouse, children or dependents.

The need to prevent the eviction of you from your principal residence (or a foreclosure on the

mortgage on your principal residence).

Payments for burial or funeral expenses for your deceased parent, spouse, children or dependents.

Expenses for the repair of damage to your principal residence that would qualify for the casualty deduction.

Hardship distributions may be made for certain expenses of your primary beneficiary in addition to your dependents. These expenses include those for medical, tuition, and funeral expenses. A person is your “primary beneficiary” if that person is named as a beneficiary under the Plan and has an unconditional right to all or a portion of your Account Balance upon your death.

Amount necessary to satisfy need. A distribution will be considered as necessary to satisfy your immediate and heavy financial need only if:

You have obtained all distributions, other than hardship distributions, and all non-taxable loans under all plans maintained by the company.

Your Elective Deferral Contributions, if applicable, will be suspended for six months after the receipt of the hardship distribution; and

The distribution is not in excess of the amount of an immediate and heavy financial need (including amounts necessary to pay any federal, state or local income taxes or penalties reasonably anticipated to result from the distribution).

Attainment of Age 59-1/2

You may receive a distribution after you reach age 59-1/2 from all of your Accounts that are fully vested. Your Roth contributions may be withdrawn on account of attainment of age 59-1/2 in the same manner as your regular Elective Deferral Contributions. Please note however, that the income on the Roth Contributions may be taxable (and subject to penalties for early withdrawal) if the withdrawal is not a “qualified distribution”.

Reservist Distributions

If you were military reservist called to active duty for a period in excess of 179 days or for an indefinite period, you may receive a distribution from the Plan while still employed from amounts attributable to Elective Deferral Contribution elections and Catch-Up contributions. You must make the distribution during the period beginning on the date of your call-up and ending at the close of the active duty period. In addition, you must have been called to active duty after September 11, 2001.

Deemed Severance Distributions

If you are a member of the military called to active duty for a period in excess of 30 days you may receive a distribution from the Plan while still employed from amounts attributable to Elective Deferral Contribution elections and Catch-up Contributions. Your Elective Deferral Contributions and Catch-up Contributions, if applicable, will be suspended for 6 months after the receipt of the Deemed Severance Distribution.

Rules Regarding In-service Distributions

The Plan Administrator may establish uniform procedures that include, but are not limited to, prescribing limitations on the frequency and minimum amount of withdrawals. All distributions will be made in the form of a single sum as soon as practicable following the valuation date as of which such withdrawal is made. Such distributions will be paid in cash or in kind. Only employees are eligible to receive in-service distributions.

Loans

Loans are not permitted.

INVESTMENTS

Participant Self Direction

In General. The Plan Administrator allows you to direct the investment of all of your Accounts. The Plan Administrator may also permit the Trustee to establish self-directed brokerage accounts on your behalf. The Plan Administrator may establish uniform guidelines and procedures relating to participant self-direction.

Investment Elections. You may direct the percentage of your Accounts to be invested in one or more of the available investment funds. Your elections will be subject to such rules and limitations as the Plan Administrator may prescribe. After your death, your beneficiary may make investment elections as if the beneficiary were the Participant. However, the Plan Administrator may restrict investment transfers to the extent required to comply with applicable law.

Investment Decisions. The plan is intended to constitute a plan described in section 404(c) of ERISA. This means that Plan fiduciaries may be relieved of liability for any of your losses that are the result of your investment elections.

Qualifying Employer Securities

The trustee may not invest the assets of the trust fund in “qualifying employer securities” or “qualifying employer real property”.

340 Child Daycare

Effective Date: 11-01-07

Revised Date: 01-01-15

Child Daycare employees will do background checks upon hire and annually to coincide with the Center’s annual visit from social services. Operators will also complete a court search on employees upon initial hire, unless the employee has the full fingerprint check completed. Court searches will also be completed annually on all Center employees.

An additional background check as well as a finger print based criminal background check for the following will be required:

New Directors
New Supervisors
New Providers

This does not include volunteers such as foster grandparents and practicum students.

Once finger printing is completed, the new hire can begin working but cannot be left alone with the children until results are returned.

Daycare for all employees is available at a discounted rate.

Employees who may have children visiting for short-term (grandparents, aunts, uncles, or other relatives) may utilize the LHGS Daycare for 10 days per year. These days do not carry over to

the next year, it starts all over. The policies, procedures and scheduling must be followed/honored as if you were a parent registering your own child.

To enroll your child, please contact the Child Development Center Director.

342 Employee Assistance Program

Effective Date: 08-01-11

LHGS contracts with the Village Business Institute with a full service Employee Assistance Program (EAP). The Village Business Institute offers personal assistance to employees of LHGS and their families. Call 1-800-627-8220 and identify yourself as a member of the Village Business Institute (EAP).

344 Flexible Spending Account (FSA)

Effective Date: 02-01-06

Revised Date: 01-01-15

The LHGS provides a Flexible Spending Account (FSA) program that allows employees to have pre-tax dollars deducted from their salaries to pay for eligible out-of-pocket expenses. The pre-tax contributions made to the FSA can be used to pay for predictable non-reimbursed health care expenses and dependent care expenses during the plan year. Through the FSA program, you can reduce your taxable income without reducing your real income, so that you can keep more of the money you earn.

Employees in the following employment classifications are eligible to participate in the Flexible Spending Account program:

- full-time employees
- part-time employees

Participation in the Health Care and/or Dependent Care FSA is optional and determined on an annual basis for the plan year. You must enroll for each plan year. You determine how much to contribute to the account, up to a specified maximum, based on anticipated expenses during the plan year. You may contribute up to a maximum of 2,550 dollars each year for your Health Care FSA. The maximum contribution for your Dependent Care FSA is 5,000 dollars per year. Contributions are directed to the account through salary reduction on a pre-tax basis. This tax-free money is then available to you for reimbursement of out-of-pocket expenses. Since the amounts that remain in the account at the end of the plan year are forfeited, you should take care not to over-fund your account.

Details of the Flexible Spending Account program are described in the Summary Plan Description (SPD). Contact the Accounting Manager for more information on the Flexible Spending Account program.

346 Health Savings Account (HSA)

Effective Date: 12-01-14

The LHGS provides a Health Savings Account (HSA) program that allows employees to have pre-tax dollars deducted from their salaries to pay for eligible medical expenses.

An HSA works like an Individual Retirement Account. You deposit money tax-free and it grows tax-free until you use it. HSAs are individually owned accounts that allow you to set aside pre-tax dollars for medical expenses. Interest or dividends accumulate tax-free; payment of qualified

medical expenses has no additional tax consequences. You decide how to invest and grow your HSA.

To open an HSA, you must be enrolled in a High Deductible Health Plan (HDHP). Use the money in your HSA to pay for the plan's deductible, co-insurance, and other non-covered expenses. Once your deductible is met, the HDHP kicks in to pay for major health costs. Even if an HDHP no longer covers you, your account remains active and you can use the remaining balance for medical expenses, but you can no longer make contributions. The assets in the HSA account always belong to you. Funds remain in the account from year to year unless they are used.

An HSA is required to be set up with a qualified custodian or trustee. LHGS partners with Discovery Benefits' custodian, who is HealthcareBank.

See the Human Resource Coordinator for more information.

402 Timekeeping

Effective Date: 02-01-06

Accurately recording time worked is the responsibility of every nonexempt employee. Federal and state laws require the LHGS to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Nonexempt employees should accurately record the time they begin and end their work, as well as the beginning and ending time of each meal period. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always be approved before it is performed.

Nonexempt employees should report to work no more than 5 minutes prior to their scheduled starting time nor stay more than 5 minutes after their scheduled stop time without expressed, prior authorization from their supervisor.

Tampering, altering, or falsifying time records or recording time on another employee's time record may result in disciplinary action, including discharge.

404 Paydays & Pay Advances

Effective Date: 02-01-06

All employees are paid every two weeks on Friday. Each pay check will include earnings for all work performed through the end of the previous payroll period.

Should the holiday fall on a payday, employees will receive their pay checks the day prior to the regularly scheduled payday.

Neither pay advances nor extensions of credit on wages will be provided to employees.

408 Administrative Pay Corrections

Effective Date: 02-01-06

The LHGS takes all reasonable steps to assure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly

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bring the discrepancy to the attention of the Human Resource Coordinator so that corrections can be made as quickly as possible.

Overpayments will be corrected in the next regular paycheck unless this presents a burden to the employee (where there is a substantial amount owed). In that case, the LHGS will attempt to arrange a schedule of repayments with the employee to minimize the inconvenience to all involved.

410 Pay Deductions

Effective Date: 02-01-06

The law requires that the LHGS make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. The LHGS also must deduct Social Security and Medicare taxes on each employee's earnings up to a specified limit that is called the Social Security and Medicare "wage base". The LHGS matches the amount of Social Security and Medicare taxes paid by each employee.

The LHGS offers programs and benefits beyond those required by law. Employees who wish to participate in these programs may voluntarily authorize deductions from their checks. If you do not understand why deductions were made or how they were calculated, the Accounting Manager can assist in having your questions answered.

Other pay deductions such as court ordered or monies owed to LHGS, can be deducted by the LHGS, to help pay off a debt or obligation to the employer or others.

412 Employment Termination/Resignation

Effective Date: 11-22-11

Revised Date: 1-1-15

Since employment with the LHGS is based on mutual consent, both the employee and the LHGS have the right to terminate employment at will at any time, with or without prior notice.

Terminations are an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

RESIGNATION - employment termination initiated by an employee who chooses to leave the LHGS voluntarily.

DISCHARGE - employment termination initiated by the LHGS.

LAYOFF - involuntary employment termination initiated by the LHGS for non-disciplinary reasons.

MEDICAL TERMINATION - employment termination initiated by the employee or by the LHGS when an employee is unable, for health reasons, to continue to work.

RETIREMENT - voluntary retirement from active employment status initiated by the employee.

For those employees who have worked for a year or more, all accrued, vested benefits that are due and payable at termination will be paid. LHGS has set the following guidelines:

1. Managers should give a 30 day notice.
2. All other staff should give a 2 week notice (14 days)
3. Employees must report to work throughout the notice
4. Using PTO days during your notice will not be allowed.

Resignation is a voluntary act initiated by the employee to terminate employment with the LHGS. Although advance notice is not required, the LHGS requests at least two weeks written resignation notice from all staff and 4 weeks written resignation notice from all managers.

Employees who fail to provide the above requested advance notice may be declared ineligible for rehire.

Prior to an employee's departure, an exit interview will be scheduled to discuss the reasons for resignation and to obtain information that may be helpful in facilitating improvement of resident care and existing working conditions.

When an employee terminates employment, final payout of accrued PTO hours will occur on a separate payroll after the employee has accrued PTO on hours worked during their last pay period. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

The LHGS will generally schedule exit interviews for terminating employees. The exit interview will afford an opportunity to discuss such issues as employee benefits, conversion privileges, repayment of outstanding debts to the LHGS, or return of LHGS-owned property. Suggestions, complaints, and questions can also be voiced.

Employees will receive their final pay in accordance with applicable state law.

Employees are responsible for all property, materials, or written information issued to them or in their possession or control. All property must be returned by employees on or before their last day of work.

502 Safety

Effective Date: 02-01-06
Revised Date: 1-1-15

To assist in providing a safe and healthful work environment for employees, customers, and visitors, the LHGS has established a workplace safety program. This program is a top priority for the LHGS. The Safety Coordinator has responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

The LHGS provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications. A safety committee has been established to assist in these activities and to facilitate effective communication between employees and management about workplace safety and health issues.

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

Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their supervisor, or with another supervisor or manager, or bring them to the attention of a member of the safety committee. Reports and concerns about workplace safety issues may be made anonymously if the employee wishes. All reports can be made without fear of reprisal.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who

fail to report or where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the Safety Coordinator or the appropriate supervisor. Such reports are necessary to comply with laws, initiate insurance, and workforce safety & insurance procedures.

GENERAL SAFETY RULES FOR ALL DEPARTMENTS

The Lutheran Home of the Good Shepherd considers these rules as minimum safety standards for usual work conditions and shall be adhered to by all who enter this job location. The general safety rules will be reviewed annually and updated as necessary.

All personnel shall adhere to the following:

1. Participate in new employee training.
2. Participate in continuing education, which is conducted on a departmental level.
3. All employees will receive annual training in the following areas:
 - Safe Operating Procedures
 - Ergonomic hazards
 - Claim management Procedures
4. Know and follow all safety regulations pertaining to your job.
5. Wear your appropriate personal protective equipment in accordance with the job operation that you are performing.
6. Notify your supervisor if you feel you do not have adequate safety protection in any work activity.
7. Report all accidents, injuries, unsafe acts and unsafe conditions in the workplace immediately to your supervisor.
8. Report faulty electrical equipment. Faulty electrical equipment will be removed from service until the equipment has been repaired or replaced.
9. Follow proper lifting techniques and body mechanics. Never attempt to lift or push an object that is too heavy. Seek assistance and mechanical aides as needed.
10. Refrain from horseplay or other acts that have an adverse bearing on the safety or well-being of an employee or co-worker. Such activity is prohibited.
11. Wear your safety belt when driving any company owned vehicle or when driving to facility meetings.
12. Practice general safe housekeeping in your individual areas and maintain a neat and orderly work area safe from accidents and injury, being in compliance with the building and fire codes.

504 Work Schedules

Effective Date: 02-01-06

The standard workweek is forty hours beginning 12:01 AM Sunday through 12:00 midnight Saturday.

Work schedules for employees vary throughout the LHGS. Supervisors will advise employees of their individual work schedules.

Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

505 Low Census Days

Effective Date: 6-26-06

Revised Date: 01-01-15

Low census days are required of employees in departments or units whose workload drops below what it normally is staffed for and there is no need for the employee's services in another department/unit. Employees have the option of taking the low census day, which is without salary or may request payment through use of paid time off (PTO). Taking low census days will not affect benefits accumulated.

When there are 5 beds open with no perspective residents waiting, low census will be declared. Decision will be made by management of when low census is declared and pulled. When low census is declared all hourly staff will cut 30 minutes from their shift.

Anyone who would like the extra time off without pay may volunteer to take a low census day when the workload is below what the normal staff level is and there is no need for the employee to work with another department/unit.

506 Breaks and Meals

Effective Date: 2-01-06

Revised Date: 01-01-15

Each work day, full-time employees are provided, when possible, with two 15 minute break periods. It is expected that all employees punch out/in for breaks. Supervisors will advise employees of the regular break period length and schedule. To the extent possible, break periods will be provided in the middle of work periods. Since this time is counted and paid as time worked, employees must not be absent from their workstations beyond the allotted break period time. If an employee leaves the building for non-job related reasons, the employee must punch out.

All employees scheduled to work five hours or more will be provided with one 30 minute meal period each workday. Supervisors will schedule meal periods to accommodate operating requirements. Employees will be relieved of all active responsibilities and restrictions during meal periods and will not be compensated for that time. An exception will be made for daycare staff who are required to eat with the children. Daycare staff will not clock out for their meal break.

Employee meals are available. Meal tickets may be purchased at the front reception desk. The cost for meal tickets will be deducted through payroll.

NO liquids or food should be near the electrical technical equipment (ex., computers, telephones, calculators, copiers, printers, laptops, etc.) An employee may be held responsible, including financially, if any damage occurs to equipment from spilled liquids or food.

508 Overtime

Effective Date: 02-01-06

When operating requirements or other needs cannot be met during regular working hours, employees may be scheduled to work overtime hours. When possible, advance notification of these mandatory assignments will be provided. All overtime work must receive the supervisor's prior authorization. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all nonexempt employees in accordance with federal and state wage and hour restrictions.

As required by law, overtime pay is based on actual hours worked. Time off for sick leave, vacation leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations. Failure to work scheduled overtime or overtime worked without prior authorization from the supervisor may result in disciplinary action, up to and including termination of employment.

510 Tobacco Use

Effective Date: 2-1-06

Revised: 2-6-13

The LHGS is a tobacco free facility and follows the state smoking law NDCC 23-12-9 to 23-12-12. This policy applies equally to all employees, residents, and visitors.

The new law prohibits smoking within 20 feet of entrances, exits, operable windows, air intakes and ventilation systems attached to enclosed public places of employment. The use of electronic cigarettes is also prohibited in areas where smoking is not allowed. Smokers are asked to be respectful by disposing of butts in provided receptacles.

Smoke free signage has been posted, ashtrays have been moved from any area where smoking is prohibited and education on the smoke free law is given to all staff.

Vans will have signage conspicuously placed that is visible from the vehicle's exterior stating that smoking is prohibited.

Direct a person who is smoking in violation of this ACT to extinguish the product being smoked. If person does not stop smoking, staff shall refuse service and shall immediately ask the person to leave the premises. If person in violation refuses to leave the premises the administrator or anyone shall immediately report the violation to enforcement identified in this ACT.

Violations of this policy may result in disciplinary action, up to and including termination of employment.

512 Use of Phone, Fax, Copier and Mail Systems

Effective Date: 02-01-06

Revised Date: 01-01-15

Personal use of telephones for long-distance calls is prohibited. In the case where a long-distance call is necessary such as an emergency, employees are requested to use their calling cards or to charge long distance calls to their home phone. If in an emergency situation this cannot be done, employees shall reimburse the LHGS for any charges resulting from their personal use of the telephone. Local calls are also strongly discouraged, including faxes. Incoming personal phone calls are discouraged, if they do occur, callers will be asked to leave a message for the employee to return the call during their designated break time. If excessive phone calls are received, the supervisor will address this on an individual basis, with appropriate action being taken.

The employee use of employer-paid postage for personal correspondence is prohibited.

To assure effective telephone communications, employees should always use an appropriate greeting and speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so.

The LHGS strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, the LHGS prohibits the use of the telephone, fax, copier and mail system in ways that are disruptive, offensive to others or harmful to morale.

For example, the display or transmission of sexually explicit images, messages and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-colored jokes or anything that may be construed as harassment or showing disrespect for others.

Copies may be completed for personal use for \$.15 per copy. If using your own paper, copies will be \$.10 per copy. Faxes will be sent at a cost of \$.50 per page. All fees will be paid to the front receptionist.

514 Computer and E-mail Usage

Effective Date: 02-01-06

Revised Date: 01-01-15

Computers, computer files, Internet access, the E-mail system and software furnished to employees are the LHGS' s property intended for business use. Employees should not use a password, access a file or retrieve any stored communication without authorization.

The LHGS strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, the LHGS prohibits the use of computers and the E-mail system in ways that are disruptive, offensive to others or harmful to morale.

For example, the display or transmission of sexually explicit images, messages and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-colored jokes or anything that may be construed as harassment or showing disrespect for others.

The LHGS purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, the LHGS does not have the right to reproduce such software for use on more than one computer.

Employees may only use software on local area networks or on multiple machines according to the software license agreement. The LHGS prohibits the illegal duplication of software and its related documentation.

All new employees must read and sign the Internet, Computer, and email usage agreement upon hire. This form will be provided by the Human Resource Coordinator.

516 Internet Usage

Effective Date: 02-01-06

Internet access to global electronic information resources on the World Wide Web is provided by the LHGS to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. While

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Internet usage is intended for job-related activities, incidental and occasional brief personal use is permitted within reasonable limits.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of the LHGS and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet e-mail messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of the LHGS. As such, the LHGS reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a general rule, if an employee did not create material, does not own the rights to it, or has not gotten authorization for its use, it should not be put on the Internet. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

Internet users should take the necessary anti-virus precautions before downloading or copying any file from the Internet. All downloaded files are to be checked for viruses; all compressed files are to be checked before and after decompression.

Abuse of the Internet access provided by the LHGS in violation of law or the LHGS policies will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

1. The use of the internet by non-employees is prohibited.
2. Sending or posting discriminatory, harassing, or threatening messages or images
3. Using the organization's time and resources for personal gain
4. Stealing, using, or disclosing someone else's code or password without authorization
5. Copying, pirating, or downloading software and electronic files without permission
6. Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
7. Violating copyright law
8. Failing to observe licensing agreements
9. Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
10. Sending or posting messages or material that could damage the organization's image or

reputation

11. Participating in the viewing or exchange of pornography or obscene materials
12. Sending or posting messages that defame or slander other individuals
13. Attempting to break into the computer system of another organization or person
14. Refusing to cooperate with a security investigation
15. Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
16. Using the Internet for political causes or activities, religious activities, or any sort of gambling
17. Jeopardizing the security of the organization's electronic communications systems
18. Sending or posting messages that disparage another organization's products or services
19. Passing off personal views as representing those of the organization
20. Sending anonymous e-mail messages
21. Engaging in any other illegal activities

518 Workplace Monitoring

Effective Date: 02-01-06

Workplace monitoring may be conducted by the LHGS to ensure quality control, employee safety, security, and customer satisfaction.

Employees who regularly communicate with customers may have their telephone conversations monitored or recorded. Telephone monitoring is used to identify and correct performance problems through targeted training. Improved job performance enhances our customers' image of the LHGS as well as their satisfaction with our service.

Computers furnished to employees are the property of the LHGS. As such, computer usage and files may be monitored or accessed.

The LHGS may conduct video surveillance of non-private workplace areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence.

Employees can request access to information gathered through workplace monitoring that may impact employment decisions. Access will be granted unless there is a legitimate business reason to protect confidentiality or an ongoing investigation.

Because the LHGS is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

520 Workplace Violence Prevention

Effective Date: 02-01-06

The LHGS is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, the LHGS has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should be treated with courtesy

and respect at all times. Employees are expected to refrain from fighting, “horseplay,” or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited on the premises of the LHGS without proper authorization.

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

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

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening, call the Sheriff.

The LHGS will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, the LHGS may suspend employees, either with or without pay, pending investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

The LHGS encourages employees to bring their disputes or differences with other employees to the attention of their supervisors and the Administrator before the situation escalates into potential violence. The LHGS is eager to assist in the resolution of employee disputes, and will not discipline employees for raising such concerns.

522 Use of Equipment and Vehicles

Effective Date: 02-01-06

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using LHGS property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify the supervisor if any LHGS equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair or maintenance. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The supervisor can answer any questions about an employee’s responsibility for maintenance and care of equipment or vehicles used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of LHGS equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, including discharge. Cell phone use is prohibited while driving unless in an emergency.

All violations of traffic laws and fines levied as a result are the exclusive responsibility of the employee.

Employees who drive LHGS vehicles are further required to report all moving violations, whether on or off the job, to their supervisor within 2 weeks of receiving the citation. Additionally, the driver's license status of all employees may be checked with the North Dakota Motor Vehicle Department annually.

Equipment, facilities, and vehicles shall not be available for personal use. Use of personal tools shall be at the owner's risk.

524 Cell Phone Usage

Effective Date: 11-1-09

Revised Date: 1-1-15

To provide services to resident with unnecessary interruption taking quality time away from the care, respect, and dignity we emphasize throughout the Lutheran Home of the Good Shepherd.

Cell phones are not to be on an employee during working hours (when you have punched in) for duty or starting your scheduled shift.

You may use your cell phone during lunch and break times.

If an emergency occurs and you need to be reached by phone, our land line phones are appropriate to have you paged throughout the day. To have your cell phone with you during work hours must be approved by your supervisor and it must be classified as an emergency and it will only be acceptable for that day.

ALL STAFF are to follow this policy if you are reported that you are using the cell phone while on duty, this may lead to disciplinary action, including immediate dismissal. Managers and Coordinators may, at times, have to use their personal cell phones to perform work related duties. This will be allowed at the discretion and approval of the Administrator.

526 Emergency Closings

Effective Date: 02-01-06

At times, emergencies such as severe weather, fires, power failures, or earthquakes, can disrupt LHGS operations. In extreme cases, these circumstances may require the closing of a work facility. A decision to close a location of the LHGS shall be at the discretion of the Administrator or his/her designee, who will make the necessary arrangements to notify employees.

When operations are officially closed due to emergency conditions, the time off from scheduled work will be paid as vacation leave, or the employee may choose leave without pay. If an employee does not have vacation leave available, time off will be without pay, or the employee may be allowed to make up the hours if the Administrator determines that business conditions will allow it.

In cases where an emergency closing is not authorized, employees who fail to report for work will not be paid for the time off. Employees may request vacation leave pay, or may be allowed to make up the hours if the Administrator determines that business conditions will allow it.

Employees in essential operations may be asked to work on a day when operations are officially

closed. In these circumstances, employees who work will receive regular pay.

528 Storm Policy

Effective Date: 4-12-13

The LHGS maintains a storm policy to offer a place for associates to stay in the event of a storm. Keeping associates safe and off roads when travel is restricted. Keep our residents safe.

All associates should feel that they can stay within the facility in the event of a storm. Associates are expected to not abandon residents. It is our job as professionals to know that when there are call ins during a storm that we cannot just leave.

Recommendation for planning ahead for a storm event:

Trade out a shift with someone from town, if possible. Find a place in town to stay. Ask fellow workers to be a back-up if you cannot make it during a storm.

If associates are intending or plan to stay at the facility, these options are available:

Identified areas to stay within the facility that are open to associates include, but not limited to: Comfort Care suite, empty resident rooms, open apartments in the Heritage House, open apartments at Westview, chapel, and sitting or living areas.

Ask a charge nurse for availability of shower area and bedding when needed. While associates are stormed in at facility, there will be free meals during the storm day and a place to feel they can get some rest in relation to their schedule. The goal of the LHGS is to always keep our staff and residents safe.

530 Visitors in the Workplace

Effective Date: 02-01-06

To provide for the safety and security of employees and the facilities at the LHGS, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare and avoids potential distractions and disturbances. Employees are specifically advised that visitors and/or family members should not accompany employees when they are transporting individuals.

All visitors should enter the LHGS at the main entrances. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

If an unauthorized individual is observed on the LHGS' s premises, employees should immediately notify their supervisor or, if necessary, direct the individual to leave.

602 Medical Leave

Effective Date: 02-01-06

The LHGS provides medical leaves of absence to eligible employees who are temporarily unable to work due to a serious health condition or disability. For purposes of this policy, serious health conditions or disabilities include inpatient care in a hospital, hospice, or residential medical care facility; continuing treatment by a health care provider; and temporary disabilities associated with pregnancy, childbirth, and related medical conditions.

Employees in the following employment classifications are eligible to request medical leave as

described in this policy:

full-time employees

part-time employees (must have worked at least 1,250 hours in previous 12 months)

Eligible employees may request medical leave only after having completed 365 calendar days of service. Exceptions to the service requirement will be considered to accommodate disabilities.

Eligible employees should make requests for medical leave to their supervisors at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events. A health care provider's statement must be submitted verifying the need for medical leave and its beginning and expected ending dates. Any changes in this information should be promptly reported to the LHGS. Employees returning from medical leave must submit a health care provider's verification of their fitness to return to work.

Eligible employees are normally granted leave for the period of the disability, up to a maximum of 12 weeks within any 12-month period. Any combination of medical leave and family leave may not exceed this maximum limit. Employees will be required to first use any accrued paid AEST and PTO before taking unpaid medical leave. Substituting paid leave time for unpaid leave time does not extend the 12-week leave entitlement, the paid and unpaid leaves run simultaneously.

Employees who sustain work-related injuries are eligible for a medical leave of absence for the period of disability in accordance with all applicable laws covering occupational disabilities.

Subject to the terms, conditions, and limitations of the applicable plans, the LHGS will continue to pay its share of the medical insurance benefits for the duration of the leave, not to exceed 12 calendar weeks. Employees must make arrangements with the LHGS to pay their portion of these medical insurance or other insurance premiums in force during the medical leave. Failure of the employee to make their share of these premium payments may result in the cancellation of coverage by the insurance carrier. Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

So that an employee's return to work can be properly scheduled, an employee on medical leave is requested to provide the LHGS with at least two weeks advance notice of the date the employee intends to return to work. When a medical leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified. If an employee fails to return to work on the agreed upon return date, the LHGS will assume that the employee has resigned.

604 Family Leave

Effective Date: 02-01-06

The LHGS provides family leaves of absence to eligible employees who wish to take time off from work duties to fulfill family obligations relating directly to childbirth, adoption, or placement of a foster child; or to care for a child, spouse, or parent with a serious health condition. A serious health condition means an illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, or residential medical care facility; or continuing treatment by a health care provider.

Employees in the following employment classifications are eligible to request family leave as

described in this policy:

full-time employees

part-time employees (must have worked at least 1,250 hours in previous 12 months)

Eligible employees may request family leave only after having completed 365 calendar days of service. Eligible employees should make requests for family leave to their supervisors at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events.

Employees requesting family leave related to the serious health condition of a child, spouse, or parent may be required to submit a health care provider's statement verifying the need for a family leave to provide care, its beginning and expected ending dates, and the estimated time required.

Eligible employees may request up to a maximum of 12 weeks of family leave within any 12-month period. Any combination of family leave and medical leave may not exceed this maximum limit. Employees will be required to first use any accrued AEST (if applicable) and PTO before taking unpaid family leave. Substituting paid leave time for unpaid leave time does not extend the 12-week leave entitlement, the paid and unpaid leaves run simultaneously. Married employee couples may be restricted to a combined total of 12 weeks leave within any 12-month period for childbirth, adoption, or placement of a foster child; or to care for a parent with a serious health condition.

Subject to the terms, conditions, and limitations of the applicable plans, the LHGS will continue to pay its share of the medical insurance benefits for the duration of the leave, not to exceed 12 calendar weeks. Employees must make arrangements with the LHGS to pay their portion of these medical insurance or other insurance premiums in force during the medical leave. Failure of the employee to make their share of these premium payments may result in the cancellation of coverage by the insurance carrier. Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

So that an employee's return to work can be properly scheduled, an employee on family leave is requested to provide the LHGS with at least two weeks advance notice of the date the employee intends to return to work. When a family leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified. If an employee fails to return to work on the agreed upon return date, the LHGS will assume that the employee has resigned.

606 Personal Leave (unpaid)

Effective Date: 02-01-06

In accordance with the guidelines set forth in this policy, the LHGS may provide unpaid personal leave to eligible employees who wish to take time off from work duties to fulfill personal obligations. The employee classification(s) eligible for personal leave:

full-time employees

part-time employees

Personal leave may be granted for a period of up to 45 calendar days pending the LHGS' approval of the written request.

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Requests for personal leave will be evaluated based on a number of factors, including anticipated operational requirements and staffing considerations during the proposed period of absence.

The LHGS will continue to provide insurance benefits until the end of the month when the personal leave begins. At that time, employees must pay the full costs of their insurance benefits. The employer will resume payment of the costs of these benefits when the employee returns to active employment.

Accruals for benefit calculations, such as vacation, sick leave, or holiday benefits, will be suspended during the personal leave. To the extent possible, employees returning from personal leave will be returned to their former position or will be offered the first available comparable position for which they are qualified. If an employee fails to report to work at the expiration of the approved leave period, the employer will assume that the employee has resigned.

610 Military Leave

Effective Date: 02-01-06
Revised Date: 1-1-15

A military leave of absence will be granted to eligible employees who are absent from work because of service in the U.S. Uniformed Services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable.

The leave will be unpaid. However, employees may use any available PTO for the absence.

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

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon the employee's return to active employment.

Upon an employee's prompt application for reemployment (as defined below), an employee will be reinstated to employment in the following manner depending upon the employee's period of military service:

1. Less than 91 days of military service – (i) in a position that the employee would have attained if employment had not be interrupted by military service; or (ii) if found not qualified for such position after reasonable efforts by LHGS, in the position in which the employee had been employed prior to military service.
2. More than 90 days and less than 5 years of military service – (i) in a position that the employee would have attained if employment had not been interrupted by military service or a position of like seniority, status and pay, the duties of which the employee is qualified to perform; or (ii) if proved not qualified after reasonable efforts by LHGS, in the position the employee left, or a position of like seniority, status and pay, the duties of which the employee is qualified to perform.
3. Employee with a service-connected disability – if after reasonable accommodation efforts by the employer, an employee with a service-connected disability is not qualified for employment in the position he or she would have attained or in the position that he or she left, the employee will be employed in (i) any other position of similar seniority, status and pay for which the employee is qualified or could become qualified with reasonable efforts by LHGS; or (ii) if no such position exists, in the nearest approximation consistent with the circumstances of the employee's situation.

An employee who has engaged in military service must, in order to be entitled to the reemployment rights set forth above, submit an application for reemployment according to the following schedule:

1. *If service is less than 31 days (or for the purpose of taking an examination to determine fitness for service)* – the employee must report for reemployment at the beginning of the first full regularly scheduled working period on the first calendar day following completion of service and the expiration of eight hours after a time for safe transportation back to the employee's residence.
2. *If service is for 31 days or more but less than 181 days* – the employee must submit an application for reemployment with Human Resources no later than 14 days following the completion of service.
3. *If service is over 180 days* – the employee must submit an application for reemployment with Human Resources no later than 90 days following the completion of service.

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4. *If the employee is hospitalized or convalescing from a service-connected injury* – the employee must submit an application for reemployment with Human Resources no later than two years following completion of service.

In addition to the employee's failure to apply for reemployment in a timely manner, an employee is not entitled to reinstatement as described above if any of the following conditions exist:

1. The Lutheran Home of the Good Shepherd's circumstances have so changed as to make reemployment impossible or unreasonable.
2. Reemployment would pose an undue hardship upon LHGS.
3. The employee's employment prior to the military service was merely for a brief, non-recurrent period and there was no reasonable expectation that the employment would have continued indefinitely or for a significant period.
4. The employee did not receive an honorable discharge from military service.

The Human Resource Coordinator will, upon the employee's reapplication for employment, request that the employee provide LHGS with military discharge documentation to establish the timeliness of the application for reemployment, the duration of the military service, and the honorable discharge from the military service.

Any employee who is a member of a reserve component of the armed forces will be placed on military leave with pay (less the amount of compensation received from military service) up to a maximum of thirty (30) calendar days for those employees who have been employed continuously for a minimum period of ninety (90) calendar days. (Note: Thirty calendar days shall be equivalent to one month's pay.) Active duty includes "summer camp" for National Guard and Reserves but does not include regular drill sessions. Benefit programs will be unaffected, and the employee may elect to use any PTO for the absence beyond the 30 calendar day leave. Training leaves will not normally exceed two weeks per year, plus reasonable travel time.

The first new type of leave, entitled "active duty leave" requires employers with 50 or more employees to provide eligible employees with up to 12 weeks of unpaid leave a year for a "qualifying exigency" connected to the active duty status of an employee's spouse, child, or parent. The DOL has defined "qualifying exigency" as any of the following:

1. Short-notice deployment, military events, and related activities.
2. Child care and school activities.
3. Financial and legal arrangements.
4. Counseling.
5. Rest and recuperation.
6. Post-deployment activities.
7. Additional activities where the employer and employee agree to the leave.

LHGS will continue to revise the Military Leave Policy according to the Federal/State guidelines.

Contact the Administrator or Human Resource Coordinator for more information or questions about military leave.

614 Maternity-Related Absences

Effective Date: 02-01-06

The LHGS will not discriminate against any employee who requests an excused absence for medical disabilities associated with a pregnancy. Such leave requests will be made and evaluated in accordance with the medical leave policy provisions outlined in this handbook and in accordance with all applicable federal and state laws.

Requests for time off associated with pregnancy, adoption and/or childbirth, apart from medical disabilities associated with these conditions, will be considered in the same manner as any other request for a paid or unpaid leave. Under these conditions the employee will be allowed 6 weeks of AEST based on their regularly working hours after the PTO requirements are met. The employee may, with approval of their supervisor, use any available PTO beyond the allowed 6 weeks maternity leave.

702 Employee Conduct and Work Rules

Effective Date: 02-01-06

To assure orderly operations and provide the best possible work environment, the LHGS expects employees to follow rules of conduct that will protect the interests and safety of all employees and the LHGS. It is not possible to list all the forms of behavior that are considered unacceptable in the work place, but the following are examples of infractions of rules of conduct that may result in disciplinary action, including suspension or termination of employment:

1. Unauthorized release or disclosure of confidential information
2. Falsification or failure to maintain LHGS records
3. Theft or inappropriate removal or possession of property of the LHGS or an individual
4. Falsification of timekeeping records
5. Working under the influence of alcohol or drugs unless prescribed by a physician
6. Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the work place, while on duty, or while operating employer-owned vehicles or equipment
7. Failure to carry out prescribed client programs
8. Fighting or threatening violence in the work place
9. Smoking in LHGS facilities or vehicles except as noted in 510 Tobacco Use
10. Negligence or improper conduct
11. Insubordination or other disrespectful conduct
12. Any substantiated client abuse
13. Sexual or other unlawful harassment
14. Excessive absenteeism or any absence without notice
15. Unauthorized use of telephones, mail system, or other employer-owned equipment
16. Violation of personnel policies
17. Unsatisfactory performance on the job or misconduct on or off the job

In addition, misconduct off the job that involves unlawful activity, is in direct conflict with the essential business-related functions of LHGS, or activity which, in the judgment of the LHGS' Administration, reflects adversely on the image or standing of the LHGS may also result in disciplinary action, up to and including termination of employment. This includes, but is not limited to, being arrested or cited for driving under the influence or reckless driving.

Employment with LHGS is at the mutual consent of LHGS and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

This policy is not intended to disallow any employee from performing lawful job duties required by LHGS.

704 Sexual and Other Unlawful Harassment

Effective Date: 02-01-06

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

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

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

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of employment; or
2. Submission or rejection of the conduct is used as a basis for employment decisions; or,
3. The conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

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

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

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must

immediately advise the Administrator or any member of management so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

706 Attendance and Punctuality

Effective Date: 04-22-12

Revised Date: 1-1-15

To maintain a safe and productive work environment, the LHGS expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on the LHGS. In the rare instance when an employee cannot avoid being late to work or is unable to work as scheduled, he or she should notify the supervisor as soon as possible in advance of the anticipated tardiness or absence. If proper notice is not given in advance of the absence, the absence will be considered an unexcused/unpaid absence.

Procedure:

Tardiness – Will be counted based on the time clock. Anything after 15 minutes is considered tardy. Each tardy will count as a half of an occurrence.

Call-ins - All calls to report that you will not be at work need to be made in a timely manner. Up to 6 hours before your shift would be preferred. To maintain a clear record with no absences, trade your shift with a fellow employee.

No Call No Show – Supervisor or manager will make one phone call to employee. If employee does not return call and set up time to show up for shift, it will be considered a no call no show and will receive a written warning.

1. Two no show/no call days in a twelve month period will result in automatic termination.

Absences – not counting against employees include: FMLA, LOA, Bereavement, Jury Duty, Military Leave, Medical Leave, and Workers Compensation.

Disciplinary steps:

The LHGS realizes that all reasons to miss work are important, however, poor attendance and excessive tardiness are disruptive. Regardless for the reason of the absence, each unplanned absence will count as one occurrence. An absence occurrence can occur regardless of a Doctor's note. Missing multiple days in a row for the same illness equals (1) occurrence.

* In a 12 month period:

1. The fifth occurrence will result in a verbal warning with counselling about the importance of good attendance.
2. The sixth occurrence will result in a written warning going into the employee's personal file.
3. The seventh occurrence will result in immediate termination or suspension without pay.
4. Each employee will have the option to remove one occurrence from their record per quarter, by picking up one shift with supervisor's approval. Employees are only able to remove one occurrence per quarter by doing this and will not receive call in pay for this shift. See example below:

*All occurrences will be figured on a "rolling year". At the time of the occurrence, the supervisor will look back at the past 12 months to see what number of occurrence this is for the employee.

*All weather related absences/tardiness will be at the discretion of the manager.

*New employees will be asked to review and sign off on the attendance policy again if they have two occurrences prior to their 90 day evaluation.

708 Personal Appearance

Effective Date: 02-01-06

Revised Date: 1-1-15

It is necessary for employees to practice good personal health, hygiene, and grooming to avoid transmitting infections within the facility, and also to present a professional appearance to our residents, visitors, and others with whom we come in contact. The appearance of each employee is a reflection of his/her attitude toward the residents and fellow staff members. A well-groomed employee will be a better and more productive worker. For these reasons, the following dress code has been enacted.

All nursing, activities, and housekeeping staff that have regular resident contact must wear scrub uniforms. This helps our residents and visitors identify their caregivers more easily, and add to our professional appearance, as well as cleanliness. Dietary and Laundry employees may wear scrubs or street clothes at the discretion of each Department Manager.

Scrubs must be neat, clean, and not excessively worn or wrinkled. They may be solid colored or print. Scrub jackets or lab coats may be worn for warmth. Knee-length shorts or carpis may be worn.

Footwear must be neat, clean, odor-free, and of good quality. Dietary, housekeeping, activities, laundry, and nursing service employees should wear a closed-toe; supportive shoe for safety reasons and comfort due to the amount of walking, standing, and lifting required in the performance of their job duties. Nursing type clogs are acceptable. Boots are not allowed to be worn by employees in these departments.

Administrative staff and managers are to be dressed in appropriate street clothes for their department and job description reflecting our desire to be positive representatives for the LHGS.

All clothes must be neat and clean. Blue jeans, sweats, and wind pants are not allowed to be worn on duty. Printed advertisements and sayings, other than nursing facility related, are not allowed on any clothes. Sleeveless, tank, halter, or crop tops are not allowed. Shorts must be non-denim and of long walking shorts length.

Maintenance employees may wear dark denim jeans and clean shirts appropriate for their job duties.

Childcare employees may also wear denim jeans appropriate for their job duties.

Hair must be clean and kept out of the eyes. It should be fixed in a controlled manner so as not to interfere with performance of duties. Hairnets are required in the dietary department. Men should be clean-shaven each day unless wearing a well maintained beard.

Fingernails must be short and clean. Nail polish must be in good repair. Acrylic and false nails are not allowed to be worn by nursing, dietary, housekeeping, laundry, or activities staff due to harboring of bacteria around false nails. Nail polish is not allowed in the Dietary department.

For direct care staff, the wearing of excessive jewelry is discouraged, and no dangling jewelry shall be allowed, including dangling earrings, necklaces, or bracelets.

The LHGS permits employees to display tattoos at the workplace within the following guidelines. Factors that management will consider to determine whether tattoos may pose a conflict with the employee's job or work environment include:

1. Personal safety of self or others.
2. Productivity or performance expectations.
3. Offensiveness to co-workers, residents, vendors, or others in the workplace based on racial, sexual, religious, ethnic, or other characteristics or attributes of a sensitive or legally protected

nature.

4. Corporate or societal norms.
5. Resident complaints.

If management determines an employee's tattoo may present such a conflict, the employee will be encouraged to identify appropriate options, such as covering of tattoo or other reasonable means to resolve the conflict.

Make-up should be moderate and properly applied. Many residents and co-workers may find odors to be offensive including highly-scented cosmetics, perfume, after shave lotions, and cologne should be avoided including smelling like smoke.

All employees must wear nametags while on duty. Take care in making sure your name is visible to our residents and visitors.

Any job-specific requirements for wearing apparel in the course of an employee's duties will be at the discretion of the department head. Any special dress-up days for specific parties or events will be posted.

Designated days will be Denim Day/Non-Uniform Day. \$1 will be charged for the privilege of wearing denim or non-uniform dress. A committee has been established and will meet monthly to review finances/projects under the guidance of the Administrator. All Jeans Day funds will be used by the Caring Committee to be given back to employees through drawings, contests, etc. Tuesday's and Friday's have been designated Jean's Days. On Tuesday's, denim jeans may be worn with approved LHGS apparel or a business/dressy top. On Friday's, denim jeans may be worn with casual attire. Clean and neat denim jeans that are not excessively worn or wrinkled will be allowed. Printed advertisements and sayings, other than nursing facility related, are not allowed on shirts. Sleeveless shirts, tank, halter, and crop tops are not allowed.

Any employee coming to work inappropriately dressed may be required to change his/her clothing at the facility or to return home for more appropriate dress.

712 Security and Inspections

Effective Date: 02-01-06

The LHGS wishes to maintain a work environment that is free of drugs, alcohol, firearms, explosives or other improper materials. To this end, the LHGS prohibits the control, possession, transfer, sale, or use of such materials on its premises. The LHGS requires the cooperation of all employees in administering this policy.

Desks, lockers and other storage devices may be provided for the convenience of employees, but remains the sole property of the LHGS. Accordingly, they, as well as any articles found within them can be inspected by an agent or representative of the LHGS at any time, either with or without prior notice. At no time may an employee install or utilize their own locking mechanism or device to secure the above, except for nursing personnel's lockers. However, those individual's with lockers may be asked at any time to open the locker.

The LHGS will not tolerate theft or unauthorized possession of property of LHGS, visitors, residents or co-workers. To facilitate enforcement of this policy, the LHGS or its representative may inspect not only desks and lockers, but also packages and persons entering and/or leaving the premises. Additionally, the LHGS reserves the right, at its sole discretion to install and use security/surveillance

cameras or devices on its property. Any employee who wishes to avoid inspection of any articles or materials will not bring them onto the LHGS premises.

714 Solicitation

Effective Date: 02-01-06

Revised Date: 1-1-15

In an effort to assure a productive and harmonious work environment, persons not employed by the LHGS may not solicit or distribute literature in the workplace at any time for any purpose, unless approved in advance by the Administrator.

Current employees may solicit their co-workers only if the sales material is for the employees benefit. If the sales material is to benefit the employees child, the sales material must remain with the employee and not left in the breakroom.

716 Drug and Alcohol Use

Effective Date: 02-01-06

It is the LHGS' desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on the LHGS premises and while conducting business-related activities off the LHGS premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs, including prescription drugs for which the employee does not have a prescription. The legal use of prescribed drugs and over-the-counter (OTC) drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace. An employee must notify his/her supervisor if he/she is taking a prescription or OTC drug whose effects or side-effects impair an employee's ability to perform the essential functions of the job effectively and in a safe manner. These effects or side-effects include, but are not limited to, drowsiness, incoherence or inattentiveness, lethargy, loss of coordination, mood swings, irritability, anxiety, hostility, deterioration or variations in judgment or memory. Management will evaluate each situation on a per-case basis.

All existing employees will be drug tested and employees upon hire will be drug tested. Random drug testing will also be done on a quarterly basis thereafter.

Violations of this policy will lead to immediate termination.

To inform employees about important provisions of this policy, the LHGS has established a drug-free awareness program. The program provides information on the dangers and effects of alcohol and substance abuse in the workplace, resources available to employees, and consequences for violations of this policy.

Under the Drug-Free Workplace Act, an employee who performs work for a government contract or grant must notify the LHGS of a criminal conviction for drug-related activity occurring in the workplace. The report must be made within five days of the conviction.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisor or the Administrator without fear of reprisal.

722 Problem Resolution

Effective Date: 02-01-06

Revised Date: 1-1-15

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

LHGS strives to ensure fair and honest treatment of all employees. Supervisors, managers, and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive suggestions.

No employee will be penalized, formally or informally, for voicing a complaint with LHGS in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step. If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure.

1. Employee presents problem to immediate supervisor after incident occurs. If supervisor is unavailable or employee believes it would be inappropriate to contact that person, employee may see the Administrator or a manager who is available, or employee may present problem to the Human Resource Coordinator/Social Services Director/Chaplain or any other member of management. _____

2. Supervisor responds to problem during discussion or after consulting with appropriate management, when necessary. Supervisor documents discussion.

3. If problem is unresolved, employee presents problem to the Human Resource Coordinator/Social Services Director/Chaplain.

4. The Human Resource Coordinator/Social Services Director/Chaplain counsels and advises employee, assists in putting problem in writing, visits with employee's manager(s), if necessary, and directs employee to the Administrator for review of problem.

5. Employee presents problem to the Administrator, in writing.

6. Administrator reviews and considers problem. Administrator informs employee of decision and files a copy of written response in the employee's personnel records. The Administrator has full authority to make any adjustment deemed appropriate to resolve the problem. _____

7. Employee presents problem to the Appeals Committee, in writing, if problem is unresolved. The Appeals Committee is comprised of the Administrator, two Department Heads, and two Board of Directors. In the case of a conflict of interest of a Committee member, an alternate will be assigned.

8. The Appeals Committee reviews and considers problem. The Appeals Committee gathers any information deemed relative to resolution of the problem. The Appeals Committee informs employee of decision and files a copy of written response in the employee's personnel records. The Appeals Committee has full authority to make any adjustment deemed appropriate to resolve the problem. _____

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

802 Life-Threatening Illnesses in the Workplace

Effective Date: 02-01-06

Employees with life-threatening illnesses, such as cancer, heart disease, and AIDS, often wish to continue their normal pursuits, including work, to the extent allowed by their condition. The LHGS supports these endeavors as long as employees are able to meet acceptable performance standards. As in the case of other disabilities, the LHGS will make reasonable accommodations in accordance with all legal requirements, to allow qualified employees with life-threatening illnesses to perform the essential functions of their jobs.

Medical information on individual employees is treated confidentially. The LHGS will take reasonable precautions to protect such information from inappropriate disclosure. Managers and other employees have a responsibility to respect and maintain the confidentiality of employee medical information. Anyone inappropriately disclosing such information is subject to disciplinary action, up to and including termination of employment.

Employees with questions or concerns about life-threatening illnesses are encouraged to contact the Business office or the LHGS' Employee Assistance Program for information and referral to appropriate services and resources.

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