



THE LUTHERAN HOME
ASSOCIATION

Employee Handbook

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Welcome to The Lutheran Home Association!

On behalf of The Lutheran Home Association, welcome to our team of caring members. We are excited that you will be joining our team and this special ministry. It is our prayer that your career at The Lutheran Home Association will be a tremendous blessing.

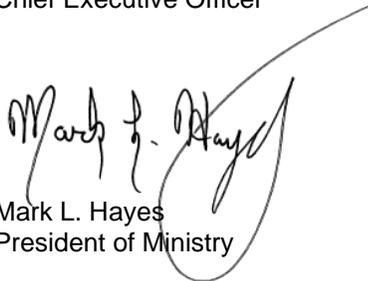
The ministry of The Lutheran Home Association meets the unique and diverse needs of the individuals we serve in our various homes and services. We have a rich history of meeting not only the physical needs but more importantly the spiritual needs of the people entrusted to our care. As you will quickly discover, our success is based on the delivery of Christian care throughout our programs and services. How do we do it? By keeping our focus on our Christian mission and core purpose to be a place "*Where the Care of the Soul is the Soul of Care.*"

We are tremendously blessed to have a group of dedicated team members who want to serve, and serve well in this ministry. It is a great joy to witness the overwhelming love, compassion, passion, and commitment to the care of the soul that we have in our entire team. Thank you again for making this commitment to The Lutheran Home Association. May you find great joy in this Christian service to our Lord and His kingdom on earth.

Caring about the Care of the Soul,



Christopher G. Meyer
Chief Executive Officer



Mark L. Hayes
President of Ministry

About Your Employee Handbook

About Your Employee Handbook

As a new employee, there are many things that you need to know about The Lutheran Home Association. Important information about your employment, pay, and benefits is contained in the handbook. Please read the material thoroughly and retain it for future reference.

The handbook was created to familiarize The Lutheran Home Association employees with many of our general policies. Its purpose is to summarize those policies. It is not a substitute for the written policies and procedures which are available through Human Resources. It applies to all employees. You are required to sign the Acknowledgement Form at the end of the handbook as an acknowledgement that you have received a copy of this handbook. When there is a change in a policy, we will update this handbook as soon as we can. Feel free to consult your supervisor or Human Resources whenever you have questions.

The material in this handbook is not exhaustive. Although we have attempted to cover materials of general applicability to employees, we know that it doesn't cover every situation which may arise from day to day. Also, The Lutheran Home Association serves a variety of clients through many programs. Each program is unique. We reserve the right to make changes at any time, with or without notice, and to interpret the policies and procedures for The Lutheran Home Association and your program at the discretion of The Lutheran Home Association.

NO PROVISION IN THIS HANDBOOK IS INTENDED TO CREATE A CONTRACT BETWEEN THE LUTHERAN HOME ASSOCIATION AND ANY EMPLOYEE, OR TO LIMIT THE RIGHTS OF THE LUTHERAN HOME ASSOCIATION AND ITS EMPLOYEES TO TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, WITH OR WITHOUT CAUSE. THIS HANDBOOK IS A GENERAL STATEMENT OF POLICY, TO BE MODIFIED, ELIMINATED, AND APPLIED BY THE LUTHERAN HOME ASSOCIATION AT ITS DISCRETION.

This handbook supersedes all previously issued handbooks, policies, and procedures. All practices, policies, and procedures not complying with those contained in this handbook are hereby revoked.

Employment "At-Will"

Unless expressly proscribed by statute or contract, your employment is "at-will." All The Lutheran Home Association employees are "at-will", which means they may be terminated at any time and for any reason, with or without advance notice. Employees are also free to quit at any time. Any employment relationship other than "at-will" must be set out in writing and signed by The Lutheran Home Association's Director of Human Resources.

Introduction & Description of Company

Description of Company

The Lutheran Home Association is a not-for-profit ministry owned and operated by an association of Wisconsin Evangelical Lutheran Synod (WELS) and Evangelical Lutheran Synod (ELS) congregations and those in fellowship.

The purpose of The Lutheran Home Association is in keeping with the words of the Lord Jesus (Matthew 25:34-36, 40): “Then the King will say to those on his right, ‘Come, you who are blessed by my Father; take your inheritance, the kingdom prepared for you since the creation of the world. For I was hungry and you gave me something to eat, I was thirsty and you gave me something to drink, I was a stranger and you invited me in, I needed clothes and you clothed me, I was sick and you looked after me, I was in prison and you came to visit me... I tell you the truth, whatever you did for one of the least of these brothers of mine, you did for me.’”

Our Mission

The mission of The Lutheran Home Association is to share Christ’s love as we serve the spiritual, physical, intellectual, and emotional needs of the people entrusted to our care and others whose lives we touch.

Our Vision

The vision of The Lutheran Home Association is to share eternal hope, provide hope and inspire hope.

Our Values

- Where the care of the soul is the soul of care
- Respect
- Resilience
- Integrity

Compensation & Work Schedule

Attendance & Punctuality

The Lutheran Home Association places great emphasis on good attendance. Frequent absences and tardiness place extra burden on your residents/clients and co-workers. Only when you are dependably on the job can The Lutheran Home Association carry out its responsibilities and meet the needs of our residents/clients. Your individual contribution is important to the functioning of the organization.

Each day you are scheduled, it is your responsibility to be on time and fully ready to work. Although there are justifiable reasons to take time off from work, employment assumes the availability for work.

If you must be absent or late on any work day, please notify The Lutheran Home Association at least twenty-four hours, if possible, prior to the start of your shift. This will help us to make the appropriate scheduling arrangements. If you are absent due to accident or illness, management may request a release for your return to work, signed by a licensed physician.

Employees are expected to arrive to work on time, to return from scheduled breaks on time, and to remain working until the end of the scheduled shift. Emergency conditions may warrant occasional tardiness. Under this circumstance, an employee who anticipates being tardy due to emergency conditions should call in to report the tardiness as soon as possible.

Excessive absenteeism and/or excessive tardiness may result in disciplinary action, up to and including termination of employment.

Refer to the **Attendance-Absenteeism/Tardiness Policy** in the policy section of your handbook.

Breaks

Employees are entitled to a break (generally 15 minutes) for every four consecutive hours worked.

Employees are also entitled to an unpaid break (generally 30 minutes) for meals if they work eight or more consecutive hours. Employees are expected to take their unpaid meal break and highly encouraged to get away from their work area for a short time. The Lutheran Home Association has designated break areas for team members to utilize. In the event that an employee must work through their meal break, authorization from their supervisor must be obtained.

Breaks may be scheduled at staggered times to allow department coverage. Stacking or combining of breaks for a longer lunch period or early departure, etc., is prohibited.

General Pay Information

Certain deductions from pay will be made in accordance with federal and state laws.

In addition, The Lutheran Home Association makes available certain voluntary deductions as part of The Lutheran Home Association's benefits program. If an employee elects supplemental coverage under one of The Lutheran Home Association's benefits plans that requires employee contributions, the employee's share of the cost will be deducted from his or her check as scheduled. If the employee is not receiving a payroll check due to illness, injury, or leave of absence, he or she will be required to pay the cost directly to The Lutheran Home Association.

Any outstanding dues owed by the employee to The Lutheran Home Association upon termination of employment will be deducted from the employee's final paycheck.

Work Schedule

Because we provide resident/client services 24 hours a day, seven days per week, we have employee shifts with varying times, depending upon the employee's role.

Many of the employees of The Lutheran Home Association are expected to work every other weekend and every other holiday and will be scheduled accordingly. If necessary, as determined by staffing needs,

employees who call in on their scheduled weekend (considered Friday, Saturday, or Sunday) may be required to work a future weekend shift as scheduled by your supervisor. Your supervisor will provide information designating your workweek and weekend and holiday schedule.

Your work schedule is posted in your department. You are expected to be in attendance on scheduled days, so please read and record your schedule carefully. If you are unable to report to work due to personal reasons (except illness), you may be asked to find your own replacement and notify your supervisor of the change. Your assistance with finding a replacement when you are ill, though not required, is also appreciated. The schedule change cannot cause anyone affected by it to go into overtime. Staff covering your scheduled hours must be thoroughly trained for the position.

Overtime

Because of the nature of work, employees may be asked to work overtime on weekends or holidays or additional hours during the regular workday and are expected to comply with such requests.

Overtime compensation is paid to all non-exempt employees at one and one-half times their regular rate of pay for all hours worked in excess of 40 hours per week.

If you are non-exempt, you must receive authorization from your manager or department designee before working overtime. Employees who work additional hours without authorization from their manager or department designee will be subject to disciplinary action, up to and including termination of employment.

Overtime pay is based on actual hours worked. Time taken for lunch or dinner is not included as time worked for purposes of computing overtime. Time off on holidays, sick leave, vacation leave, personal leave or any leave of absence will not be factored in as hours worked when calculating overtime.

Timekeeping Rules for Non-Exempt Employees

The Lutheran Home Association strives to maintain strict compliance with the Fair Labor Standards Act (FLSA). The FLSA is a federal law that protects employees from unfair pay practices and guarantees non-exempt employees payment of minimum wage and overtime. The rules below are designed to help The Lutheran Home Association with the FLSA and to ensure that all employees are paid fairly and legally. Failure to follow these rules may subject you to disciplinary action, up to and including termination of employment. These rules apply to non-exempt employees only. If you are unsure of your status as exempt vs. non-exempt, please ask your human resources manager.

- You must keep an accurate record of all of your work hours in the manner designated by The Lutheran Home Association (e.g., handwritten timecard, timeclock, timekeeping computer program, etc.).
- Review the accuracy of your time records at the end of each pay period and before submitting them to your supervisor for processing. If you need to make a change on your time records to correct an error, make the correction before you submit it for processing. When you submit and sign-off your time records, you are certifying that they are complete and that they accurately reflect all hours that you worked.
- Employees are responsible for maintaining their own time records. It is not acceptable to allow another employee to sign in/out for you, or for you to sign in/out for any other employee. Tampering with timekeeping equipment is prohibited.

- Enter the exact time that you begin and end working on your time records. Record all breaks during which you are completely relieved from work duties if they exceed 20 minutes, including meal breaks.
- Employees are to punch in and out for meal breaks and any time they leave the premises for reasons unrelated to work.
- Hourly employees must not punch in more than seven (7) minutes before the start of their shift or more than seven (7) minutes following the end of their shift unless overtime has been previously approved by their supervisor or department designee.
- You must obtain your supervisor's approval before working over and above your regularly scheduled work hours. This includes time incurred before or after your regular shift, during unpaid meal breaks, or after hours at your home or another off-site location. If you do perform any work outside of your regularly scheduled hours, you should record the time accurately on your time records.
- Your time records should include entries for time spent at mandatory, job-related training programs, lectures, or meetings.
- Hours worked cannot be carried over from one day to the next, or from one week to the next. Your time records should reflect the exact hours worked for each day indicated.

Pay Schedule

The pay period for our employees is bi-weekly. Payroll is processed following the two-week pay period. Human Resources will provide you with a payroll schedule detailing the day and time of paycheck distribution. If the regular payday falls on a holiday, payday will be the last weekday business day before the holiday.

Pay will be made via pay card or direct deposit, whether or not the employee reports for work on payday.

Pay cards will only be released to the employee, or to the employee's designated recipient, who will be required to present written documentation regarding this designation to the supervisor. If an employee's designated recipient is to pick up an employee's pay card that designated recipient may be required to show an acceptable form of identification. Direct deposit forms will only be accepted in person from the employee.

If a pay card is lost or stolen, notify the human resources or payroll department immediately.

Performance Evaluations

Supervisors and employees are strongly encouraged to discuss job performance and goals informally any time, in an appropriate manner.

Additional formal performance reviews will be conducted to provide both supervisors and employees with the opportunity to discuss job tasks, identify areas for improvement, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals. These formal reviews will be conducted annually.

Work Eligibility Records

The federal government requires that within three business days of your first day of work, you must complete an employment eligibility verification form (I-9 Form) and show us documentation proving your identity and your eligibility to work in the United States.

If you have previously worked for this Company, you need only provide this information if it has been more than three years since you last completed an I-9 Form for us or if your current I-9 Form is no longer valid.

I-9 Forms are maintained separately from other personnel records and are treated as confidential to the extent possible. If you need additional information about the I-9 Form, please contact the Human Resources department.

Outside Employment

Outside employment is permitted unless it is found to interfere with the employee's job performance at The Lutheran Home Association. If the quality of job performance at The Lutheran Home Association begins to suffer, the employee will be asked to choose between jobs.

An employee will not be permitted to work for another employer who is in competition with The Lutheran Home Association. In addition, an employee will not be permitted to work for another employer while on a leave of absence or while absent for illness from The Lutheran Home Association.

Conduct Standards

Company Equipment and Vehicles

Company Equipment/Property

When using The Lutheran Home Association property, including computer equipment or hardware, follow all operating instructions, safety standards, and guidelines. Please keep your work area neat and clean and use normal care in handling Company property.

Notify your supervisor if any equipment or machines appear to be damaged, defective, or in need of repair. This prompt reporting could prevent the equipment's deterioration and could also help prevent injury to you or others. Should you have questions about the maintenance and care of any workplace equipment, ask your supervisor.

If you use or operate equipment improperly, carelessly, negligently, or unsafely, you may be disciplined or even discharged. In addition, you may be held financially responsible for any loss to The Lutheran Home Association because of such mistreatment.

You may not use any Company property for personal purposes or remove any Company property from the premises without prior written permission from your supervisor or Human Resources.

Company Vehicles

It is the policy of The Lutheran Home Association to provide vehicles for business use, to allow employees to drive on organization's business, and to reimburse employees for business use of personal vehicles according to the following guidelines.

- All employees who drive Company-owned or personal vehicles as a part of their responsibilities are to provide proof of valid driver's license. The validity of the driver's license will be verified and the driving record will be checked. The check will be completed at the time of hire or when an individual assumes driving responsibilities.
- Employees with more than one at-fault accident or two minor traffic violations within the last three years will not be permitted to operate a Company vehicle.
- No driver who has a careless driving, reckless driving, or driving while intoxicated (DWI/DUI) violation within the past three years will be permitted to operate a Company vehicle.
- Employees driving on The Lutheran Home Association business may claim reimbursement for parking fees and tolls actually incurred. In addition, employees driving The Lutheran Home Association vehicles on Company business may claim reimbursement for gasoline and other expenses directly incurred for business purposes. Mileage reimbursement for use of a personal vehicle is allowed only if a Company vehicle was not available.
- Time spent by non-exempt employees in driving a Lutheran Home Association vehicle or personal vehicle on Company business is considered hours worked for pay purposes.
- Abuse of any vehicle by any operator, excess speed with any vehicle beyond the allowed limit for any given area, and negligent driving of any vehicle that could be responsible for an accident, could be subject to disciplinary action, up to and including termination of employment.

Use of The Lutheran Home Association Vehicles

- Employees who drive a Company vehicle for a business purpose must exercise due diligence to drive safely and to maintain the security of the vehicle and its contents. Drivers also must make sure that the vehicle meets standards for insurance, maintenance, and safety. Employees are also responsible for

any driving infractions or fines as a result of their driving.

- Employees are not permitted, under any circumstances, to operate a vehicle owned by The Lutheran Home Association when any physical or mental impairment causes the employee to be unable to drive safely. This prohibition includes, but is not limited to, circumstances in which the employee is temporarily unable to operate a vehicle safely or legally because of illness, medication, or intoxication.
- Employees must report any accident, theft, or damage involving a Lutheran Home Association vehicle used on the organization's business to their supervisor or Human Resources regardless of the extent of damage or injuries. Such reports must be made as soon as possible, but not later than forty-eight (48) hours after the incident. Employees are expected to cooperate fully with authorities in the event of an accident. However, they should not make any statements other than in reply to questions of the investigating officer.

Use of Personal Vehicles

- Although all of The Lutheran Home Association employees are covered under Worker's Compensation insurance for injuries sustained while on The Lutheran Home Association business, damage to personal property (such as an automobile) is not covered under this insurance. The Lutheran Home Association cannot assume responsibility for deductible expenses or for the repair or replacement of personal property.
- All employees who must use their own vehicles to fulfill job requirements must have personal automobile insurance. Minimum coverage should be:
 1. Bodily injury
 - a) \$100,000 each person
 - b) \$300,000 aggregate
 2. Property damage
 - a) \$25,000
 3. Comprehensive and collision
- No employee should drive another employee's car on The Lutheran Home Association's business.

Refer to the **Vehicle Usage & Safety Policy** in the policy section of your handbook.

Company-Sponsored Social Events

When authorized by The Lutheran Home Association, alcoholic beverages may be served at Company-sponsored social events. Only those individuals legally permitted to consume alcoholic beverages may be served at such functions. However, no employee is obligated to consume alcohol at such events. At Company functions, no employee should feel pressured to consume alcoholic beverages. If an employee chooses to drink alcohol during Company events, the employee does so at his or her own risk. All employees are expected to maintain a high standard of professional and personal conduct at any Company event.

The Lutheran Home Association reserves the right to arrange transportation for any employee suspected of being intoxicated at a Company social event. The Lutheran Home Association will cease allowing alcoholic beverages to be served to any employee whom it suspects is intoxicated or who behaves inappropriately at such functions. Managers and supervisors should remember that even at Company social events, they should set the standard for acceptable, responsible behavior.

Conduct Standards & Discipline

The Lutheran Home Association expects every employee to adhere to the highest standards of job performance and of personal conduct, including individual involvement with Company personnel and outside business contacts.

The Lutheran Home Association reserves the right to discipline or discharge any employee for violating any Company policy, practice or rule of conduct. Be aware that The Lutheran Home Association retains the sole discretion to determine the nature and extent of any discipline based upon the circumstances of each individual case. Verbal and written warnings and progressive discipline, up to and including termination of employment, may be administered as deemed appropriate at The Lutheran Home Association's sole discretion.

The Lutheran Home Association reserves the right to terminate any employee whose conduct merits immediate dismissal without resorting to any prior or interim disciplinary measures.

Your supervisor will make every effort possible to allow you to respond to any disciplinary action taken. Understand that The Lutheran Home Association is not obligated to follow any disciplinary or grievance procedure and that depending on the circumstances, employees may be disciplined or terminated without any prior warning or procedure.

The following list is intended to give you notice of our expectations and standards. However, it does not include every type of unacceptable behavior that can or will result in disciplinary action.

Employees may be disciplined or terminated for poor job performance, including, but not limited to the following:

- Unsatisfactory quality or quantity of work
- Repeated unexcused absences or lateness
- Failing to follow instructions or Company procedures
- Failing to follow established safety regulations, or
- Failure to complete reports promptly and accurately.

Employees may also be disciplined or terminated for misconduct, including, but not limited to the following:

- Resident/client abuse or neglect
- Theft or misappropriation of The Lutheran Home Association, employee, resident/client property
- Falsifying records or information, including information on an application
- Intentionally punching in/out on another employee's timecard or falsifying a timecard
- Refusal to follow the direct order of a supervisor or management
- Fighting, immoral conduct, threats, intimidation or harassment of residents/clients, or employees
- Use or possession of drugs or alcoholic beverages on The Lutheran Home Association's premises or off the premises while on duty
- Reporting to work under the influence of drugs or alcoholic beverages
- Possession of weapons or firearms on The Lutheran Home Association's premises
- Engaging in conduct or activities which serve to lengthen the healing period for a job-related injury or illness
- Disclosing confidential information relating to residents/clients or employees of The Lutheran Home Association
- Gambling on The Lutheran Home Association premises
- Sleeping on the job
- Destruction or defacing of The Lutheran Home Association, resident/client, or employee property or equipment
- Misuse or unauthorized use of property
- Failure to report an injury or accident immediately
- Failure to promptly report defective equipment or safety hazards
- Engaging in conduct which creates an unsafe work environment that may include horseplay or violation of safety rules
- Deliberate reduction of output
- Violation of smoking rules, policies, and procedures
- Eating in unauthorized areas during work time
- Undesirable appearance
- Discourteous treatment of residents/clients, or the use of profanity or threatening language
- Non-compliance with any policies put forth by The Lutheran Home Association
- Violation of Resident Rights

This list is not meant to preclude The Lutheran Home Association from disciplinary action in other areas or for other circumstances as it deems necessary.

The Lutheran Home Association expects the highest standards of professional conduct at all times.

Personal Appearance

The personal appearance of the employees of The Lutheran Home Association directly reflects The Lutheran Home Association's professional image. Quality of service, positive attitude, professional personal appearance and conduct are important factors in creating a favorable image. The Lutheran Home Association employees are expected to always appear neat and clean, use good judgment, and dress in a professional manner appropriate for their particular position at The Lutheran Home Association.

Employees who appear for work inappropriately dressed will be sent home and directed to return to work in proper attire. Under such circumstance, employees may not be compensated for the time away from work.

Specific standards are required which are detailed in the **Personal Appearance Policy** located in the policy section of your handbook.

Drug and Alcohol Testing

The Lutheran Home Association's intent is to provide all employees with a safe, healthful, secure, drug-free work environment. Drug and Alcohol abuse and the unlawful possession of controlled Drugs and Alcohol is contrary to this intent and therefore cannot be tolerated.

The unlawful manufacture, distribution, dispensation, possession, or use of alcohol or a controlled drug on The Lutheran Home Association's premises or while conducting The Lutheran Home Association business off The Lutheran Home Association's premises is absolutely prohibited. Violation of the policy will result in disciplinary action, up to and including termination of employment, and may have legal consequences.

Refer to the **Drug and Alcohol Testing Policy** in the policy section of your handbook.

Employee Expectations

- Know and respect The Lutheran Home Association Mission Statement.
- Know, understand and comply with resident/client rights.
- Show respect and courtesy for residents/clients, visitors and co-workers.
- Comply with mandatory health screenings and attend required in-services or training.
- Be professional:
 - A team player
 - Supportive of your peers
 - Appropriately dressed for work
 - Cost-conscious
 - Prompt
 - Dependable
 - Honest
 - Creative
 - Confident
 - Positive in attitude
 - A leader
- Answer phones professionally
- Communicate problems to a supervisor and not outsiders
- Always practice confidentiality
- Follow the chain of command
- Do more than expected, but never less

- There is no such thing as a dumb question - always ask!

Ethical and Legal Business Practices

The Lutheran Home Association expects the highest standard of ethical conduct and fair dealing from each employee, officer, director, volunteer and all others associated with The Lutheran Home Association. Our reputation is a valuable asset, and we must continually earn the trust, confidence and respect of our residents/clients, our referral sources, and our community.

This policy provides general guidance on the ethical principles that we all must follow, but no guideline can anticipate all situations. You should be guided by basic honesty and good judgment and be sensitive to others' perceptions and interpretations.

If you have any questions about this policy, consult your supervisor or manager. Exceptions to this policy may be made only by The Lutheran Home Association.

You are expected to promptly disclose to the management of The Lutheran Home Association anything that may violate this policy. We will not tolerate retaliation or retribution against anyone who brings violations to management's attention.

Complying with Laws and Regulations

All our actions are to be conducted in compliance with the letter and spirit of all laws and regulations. You are charged with the responsibility of understanding the applicable laws, recognizing potential dangers and knowing when to seek legal advice.

Giving and Receiving Gifts

All services rendered to residents/clients are covered in the daily charges as billed by The Lutheran Home Association. Employees shall not accept any type of personal gratuity such as money, jewelry, or expensive gifts from the residents/clients or their families or representatives. Small acts of kindness such as candy, cake, and cookies are acceptable. The Lutheran Home Association is bound by regulatory requirements concerning this.

Employee Privacy and Other Confidential Information

The Lutheran Home Association collects personal information about employees that relates to their employment. Only people with a business-related need-to-know are given access to this information, and The Lutheran Home Association must authorize any release of the information to others. Personal information, other than that required to verify employment or to satisfy legitimate investigatory or legal requirements, will be released outside The Lutheran Home Association only with employee approval.

If you have access to any confidential information, including private employee information, you are responsible for acting with integrity. Unauthorized disclosure or inappropriate use of confidential information will not be tolerated.

Accounting and Financial Reports

The Lutheran Home Association's financial statements and all books and records on which they are based must accurately reflect The Lutheran Home Association's transactions. All disbursements and receipts must be properly authorized and recorded.

You must record and report financial information accurately. Reimbursable business expenses must be reasonable, accurately reported and supported by receipts.

Those responsible for handling or disbursing funds must assure that all transactions are executed as authorized and recorded to produce financial statements in accordance with Generally Accepted Accounting Principles.

Account and Customer Information

Employees are prohibited from distributing account, resident/client, and/or customer information to anyone, in any form, except the named account holder, resident/client, or customer.

Compliance

Employees who fail to comply with this policy will be disciplined, which may include a demand for reimbursement of any losses or damages, termination of employment and referral for criminal prosecution. Action appropriate to the circumstances will also be taken against supervisors or others who fail to report a violation or withhold relevant information concerning a violation of this policy.

Ethical Conduct

Ethical Conduct is the Basis of Long-Term Organizational Success

Ethical conduct on the job involves knowing what is right and wrong in the workplace and consistently doing what is right. It applies to everyone in the organization and is especially crucial for effective supervision.

In today's rapidly changing business climate, it is often difficult to tell what is right or wrong. Many ethical problems fall in a "gray area," concerning what is right or wrong. Doing what is ethically right is often confused with what is the easiest, quickest, or cheapest. Many notable business role models have crossed the line for personal profit or because of misguided notions of organizational loyalty.

A firm understanding of ethical conduct on the job provides everyone in the organization with the same moral compass to follow in times of uncertainty, crisis, and competition.

Ethical Conduct in Business Offers Important Benefits

- Promotes a strong public image for the organization
- Provides employees with standards to follow when appropriate choices are unclear
- Makes the best use of available resources
- Maintains the quality of products and services
- Protects the organization's and customer's privileged information
- Promotes teamwork, productivity, morale, and diversity
- Boosts morale

Basic Ethical Values Apply to Any Job

- Integrity – being honest, keeping your promises
- Loyalty – supporting the organization's mission and policies, protecting privileged information, and cooperating with others in the organization to promote common goals
- Respect – treating others professionally, with courtesy and tolerance
- Accountability – taking responsibility for your actions and requiring the same of employees
- Fairness – acting consistently and impartially at all times
- Civic responsibility – obeying laws and regulations and acting appropriately towards the community in which you do business and toward the public in general

Ethical Supervision Strengthens the Organization

- Hiring and compensation – always choose the best candidate for the job and reward employees fairly, based on merit and their contribution to the department and the organization.
- Discipline and discharge – apply progressive discipline consistently and follow all required procedures before discharging any employee.
- Training and development – make opportunities for training and advancement available on an equal basis to all employees who seek it.
- Professional relationships – avoid favoritism and treat all workers fairly and professionally.

- Employee privacy – treat all personnel information as confidential.
- Discrimination – base employment decisions on performance, not on an employee’s race, color, sex, religion, age, disability, national origin, veteran status, or genetic information.
- Performance evaluations, promotions, and raises – be sure to include ethical performance as an important factor in employee performance appraisals.

Guide to Ethical Decision Making

Consistently making ethical choices on the job is difficult. It requires you to balance many – often competing – interests. Here are some questions you should ask yourself about any potential course of action whenever you are faced with a conflict of interest or an ethical dilemma:

- Does what I propose to do comply with The Lutheran Home Association’s policies and procedures?
- Would this course of action violate any laws or regulations?
- Do I need to discuss this problem with my supervisor and get his/her approval?
- What have others in the organization done in similar situations in the past, and how has that turned out?
- Will my decision be fair to everyone who will be affected by it, now and in the future?
- In this decision in the best interests of the organization, employees, residents/clients, vendors, the community, and other stakeholders?
- Am I under any pressure to make a decision with which I’m not comfortable? Where is the pressure coming from?
- Would someone I particularly respect agree with my decision?
- Would my family support my decision?
- Can I take pride in my decision?

By asking and answering these questions – and others like them – the ethical choice in most business situations will usually become clear.

Return of Company Property upon Separation

When an Employee’s employment with The Lutheran Home Association terminates, for whatever reason, the Employee is required to immediately return all Company-owned property used during his or her employment, and all documents, disks, and other materials containing proprietary or confidential information belonging to The Lutheran Home Association. This includes without limitation, keys, credit cards, computers, vehicles, communication devices, uniforms, identification cards or badges, and any other equipment, materials, or items purchased, leased, owned, or otherwise belonging to The Lutheran Home Association.

Upon separation, employees must return any originals or duplicates of any written or other tangible items, whether maintained in hard copy, film, microfiche or electronic medium, belonging to The Lutheran Home Association, its subsidiaries, affiliates, successors, or assigns, including without limitation, correspondence, reports, memoranda, records, data, charts, notes, devices, specifications, drawings, customer lists, and any other item containing trade secret information or confidential information relating to The Lutheran Home Association products, services, designs, formulas, developmental or experimental work, computer programs, databases, customers/clients, marketing strategies, business plans, financial information, and employee information. These items are property of The Lutheran Home Association.

Tobacco Policy

The Lutheran Home Association’s intent is to provide a healthy and smoke-free work environment. Accordingly, employees may only use tobacco or tobacco products in their personal vehicles while on The Lutheran Home Association’s property. Tobacco includes but is not limited to cigarettes, e-cigarettes, smokeless tobacco, and chewing tobacco. No tobacco use is allowed in Company vehicles. No tobacco use by minors is allowed on The Lutheran Home Association’s property.

There are no indoor or outdoor designated area/allowed areas, other than **inside** personal vehicles. Tobacco supplies should only be discarded in appropriate receptacles.

Tobacco use is allowed only during approved break or lunch periods.

All employees, residents/clients, and other visitors are expected to comply with this policy, and employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

Should you have a question, complaint or dispute about using tobacco or tobacco products in the workplace, contact your supervisor.

Workplace Solicitation

To promote a professional and collegial workplace, prevent disruptions in business or interference with work, and avoid personal inconvenience, The Lutheran Home Association has adopted rules about soliciting for any cause and distributing literature of any kind in the workplace.

Employees may not solicit on The Lutheran Home Association property or use Company facilities, such as e-mail, voicemail or bulletin boards during working time for solicitation. This policy applies to collecting funds, requesting contributions, selling merchandise, gathering employee signatures and promoting membership in clubs or organizations.

Working time means time during which employees are expected to be actively engaged in their assigned work; it does not include scheduled meal or break periods.

You may solicit another employee only if both you and the other employee are not on working time,

These same rules apply to the distribution of literature. In addition, literature may not be distributed in working areas regardless of whether the employees distributing and/or receiving the literature are on non-working time.

Non-employees may not make solicitations or distribute literature on company premises at any time.

The Lutheran Home Association may grant limited exemptions from these rules for charitable purposes at its discretion.

Problem Solving

Teamwork of The Lutheran Home Association staff is vital to the growth and development of the organization. Any concern or misunderstanding relative to a working relationship with a supervisor or co-worker can be addressed through The Lutheran Home Association's problem-solving process.

Level One

Generally, if you are having a concern or a problem in your work with an individual, we encourage you to approach that person first and attempt to resolve the conflict. If that does not resolve the problem or concern, arrange to speak privately with your immediate supervisor regarding the issues. If resolution cannot be reached at this time, your supervisor will investigate the matter and respond to you in a timely fashion. If you have a concern or problem with your supervisor, proceed to Level 2.

Level Two

If the concern or problem is not resolved at Level 1, you may submit a written statement of the concern to the next level of management and request a meeting with her or him. The next level of management will respond to you in a timely fashion after the time you meet. If you are not satisfied with the next level of management's answer; you may appeal as defined in Level 3. If your supervisor is also the next level of management, proceed to Level 3.

Level Three

If the concern or problem is not resolved to your satisfaction at Level 2, you may submit a written request to the

Administrator of your program for review. The Administrator will respond to you in writing in a timely fashion.

Employees are encouraged to follow this procedure. Effective positive communication creates an environment that enhances satisfaction of employees and ensures that quality of care is maintained for our residents/clients.

Courtesy

Courtesy and respect to one and all is expected. Rudeness to anyone, including a fellow co-worker, will not be condoned. Differences between employees are not to be discussed in front of or with residents/clients or visitors. Friendliness to all and a cheerful smile will do much to make our Company a happy one. All employees must treat their co-workers, subordinates, and supervisors with respect at all times.

Service Excellence

At The Lutheran Home Association, we recognize that a resident/client's well-being is aided by supportive surroundings and that admissions to our programs are affected by interpersonal relationships and by the image that our program projects. Further, we place a high degree of importance on establishing and maintaining an atmosphere of friendliness, courtesy, and concern for every resident/client, visitor, physician and co-worker so that all of these people have a favorable perception of and experience with our program.

It is the policy of The Lutheran Home Association that each person connected with The Lutheran Home Association will at all times be aware of and concerned about how his or her attitude and actions affect residents/clients and other individuals, including co-worker relations within The Lutheran Home Association.

Clean Environment

It is each employee's responsibility to keep his or her work area and the general Lutheran Home campus clean and orderly.

Quiet

The atmosphere of The Lutheran Home Association should be calm, organized and quiet. Refrain from making loud noises or talking in a loud voice. Normal talk and laughter is encouraged. Avoid congregating in groups as employees. Socializing with residents/clients while doing your work is desirable.

Zero Tolerance for Workplace Violence

The Lutheran Home Association is committed to providing its employees a work environment that is safe, secure and free from harassment, threats, intimidation and violence. The Lutheran Home Association recognizes that workplace violence is a growing problem that should be addressed by all employers and therefore has adopted a Workplace Violence Prevention Policy. Consistent with this policy, threats or acts of physical violence, including intimidation, harassment, and/or coercion which involve or affect The Lutheran Home Association employees, or which occur on our property, will not be tolerated. Employees shall refer any questions regarding their rights and obligations under this policy to their Human Resources department.

Any violation of this policy, including refusal to promptly permit to a search under this policy, will result in prompt disciplinary action, up to and including termination of employment.

Refer to the **Workplace Violence Prevention Policy & Active Aggressor/Shooter Policy** in the policy section of your handbook.

Weapons

In accordance with Minnesota law, The Lutheran Home Association bans all weapons from any and all property and vehicles that The Lutheran Home Association owns, leases or controls. The only exception is the possession of a lawfully owned and licensed firearm that is stored in an employee's vehicle in a parking area owned or controlled by The Lutheran Home Association. All such firearms must remain stored at all times while

on The Lutheran Home Association's property.

No Excuse Policy

- We serve the customer before all others.
- We handle matters honestly, fairly, and openly.
- Our vision is planned for the long term.
- We overcome tiredness.
- We are loyal.
- We are united in our quest to reach our goals.
- We greet the customer with a friendly welcome while making eye contact.
- We are willing to help a customer when it is needed.
- We listen with an open mind when a customer has a concern.
- We never make excuses to a customer. We have a NO EXCUSE policy.

Corporate Communications & Technology

Bulletin Boards

Check all the bulletin boards regularly to obtain important information about The Lutheran Home Association events and policies. Bulletin boards are reserved for official company-use only. Only postings required by law or specific to TLHA's policies, programs, services, and events (TLHA-sponsored) are permitted. All other postings are prohibited and will be removed. TLHA may grant limited exemptions from these rules for recognized charitable foundations (e.g. American Cancer Society, Red Cross, etc.). All bulletin board postings must be directed to Human Resources for approval.

Telephone Usage

Telephone lines must be open at all times for meeting our resident/client needs. Personal calls should not be made or received, except in emergencies. If the incoming call is an emergency, you will be notified. If you receive a call that is not an emergency, a message may be taken for you.

Personal calls should be limited to break periods. Your supervisor will provide you with information regarding where you can make personal calls.

It is prohibited to utilize personal cell phones or devices during work time or in workspaces. Taking pictures or videos of residents is strictly prohibited.

Telephone Courtesy

The telephone should be answered as promptly as possible by authorized personnel only. When answering the phone, use a pleasant voice, greet the caller appropriately, and identify The Lutheran Home Association and yourself. For example, "Good afternoon from St. Michael's Assisted Living, this is Jane, how may I direct your call?" If a phone call is received in a specific department, the employee should also identify the department when answering the phone.

Electronic and Information Technology Systems

The electronic and information systems at The Lutheran Home Association should be used only for conducting company business. Electronic and information systems include, but are not limited to, any computers, telephones, cameras, laptops, cell phones, smart phones, voice mails, e-mails, wireless access devices, and any other device used to store, receive or transmit information or messages.

Employees of The Lutheran Home Association should have no expectation of privacy in the use of any aspect of The Lutheran Home Association's communication and information systems. All messages sent or received on The Lutheran Home Association's communication and information systems remain company property and are not considered to be private property of any employee. The Lutheran Home Association may access any message or information sent, received or stored in The Lutheran Home Association's communications and information systems.

Incidental, occasional and infrequent use of The Lutheran Home Association's electronic and information systems for personal use is permitted as long as such use complies in all respect with this and other Company policies, and does not interfere with your work, the work of any other employee or the computer's operations.

The electronic and information systems of The Lutheran Home Association may not be used for any illegal, unethical, or destructive or purpose. Employees should exercise care in personal use of any communication and information systems device and should not expect their use of personal information stored in these systems to be kept private.

Refer to the **Electronic and Information Technology Systems Policy** in the policy section of your handbook.

Use of Personal Communication Devices at Work

Employees may not use their personal cell phones, smart phones or other electronic communication devices for personal reasons during working time or in work areas, unless expressly given company approval.

Employees carrying cell phones, smart phones, pagers or other electronic communication devices must either turn them off or place on silent mode during working time unless otherwise needed for business reasons. The Lutheran Home Association reserves the right to prohibit the carrying of this equipment during work time, if not required for business reasons.

Working time does not include authorized breaks or meal periods. However, The Lutheran Home Association reserves the right to require any employee to cease using their device during their breaks or meals if the use of such devices creates a disturbance to others (e.g. loud talking, annoying ring tones, etc.).

Software/Hardware Policy

The Lutheran Home Association regulates employees' use of its computer software and hardware.

You may not duplicate any licensed software or related documentation for use, either on The Lutheran Home Association's premises or elsewhere, unless expressly authorized to do so by written agreement with the licensor. Also, you may not provide licensed software to anyone outside The Lutheran Home Association. Employees should be aware that the illegal duplication of software may result in the filing of criminal copyright charges by the owners of the copyrights and can subject both the employee and The Lutheran Home Association to liability.

Social Media & Blogs

The Lutheran Home Association recognizes the value of making connections to advance the interests of The Lutheran Home Association. The Lutheran Home Association's Corporate Communications and Information Technology Policy is designed to guide employees through the issues relating to activities that are appropriate and encouraged, and those that are prohibited, in regard to the use of social media, blogs and other networking resources. This policy is intended only to cover work-related matters and is not meant to infringe upon your personal interaction or commentary online. This will allow employees to make the right decisions in these areas both at work and in their personal lives.

The term "social media" refers to social networking sites (such as Facebook, LinkedIn, Twitter, Pinterest), web forums, blogs, discussion groups, chat rooms, picture swapping sites (such as Flickr), video sharing sites (such as YouTube) and all other Internet sites designed for people to interact with each other.

Employees are permitted to participate in social networks and blogs provided that they observe The Lutheran Home Association policies.

Refer to the **Social Media Policy** in the policy section of your handbook.

Failure to comply with any or all of the Corporate Communications and Information Technology policy will result in disciplinary action, up to and including termination of employment.

Leave

Family and Medical Leave (FMLA) Rights for Minnesota Employees

Basic Leave Entitlement

FMLA requires The Lutheran Home Association to provide up to 12 weeks of unpaid, job-protected leave per year to eligible employees for the following reasons:

- For incapacity due to pregnancy, prenatal medical care or childbirth;
- To care for the employee's child after birth, or placement for adoption or foster care;
- To care for the employee's spouse, son or daughter, or parent, who has a serious health condition; or
- For a serious health condition that makes the employee unable to perform the employee's job.

Military Family Leave Entitlements

Eligible employees with a spouse, son, daughter, or parent on covered active duty or called to covered active duty status in the Armed Forces (including the National Guard or Reserves) may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a family member who is a covered service member during a single 12-month period.

A covered service member is:

- A member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, or is in outpatient status, or is on the temporary retired list, for a serious injury or illness.
- A veteran who is undergoing medical treatment, recuperation or therapy, for a serious injury or illness and who was a member of the Armed Forces (including the National Guard or Reserves) at any time during the five years preceding the date of medical treatment, recuperation or therapy.

A serious injury or illness is:

- In the case of a member of the Armed Forces (including a member of the National Guard or Reserves), an injury or illness that was incurred by the member in the line of duty on active duty in the Armed Forces (or existed before the beginning of the member's active duty and was aggravated by service in the line of duty on active duty in the Armed Forces) that may render the member medically unfit to perform the duties of the member's office, grade, rank or rating.
- In the case of a veteran who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the five years preceding the date of medical treatment, recuperation or therapy, a qualifying injury or illness that was incurred by the member in the line of duty on active duty in the Armed Forces (or existed before the beginning of the member's active duty and was aggravated by service in the line of duty on active duty in the Armed Forces) that manifested itself before or after the member became a veteran.

Benefits and Protections

During FMLA leave, the employee's health coverage under our "group health plan" will be continued on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

Eligibility Requirements

Employees are eligible for leave if they have worked for The Lutheran Home Association for at least 12 months, for 1,250 hours in the last 12 months, and if at least 50 employees are employed by The Lutheran Home Association within 75 miles.

Definition of Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions set forth under the law, the continuing treatment requirement may be met by a period of incapacity of more than three (3) consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt The Lutheran Home Association's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis. The Lutheran Home Association will look back at the last 12 months immediately prior to the date on which the requested leave is to begin to determine how much time the employee has already taken. If the employee has used any FLMA leave in the preceding 12 months, The Lutheran Home Association will calculate the remaining time available.

Substitution of Paid Leave for Unpaid Leave

The Lutheran Home Association may require employees to use accrued paid leave while taking FMLA leave.

Employee Responsibilities

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days notice is not possible, the employee must provide notice as soon as practicable and generally must comply with The Lutheran Home Association's normal call-in procedures.

Employees must provide sufficient information for The Lutheran Home Association to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions; the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform The Lutheran Home Association if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

Employer Responsibilities

Employees requesting leave will be notified in writing whether they are eligible for leave, the reasons they are not eligible (if applicable) and the conditions attached to the leave, including the duty to submit medical certification, the obligation to keep The Lutheran Home Association apprised of your leave status and the requirements for return to work.

Unlawful Acts by Employers

FMLA makes it unlawful for any employer to:

- Interfere with, restrain, or deny the exercise of any right provided under FMLA;
- Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

For additional information, see the FMLA poster located at your facility or speak with the Human Resources department.

Disability Leave

An employee who requires time off work for an extended illness or non job-related injury while not eligible for leave under the FMLA policy above may request a disability leave of absence. The Lutheran Home Association may request a physician's statement to verify the absence. The Lutheran Home Association cannot guarantee that your job will be available upon your completion of the leave of absence.

Parenting Leave

Leaves of absence will be granted for reasons relating to pregnancy and parenting under the FMLA policy described above, if applicable, or otherwise according to applicable federal and state laws. The Lutheran Home Association may request a physician's statement to verify the request for time off due to pregnancy.

If the employee returns from a pregnancy-related or parenting leave within the time authorized under applicable law, the employee will be returned to the previous position or one that is as identical as possible. If the employee is not able to return within the legally mandated leave period, The Lutheran Home Association cannot guarantee that the job will be available upon completion of the leave of absence.

Bone Marrow Donor Leave

Employees who work 20 or more hours per week may take a paid leave of absence of up to 40 work hours to undergo a medical procedure to donate bone marrow. The Lutheran Home Association will require an official notice of the donation event.

Time Off from Work in Connection with Court Cases

We recognize that an employee might be subpoenaed or otherwise required to serve as a witness in a court case or arbitration. If you are called to serve as a witness, notify your manager as soon as possible.

Unless otherwise required by state or local law, you will not be paid for the time you are away from work participating in a court case or arbitration but may use available paid time off to cover the time.

Employees will not be disciplined or terminated solely for their absence if they are testifying as a victim or witness in a judicial proceeding.

Time Off to Vote

Employees are encouraged to vote and permitted the necessary time off. You will be allowed a reasonable period of time to vote in case you are unable to do so before or after work hours.

School Conferences and Activities Leave

Employees who have worked on at least a half-time basis for the twelve (12) months preceding the leave request are eligible for an unpaid leave of up to a total of sixteen (16) hours during any twelve (12)-month period to attend a child's special education, pre-school, or school conferences or classroom activities if those conferences or activities cannot be scheduled during non-work hours.

Funeral Leave

Paid Time off (PTO) hours may be used for funeral leave. In the event that you have no PTO available, you may request unpaid time off.

Regular full-time, regular part-time and part-time employees may be granted paid bereavement leave for certain family members. Refer to the **Bereavement Leave Policy** in the Benefits section of your handbook.

Jury Duty

Employees are encouraged to serve on jury duty and fulfill their civic obligations. Employees who are scheduled for jury duty must provide documentation of the jury duty summons to their supervisor immediately.

Unless otherwise required by state or local law, The Lutheran Home Association will compensate employees their regular pay for up to 10 days of time they are required to serve. Employees must provide evidence of service, including monies received from jury duty, to their immediate supervisor for submission to the Payroll department.

If excused or released from jury duty, employees are expected to return to work promptly.

Military Leave

Reemployment Rights

You have the right to be reemployed in your civilian job if you leave that job to perform service in the uniformed service and:

- You ensure that The Lutheran Home Association receives advance written or verbal notice of your service;
- You have five years or less of cumulative service in the uniformed services while with The Lutheran Home Association;
- You return to work or apply for reemployment in a timely manner after conclusion of service; and
- You have not been separated from service with a disqualifying discharge or under other than honorable conditions.

If you are eligible to be reemployed, you must be restored to the job and benefits you would have attained if you had not been absent due to military service or, in some cases, a comparable job.

Right to Be Free from Discrimination and Retaliation

If you:

- Are a past or present member of the uniformed service;
- Have applied for membership in the uniformed service; or
- Are obligated to serve in the uniformed service;

then The Lutheran Home Association may not deny you:

- Initial employment;
- Reemployment;
- Retention in employment;
- Promotion; or
- Any benefit of employment

because of this status.

In addition, The Lutheran Home Association may not retaliate against anyone assisting in the enforcement of USERRA rights, including testifying or making a statement in connection with a proceeding under USERRA, even if that person has no service connection.

Health Insurance Protection

- If you leave your job to perform military service, you have the right to elect to continue your existing employer-based health plan coverage for you and your dependents for up to 24 months while in the military.
- Even if you don't elect to continue coverage during your military service, you have the right to be reinstated in The Lutheran Home Association 's health plan when you are reemployed, generally without any waiting periods or exclusions (e.g., pre-existing condition exclusions) except for service-connected illnesses or injuries.

State Law

Additionally, state law provides that immediate family members of military personnel injured or killed while engaged in active service are entitled to an unpaid leave of up to 10 days. Immediate family members include parents, children, grandparents, siblings, or a spouse. Employees are also entitled to an unpaid leave of absence to attend the send-off or homecoming ceremony for an immediate family member who is mobilized to active military service in support of a war or other national emergency unless the leave would unduly disrupt the operations of The Lutheran Home Association. The Lutheran Home Association may limit the amount of leave to the actual time necessary to attend the ceremony, up to one day per calendar year. Immediate family member means grandparents, parents, legal guardians, siblings, children, grandchildren, spouses and fiancées.

General Employment

Employee Classifications

Each employee is classified as either non-exempt or exempt from federal and state wage and hour laws. Non-exempt employees are entitled to overtime pay under the specific provisions of federal and state laws. Exempt employees are excluded from specific federal and state wage and hour laws, including those requiring the payment of minimum wage and overtime. An employee's classification may be changed only upon written notification by The Lutheran Home Association's management.

Each employee will belong to one of the following employment statuses:

Regular full-time: An employee who is regularly scheduled to work 30 or more hours per week and who maintains continuous regular full-time employment status based on a calendar quarter. A regular full-time employee is eligible for benefits sponsored by The Lutheran Home Association, subject to the terms, conditions, and limitations of each benefit program.

Regular part-time: An employee who is regularly scheduled to work less than 30 hours per week, but at least 20 hours per week and who maintains continuous regular part-time employment status based on a calendar quarter. A regular part-time employee is eligible for some benefits sponsored by The Lutheran Home Association, subject to the terms, conditions, and limitations of each benefit program.

Part-time: An employee who is regularly scheduled to work less than 20 hours per week and who maintains continuous part-time employment status based on a calendar quarter. A part-time employee is only eligible for the 401(k) retirement plan and paid time off benefits sponsored by The Lutheran Home Association, subject to the terms, conditions, and limitations of each benefit program.

Temporary: An employee who is scheduled on a temporary basis to perform a specific job. A temporary employee is not eligible for benefits sponsored by The Lutheran Home Association, other than participation in The Lutheran Home Association's 401(k) retirement plan. Temporary status will be identified for you upon hire or when your status changes.

Casual: An employee who may work up to 40 hours per week for either a specific period or at irregular intervals. They are often referred to as "on-call" employees. A casual employee is only eligible for 401(k) retirement benefits sponsored by The Lutheran Home Association, subject to the terms, conditions, and limitations of the benefit program.

Job Postings & Promotions

The Lutheran Home Association has a job posting program to inform employees of available staff positions. The Lutheran Home Association will fill job vacancies whenever possible by promoting qualified employees from within The Lutheran Home Association.

To apply for a posted position, an employee must:

- Have completed any mandatory Orientation Period at a satisfactory performance level,
- Meet the minimum requirements for the position, and
- Not have received written correction counseling within the past 90 days; employees who have received a verbal warning may also be prohibited from applying.

Employees interested in applying for a posted position should submit a memorandum with an updated resume to the Human Resources department or Administrator indicating interest in the position. Qualified employees must inform their managers that they have applied for the job. Candidates will be judged on individual performance, conduct, experience, and potential. Length of service, although considered, shall not be the sole determining factor in selecting candidates for promotion.

The Lutheran Home Association has the discretion to fill job vacancies from outside if we consider that circumstances call for outside recruitment.

HIPAA Privacy and Security Compliance

It is the intent of The Lutheran Home Association to safeguard and protect the privacy and security of its applicants', employees' and residents'/clients' "protected health information" as defined by the Health Insurance Portability and Accountability Act of 1996 ("HIPAA").

"Protected health information" includes individually identifiable information, maintained or transmitted through any medium, relating to an individual's past, present, or future physical or mental health or healthcare. Health information is considered "individually identifiable" if it either identifies a person by name or creates a reasonable basis to believe the individual could be identified (through identifiers such as address, social security number, dates of service, telephone number, email address, or vehicle identification number).

It is the policy of The Lutheran Home Association to ensure the confidentiality, integrity, and availability of protected health information entrusted to The Lutheran Home Association by its applicants, employees and residents/clients by protecting those assets from unauthorized access, alteration, deletion, or unauthorized transmission and to ensure their physical security. Employees and managers of The Lutheran Home Association cannot at any time access, use, or disclose to any person or entity, any protected health information of The Lutheran Home Association's applicants, employees or residents/clients, except as necessary and authorized in the course of their duties and responsibilities with The Lutheran Home Association. Similarly, employees and managers are prohibited from making any unauthorized transmission, alteration, deletion, or unauthorized access of protected health information. Such unauthorized transmission includes, but is not limited to, removing and/or transferring protected health information in The Lutheran Home Association's computer system to an unauthorized location.

It is the policy of The Lutheran Home Association to take all reasonable steps to prevent security breaches with respect to protected health information and to notify all affected individuals when their protected health information is breached. Employees and managers of The Lutheran Home Association must notify The Lutheran Home Association of any suspected or actual breaches of protected health information and support The Lutheran Home Association in meeting its obligations in the event a breach occurs.

These privacy and security obligations apply regardless of the manner in which the employee or manager acquires the protected health information, whether it was communicated verbally, in writing, electronically, or in any format, and regardless of whether it was communicated directly to the individual or intended for his or her access.

The unauthorized access, use, disclosure, alteration, deletion, or unauthorized transmission of protected health information in violation of this policy may subject you to disciplinary action up to and including termination of employment.

Identification

In many of our programs, employees are required to wear appropriate identification at all times while on duty. At the time you are hired, you will be issued a name badge. If a name badge is issued to you and you lose this name badge, The Lutheran Home Association will require it be replaced at your expense.

Identity Theft Protection

The Lutheran Home Association respects the privacy of your personal data and is committed to ensuring that it will only be accessed and utilized as necessary, in a professional and confidential capacity. In all circumstances, we take reasonable steps to:

- Give you clear notice when we are requesting information from you, the types of information we request from you, the general purposes for which that information will be used or disclosed, and the categories of users to whom we provide the information; and
- Use safe and secure systems, physical and electronic, to safeguard your non-public personal information, including your social security number.

If at any time you feel as if your personal data has been misused or improperly accessed, please report your concerns to the Human Resources department for further investigation.

Reference/Background Checks

The Lutheran Home Association conducts reference and background checks on all new employees. Employees who have falsified information on their employment applications will be disciplined, which could include termination of employment. Applicants who have provided false information may be eliminated from further consideration for employment.

All inquiries regarding a current or former employee must be referred to the Human Resources department.

Should an employee receive a written request for a reference, he/she must refer the request to the Human Resources department for handling. No employee may issue a written or verbal reference to any current or former employee without the permission of the Human Resources department. This applies to all requests for references regardless of whether the employee being requested is on working time.

Under no circumstances should employees release any information about any current or former employee over the telephone. All telephone inquiries regarding any current or former employee must be referred to the Human Resources department.

In response to an outside request for information regarding a current or former employee, the Human Resources department will furnish or verify only an employee's name, dates of employment, job title and department. No other data or information regarding any current or former employee, or his or her employment with The Lutheran Home Association, will be furnished unless The Lutheran Home Association is required by law to furnish any information, or if the employee authorizes The Lutheran Home Association to furnish this information in a writing that also releases The Lutheran Home Association from liability in connection with the furnishing of this information.

The Lutheran Home Association conducts background checks on all employees. Employees must notify The Lutheran Home Association as soon as possible, but no later than the next working day, if convicted of any crime or have been or are being investigated by a governmental agency for any act or offense.

Personnel Records

The Lutheran Home Association maintains a personnel record for each employee as required by state and federal laws. To assist us in keeping all information to your personnel record current, employees must report any change of status, such as:

- Name

- Address
- Telephone number
- Other personal status changes:
 - W-4 (i.e. number of exemptions)
 - Benefit records (i.e. beneficiary designations)
 - Marital status
 - Emergency contact

All personnel records are property of The Lutheran Home Association. Only Human Resources, the Administrator, and designated managers or supervisors have authority to release or verify information.

Once every six months and upon written request, you may review your records in the Human Resources office during business hours after giving adequate notice. Former employees may review their record once each year for as long as The Lutheran Home Association maintains their records.

Access to personnel records does not apply to written references, information about civil or criminal investigations, information relating to the business operations, results of testing, records of a personal nature about, or disclosing the identity of, another employee, medical reports and records, and legally privileged information.

If an employee or former employee disputes specific information contained in the personnel record, the individual may request that The Lutheran Home Association remove or revise the disputed information. If The Lutheran Home Association elects not to remove or revise the disputed information, the individual may submit a written statement (not exceeding five written pages) identifying the disputed information and explaining the individual's position. This statement will be included in the record for as long as the record is maintained.

The Lutheran Home Association will not retaliate against anyone for asserting rights under this policy. Under Minnesota law, failure to comply with the right to review the personnel record permits legal action. Employees may contact the Minnesota Department of Labor and Industry for more information.

This notice and policy statement is intended to comply with Minn. Stat. §181.960 – 181.965, as amended.

Termination, Resignation and Discharge

Unless expressly proscribed by statute or contract, employment with The Lutheran Home Association is "at-will" and may be terminated with or without cause or notice. Similarly, employees are free to resign at any time. If at any time it is necessary for an employee to resign his or her employment with The Lutheran Home Association, The Lutheran Home Association requests at least two (2) weeks notice. For resignations from supervisory or management positions, The Lutheran Home Association requests at least four (4) weeks notice.

General Information

Parking

Employees are asked to use only the parking areas designated for their use; restricted areas must not be used. Your supervisor or Human Resources will show you where the designated parking lots are located.

In-service Education

Employees are expected to attend regular department and interdepartmental meetings unless properly excused. If mandatory in-service meetings are required by your program, this time will be reimbursed to employees; this time must be punched on the time clock or noted on the time record.

Refer to the **Online Training Policy** in the policy section of your handbook for online learning protocol.

Personal Belongings

Any personal belongings brought onto The Lutheran Home Association's property are the employee's sole responsibility. Personal belongings must be kept out of work areas and accessed only during breaks. The Lutheran Home Association may provide designated areas or locker rooms to store personal belongings; However, The Lutheran Home Association is not responsible for lost or stolen items.

Security Inspections

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

Lockers and other storage devices may be provided for the convenience of the employees but remain the sole property of The Lutheran Home Association. Accordingly, they, as well as any articles found within them, can be inspected by any authorized agent or representative of The Lutheran Home Association at any time, either with or without prior notice.

The Lutheran Home Association likewise wishes to discourage theft or unauthorized possession of the property of employees, The Lutheran Home Association, visitors, and residents/clients. To facilitate enforcement of this policy, The Lutheran Home Association or its representatives may inspect not only lockers and other storage devices, but also persons entering or leaving the premises and any packages or other belongings. Any employee who wishes to avoid inspection of any articles or materials should not bring such items onto The Lutheran Home Association's premises.

Visitors in the Workplace

To provide for the safety and security of employees and the facilities at The Lutheran Home Association, visitors are monitored 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.

All visitors should enter The Lutheran Home Association facilities at the main entrance. 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 Lutheran Home Association's premises, employees should redirect the individual to the main entrance for assistance, or immediately notify their supervisor, if necessary.

Bill of Rights

Employees are expected to be familiar with and compliant with resident/client right laws and policies, laws which apply to your clients, and other laws applicable to your work at all times. Since The Lutheran Home Association serves a variety of people, employees are expected to be familiar with all laws applicable to the people whom they serve.

Anti-Discrimination & Harassment

Americans with Disabilities Act

It is The Lutheran Home Association's policy that we will not discriminate against qualified individuals with disabilities with regard to any aspect of their employment. The Lutheran Home Association recognizes that some individuals with disabilities may require accommodations at work. If you are currently disabled or become disabled during your employment, you should contact the Human Resources department to discuss reasonable accommodations that may enable you to perform the essential functions of your job. We are not required to provide an accommodation that could cause the business an undue hardship as defined by law.

The Americans with Disabilities Act defines "disability" as: (1) a physical or mental impairment that substantially limits one or more of the major life activities of such individual; (2) a record of such an impairment; or (3) being regarded as having such an impairment. "Major life activities" include caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working.

Communicable Diseases

Company decisions involving persons who have communicable diseases will be based on current and well-informed medical judgments concerning the disease, the risks of transmitting the illness to others, the symptoms and special circumstances of each individual who has a communicable disease, and a careful weighing of the identified risks and the available alternatives for responding to an employee with a communicable disease. Any employee with symptoms or signs of a communicable disease or infected skin lesions must report to their supervisor and is not permitted to work without a doctor's note.

Communicable diseases include, but are not limited to, measles, influenza, viral hepatitis-A (infectious hepatitis), viral hepatitis-B (serum hepatitis), human immunodeficiency virus (HIV infection), AIDS, AIDS-Related Complex (ARC), leprosy, Severe Acute Respiratory Syndrome (SARS) and tuberculosis. The Company may choose to broaden this definition within its best interest and in accordance with information received through the Centers for Disease Control and Prevention (CDC).

The Company will not discriminate against any job applicant or employee based on the individual having a communicable disease. Applicants and employees will not be denied access to the workplace solely on the grounds that they have a communicable disease. The Lutheran Home Association reserves the right to exclude a person with a communicable disease from workplace facilities, programs and functions if the organization finds that, based on a medical determination, such restriction is necessary for the welfare of the person who has the communicable disease and/or the welfare of others within the workplace.

The Lutheran Home Association will comply with all applicable statutes and regulations that protect the privacy of persons who have a communicable disease. Every effort will be made to ensure procedurally sufficient safeguards to maintain the personal confidence of employees with communicable diseases.

Policy Prohibiting Harassment and Discrimination

The Lutheran Home Association 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, veteran status, genetic information, familial status, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, visual, verbal, or physical conduct of 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.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either

explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you believe that it would be inappropriate to contact that person, you should immediately contact the Human Resources department or Administration at your location of employment, or you may contact the Director of Human Resources. You can raise your concerns and make “good faith” reports without fear of reprisal or retaliation.

All allegations of harassment will be quickly and discreetly investigated. To the extent possible, your identity and that of any witnesses and the alleged harasser will be protected against any unnecessary disclosure. You will be informed when the investigation is complete.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the Human Resources department or Administration 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.

Refer to the **Non-Harassment Policy** in the policy section of your handbook.

Equal Employment Opportunity Policy

This is to affirm The Lutheran Home Association’s policy of providing equal opportunity to all employees and applicants for employment in accordance with all applicable Equal Employment Opportunity/Affirmative Action laws, directives and regulations of federal, state, and local governing bodies of agencies.

The Lutheran Home Association will not discriminate against or harass any employee or applicant for employment because of race, color, creed, religion, national origin, sex, disability, veteran status, age, marital status, genetic information, familial status, or status with regard to public assistance, and The Lutheran Home Association will not discriminate against any employee or applicant for employment because of physical or mental disability in regard to any position for which the employee or applicant for employment is qualified.

The Lutheran Home Association will take affirmative action to ensure that all employment practices are free of discrimination. Such affirmative action shall include, but is not limited to, affirmative action to employ, advance in employment, and otherwise treat as qualified disabled individuals without discrimination based upon their physical or mental disability. Such employment practices include, but are not limited to, the following: hiring, upgrading, demotion, transfer, recruitment or recruitment advertising, selection, layoff, disciplinary action, termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship.

The Lutheran Home Association will permanently post and conspicuously display this policy statement in areas available to employees and applicants for employment, such as bulletin boards and lunchrooms throughout the place of employment.

The Lutheran Home Association will commit to the necessary time and resources, both financial and human, to achieve the goals of equal employment opportunity and affirmative action.

The Lutheran Home Association will evaluate the performance of its management and supervisory personnel on the basis of their involvement in achieving affirmative action objectives as well as other established criteria. Any employee or subcontractor who does not comply with this policy statement will be subject to disciplinary action, up to and including termination of employment. Any subcontractor not complying with all applicable Equal Employment Opportunity/Affirmative Action laws, directives and regulations of the federal, state, and local governing bodies or agencies will be subject to appropriate legal sanctions.

If any employee or applicant for employment believes he or she has been discriminated against, please contact the Director of Human Resources.

Confidential Information & Conflict of Interest

General Confidentiality Obligations

Information that pertains to The Lutheran Home Association's business, including all non-public information concerning The Lutheran Home Association, its residents/clients, is strictly confidential and must not be given to people who are not employed by The Lutheran Home Association.

Please help protect confidential information -- which may include, for example, trade secrets, customer lists, Company financial information, and personnel information such as wages, benefits, etc. -- by taking the following precautionary measures:

- Discuss work matters only with other Lutheran Home Association employees who have a specific business reason to know or have access to such information.
- Do not discuss work matters in public places.
- Monitor and supervise visitors to The Lutheran Home Association to ensure that they do not have access to confidential information.
- Destroy hard copies of documents containing confidential information that is not filed or archived.
- Secure confidential information in desk drawers and cabinets at the end of every business day.

Your cooperation is particularly important because of our obligation to protect the security of our residents'/clients' and our own confidential information. Use your own sound judgment and good common sense, but if at any time you are uncertain as to whether you can properly divulge information or answer questions, please consult your supervisor or Human Resources.

Conflict of Interest

Employees must avoid any interest, influence or relationship which might conflict or appear to conflict with the best interests of The Lutheran Home Association. You must avoid any situation in which your loyalty may be divided and promptly disclose any situation where an actual or potential conflict may exist.

Examples of potential conflict situations include:

- Having a financial interest in any business transaction with The Lutheran Home Association;
- Owning or having a significant financial interest in, or other relationship with, a Lutheran Home Association competitor, customer or supplier; and
- Accepting gifts, entertainment or other benefit of more than a nominal value from a Lutheran Home Association competitor, customer or supplier.

Anyone with a conflict of interest must disclose it to management and remove themselves from negotiations, deliberations or votes involving the conflict. You may, however, state your position and answer questions when your knowledge may be of assistance.

Whistleblower Procedure

If any employee reasonably believes that some policy, practice, or activity of The Lutheran Home Association is in violation of law, a written complaint must be filed by that employee with the Director of Human Resources or the President of The Lutheran Home Association.

It is the intent of The Lutheran Home Association to adhere to all laws and regulations that apply to the organization and the underlying purpose of this procedure is to support the organization's goal of legal compliance. The support of all employees is necessary to achieving compliance with various laws and regulations. An employee is protected from retaliation only if the employee brings the alleged unlawful activity, policy, or practice to the attention of The Lutheran Home Association and provides The Lutheran Home Association with a reasonable opportunity to investigate and correct the alleged unlawful activity. The protection

described below is only available to employees that comply with this requirement.

The Lutheran Home Association will not retaliate against an employee who in good faith, has made a protest or raised a complaint against some practice of The Lutheran Home Association, or of another individual or entity with whom The Lutheran Home Association has a business relationship, on the basis of a reasonable belief that the practice is in violation of the law, or a clear mandate of public policy.

The Lutheran Home Association will not retaliate against employees who disclose or threaten to disclose to a supervisor or a public body, any activity, policy, or practice of The Lutheran Home Association that the employee reasonably believes is in violation of a law, or a rule, or regulation mandated pursuant to law or is in violation of a clear mandate of public policy concerning health, safety, welfare, or protection of the environment.

False Claims

The Lutheran Home Association maintains a policy prohibiting the filing of false claims with the government. Employees who lawfully report such claims are protected from retaliation under that policy. Please contact your Human Resources department for more information and/or to obtain a copy of this policy.

Refer to the **False Claims Act Policy** in the policy section of your handbook.

Safety & Emergency

Safety

The Lutheran Home Association is committed to maintaining a safe and healthy environment for all employees. Report all accidents, injuries, potential safety hazards, safety suggestions and health and safety-related issues immediately to your manager. The Lutheran Home Association will not in any manner discriminate against employees for reporting work-related injuries or illnesses.

Employees who experience a work-related injury should notify their manager or supervisor immediately. In cases of extreme illness or injury (such as unconsciousness, severe bleeding or broken bones), The Lutheran Home Association will call 911.

For injuries and illnesses that require medical attention but are not life threatening, The Lutheran Home Association will:

1. Call the employee's emergency contact to arrange transportation to a medical facility. In the absence of an emergency contact, The Lutheran Home Association will arrange to have a supervisor or manager transport the injured employee - in either a Company vehicle or, if unavailable, the accompanying employee's personal vehicle.
2. Call the medical facility to let them know that an employee is coming in with a work-related injury. After an injury, an Employee's Incident Report must be completed by the affected employee and given to the supervisor or manager as soon as reasonably possible.

A physician's report must be provided to a supervisor or manager before the affected employee returns to work after treatment for an on-the-job injury.

A federal law, the Occupational Safety and Health Act, requires that we keep records of all illnesses and accidents that occur on the job. OSHA also provides for your right-to-know about any health hazards that might be present on the job.

In addition, the state Workers' Compensation Act also requires that you report any illness or injury caused by the workplace, no matter how slight. If you do not report an injury, you may jeopardize your right to collect workers' compensation payments as well as health benefits.

Failure to report an injury or illness within 24 hours of an incident may result in disciplinary action, up to and including termination of employment.

Weather-related Emergencies

We realize that bad weather or hazardous commuting conditions may occasionally make it impossible for employees to report to work on time.

However, you are expected to make a diligent effort to report to work when conditions have improved. If you determine that you are unable to report to work because of the conditions, inform your supervisor as soon as possible. Your absence may be charged to your PTO bank and may be considered an absence occurrence.

Fire Safety

Every employee is responsible for recognizing potential fire dangers and taking an active role in preventing fires. If you discover a fire, it is important that you follow the steps established by the program outlined by your facility. Generally, you will follow these steps:

1. Protect those affected by the fire/smoke.
2. Close doors to isolate the fire/smoke.

3. Trigger the nearest fire alarm.
4. Your supervisor will inform you of how to communicate the location of the fire to others.
5. If conditions permit, extinguish the fire with the equipment provided for this purpose in your department.

Employees are required to observe all OSHA safety requirements and regulations. Flammable materials are to be stored in covered metal containers. Employees should not block any fire doors, fire exits, fire extinguishers, windows or doorways. Review the fire escape routes posted in each work area.

Acknowledgment

Acknowledgment

I acknowledge that I have received The Lutheran Home Association Employee Handbook and that I have read and understand the policies contained herein.

I understand that this Employee Handbook represents only current policies and benefits, and that it does not create a contract of employment. The Lutheran Home Association retains the right to change these policies and benefits, as it deems advisable.

Unless expressly described by statute or contract, my employment is "at-will." I understand that I have the right to terminate my employment at any time, with or without cause or notice, and that The Lutheran Home Association has the same right. I further understand that my status as an "at-will" employee may not be changed except in writing and signed by the President of The Lutheran Home Association.

I understand that the information I come into contact with during my employment, including this employee handbook, is proprietary to The Lutheran Home Association and accordingly, I agree to keep it confidential, which means I will not use it other than in the performance of my duties, or disclose it to any person or entity outside The Lutheran Home Association. I understand that I must comply with all of the provisions of the Handbook to have access to and use Company resources. I also understand that if I do not comply with all provisions of the Handbook, my access to Company resources may be revoked, and I may be subject to disciplinary action, up to and including termination of employment.

I further understand that I am obligated to reflect and respect the mission of The Lutheran Home Association.

Please Print Your Name

Signature

Date

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Corporate Polices Section

Subject: Attendance – Absenteeism/Tardiness
Section: Human Resources

Pages: 3
Staff: All (nonexempt)

Policy:

It is the policy of The Lutheran Home Association (TLHA) that team members arrive to work on time, return from scheduled breaks on time, and remain working until the end of the scheduled shift. It is recognized that circumstances beyond a team member's control may cause the team member to be absent or tardy from all or part of an assigned shift, but unauthorized and excessive absences and tardiness will not be tolerated. Irregular attendance prevents a team member from fulfilling the purpose for which they were hired and may cause an undue hardship on fellow team workers. Team members who fail to fulfill their obligation of regularly working as scheduled will be subject to disciplinary action, up to and including termination of employment.

A tardy occurrence is defined as:

- Arriving to work three to fifty-nine (3-59) minutes after the start of the shift; or
- Leaving work two or less (≤ 2) hours before the end of the shift (authorization must be given to leave)

An absence occurrence is defined as:

- Reporting tardy to work sixty or more (≥ 60) minutes after the start of the shift; or
- Leaving work more than two (> 2) hours before the end of the shift (authorization must be given to leave); or
- Failure to work the scheduled shift (unscheduled absence)

If the team member secures his/her own replacement and **the replacement is approved by the team member's supervisor or department designee**, it will not be counted as a tardy or absence occurrence.

Time off needed for funeral attendance for the following family members will not be counted as an absence occurrence when a minimum of twenty-four (24) hours' notice is provided:

- Spouse or significant other
- Children, stepchildren, or children-in-law
- Parents, stepparents, or parents-in-law
- Siblings, stepsisters, stepbrothers, sisters-in-law, or brothers-in-law
- Grandparents
- Grandchildren

Procedure:

If a team member is unable to work his/her scheduled hours for any reason, the team member should notify his/her supervisor or department designee at least four (4) hours prior to the shift to allow sufficient time to secure a replacement. In emergency situations, notification shall happen as soon as possible.

Team members will be asked to assist in finding a replacement for the shift they are unable to work. On-call team members and regularly scheduled team members who pick up shifts above their regular schedule will be required to secure a replacement for the picked-up shift that they are unable to work.

Upon returning to work after an absence, team members may be required to submit evidence of illness from a physician prior to the start of their scheduled shift. An absence supported by evidence of illness or injury from a physician will still be counted as an absence occurrence. In the event of consecutive day absences due to injury or illness, only the first day will count as an absence occurrence with evidence from a physician prior to the start of their scheduled shift required.

If a team member is absent during his/her scheduled weekend or holiday shift, the team member may be scheduled for a make-up weekend or holiday on a weekend/holiday that the team member would normally be scheduled to have off, or on alternative shifts (including shifts involving different hours than what the team member normally works) based on facility needs.

If a team member fails to report to work for his/her scheduled shift without notifying his/her supervisor or department designee within two (2) hours after shift reporting time, it will be treated as a no-call/no-show and considered a *voluntary resignation*. If a team member abandons the job at any time during his/her shift, it will also be considered a *voluntary resignation*.

Progressive disciplinary action for excessive absenteeism and tardiness

Progressive levels of discipline are as follows:

Level 1: Documented verbal warning;

Level 2: Written warning;

Level 3: Final written warning with an unpaid suspension (typically three-shifts);

Level 4: Termination of employment

Absence and tardy occurrences will each be tracked and counted using a point system. Each absence will be counted as one or two (1-2) points; each tardy will be counted as one-half (0.5) point. Absences are counted as one (1) point with the exception of absences on shifts picked up by on-call team members or regularly scheduled team members who picked up shifts above his/her regular schedule, which will be counted as two (2) points. If the team member secures his/her own replacement and the replacement is approved by the team member's supervisor or department designee, it will **not** be counted as a tardy or absence occurrence and no points will be given.

A total of four (4) points (absences and tardies combined) in the most recent six-month look-back period will be the basis for a documented verbal warning between the team member and direct supervisor. The purpose of the documented verbal warning is to make the team member aware that he/she has been establishing a pattern of absenteeism and tardiness and to be certain that the team member understands this policy and the consequences of violation.

Each additional absence or tardy in the most recent six-month look-back period will result in the next progressive level of discipline. This rule applies if any disciplinary action was given in the most recent six-month look-back period and the team member still has at least four (4) points. Otherwise, if no disciplinary action was given in the most recent six-month look-back period, a team member must once again accumulate a total of four (4) points in the most recent six-month look-back period before moving to the next step of progressive discipline. If no progressive discipline was given in the most recent six-month look-back period, the process would start again with a documented verbal warning.

Team members are given the opportunity to have points removed from their attendance record by picking up extra shifts. Each shift that a team member picks up and works that is above and beyond his/her scheduled shifts (or above and beyond the minimum number of shifts required on the on-call agreement for on-call team members) will qualify to have one-half (0.5) point deducted from his/her attendance record. The point credit will always apply to the most recent points first. Team members who reach the written warning or final written warning level may not be eligible for point credits or any pick-up bonuses for the duration of one (1) month from the issuance of the written/final written warning.

If a team member is habitually incurring tardiness and/or absences, and in turn habitually picking up shifts to remain below four (4) points, the administrator has the right to deny a team member eligibility for pick-up bonuses and/or point credits until the team member's overall attendance improves.

For the extra shift(s) to be applied towards the team member's attendance record, the team member must request and fill out an 'Attendance Record Improvement Form' and have it pre-approved by his/her supervisor. (*Important: it is the team member's responsibility to initiate the request.*) The extra shift must be for the same number of hours (or more) as the missed shift (unless authorization for a shorter shift is approved by his/her supervisor) and the entire shift must be worked. Any bonuses a team member would otherwise receive for picking up an extra shift would be forfeited.

The team member cannot bank extra points for future use. In other words, the option of point credits is only available on shifts picked up and worked after absences or tardies occur, not beforehand as a way to prevent the occurrence of points and/or disciplinary action.

Exceptions may be made by the administrator to forgo issuing points when a widespread epidemic or condition occurs such as a flu outbreak, severe snowstorm, or other extenuating circumstances. Also, points will not be given when team members are sent home early by TLHA or their shift is called off due to budgetary reasons.

Specific information as it pertains to the COVID-19 pandemic:

- Team members who experience COVID-19 symptoms or a confirmed positive test, and needs to be absent or tardy from work, will be issued attendance point(s) in the same manner as with other illnesses.
- Team members required to quarantine due to a verified exposure at work will not be issued attendance point(s).
- Team members required to quarantine due to travel or a high-risk exposure outside of work will not be issued attendance point(s) for the first quarantine. If additional quarantines are required, the team member's direct supervisor and Administrator will use his/her discretion to determine if attendance point(s) will be issued. If so, the team member will be issued one (1) attendance point for the full quarantine period.
 - If federal and/or state guidelines require an automatic quarantine after travel, team members will not be issued attendance point(s) if the travel coincides with approved time off.
- Team members who miss work due to exposure concerns with family members, including issues involving daycare/school, will not be issued attendance point(s) for the first quarantine. If additional quarantines are required, the team member's direct supervisor and Administrator will use his/her discretion to determine if attendance point(s) will be issued. If so, the team member will be issued one (1) attendance point for the full quarantine period.
- Team members who experience severe side effects after receiving the COVID-19 vaccine, which prevents them from being able to work, will not be issued attendance point(s) for the first forty-eight (48) hours following vaccination.
- Team members who fail to participate in mandatory facility-wide COVID-19 testing prior to their scheduled shift will be issued an attendance point for each missed shift as long as the facility provided at least twenty-four (24) hours advance warning of the need for testing.

The same requirements for making up missed shifts apply for COVID-related absences as it is with other absences. Refer to page 2 (first paragraph) of this policy for details.

All suspensions and terminations will be delivered by the direct supervisor and/or Administrator **and** Human Resources.

ATTENDANCE TRACKER

EXAMPLE 1

Employee

Name: John Doe

Date of Occurrence	Occurrence	# of pts.	Eliminated Points	Running Total	Explanation
01/05/18	Tardy 3-59 minutes	0.5		0.5	
02/26/18	Unscheduled absence for regularly scheduled shift	1.0		1.5	
03/13/18	Tardy 3-59 minutes	0.5		2.0	
03/23/18	Tardy 3-59 minutes	0.5		2.5	
03/27/18	Tardy 3-59 minutes	0.5		3.0	
03/29/18	Tardy 3-59 minutes	0.5		3.5	
06/19/18	Tardy 3-59 minutes	0.5		4.0	Verbal warning
06/20/18	Left work two or less hours before end of shift	0.5		4.5	Written warning
06/24/18	Tardy 3-59 minutes	0.5		5.0	Final written warning with suspension
07/03/18	Tardy 3-59 minutes	0.5		5.5	Termination of employment

EXAMPLE 2

Employee

Name: John Doe

Date of Occurrence	Occurrence	# of pts.	Eliminated Points	Running Total	Explanation
01/05/18	Tardy 3-59 minutes	0.5	-0.5	0.5	Dropped Date: 07/06/18
02/26/18	Unscheduled absence for picked-up shift	2.0	-2.0	2.5	Improved Dates: 03/28/18 & 03/29/18 & Dropped Date: 8/27/18
03/13/18	Tardy 3-59 minutes	0.5	-0.5	3.0	Improved Date: 03/23/18
03/23/18	Tardy 3-59 minutes	0.5	-0.5	3.5	Improved Date: 03/24/18
03/24/18	Record Improvement shift pick-up - Eliminate 0.5 point	-0.5		3.0	
03/25/18	Record Improvement shift pick-up - Eliminate 0.5 point	-0.5		2.5	
03/28/18	Record Improvement shift pick-up - Eliminate 0.5 point	-0.5		2.0	
03/29/18	Record Improvement shift pick-up - Eliminate 0.5 point	-0.5		1.5	
03/31/18	Unscheduled absence for picked-up shift	2.0	-2.0	3.5	Improved Date: 04/15/18 & Dropped Date: 9/14/18
04/15/18	Record Improvement shift pick-up - Eliminate 0.5 point	-0.5		3.0	
07/19/18	Tardy 3-59 minutes	0.5		3.0	
09/03/18	Left work two or less hours before end of shift	0.5		1.5	
09/11/18	Unscheduled absence for regularly scheduled shift	1.0	-0.5	2.5	Improved Date: 09/11/18
12/07/18	Record Improvement shift pick-up - Eliminate 0.5 point	-0.5		2.0	
12/10/18	Unscheduled absence for regularly scheduled shift	1.0	-1.0	2.5	Improved Dates: 12/15/18 & 12/20/18
12/15/18	Record Improvement shift pick-up - Eliminate 0.5 point	-0.5		2.0	
12/20/18	Record Improvement shift pick-up - Eliminate 0.5 point	-0.5		1.5	

EXAMPLE 3

Employee

Name: John Doe

Date of Occurrence	Occurrence	# of pts.	Eliminated Points	Running Total	Explanation
03/23/18	Tardy 60+ minutes	1.0	-1.0	1.0	
03/29/18	Tardy 3-59 minutes	0.5	-0.5	1.5	
06/19/18	Tardy 3-59 minutes	0.5		2.0	
06/20/18	Tardy 3-59 minutes	0.5		2.5	
06/21/18	Tardy 3-59 minutes	0.5		3.0	
07/03/18	Tardy 3-59 minutes	0.5	-0.5	3.5	Improved Date: 07/15/18
07/15/18	Record Improvement shift pick-up - Eliminate 0.5 point	-0.5		3.0	
07/16/18	Tardy 3-59 minutes	0.5		3.5	
07/18/18	Tardy 3-59 minutes	0.5		4.0	Verbal warning
11/15/18	Tardy 3-59 minutes	0.5		3.0	
11/21/18	Tardy 60+ minutes	1.0	-1.0	4.0	Written warning (verbal w/in 6-mo lookback)
11/23/18	Record Improvement shift pick-up - Eliminate 0.5 point	-0.5		3.5	
11/24/18	Record Improvement shift pick-up - Eliminate 0.5 point	-0.5		3.0	
11/28/18	Tardy 3-59 minutes	0.5		3.5	
11/30/18	Tardy 3-59 minutes	0.5		4.0	Final written warning with suspension
12/06/18	Left work more than two hours before end of shift	1.0		5.0	Termination of employment



Subject: Personal Appearance Policy
Section: Human Resources

Pages: 2
Staff: All

Policy:

The personal appearance of employees of The Lutheran Home Association (TLHA) directly reflects TLHA's professional image. Quality service, positive attitude, professional personal appearance and conduct are important factors in creating and maintaining a favorable image. TLHA employees are expected to always appear neat and clean, use good judgment, and dress in a professional manner appropriate for their particular position at TLHA. Extremes in fashion should be avoided.

Procedure:

The following types of clothing are appropriate attire for the specific position or department as identified. Specific colors, styles and appropriateness of attire will be at the discretion of the supervisor and/or department director. The supervisor/department director has the authority to send employees home to correct their appearance if the employee's attire is deemed to be out of compliance with this policy. The Administrator has the discretion to allow special attire or exceptions to the policy on designated days throughout the year.

Skilled Nursing Facilities

- **Nursing (RN, LPN, TMA, NAR):** Scrubs or nursing uniforms and closed-toe shoes.
- **Dietary:** Specified-color slacks with specified-color shirts, or scrubs, and closed-toe shoes. Hair restraints required.
- **Housekeeping and Laundry:** Specified-color slacks with specified-color shirts, or scrubs, and closed-toe shoes.
- **Activities:** Khakis, dress slacks or capris with specified shirt style or color, or scrubs. TLHA dress logo apparel acceptable. Closed-toe dress, nice street or tennis shoes. (Dress should be commensurate with the involvement in activities on a given day.)
- **Maintenance:** Dickie-type pant and shirt with brown or black shoe or boot.
- **Office/Clerical/Spiritual Services – Women:** Dress slacks, capris, skirts, suits or dresses. Blouses, sweaters or blazers. TLHA dress logo apparel acceptable. Closed-toe dress or nice street shoes.
- **Office/Clerical/Spiritual Services – Men:** Dress slacks or Dockers-type pants with button-down dress shirt, sweater or other professional shirt. Suit, sport coat, and tie optional on most days. TLHA dress logo apparel acceptable. Closed-toe dress or nice street shoes. More formal attire may be required for important meetings and events.
- **Administrators – Women:** Dress slacks, capris, skirts, suits or dresses. Blouses, sweaters or blazers. TLHA dress logo apparel acceptable. Closed-toe dress or nice street shoes.
- **Administrators – Men:** Dress slacks or Dockers-type pants with button-down dress shirt, sweater or other professional shirt. Suit, sport coat, and tie optional on most days. TLHA dress logo apparel acceptable. Closed-toe dress or nice street shoes. More formal attire may be required for important meetings and events.

Residential Facilities

- **Caregivers (RA, HHA, PCA, DSP, NAR, TMA):** Khakis or specified-color slacks with specified shirt style or color, or scrubs (per facility discretion). TLHA logo apparel acceptable. Closed-toe nice street or tennis shoes.
- **Nursing (RN, LPN):** Dress slacks or skirts with blouses or sweaters or blazers, or scrubs (per facility discretion). TLHA dress logo apparel acceptable. Closed-toe dress, nice street or tennis shoes.
- **Food Service:** Khakis or specified-color slacks with specified shirt style or color, or scrubs (per facility discretion). TLHA logo apparel acceptable. Closed-toe nice street or tennis shoes. Hair restraints required.
- **Food Service (Restaurant/Coffee Shop):** Servers - Black slacks with specified color short- or ¾-length sleeved button down or dress shirt or polo and black apron (provided by TLHA). Cooks - Black slacks with black cook jacket (provided by TLHA). Black non-skid or black tennis shoes. Hair restraints required.
- **Housekeeping and Laundry:** Khakis or specified-color slacks with specified shirt style or color, or scrubs (per facility discretion). TLHA logo apparel acceptable. Closed-toe nice street or tennis shoes.

- **Activities:** Khakis, dress slacks, capris, skirts or dresses. Blouses, sweaters, blazers or specified-color polo shirt. TLHA dress logo apparel acceptable. Closed-toe dress, nice street or tennis shoes. (Dress should be commensurate with the involvement in activities on a given day.)
- **Maintenance:** Dickie-type pant and collared shirt with brown or black shoe or boot.
- **Directors/Office/Clerical/Spiritual Services – Women:** Dress slacks, capris, skirts, suits or dresses. Blouses, sweaters or blazers. TLHA dress logo apparel acceptable. Closed-toe dress or nice street shoes.
- **Directors/Office/Clerical/Spiritual Services – Men:** Dress slacks or Dockers-type pants with button-down dress shirt, sweater or other professional shirt. Suit, sport coat, and tie optional on most days. TLHA dress logo apparel acceptable. Closed-toe dress or nice street shoes. More formal attire may be required for important meetings and events.
- **Administrators – Women:** Dress slacks, capris, skirts, suits or dresses. Blouses, sweaters or blazers. TLHA dress logo apparel acceptable. Closed-toe dress or nice street shoes.
- **Administrators – Men:** Dress slacks or Dockers-type pants with button-down dress shirt, sweater or other professional shirt. Suit, sport coat, and tie optional on most days. TLHA dress logo apparel acceptable. Closed-toe dress or nice street shoes. More formal attire may be required for important meetings and events.

Business Offices

- **Office/Clerical – Women:** Dress slacks, capris skirts, suits or dresses. Blouses, sweaters or blazers. TLHA dress logo apparel acceptable. Closed-toe dress or nice street shoes.
- **Office/Clerical – Men:** Dress slacks or Dockers-type pants with button-down dress shirt, sweater or other professional shirt. Suit, sport coat, and tie optional on most days. TLHA dress logo apparel acceptable. Closed-toe dress or nice street shoes. More formal attire may be required for important meetings and events.
- **Directors – Women:** Dress slacks, capris, skirts, suits or dresses. Blouses, sweaters or blazers. TLHA dress logo apparel acceptable. Closed-toe dress or nice street shoes.
- **Directors – Men:** Dress slacks or Dockers-type pants with button-down dress shirt, sweater or other professional shirt. Suit, sport coat, and tie optional on most days. TLHA dress logo apparel acceptable. Closed-toe dress or nice street shoes. More formal attire may be required for important meetings and events.
- **Computer Technicians:** Khakis, dress slacks, Dockers-type pants or capris. Polos, button-down shirts or sweaters. TLHA dress logo apparel acceptable. Closed-toe dress or nice street shoes. More formal attire may be required for important meetings and events.

The following is a partial listing of items considered **inappropriate** and are **NOT allowed**:

- Jeans of any fabric or color (except on jeans days designated by the facility), sweatpants, lounge pants, bib overalls, spandex leggings or other form fitting pants (unless worn with long top), low rise pants, capris (unless listed as appropriate for specific position or department as identified), shorts or culottes
- T-shirts (except logo t-shirts when designated by the facility), sweatshirts, midriff or spandex tops, tank or halter tops, tops with bare shoulders (unless worn under a jacket or sweater throughout the day), spaghetti straps, shirts that reveal the stomach or cleavage, open backs or revealing dresses
- Mini or other skirts more than 3" above the knee
- Hats unless approved as acceptable hair restraint
- Sport sandals, slippers, flip flops, open-toe shoes/sandals or strapless sandals
- Worn, frayed, wrinkled, stained, faded or tight fitting clothing
- Unprofessional or oversized jewelry (including gauges) or jewelry that hinders the performance of duties. Jewelry in the nose can be studs /posts only (no hoops). No other facial jewelry permitted.
- Exposed objectionable tattoos or large tattoos in highly visible parts of the body (e.g. face, neck)
- Unclean, unkempt hair
- Exposed undergarments or the lack of undergarments
- Extreme amounts of make-up, perfume, cologne or after-shave
- Artificial or long nails that hinders the safe performance of the job



The Lutheran Home Association

Date Formulated: 9/1/11

Date Adopted: 11/1/11

Date Updated: 03/01/19

Page 1 of 6

Subject: Vehicle Usage and Safety Policy

Section: Operations

Staff: All

Policy: It is the policy of The Lutheran Home Association to provide vehicles for business use (including for resident transport), to allow employees/volunteers to drive for the purpose of the organization's business, to reimburse drivers for business use of personal vehicles according to established guidelines and to promote safe driving. Adherence to this policy can help reduce the frequency and severity of accidents and violations in our vehicle operations. Focus is on reducing the financial burden of accidents and the accompanying human suffering. It is equally important that we present a strong public image of a company that puts safe drivers on the road.

We will properly select and train drivers for company business and we will keep well-maintained vehicles. A Fleet Coordinator will be identified at each facility, with the responsibility for managing vehicle and driver safety issues. The Fleet Coordinator is accountable to the facility Administrator.

The Fleet Coordinator is responsible for investigating, documenting, contacting and maintaining communication with our insurance carrier.

Vehicle Safety Program Elements

The following driver evaluation, selection, training, and reporting tools will be used to help administer a successful safety plan:

1. Driver Selection

Drivers who are assigned company vehicles or who regularly operate personal vehicles on company business are expected to maintain acceptable driving records, per our company definitions. Drivers with poor driving records expose our company to potentially significant liability. We will allow the use of our company vehicles, and the operation of non company-owned vehicles on company business, by only those drivers who are qualified to drive, based on the criteria that follow.

- Drivers will provide proof of valid driver's license and the validity of the driver's license will be verified and the driving record checked. The check will be completed at the time of hire or when an individual assumes driving responsibilities.
- Drivers with more than one at-fault accident or two minor traffic violations within the last three years will not be permitted to operate a company vehicle.
- No driver who has a careless driving, reckless driving, or driving while intoxicated (DWI/DUI) violation within the past three years will be permitted to operate a company vehicle.



2. **Motor Vehicle Record Check**

The Motor Vehicle Record (MVR) is a list of moving violations and crashes reported against a driver's license number for the past three to five years (in most states).

Drivers who have unacceptable driving records will be subject to having their jobs reviewed and possible removal from any position requiring driving.

Drivers are required to report any crashes or moving violations to their supervisor at the time of the occurrence (*including use of a personal car while on company business*). Drivers are responsible for notifying their supervisor of final outcomes of violations.

An MVR will be obtained annually on all drivers who drive on company business as a condition of their continued employment as a company driver.

3. **Hiring and Retention Standards**

Our company policy defines the number of violations a driver can have before losing his or her privileges to operate a company vehicle, or to perform driving duties. A copy of the policy will be given to the driver for their records and is contained in the personnel policy section of the employee handbook.

Abuse of any vehicle by any driver, excess speed with any vehicle beyond the allowed limit for any given area, and negligent driving of any vehicle that could be responsible for an accident could be subject to corrective action.

Drivers who drive a vehicle on The Lutheran Home Association business must exercise due diligence to drive safely and to maintain the security of the vehicle and its contents. Drivers also must make sure that the vehicle meets standards for insurance, maintenance and safety. Drivers are also responsible for any driving infractions or fines as a result of their driving.

Drivers are not permitted, under any circumstances, to operate a vehicle owned by The Lutheran Home Association when any physical or mental impairment causes the driver to be unable to drive safely. This prohibition includes, but is not limited to, circumstances in which the driver is temporarily unable to operate a vehicle safely or legally because of illness, medication or intoxication.

Driving is a critically important part of the job for those drivers assigned company vehicles or operating their own vehicle for company purposes. Employees' evaluations of their job performance may include an evaluation of their driving performance.

4. **Reimbursement of Related Expenses**

Drivers driving on The Lutheran Home Association business may claim reimbursement for parking fees and tolls actually incurred. In addition, drivers driving The Lutheran Home Association vehicles on The Lutheran Home Association business may claim reimbursement for gasoline and other expenses directly incurred for business purposes.



Time spent by nonexempt employees in driving a Lutheran Home Association vehicle or personal vehicle on The Lutheran Home Association's business during normal working hours is considered hours worked for pay purposes.

5. **Use of Personal Vehicles**

Although all Lutheran Home Association employees are covered under workers' compensation insurance for injuries sustained while on The Lutheran Home Association business, damage to personal property (such as automobile) is not covered under this insurance. The Lutheran Home Association cannot assume responsibility for deductible expenses or for the repair or replacement of personal property.

All drivers who must use their own vehicles to fulfill job requirements must have personal automobile insurance. Minimum coverage should be:

- Bodily injury
 - \$100,000 each person
 - \$300,000 aggregate
- Property damage
 - \$25,000
- Comprehensive and collision

No employee/volunteer should drive another person's personal vehicle on The Lutheran Home Association's business.

6. **Accident, Injury, Theft or Damage Reporting**

Drivers must report any accident, injury, theft or damage involving a Lutheran Home Association vehicle used in the organization's business to their supervisor or Human Resources regardless of the extent of damage or injuries. Such reports should be made as soon as possible, but not later than forty-eight (48) hours after the incident. All drivers are expected to cooperate fully with authorities in the event of an accident. However, they should not make any statements other than in reply to questions of the investigating officer.

7. **Vehicle Condition**

Service and maintenance records must be kept for each vehicle. Manufacturers' recommendations for vehicle maintenance must be followed.

Procedures to Follow In a Vehicle Accident

Protect the scene of the accident and take action to prevent additional collisions or injuries.

- Pull off the roadway as far as possible, unless otherwise directed.
- Turn on vehicle's emergency flashers.
- Contact emergency authorities immediately.
- Administer emergency first aid if trained to do so.



Obtain and record the following information at the scene of the accident:

- Name and address of each driver, passenger, and/or witness to the accident
- License number of each vehicle involved
- Name and policy number of the insurance company for each vehicle involved
- Complete claims investigation kit, including a diagram of the accident

What to Do

- Be courteous - do not argue - keep calm.
- Give your name and address to the injured person or a police officer before leaving the scene. If police respond to the accident, do not leave the scene until you are told you may leave by the officer(s) responding.

What Not to Do

- Do not talk about the accident, except to a police officer, your employer, or your insurance claim or loss prevention consultant.
- Make no settlements or offers of settlements to anyone.
- Above all, do not sign any statements or reports other than official police reports.
- Do not admit fault.

Our facility Safety Coordinator will conduct a review of each vehicle accident.

Safe Driving Performance Expectations

- Seat belts must be used by driver and all passengers.
- Never leave the keys in the vehicle. Never leave materials or inventory in plain view where they will be susceptible to theft or damage. Drivers are responsible for the security of vehicles and cargo.
- Lock an unattended vehicle. Spare keys are to be kept in the office or at your home.
- Observe posted speed limits and rules of the road.
- Maintain company vehicles in accordance with our company policy and specifications. You will be responsible for damage to company vehicles resulting from reckless or abusive handling or operation.
- Be courteous to other drivers and pedestrians. Observation reports may be utilized to identify your driving habits and will be used in your evaluation.
- Do not use controlled substances or alcohol prior to or when operating a motor vehicle. Be aware of possible adverse effects of prescription drugs.
- Only the assigned driver or other company personnel engaged in the course of their employment are permitted to drive company vehicles.



- Use of cell phones while driving is strictly prohibited – this includes all functions of the cell phone including, but not limited to, phone calls, text messaging/SMS, e-mail, MMS, Internet use, camera use, etc.
- Use of electronic devices – including laptops, PDAs, cameras and pagers while driving is strictly prohibited unless specifically outlined below.
- Voicemail must handle all calls while driving, and calls may only be returned when stopped or pulled off the road.
- Passengers making or taking calls for the driver is permissible provided the interaction does not affect the driver's performance.
- Regular callers must be informed that you will not be available while driving and should be notified of the best time to call based on driving schedule.
- Employees who receive calls from co-workers who are driving are obligated to ask that the co-worker call back at a more appropriate time.

Headset/Hands-Free Use

The use of headsets or hands-free devices while driving is permissible IF:

- Device is pre-approved for use.
- Use of the device does not cause distraction (i.e., fiddling with the device or taking eyes off the road to get it to function properly)
- Any dialing or use of the handset is handled while stopped or pulled to the side of the road.
- Conversations do not interfere with the driver's ability to drive safely.
- Road conditions are generally good and do not threaten you safety.

Emergency Calls

The only exception to the cell phone use guideline is calls placed to 911. If placing or accepting an emergency call, it should be kept short with hands-free option if available. The vehicle should be pulled over if possible.

GPS Systems

The Lutheran Home Association understands that sometimes, especially when traveling in unfamiliar areas, drivers require assistance with directions. GPS systems are extremely helpful devices, but they can also be distracting if used improperly. Employees must adhere to the following:

- Mounted GPS systems may not block or obstruct the driver's view in any way.
- GPS systems must be voice narrated and must not require that the driver look away from the road to follow instructions.
- Employees may not program the system while in motion.
- Programming or otherwise engaging with GPS screen may only occur while stopped or while pulled off the road.



Other Audio Devices

In some cases, worrying about music selection or touching dials and buttons on the radio, MP3 player or other audio device may be just as dangerous as cell phone use. It takes eyes and concentration off the road, which is not permissible under the policy but allows employee use of personal, portable audio devices, because we do not want to eliminate employees' ability to enjoy music while behind the wheel. However, employees' must follow these guidelines:

- Employees may not take eyes off the road to adjust music settings.
- Programming music settings while stopped pulled off the road or before departing is permissible behavior.
- Employees may not under any circumstances use MP3 players or other handheld electronic audio device with headphones – not only is it illegal in most states, it also impedes the driver's ability to properly hear warning signs, signals or sirens.

New Driver Training and Education

Drivers will undergo a preliminary "new driver orientation" for new hires or employees/volunteers who now have driving responsibilities. The Fleet Coordinator will determine a schedule of topics for regular continuing education.

Topics can include, but are not limited to:

- Company policies and procedures for operation of company-owned vehicles
- Safe driving objectives and company expectations
- Vehicle use and limitations for personal use
- Annual Motor Vehicle Record (MVR) checks and methods for management evaluation
- Demonstration of resident handling and security precautions
- Driver training and accident reporting/response procedures
- Vehicle maintenance requirements
- Concepts of defensive driving
- Territory and routes of expected travel
- License requirements for drivers
- Demonstration of ability to drive and transport

PURPOSE:

The Lutheran Home Association is committed to maintaining a safe environment for its employees and its residents. As part of this commitment, The Lutheran Home Association maintains a drug-and-alcohol free workplace; this expectation applies to all employees. Employees will also be requested to complete a drug and alcohol screening test under the reasonable suspicion and treatment-program testing scenarios described below.

POLICY:

While on The Lutheran Home Association's property, employees may not use, possess, distribute, sell, offer, purchase, transfer, or be under the influence of alcohol, illegal drugs, or other controlled substances. This policy also prohibits reporting for work and working anywhere on behalf of The Lutheran Home Association, or using a company vehicle, machine, or equipment, under the influence of alcohol or illegal drugs. This policy applies to all official or unofficial break and meal periods, and all other times during the working day in which an employee has reported for work, including unpaid meal breaks. The only exception to this policy is the responsible use of alcohol at official company sponsored social or business events at which alcoholic beverages are served.

For purposes of this policy, "Illegal drugs" means inhalants and controlled substances, and includes medications which contain a controlled substance which are used for a purpose, in an amount, or by a person for which they were not prescribed or intended. The legal use of prescribed 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. Employees must notify their supervisor or Human Resources of the use of prescribed drugs / other substances that may affect their ability to perform their job.

Important Note:

Physician-prescribed use of drugs or controlled substances can adversely affect workplace safety and job performance. Therefore, if you are taking any such medication, you should inform the prescribing doctor of the nature of your job and ask whether the medication poses a threat to your health or safety on the job, or to that of others. If your doctor believes that such a threat exists, you must inform your supervisor accordingly.

Medical Marijuana

Minnesota has legalized the use of Medical Marijuana. However, only employees who are properly registered on the Minnesota Medical Cannabis Registry may legally use marijuana within the state. For employees working in the state of Minnesota, The Lutheran Home Association will not discipline employees for their use of prescribed medical marijuana, nor will The Lutheran Home Association discipline an employee as the result of testing positive on a confirmatory test provided an employee can establish their lawful use of Medical Marijuana. Employees on the Minnesota Medical Cannabis Registry may not use medical marijuana at work, report to work impaired or under the influence of marijuana or possess medical marijuana at the work site. If it

is concluded that the employee was impaired at work, testing positive for marijuana, even if the employee was legally prescribed the marijuana, may result in discipline up to and including discharge.

The Lutheran Home Association will not permit or accommodate the use, consumption, possession, transfer, display, transportation, sale or growing of marijuana in the workplace.

Employees must report any violations or suspected violations of this policy to The Lutheran Home Association management. **Violation of this policy may result in discipline up to and including discharge.**

PROCEDURE:

A. **PERSONS SUBJECT TO THE POLICY.** All employees of The Lutheran Home Association and all persons conditionally offered employment with The Lutheran Home Association are subject to testing.

B. **WHEN TESTING MAY BE REQUIRED.**

1. **Employees.** An employee may be tested in the following circumstances:

a. Reasonable Suspicion. An employee may be requested or required to undergo a drug and/or alcohol test if there is a reasonable suspicion that he or she:

- i. is under the influence of drugs or alcohol;
- ii. that the employee has violated The Lutheran Home Association's written work rules prohibiting the use, possession, sale, or transfer of drugs or alcohol while the employee is working or while the employee is on the employer's premises or operating the employer's vehicle, machinery, or equipment, provided the work rules are in writing and contained in the employer's written drug and alcohol testing policy;
- iii. that drugs or alcohol contributed to the employee sustaining a personal injury, or has caused another employee to sustain a personal injury; or
- iv. that the use of drugs or alcohol have caused a work-related accident, or the employee was operating or helping to operate machinery, equipment, or vehicles involved in a work-related accident that may have been caused by drugs or alcohol.

Definition of "reasonable suspicion:" "Reasonable suspicion" means a basis for forming a belief based on specific facts and rational inferences drawn from those facts. Reasonable suspicion must be interpreted with common sense and good judgment based on the totality of the circumstances. Reasonable suspicion may include, but is not limited to, a manager's or Human Resource's personal observation that an associate appears to be under the influence of a controlled substance and/or alcohol based on behavior, job performance or odor.

In addition, a reasonable suspicion that the individual is under the influence may be based on a variety of factors, including, but not limited to: smelling of alcohol or marijuana, displaying physical signs or symptoms customarily associated with alcohol or drug use (e.g. glassy eyes, slurred speech), displaying violent or unusually confrontational or argumentative behavior, showing a major personality change, disregarding safe operating procedures of equipment/machines or placing another person's safety in jeopardy by intentional or

unintentional actions. Reasonable suspicion testing under sections D and E below must be conducted in a manner that can accurately identify actual impairment caused by drug use.

b. Treatment Program Testing & Follow-up

An employee who has been referred for chemical dependency assessment or evaluation or treatment by The Lutheran Home Association, who is participating in a chemical dependency program under an employee benefit plan, or who has been referred to chemical dependency education, programming or training following a confirmed positive test, may be requested or required to undergo a drug and/or alcohol test without prior notice at any time during the evaluation and treatment period, and for up to two years following completion of any prescribed chemical dependency treatment program.

C. RIGHT TO REFUSE TO BE TESTED

An employee has a right to refuse to be tested. However, any employee who refuses to submit to a test, who refuses to comply with any requirement imposed by this policy, or who engages in behavior which prevents meaningful completion of testing (including tampering with the sample or testing materials, or behavior intended to provide a dilute sample), may be deemed to have refused to test and will be subject to disciplinary action up to and including discharge.

D. CONSEQUENCES OF A NEGATIVE TEST

If the result of the initial drug and alcohol screening is negative, or if the results of the confirmatory test or confirmatory retest (these tests are explained below) are negative, the employee is considered to have satisfactorily completed the drug and/or alcohol test.

E. CONSEQUENCES OF A POSITIVE TEST

Initial Screening. If the initial result on the drug and alcohol screening is positive, the sample which was tested will automatically be subject to a confirmatory test. No employee will be discharged, disciplined, discriminated against, or requested or required to undergo rehabilitation solely based on a positive result on an initial screening.

Confirmatory Test - Employees. If the confirmatory test result is also positive, the employee may be subject to disciplinary action, up to and including discharge, subject to the following:

First Positive Test Result. An employee will not be discharged for a positive result on a confirmatory test for alcohol and/or illegal drugs which was the first such result on a test requested or required by The Lutheran Home Association unless he or she has been given the opportunity to participate in a drug or alcohol counseling or rehabilitation program and either has refused to participate or has failed to successfully complete the counseling program.

Employees required to attend counseling, education, programming, training, or rehabilitation program will be required to inform The Lutheran Home Association of the type of program to which they have been referred. If the counseling or rehabilitation program permits immediate return to work, the employee will be returned to work on the next regularly scheduled shift.

If the employee is referred to an outpatient treatment program, then the employee must

agree to attend and must provide The Lutheran Home Association with documentation from the treatment provider regarding the expected length of treatment and the terms of the program. The employee will be returned to work only after the treatment provider certifies the employee's ability to return. If the employee is certified to return before completion of the outpatient program, the employee will be asked to provide weekly certification from the treatment provider of continued participation in the outpatient program. If the employee fails or refuses to provide such certification, the employee will be placed on an unpaid leave of absence until completion of the program. **In all cases, the employee must promptly present evidence of satisfactory completion of the treatment program in order to maintain employment.**

If the evaluation results in a referral to inpatient treatment, the employee must agree to attend, will be placed on an unpaid leave of absence, and will not be returned to work until The Lutheran Home Association receives evidence of satisfactory completion of the program.

Subsequent Positive Test Result. An employee who receives a positive result on a confirmatory test for alcohol and/or illegal drugs requested or required by The Lutheran Home Association and who has previously received a positive result on a confirmatory test for alcohol and/or illegal drugs requested or required by The Lutheran Home Association will be subject to discharge of employment.

F. SUSPENSIONS

Employees may be suspended from work without pay pending the receipt of testing results if The Lutheran Home Association believes that doing so is consistent with maintaining a safe workplace. Any employee who has been suspended, and who receives a negative result on the drug and alcohol test, will be reinstated with full backpay.

G. RIGHT TO EXPLAIN/APEAL RIGHTS

Any employee who tests positive on a confirmatory test will have three (3) working days following the day on which the employee is notified of the positive confirmatory test result to disclose drugs/medications that they have taken and/or other information to explain the test result.

An employee who tests positive on a confirmatory test will have five (5) working days following the day on which he or she is notified of the confirmatory test result to advise The Lutheran Home Association in writing of his or her desire to request a confirmatory retest of the original sample at the individual's own expense.

H. HOW TESTS ARE CONDUCTED

1. **Authorized Laboratory.** Testing will be conducted by a laboratory authorized under applicable law to perform alcohol and drug tests. All testing will be based upon urine and/or blood samples, or any other technology deemed appropriate by the testing laboratory.
2. **Sample Collection.** Employees requested or required to take a drug and/or alcohol test may be escorted by a manager, other appointed individual, or the employee's emergency contact to the designated sample collection site. If the designated sample collection site is not open at the time that testing is requested, a sample may be collected either by asking that the

designated sample collection site send a representative to the company premises or by visiting the emergency room of a local hospital.

3. **Employee Notification Form.** An employee who is to be tested for illegal drugs and/or alcohol will be given a copy of this drug and alcohol testing policy and an opportunity to read it before testing occurs. The individual will be asked to sign a form acknowledging receipt of this opportunity.
4. **Use of Additional Information.** Any medical information provided by an employee after a confirmed positive test result will be used solely for the purpose of evaluating the reliability of the drug and alcohol test administered to the employee. No employee will be discharged, disciplined, discriminated against, or requested or required to undergo rehabilitation based upon medical history information provided in response to a confirmed positive test result unless the individual had a duty to provide that information before, during or after the time they were hired.

I. COMMUNICATION OF TEST RESULTS

Within three (3) working days of receiving any test result from a testing laboratory, The Lutheran Home Association, (or its designated medical review officer) will notify the employee, in writing, of the test results and the individual's right to a copy of the test result report. If the confirmatory test is positive, The Lutheran Home Association (or its designated medical review officer) will also notify the individual of his or her additional rights as described in this policy, including the Appeal rights discussed above.

J. CONFIDENTIALITY

Test result reports and other information acquired in the testing process are private and confidential information except where permitted or required by law.



Subject: Workplace Violence Prevention Policy
Section: Human Resources

Pages: 4
Staff: All

Policy:

The Lutheran Home Association (TLHA) is committed to providing a work environment that is safe, secure, and free of threats, intimidation, coercion, harassment, bullying and violence. TLHA has adopted a “zero tolerance” policy for workplace violence. Threats or acts of violence while on the premises or on company business will not be tolerated. This policy is in place for all employees, contractors, vendors, volunteers, residents, and visitors.

Procedure:

TLHA prohibits threats and acts of violence. Violations of this policy by any individual will be subject to disciplinary action including termination and/or legal action, as appropriate.

Threats or Acts of Violence Defined

“Threats or acts of violence” include, but are not limited to, conduct or intention to harm persons or property that is severe, hostile, abusive, offensive, or intimidating.

Definition of Workplace Violence

Prohibited workplace violence includes, but is not limited to, all threats or acts of violence in the following ways:

- By residents, visitors, employees, contractors, vendors, volunteers, or any other individuals who encounter TLHA personnel while performing work on behalf of TLHA.
- On facility property regardless of the relationship between the facility and the individual involved in the incident.
- Not on facility property but involving someone who is acting in the capacity of a representative or employee of TLHA if the threats or acts of violence adversely affect the legitimate interests of the facility.

Examples of Prohibited Conduct

Specific examples of conduct that may be considered “threats or acts of violence” prohibited under this policy include, but are not limited to, the following:

- Screaming, throwing things, kicking, hitting, shoving, pushing, or biting an individual
- Threatening to harm an individual or his/her family, friends, associates, or their property
- The intentional destruction or threat of destruction of property owned, operated, or controlled by the facility
- Making or sending harassing or threatening telephone calls, letters, emails, texts, social media messages, or other forms of written or electronic communications
- Physical or mental intimidation
- Attempting to coerce an employee to do wrongful acts, as defined by applicable law, administrative rule, policy, or work rule that would affect the business interests of the facility
- The willful, malicious, and repeated following of another person, also known as “stalking”, and making of a credible threat with intent to place the other person in reasonable fear for his or her safety
- Bullying including undermining coworkers’ ideas, sarcastic remarks, ridiculing or mocking another employee in front of others, social exclusion, giving a coworker the silent treatment, and taking credit for other employees’ work
- Suggesting or otherwise insinuating that an act to injure persons or property is “appropriate”, without

regard to the location where such suggestion or intimation occurs

- Personal possession of firearms, weapons, or any other dangerous devices while on TLHA property or in TLHA vehicles.

Warning Signs, Symptoms and Risk Factors

The following are examples of warning signs, symptoms, and risk factors, which may indicate an employee's potential for workplace violence:

- Dropping hints about a knowledge of firearms
- Making intimidating statements like: "You know what happened at the Post Office," "I'll get even" or "You haven't heard the last from me"
- Possessing reading material with themes of violence, revenge, and harassment
- Keeping records of other employees that the individual believes to have violated organizational policy (outside of a supervisor's responsibility to document)
- Physical signs of hard breathing, reddening of complexion, menacing stare, loudness, fast profane speech
- Acting out either verbally or physically
- Disgruntled employee or ex-employee who is excessively bitter
- Being a loner, withdrawn, depressed
- Having a romantic obsession with a co-worker who does not share that interest
- Intense anger, lack of empathy, strange behavior, "time bomb ready to go off"
- Domestic problems, unstable/dysfunctional family, history of interpersonal conflict

Supervisors should be alerted to and made aware of these indicators. If an employee exhibits such behavior, the employee should be monitored, and such behavior should be documented. The Administrator and Human Resources should be consulted immediately for further follow-up and monitoring. Mandatory referrals to psych care may be made if behaviors are not resolved. In a case involving a resident, the resident may be assessed for alternative placement to a crisis bed/center.

Reporting Threats or Acts of Violence

Each employee of TLHA is required to immediately report incidents of threats or acts of violence by anyone on the premises, of which he or she is aware.

In all cases of immediate threat or violence, 911 should be called and the Crisis Management Responsibilities described in the next section should be followed.

A report should be made to the reporting individual's immediate supervisor or a management-level supervisory employee if the immediate supervisor is not available. The supervisor shall contact the facility's Administrator. The Administrator will promptly and thoroughly investigate any occurrences or threats of violence. At a minimum, the Administrator will report any incidents of threats or acts of violence to the local Police Department.

Violations of this policy will result in disciplinary action, up to and including immediate termination of employment. Where such actions involve non-employees, TLHA will take action appropriate for the circumstances. Where appropriate and/or necessary, TLHA will also take whatever legal actions necessary to stop the conduct and protect TLHA employees and property.

Employees will not be retaliated against for bringing a complaint of violence or bullying to management's attention or for participating in an investigation.

TLHA prohibits individuals from making intentionally false or misleading reports of violence or threats of violence. Individuals who make such reports will be subject to disciplinary action up to and including termination of employment.

Crisis Management Responsibilities

In all situations, if violence appears to be imminent, **911 should be called and employees should take the precautions necessary to ensure their own safety and the safety of others.**

The following procedures shall apply in the event of a crisis:

- In the event of threats of violence to person(s) or property by means of firearms, fire, explosions, bombs, etc., notification shall be made, in the following order, to:
 - (1) Call 911
 - (2) Immediate supervisor, or another management-level supervisor if immediate supervisor is not available.
 - Supervisor shall handle next step below, unless supervisor is not available and then employee shall handle
 - (3) Administrator (or Charge Nurse)
 - The primary contact person internally shall be the Administrator of the facility. He/she has authority to assume or delegate the duties required of this policy. In the absence of the Administrator, the Charge Nurse of the building and/or shift shall be the primary contact. If Administrator is not present and Charge Nurse serves as primary contact, Charge Nurse should contact the Administrator as soon as possible.
- **If the event is occurring in the facility**, the facility will go in Partial Lockdown - no entry, to allow occupants to leave or evacuate (if safe to do so) and prevent anyone from entering the danger zone.
- **If the event is occurring outside of the facility**, the facility will go into full lockdown to prevent anyone from entering or leaving the facility.
- **If law enforcement authorities determine that an evacuation is necessary**, personnel of the affected area will be evacuated from the threatened area and employees will be directed to the appropriate site. If a building evacuation is necessary, it will be conducted in as safe and orderly manner as possible. The Administrator (or Charge Nurse) will ensure that staff from each evacuated area accounts for its personnel and that all persons are evacuated from the building. Until otherwise directed, employees must report to and remain at the evacuation site so that they can be accounted for. Responding emergency service personnel will be notified of persons not accounted for to aid in determining whether the evacuation is complete.
 - Re-entry into the building will be restricted to emergency service and/or authorized personnel until law enforcement authorities determine the crisis is resolved and a safe re-entry can be made.
 - In the event a person causing a crisis leaves the building, responsibility for preventing that person from re-entry shall be left to law enforcement authorities.
- Immediate action will be taken by the Administrator or Charge Nurse to ensure the safety of those involved in the crisis or affected by the crisis.
- The Administrator will notify the Vice President/Regional Director of Operations and Chief Executive Officer of the facts of the crisis as soon as possible.
- The Administrator will assume or assign the responsibilities of:
 - Liaison with the law enforcement, fire, medical and other community resources who are assisting.
 - Monitor of incoming calls and document in detail everything done in response to the crisis.
 - Spokesperson for all communications with the media unless otherwise assigned. Any contact made by media should not be answered by recipient but instead referred to the assigned spokesperson.
 - The Administrator will contact the Director of Marketing & Communications at the National Ministry Offices for assistance with preparing crisis communications.
 - Handle all communication with immediate relative(s), resident(s) and employees as appropriate.

Employee Assistance Program

Where a supervisor suspects that an employee has work-related and/or personal problems, the supervisor should recommend that the employee contact the Employee Assistance Program (EAP) for counseling and support.

The facility's Human Resources Director should be consulted immediately in the event of a critical incident to help with defusing the situation and arranging for employee assistance. The Vice President of Human Resources at the National Ministry Offices should also be consulted (immediately or no later than 24 hours of the incident) for purposes of arranging for a critical incident stress debriefing, should a critical incident occur. Examples of critical incidents include:

- Hostage or riot situations
- Serious injury or death of a co-worker
- Incidents involving use of force
- Resident suicide or death
- Catastrophic accidents
- Agency negative publicity

Workplace Violence Hazard Assessments

The following things will be done to help identify potential workplace violence hazards:

- Violence assessment walk-throughs will be conducted at each facility, at least annually, and will cover all internal and external areas. The assessment team will include frontline staff, nurse representatives, and safety and security professionals. Any deficiencies documented during the walk-through must be addressed immediately.
- Resident assessments will be performed by nursing and facility administration to identify residents with the greatest risk of provoking violence, as well as actions that could put employees at risk of assault, including how often and when. The behavioral history of new and transferred residents will be determined to learn about violence or aggressive behavior and it will be communicated with appropriate staff.
- TLHA will perform job analysis to identify specific tasks or positions that may put employees at risk for workplace violence.
- Employees will be surveyed before and after TLHA makes job or worksite changes, installs security measures or new systems to determine the effectiveness. Employees will be asked for suggestions on how to improve program and evaluate effectiveness of the program. A publishing note in the employee newsletter will be done annually asking employees to identify and report specific violence risks or concerns that are not being reported.

The results of the assessments, analysis and surveys will be used to help determine whether certain physical changes or administrative controls can reduce employee vulnerability to violent incidents.

Training

TLHA shall provide opportunities for employees to be trained in the risk factors associated with workplace violence, and proper handling of emergency situations to minimize the risks of violent incidents occurring in the workplace. At a minimum, employees are trained upon hire and annually thereafter.

Employees will be trained on controls that should be used for residents, what they should do when a resident is acting out or engaged in violent behavior, or what they should do if they believe violence is imminent.

Dissemination of Policy

All new employees will be given a copy of this policy as part of their orientation and at the time that the policy is updated. Employees shall refer any questions regarding their rights and obligations under this policy to their supervisor or Human Resources Director.



Subject: Active Aggressor/Shooter Policy

Section: Human Resources

Pages: 3

Staff: All

Policy:

It is the policy of The Lutheran Home Association's (TLHA) owned/managed facilities and programs to provide an emergency response plan and training employees in the event an active aggressor/shooter appears to be actively engaged in harming or attempting to harm people in the facility or on company grounds. The facility will train employees annually on Active Aggressor/Shooter Incident response.

For purposes of this Policy: An active aggressor/shooter is defined as a person or persons who appear to be actively engaged in harming or attempting to harm people in the facility or on company grounds. In most cases, active aggressor(s)/shooter(s) use a firearm(s) and display no pattern or method for selection of their victims.

During an active aggressor/shooter situation, the natural human reaction is to be startled, feel fear and anxiety, and even experience initial disbelief. You can expect to hear noise from alarms, gunfire and explosions, and people shouting and screaming.

Procedure:

Please follow the following three step process to prevent or reduce loss of life in an active aggressor/shooter event.

RUN, HIDE, OR FIGHT

RUN – immediately evacuate the area

- Leave personal belongings behind
- Put hands in the air to signal that you are unarmed to law enforcement responders
- Visualize possible escape routes, including physically accessible routes for occupants, visitors, or staff with disabilities and others with access and functional needs
- Avoid escalators and elevators
- Take others with you but do not stay behind because others refuse to leave

Call 911 when safe to do so.

Information to provide to law enforcement or dispatchers:

- Location of active aggressor/shooter(s)
- Location of caller
- Number of aggressors/shooters, if more than one
- If there is law enforcement on-site (if known)
- Physical description of aggressor/shooter(s)
- Type and number of weapons used by aggressor(s)/shooter(s)
- Use or threat of explosives/IEDs
- If shooting is still occurring
- Number of potential victims at the scene

If you cannot speak, leave 911 line open so responder can hear what is going on and trace your location.

HIDE – seek a secure place where you can hide and/or deny the aggressor/shooter access

In addition, occupants should do the following:

- Lock the doors and/or barricade them with heavy furniture, if possible
- Close and lock windows and close blinds or cover windows
- Turn off lights
- Silence all electronic devices
- Remain silent
- Look for other avenues of escape
- Identify ad-hoc weapons (anything you can use as a weapon that was not designed to be one)
- When safe to do so, use strategies to silently communicate with first responders, if possible (e.g., in rooms with exterior windows, make signs to silently signal law enforcement and emergency responders to indicate the status of the room's occupants)
- Hide along the wall closest to the exit but out of view from the hallway (which would allow the best option for ambushing the aggressor/shooter and for possible escape if the aggressor/shooter enters or passes by the room)
- Remain in place until given an all clear by identifiable law enforcement

FIGHT – where your life or the lives of others are at risk, you may make the personal decision to try to attack and incapacitate the aggressor/shooter to survive.

- If possible, try to evacuate away from the incident to reduce the number of people in harm's way, and facilitate the police response. In the end, you will have to make decisions based on your assessment of the situation in how best to maximize the protection of life and what tactics to employ. When all other options have been exhausted, an individual decision to engage or fight the aggressor/shooter may be the only tactic available.

Crisis Management Responsibilities

911 should be called and employees should take the precautions necessary to ensure their own safety and the safety of others.

If the event is occurring in the facility, the facility will go in Partial Lockdown - no entry, to allow occupants to leave or evacuate (if safe to do so) and prevent anyone from entering the danger zone.

If the event is occurring outside of the facility, the facility will go into full lockdown to prevent anyone from entering or leaving the facility.

After calling 911 and when safe to do so, the following procedures shall take place (in order):

1. Contact immediate supervisor or another management-level supervisor if immediate supervisor is not available.
 - Supervisor shall handle next step below unless supervisor is not available and then employee shall handle.
2. Contact Administrator (or Charge Nurse):

The primary contact person internally shall be the Administrator of the facility. He/she has authority to assume or delegate the duties required of this policy. In the absence of the Administrator, the Charge Nurse of the building shall be the primary contact. The Charge Nurse should contact the Administrator as soon as possible. Administrator shall:

 - Serve as liaison with the law enforcement, fire, medical and other community resources who are assisting.
 - Assume or assign the responsibility of monitoring of incoming calls and documenting in detail everything done in response to the crisis.
 - Serve as spokesperson for all communications with the media unless otherwise assigned. Any

contact made by media should not be answered by recipient but instead referred to the assigned spokesperson.

- The Administrator will contact the Director of Marketing & Communications at the National Ministry Offices for assistance in preparing crisis communications.
- The Administrator will handle all communication with immediate relative(s), resident(s) and employees as appropriate.
- Notify the Vice President/Regional Director of Operations and Chief Executive Officer of the facts of the crisis as soon as possible.

Law Enforcement

Police officers responding to an active aggressor/shooter are trained to proceed immediately to the area in which shots were last heard to stop the shooting as quickly as possible. The first responding officers may be in teams; they may be dressed in normal patrol uniforms, or they may be wearing external ballistic vests and Kevlar helmets or other tactical gear. Officers may shout commands and push individuals to the ground for his/her safety as well as their own.

When the Police Officers arrive, they assume jurisdiction over the event. ALL employees will follow all reasonable directions by Law Enforcement, even when asked to leave the area. Remember to:

- Remain calm, and follow officers' instructions
 - Do exactly as the team of officers instruct. The first responding officers will be focused on stopping the active aggressor/shooter and creating a safe environment for medical assistance to be brought in to aid the injured.
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers
- Always keep hands visible
- Avoid making quick movements toward officers such as attempting to hold on to them for safety
- Avoid pointing, screaming, and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the area

Ethical Considerations during a healthcare active aggressor/shooter event

Every reasonable attempt to continue caring for patients must be made, but in the event this becomes impossible, without putting others at risk for loss of life, certain decisions must be made.

When focusing on resident safety, attend to residents in this order:

1. Ambulatory residents,
2. Those with assistive devices,
3. Residents in wheelchairs, and then
4. Those who are bedridden.

Consider hiding immediately those who cannot evacuate due to the location of the aggressor/shooter or the fact that they are bedridden or have other ailments or physical conditions.



Subject: Electronic & Information Technology Systems Policy
Section: Information Technology

Pages: 4
Staff: All

Policy:

The electronic and information technology systems at The Lutheran Home Association (TLHA) should be used only for conducting company business. Electronic and information systems include, but are not limited to computers, telephones, cameras, laptops, cell phones, smart phones, voicemails, e-mails, wireless access devices, and any other device used to store, receive or transmit information, photos or messages.

TLHA employees should have no expectation of privacy in the use of any aspect of the company's electronic and information systems. All messages sent or received on TLHA's electronic and information systems remain TLHA property and are not considered to be private property of any employee. TLHA may access any message or information sent, received or stored in the TLHA's electronic and information systems. For example, TLHA may:

- Access and examine all e-mails sent and received in the employee's e-mail account;
- Monitor the employee's Internet use and access all records of such use;
- Retrieve and listen to voicemail messages received on the voicemail account maintained by TLHA;
- Examine text messages, photographs and other electronic data sent or received using cell phones, laptops and other communication devices issued by TLHA.

Incidental, occasional and infrequent use of TLHA's electronic and information systems for personal use is permitted as long as such use complies in all respects with this and other TLHA policies, and does not interfere with your work, the work of any other employee, or the operations of the electronic and information systems.

The electronic and information systems of TLHA may not be used for any illegal, unethical, or destructive purpose. Employees should exercise care in personal use of any electronic and information systems device and should not expect their use of personal information stored in these systems to be kept private.

In addition to situations where employees use TLHA devices to access the e-mail, Intranet and Internet systems, this policy also applies to:

- Any personal or non-business-related activity where TLHA equipment is used;
- Any business-related activity using personal or non-TLHA-owned equipment;
- Any activity involving an employees' use of customers' or clients' electronic equipment;
- Any activity of any consultant, independent contractor or other person who is not an employee of TLHA who is permitted to use TLHA's equipment or is granted access to TLHA's electronic systems.

Procedure:

Acceptable Computer and Electronic Systems Use

Use of TLHA computers and electronic systems by employees is permitted and encouraged for conducting appropriate company business. However, to be consistent with the core values of TLHA, all use of TLHA electronic and information systems must:

- Comply with all applicable laws;
- Be conducted in a professional and acceptable manner;

- Avoid liability or risk for TLHA

Unacceptable Use of Company Computers and Communication Systems

Unacceptable use of TLHA computers and communication systems includes, but is not limited to:

- Visiting Internet sites or sending e-mails, text messages or other transmissions that contain sexually explicit, pornographic or obscene messages, cartoons, jokes or images (this includes forwarding such items received from others);
- Visiting Internet sites or sending e-mails, text messages or other transmissions that contain abusive or offensive language, or slurs of any sort regarding the characteristics or traits addressed in TLHA's EEO policy (this includes forwarding such items received from others);
- Visiting Internet sites or sending emails, text messages or other transmissions that promote gambling or Internet gaming. Examples of these activities include, but are not limited to office pools (such as an NCAA bracket) or playing blackjack or other card games online;
- Using TLHA's communications systems to perpetrate any form of fraud, criminal activity, or software, film or music piracy;
- Using the Internet, e-mail, text messages or other communication formats to send offensive or harassing material to other users (this includes forwarding such items received from others);
- Downloading commercial software or any copyrighted materials belonging to third parties, unless this download is covered or permitted under a commercial agreement or other such license;
- Hacking into unauthorized areas;
- Transmitting confidential TLHA or client information to a third party without authorization;
- Publishing defamatory and/or knowingly false material about anyone (this includes forwarding such items received from others);
- Engaging in activities that misuse your time and/or the time of any other employee of TLHA, including but not limited to, repetitive use of text or instant messaging for non-business purposes;
- Introducing any form of malicious software into the corporate network;
- Using TLHA's electronic systems for personal gain or to advance the interests of any business other than TLHA. Examples may include, but are not limited to, completing work for another job or selling personal items on sites such as eBay, Craigslist or Facebook;
- Transmitting unsolicited e-mails or mass-messages of any kind.

TLHA's Information Technology (IT) department does not promote or support sending, receiving, storage, troubleshooting, migration or virus checking of personal e-mail.

TLHA also reserves the right to report to the appropriate authorities, in good faith, any activity they might reasonably suspect is improper.

Software/Hardware Policy

TLHA regulates employees' use of its computer software and hardware.

You may not duplicate any licensed software or related documentation for use, either on TLHA premises or elsewhere, unless expressly authorized to do so by written agreement with the licensor. Also, you may not provide licensed software to anyone outside TLHA. Employees should be aware that the illegal duplication of software may result in the filing of criminal copyright charges by the owners of the copyrights and can subject both the employee

and TLHA to liability.

All software and hardware that TLHA acquires must be approved and purchased by the IT department. This includes Internet based or "Hosted" software. Upon delivery, all software must be registered properly by the IT department. Any purchased software and hardware must be installed by an IT staff person. You may not load personal software or hardware on TLHA computers. Employees are prohibited from removing company-owned hardware from the premises for personal use or use other than for company business.

TLHA reserves the right to uninstall any software or hardware that was installed without IT authorization or that may compromise the integrity of the network at any time and without notice.

Data Security and Storage

TLHA's IT department will secure all data as they deem appropriate in the following areas:

Antivirus

TLHA's IT department will provide antivirus software for all company-owned computers. TLHA will NOT supply antivirus software for computers of vendors, visitors or residents.

TLHA reserves the right to deny access to the corporate network to anyone not using a respected and trustworthy antivirus program.

Backups

TLHA will perform data backups of company-owned data on a daily basis.

Passwords

TLHA will require all users to have a password to authenticate to the network. The IT department will dictate the complexity of these passwords and the frequency they are changed. Passwords are not to be shared with anyone else, internally or externally.

Firewalls

TLHA will implement a firewall at all facilities as deemed necessary to protect company data and systems.

Storage

The storage of personal media files on TLHA storage medium is prohibited. These types of files include music (such as an mp3 file), video, books and photos. TLHA reserves the right to remove these files at any time and without notice and will make no attempt to transfer them to new equipment or restore them if lost or deleted.

Monitoring

TLHA maintains the right to monitor all Internet and network traffic, together with the Internet sites visited and information downloaded. All messages, images, and files created, sent or received over the TLHA's computer equipment or e-mail, Intranet or Internet systems are the TLHA's property and should *not* be considered private or personal information.

Company-owned Information Held on Third-party Websites

If you produce, collect and/or process business-related information in the scope of your work, or while using the TLHA's computers or equipment, the information remains the property of TLHA. This includes all such information stored on third-party websites such as webmail service providers and social networking sites. Registering a website in the TLHA's name should be done so by the IT or Marketing departments only.

Use of Personal Electronic Devices at Work

Employees may not use their personal cell phones, smart phones, cameras or other electronic devices for personal reasons during working time or in work areas, unless expressly given company approval.

Employees are not allowed to carry cell phones, smart phones, pagers or other electronic devices during working time or in work areas unless otherwise needed for business reasons or expressively given company approval. This is necessary to protect company information and resident/client confidentiality. Any photographs or videos taken on company premises, regardless of the purpose, are the property of TLHA.

Working time does not include authorized breaks or meal periods. However, TLHA reserves the right to require any employee to cease using their device during their breaks or meals if the use of such devices creates a disturbance to others (e.g. loud talking, annoying ring tones, etc.).

Employees may connect personal devices to the TLHA e-mail system; however, they are required to provide a password or pattern to access the device in order to protect the data if the device is lost or stolen. Employees also acknowledge the ability of the TLHA technology team to remotely "wipe" the device back to factory defaults if TLHA management feels it is necessary to protect company data.

Safety Considerations for Use of Mobile Communication Systems

Employees should refrain from using their own personal mobile communication device to make personal phone calls or send and receive text messages during the workday, and use should be limited to break times. Employees who need to use company laptops, smart phones, or other communication devices outside the TLHA's offices must do so in a manner that protects their safety and privacy and those of others. Refer to TLHA's Vehicle Usage and Safety Policy regarding the use of communication devices while traveling.

Telephone Usage

Our telephone lines must be open at all times for meeting our resident/client needs. Personal calls should not be made or received, except in emergencies. If the incoming call is an emergency, you will be notified. If you receive a call that is not an emergency, a message may be taken for you.

Personal calls should be limited to break periods. Your supervisor will provide you with information regarding where you can make personal calls.

Failure to comply with any or all of the Electronic & Information Technology Systems policy will result in disciplinary action, up to and including termination of employment.



Purpose

TLHA respects the desire of employees to use Social Media (see definition below) for personal expression. However, employees' use of Social Media can pose risks to residents' confidential, proprietary and sensitive information. Inappropriate comments placed on social media can harm TLHA's reputation in the community, can expose TLHA to discrimination and harassment claims, and can jeopardize TLHA's compliance with business rules and laws, including but not limited to TLHA's compliance with the Health Insurance Portability and Accountability Act (HIPAA) and related laws and regulations protecting residents' protected health information (PHI).

To minimize these business and legal risks, to avoid loss of productivity and distraction from employees' job performance, and to ensure that TLHA's IT resources and communications systems are used appropriately as explained below, TLHA expects its employees to adhere to the following guidelines and rules regarding Social Media.

Definitions

Electronic Devices – Any device used for Electronic Communications or Electronic Information, including but not limited to: computers, laptops, tablets, digital cameras, video recorders, fax machines, copiers, scanners, telephone systems, smartphones, cell phones, and pagers.

Media – Any equipment on which Electronic Communications or Electronic Information is stored, including but not limited to: servers (including the cloud), CDs, DVDs, hard drives, flash drives, memory cards, and SIM cards.

Electronic Communications or Electronic Information – Including, but not limited to: electronic mail (email) messages, attachments, or links; instant messages; voicemail messages; text messages; digital photos; telephone conversations; Internet histories; social media posts, conversations, or messages; facsimiles; or any other kind of files, data, documents, communications, or messages, transmitted to, received by or printed from, or stored or recorded on any Electronic Device or on any Media.

Social Networking Communications – Any form of Electronic Communications or Electronic Information utilizing any form of networking environment, including but not limited to: all social networking forums or platforms such as Facebook, LinkedIn, Twitter, Instagram, Snapchat, YouTube, Pinterest, Tumblr, chat rooms, personal web sites, blogs and wikis.

Social Media – Including but not limited to all Social Networking Communications, Electronic Communications, and Electronic Information.

Protected Health Information – Including but not limited to any and all individually identifiable information about the physical or mental health condition or treatment of any individual, including but not limited to: any identifying information about a resident, such as the resident's name or a photo or video of the resident; any information about a resident's health condition or medication; and any information about payment for a specific resident's care and services.

Standards for Compliance with Related Policies and Agreements

All of TLHA's other policies that might apply to Social Media remain in full force and effect. Employees should always adhere to them with respect to all Social Media, whether or not you are using TLHA's resources and communication systems.

Social Media should never be used in a way that violates any of TLHA's policies or employee obligations. If your Social Media activity would violate any of TLHA's policies in another forum, it will also violate them in an online, electronic, or digital forum. For example, employees are prohibited from using Social Media to engage in activities that would:

- Violate TLHA's policies on IT, Data, and use of Electronic Devices or Media.
- Violate TLHA's policies on confidential, proprietary and sensitive information.
- Circumvent TLHA's ethics and standards of conduct policies.
- Engage in unlawful harassment, discrimination or retaliation in violation of TLHA's policies or applicable law.
- Violate TLHA's privacy or HIPAA policies or applicable law.
- Violate any other laws or ethical standards (for example, using Social Media in a false or misleading way, such as by claiming to be someone other than you).

Employees who violate TLHA policies or applicable law while using Social Media may be subject to discipline, up to and including immediate termination of employment.

Protecting Residents' PHI

Employees are absolutely prohibited from using Social Media in any way that would violate HIPAA or otherwise disclose or compromise residents' PHI. This includes but is not limited to the following:

- DO NOT use Social Media to post, upload, send, or otherwise share or disclose a photo or video of any resident without prior written permission from the National Ministry Offices' Marketing Department. This prohibition includes photos and videos where the resident is not easily identifiable (e.g., a photo of the resident's hand, a close up photo of any part of a resident's body, or a photo of the back of a resident in the far background of the photo). It also includes photos or video where the resident is easily identifiable, whether in the photo or video itself or through a caption. This prohibition also includes photos and videos of residents participating in TLHA-sponsored activities or events. When in doubt, assume that you do not have permission to share a photo or video of the resident. Keep in mind that permission may be revoked at any time, which could require you to destroy all such photos or videos, including where posted.
- DO NOT use Social Media to post, upload, send, or otherwise share or disclose the name of any resident (even if just the first name or a nickname) without prior written permission from the National Ministry Offices' Marketing Department. When in doubt, assume that you do not have permission to share the resident's name. Keep in mind that permission may be revoked at any time, which could require you to destroy all such photos or videos, including where posted.
- DO NOT use Social Media to post, upload, send, or otherwise share or disclose any information about a specific resident, even without a photo, video, or name that could allow any individual to identify the resident without prior written permission from the National Ministry Offices' Marketing Department. This prohibition includes any resident's

age, biographical background information, unique medical condition, treatment or payment information, or other personal or identifiable information about a resident, whether alone or in concert with other information about the resident. This prohibition also includes any photos, videos, or other identifying information about the family members of any resident. When in doubt, assume you do not have permission to share any information about a specific resident. Keep in mind that permission may be revoked at any time, which could require you to destroy all such photos or videos, including where posted.

Use of Personal Electronic Devices during Working Time Prohibited

Employees may not use their personal cell phones, smart phones or other electronic communication devices for personal reasons during working time or in work areas, unless expressly given company approval (e.g. needed for business purposes). In addition, employees are not allowed to have or carry personal Electronic Devices on their person (e.g., in a pocket or a personal handbag) during working time when employees are in areas containing or otherwise have access to PHI or other confidential or sensitive resident information. For example, employees are prohibited from having or carrying personal cell phones, smartphones, or digital cameras when working with or near residents, resident charts or other medical documents, white boards containing resident information, or resident medications.

Working time does not include authorized breaks or meal periods. TLHA reserves the right to require any employee to cease using their device during their breaks or meals if the use of such devices creates a disturbance to others (e.g. loud talking, annoying ring tones, etc.).

If you have any questions about when you may have or carry a personal Electronic Device during working time, please contact Human Resources.

No Expectation of Privacy in Company's IT Systems

All contents of TLHA's IT resources and communications systems, including but not limited to all Company Electronic Devices, Media, and any other components of TLHA's computer, electronic, or digital system(s) or network(s) (collectively the "TLHA's IT Systems"), are the property of TLHA. Therefore, employees should have no expectation of privacy whatsoever in Electronic Communications or Electronic Information transmitted to, received by or printed from, or stored or recorded on TLHA's IT Systems.

You are expressly advised that in order to prevent misuse, TLHA reserves the right to monitor, intercept, and review, without further or advance notice, every employee's activities using TLHA's IT Systems, including but not limited to Social Media postings and activities, and you consent to such monitoring by your acknowledgment of this policy and your use of TLHA's IT Systems. This might include, without limitation, the monitoring, interception, accessing, recording, disclosing, inspecting, reviewing, retrieving and printing of any and all Electronic Communications and Electronic Information, and other uses of TLHA's IT Systems as well as keystroke capturing and other network or system monitoring technologies.

TLHA also may store copies of such data or communications for a period of time after they are created, and may delete such copies from time to time without notice.

Employees are strongly encouraged to use TLHA's IT Systems to communicate with one another for business purposes whenever possible and to refrain from using personal Electronic Devices for business purposes. If you have any questions about the use of personal Electronic Devices for business purposes, including any exceptions from the general rule against the use of personal Electronic Devices for business purposes, please contact Human Resources.

Do not use TLHA's IT Systems for any matter that you desire to be kept private or confidential from TLHA.

Using Social Media at Work or On Behalf of TLHA

Researching, creating, developing and maintaining social media falls under the responsibilities of the National Ministry Offices (NMO)' Marketing Department. All external websites that represent TLHA and any of its programs and facilities must be established through the NMO Marketing Department. The primary contact for social media accounts is the NMO Director of Marketing & Communications.

The NMO Marketing Department maintains TLHA's social media accounts to ensure consistent messaging, branding and language. All content for social media is subject to review and approval by the NMO Marketing Department.

If an employee has an interest in blogging about a specific topic, as a representative of TLHA, its programs or facilities, the employee should first talk to his or her supervisor to determine if it is appropriate for his or her position. Supervisors may seek advice about the appropriateness of a blog from the facility or program administrator. The employee and/or the supervisor must then contact the NMO Director of Marketing & Communications for approval. Upon approval, the NMO Marketing Department will provide the organization's standards and blog guidelines, as well as assist in creating a content plan and schedule. The NMO Marketing Department will review the blog before posting it live. The NMO Marketing Department will provide support as needed. The NMO Marketing Department has the right to delay a posting when deemed appropriate.

Blogs provide the opportunity for an interactive online conversation. Constructive comments left by readers are welcomed and encouraged. The blog writer is encouraged to respond to constructive comments or questions in a positive manner. If a negative comment is received, notify the NMO Director Marketing & Communications who will work with the blog writer to determine the best response.

Personal Use of Social Media

Employees are permitted to participate in social networks provided that they observe TLHA policies. Personal use of Social Media is never permitted on working time. Personal use of Social Media is never permitted at any time by means of TLHA's IT Systems.

Media contacts

Employees should not speak to the media on TLHA's behalf without prior permission. All media inquiries should be directed to the Facility Administrator. The Administrator will coordinate efforts with the Director of Marketing and Communications.

Guidelines for Employees' Responsible Use of Social Media

The above material covers specific rules, policies and contractual obligations that employees must follow in using Social Media, whether for personal or business purposes, in consideration of their employment and subject to discipline for violations. The following sections of the policy provide employees with common-sense guidelines and recommendations for using Social Media responsibly and safely, in the best interests of TLHA. These guidelines are intended to add to, not contradict, limit or replace applicable mandatory rules, policies, legal requirements, legal prohibitions and contractual obligations.

Protect TLHA's Goodwill and Community Reputation. You are personally responsible for what you communicate in Social Media. Remember that what you publish might be available to be read by the masses (including TLHA itself, future employers and social acquaintances) for a long time. Keep this in mind before you post content.

Make it clear in your Social Media activity that you are speaking on your own behalf. Use your personal email address, and not your Company email address, when connecting to Social Media sites for personal purposes or making any personal communications via Social Media.

If you disclose your affiliation as an employee of TLHA, it is recommended that you also include a disclaimer that your views do not represent those of your employer. For example, consider such language as "the views in this posting reflect my personal views and do not represent the views of my employer."

Use good judgment about what you post and remember that anything you say can reflect on TLHA, even if you do include a disclaimer. Always strive to be accurate in your communications about TLHA. TLHA encourages professionalism and honesty in Social Media and other communications.

Respect Copyright and Intellectual Property Laws. For TLHA's protection as well as your own, it is critical that you show proper respect for the laws governing copyright, fair use of copyrighted material owned by TLHA or others, trademarks, logos, and other intellectual property, including TLHA's own copyrights, trademarks, intellectual property, and logos.

Respect and Comply With Terms of Use of All Sites You Visit. Do not expose yourself or TLHA to legal risk by using a Social Media site in violation of its terms of use. Review the terms of use of all Social Media sites you visit and ensure your use complies with them. If you are using Social Media as part of your job duties, pay particular attention to terms relating to:

- Prohibitions or restrictions on the use of the Social Media site, including prohibitions or restrictions on use for advertising, marketing and promotions or other commercial purposes (for example, Facebook's Statement of Rights and Responsibilities (its terms of use) and accompanying Promotional Guidelines specify the terms for businesses administering promotions through Facebook).
- Ownership of intellectual property used on, or information collected or generated through use of, the site (for example, any of TLHA's copyrighted material and trademarks that might be posted on the site, or user information TLHA collects through the site).
- Requirements for licenses or other permissions allowing use by the site owner and other third parties of TLHA's trademarks or other intellectual property.
- Privacy rights and responsibilities of the site owner and users.

Respect Others. You must comply with TLHA's policy prohibiting harassment, discrimination and retaliation by not posting or sharing anything on Social Media that would violate TLHA's policy, including racial and ethnic slurs, sexist comments, discriminatory comments, or any content that is maliciously false and could therefore be defamatory.

Supervisors should refrain from trying to connect with their subordinates through the use of personal Social Media (for example, making friend requests on Facebook). Neither supervisors nor subordinates should feel pressured to accept or respond to any personal Social Media requests from anyone at TLHA.

Employees should refrain from trying to connect with residents and resident family members through the use of personal Social Media (for example, making friend requests on Facebook). No employee should feel pressured to accept or respond to any personal Social Media requests from any resident or resident family member.

TLHA will require the removal of posts with company information referenced above or resident identified PHI from social media. Refusing to remove will result in discipline, up to and including termination of employment.

Reporting Allegations of Abuse

Employees must report all allegations of abuse, including those involving the posting of an unauthorized photograph or recording of a resident on social media, to the employee's supervisor and/or Facility Administrator.

Retaliation Prohibited

TLHA prohibits retaliation against any employee for reporting a possible violation of this policy or for cooperating in an investigation. Any employee who retaliates against another employee in violation of this policy may be subject to discipline, up to and including immediate termination of employment.

Conduct Not Prohibited by this Policy

This policy is not intended to preclude or dissuade employees from engaging in legally protected activities/activities protected by law.

Employee Acknowledgment

This policy was added to TLHA's Employee Handbook and the employee online learning system upon implementation of this policy. Training of this policy is done annually. Employees are obligated to read, understand and comply with TLHA's Social Media Policy, and should contact Human Resources with any questions.

The Lutheran Home Association

Date Formulated: 01/01/96

**Date Revised: 12/01/98, 4/14/09, 10/22/10,
1/24/11**

Subject: Non-Harassment
Section: Corporate Policies

Page 1 of 1

Staff: Administration

Policy:

The Lutheran Home Association 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, veteran status, genetic information or any other legally protected characteristic will not be tolerated.

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

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

Procedure:

If you experience or witness sexual or other unlawful harassment in the workplace, report it *immediately* to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Human Resources Department or Administration at your location of employment, or you may contact Beth Wadsley, Director of Human Resources at (952) 873-4741. You can raise concerns and make "good faith" reports without fear of reprisal or retaliation.

All allegations of harassment will be quickly and discreetly investigated. *To the extent possible*, your identity and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. You will be informed when the investigation is completed.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the Human Resources Department or Administration 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.



Subject: False Claims Act

Section: Operations

Staff: All

Purpose:

The purpose of this policy is to explain that The Lutheran Home Association will not submit false claims to the government and employees of The Lutheran Home Association can be held liable for filing false claims. The policy also serves to educate and inform employees, contractors, and agents of The Lutheran Home Association regarding federal and state laws prohibiting false claims from being made to a government entity in accordance with the provisions of section 6032 of the Deficit Reduction Act of 2005 (Public Law 109-171).

Scope:

The policy applies to all employees, staff, management, physicians, providers, suppliers, contractors and agents of The Lutheran Home Association.

Policy:

All employees, staff, management, physicians, providers, suppliers, contractors, and agents of The Lutheran Home Association may not submit false claims to the state and/or federal government on behalf of The Lutheran Home Association. The Lutheran Home Association has policies and procedures in place for detecting and preventing fraud, waste, and abuse. As described more fully below, employees of The Lutheran Home Association are protected from retaliation under the law's whistleblower protections.

By law, all claims that are made to public health programs (including but not limited to Medicare and Medicaid) must be true and correct. Each employee must know or believe the information contained in claims and statements he or she submits on behalf of The Lutheran Home Association are correct. An employee cannot, either deliberately or carelessly, ignore questionable information contained in claims The Lutheran Home Association submits. Whether information is true and correct includes making reasonably sure that all essential facts are accurate, and that no essential fact is omitted.

The "False Claims Act" prohibits any person from knowingly presenting a false or fraudulent claim for payment or approval by the federal government. The elements of a False Claim include: (1) the defendant made a claim against the United States; (2) the claim was false or fraudulent; and (3) the defendant knew the claim was false or fraudulent. "Knowingly" is defined as meaning that a person, with respect to information (1) has actual knowledge of the information; (2) acts in deliberate ignorance of the truth or falsity of the information; or (3) acts in reckless disregard of the truth or falsity of the information. No proof of specific intent to defraud the government is required; however, the courts have clarified that innocent mistakes and negligence are not offenses under the Act. Once a mistake is discovered, however, it must be remedied by paying back any overpayments from the government.

Examples of False Claims include:

- Billing twice for the same service,
- Billing a higher level of service when a lower level is provided,
- Billing for equipment or supplies that were never provided,
- Submitting a false statement in support of requests for payment, reimbursement, approval or authorization,
- Billing for services provided without the level of professional supervision required under the law.

False Claims Act

Page 2 of 2

The Federal False Claims Act (FCA) outlines the liability for individuals who file or cause to be filed false or fraudulent claims to the government for payment. Violations to the Federal FCA come with civil penalties of not less than \$5,000 and not more than \$10,000 and fines may include up to three times the original penalty as well as exclusion from participating in the Medicaid and Medical Programs. In addition, the agency against which a false claim is filed may impose a penalty of up to \$5,000 for each claim, plus an assessment of up to twice the amount of the claim that is false.

State law also prohibits the making of false claims and provides for financial and other penalties up to and including exclusion from the state healthcare programs and loss of licensure for violation of the law.

Corporate Compliance:

The Lutheran Home Association uses regular audits, its system of authorities, and its compliance policy and procedures to prevent and detect false claims. Under The Lutheran Home Association's compliance policies, each employee has a responsibility to comply with the law and to report his or her good faith belief of any violation thereof. Any employee who has a good faith belief, based on objective information, that a false claim has been made must report it to his or her supervisor, the Corporate Compliance Officer, or to the Confidential Report Line at (952) 873-2131. Failure to report a good faith belief that a false claim will or has been made will result in disciplinary action up to and including termination.

Employee Protections:

Employees who lawfully report false claims are protected from retaliation by The Lutheran Home Association policy and federal and state law. The federal False Claims Act also has what is known as "whistleblower protection." Employees of The Lutheran Home Association are protected from retaliation under these whistleblower provisions. They specifically provide that:

Any employee who is discharged, demoted, suspended, threatened, harassed, or in any other manner discriminated against in the terms and conditions of employment by his or her employer because of lawful acts done by the employee on behalf of his employer or others in furtherance of an action under this section, including investigation for, initiation of, testimony for, or assistance in an action filed or to be filed under this section, shall be entitled to all relief necessary to make the employee whole.

The protection against retaliation extends to whistleblowers whose allegations could legitimately support a False Claims Act case even if the case is never filed.

Documentation:

The provider must maintain documentation that, upon employment and annually thereafter, staff providing a service have attested to reviewing and understanding the following statement: "It is a federal crime to provide materially false information on service billings for medical assistance or services provided under a federally approved waiver plan as authorized under Minnesota Statutes, sections 256B.0913, 256B.0915, 256B.092, and 256B.49."

Questions:

Any questions regarding your obligations and those of others under this Policy should be directed to your supervisor, Facility Administrator or the Corporate Compliance Officer.



Policy:

It is the policy of The Lutheran Home Association (TLHA) to provide initial and continuing education and training to all employees. TLHA utilizes an online training system, among other types of training, as a means to provide this education and training. Upon hire and throughout the course of employment, employees are assigned online training courses as required/determined. Employees are required to complete all assigned training courses by the corresponding due dates.

Procedure:

TLHA will make every effort to allow employees to complete assigned online training during scheduled work hours. Employees must work with their department director to schedule training during work hours. Employees are to remain punched in while completing assigned training. TLHA has designated computers available on-site for employees to use.

If scheduling training during work hours becomes a challenge, the employee's department director may permit the employee to complete training off-site and/or outside of scheduled work hours. Any alternative training times must first be discussed with the employee's department director. Employees who complete the training off-site must fill out a time edit slip and turn into their department director each time training is done. The time edit slip must be completed and turned in during the pay period in which the training time is incurred.

The time employees spend on training will be classified as education/in-service hours. The employee will be paid for training time in the same manner as any other hours worked. The actual time the employee spends on training will be paid regardless of the course length times listed on the online training system. If training puts an employee into overtime, overtime pay will be paid. However, this should be avoided whenever possible and prior authorization from the department director is required.

Employees who hold a professional license, registration or certificate, and work in a position that requires that license/registration/certificate, are allowed to take additional courses above and beyond their assigned courses in order to obtain the number of continuing education or contact hours required for their license/registration/certificate. Employees will be compensated by TLHA for that training time.

Employees who work in a position that does not require continuing education or contact hours but are interested in taking additional courses above and beyond their assigned courses may do so but must be done on the employee's own time and will not be compensated by TLHA for that training time.

It is the responsibility of the employee to inform his/her supervisor if assistance is needed to use the online training system. The supervisor can assist the employee or designate another employee to help as needed.

If an employee does not complete required training by their designated due date, the employee will receive a documented verbal warning. At that time, the employee will be given two weeks to complete the training. If the training is not completed at that time, the employee will be subject to further disciplinary action.

Subject: Mandatory COVID-19 Vaccination Policy
Section: Human Resources

Pages: 5
Staff: All

DEFINITIONS

“Booster” per Centers for Disease Control and Prevention ([CDC](https://www.cdc.gov)), refers to a dose of vaccine administered when the initial sufficient immune response to the primary vaccination series is likely to have waned over time.

“Clinical contraindications” refer to conditions or risks that preclude the administration of a treatment or intervention. With regard to recognized clinical contraindications to receiving a COVID19 vaccine, facilities should refer to the CDC informational document, *Summary Document for Interim Clinical Considerations for Use of COVID-19 Vaccines Currently Authorized in the United States*, accessed at <https://www.cdc.gov/vaccines/covid-19/clinical-considerations/covid-19-vaccines-us.html>. For COVID-19 vaccines, according to CDC, a vaccine is clinically contraindicated if an individual has a severe allergic reaction (e.g., anaphylaxis) after a previous dose or to a component of the COVID-19 vaccine or an immediate (within 4 hours of exposure) allergic reaction of any severity to a previous dose or known (diagnosed) allergy to a component of the vaccine.

“Fully vaccinated” refers to staff for whom it has been two weeks or more since completion of their primary vaccination series for COVID-19.

“Primary Vaccination Series” refers to staff who have received a single-dose vaccine or all required doses of a multi-dose vaccine for COVID-19.

“Covered staff” refers to individuals who provide any care, treatment, or other services for the facility and/or its residents, including employees; licensed practitioners; students, trainees, and volunteers; and individuals who provide care, treatment, or other services for the facility and/or its residents, under contract or by other arrangements. This also includes individuals under contract or by arrangement with the facility, including hospice and dialysis staff, physical therapists, occupational therapists, mental health professionals, licensed practitioners, or adult students, trainees, or volunteers. Staff would not include anyone who provides only telemedicine services or support services outside of the facility and who does not have any direct contact with residents and other staff specified above. Facilities are not required to ensure the vaccination of individuals who very infrequently provide ad hoc non-healthcare services (such as annual elevator inspection), or services that are performed exclusively off-site.

“Temporarily delayed vaccination” refers to vaccination that must be temporarily postponed, as recommended by CDC, due to clinical precautions and considerations, including, but not limited to, individuals with acute illness secondary to COVID-19, or individuals who received monoclonal antibodies or convalescent plasma for COVID-19 treatment in the last 90 days. See <https://www.cdc.gov/vaccines/covid-19/clinical-considerations/covid-19-vaccines-us.html>.

References:

<https://www.cms.gov/files/document/qso-22-07-all.pdf>

<https://www.cms.gov/files/document/qso-22-07-all-attachment-ltc.pdf>

PURPOSE

To protect our team members, their families, our residents, and the community from acquiring or transmitting Sars-Cov-2 (COVID-19), The Lutheran Home Association (TLHA) has adopted the following policy.

This policy is intended to comply with the CMS mandate and all applicable federal, state, and local laws and regulatory guidance.

SCOPE

Group A:

This policy applies to all facility team members, contract staff, students, trainees, volunteers, licensed practitioners, and any other individuals who provide care, treatment, or other services, under contract or by other arrangement, for The Lutheran Home: Belle Plaine, The Lutheran Home: Hope Residence, and High Island Creek Residence and/or its residents. This policy also applies to team members at the National Ministry Offices who in the course of their work has direct contact with those listed above and/or performs work at the facility settings. Hereinafter, all individuals who this policy applies will be referred to as “covered staff.”

Group B:

This policy does not apply to individuals who exclusively provide telehealth or telemedicine services outside of the facility setting and do not have any direct contact with residents and covered staff (listed in Group A), who provide support services for the facility that performed exclusively outside of the facility setting and who do not have any direct contact with residents and other staff (listed in Group A). This policy does not apply to residents, customers, or visitors.

POLICY

As a condition of employment/service, all covered staff must (a) provide written documentation to the Human Resources Department demonstrating they have received at a minimum, the first dose of a multi-dose COVID-19 vaccine or a one-dose COVID-19 vaccine prior to providing any care, treatment, or other services for the facility and/or its residents, or (b) request and be granted a religious or medical exemption. Covered staff receiving the COVID-19 vaccine must be fully vaccinated as soon as possible. Any offer of employment will be contingent upon fully satisfying this requirement.

Any covered staff for whom COVID-19 vaccination must be temporarily delayed, as recommended by the CDC, must provide Human Resources with documentation from their healthcare provider explaining why their receipt of a COVID-19 vaccination is temporarily delayed.

Verification of Vaccination & Time to Receive Vaccine

Covered staff must submit documentation demonstrating that they received each dose of a multi-dose COVID-19 vaccine or a one-dose COVID-19 vaccine. Covered staff’s vaccination status may be verified by providing Human Resources with one of the following:

- The record of immunization from a healthcare provider or pharmacy;
 - A copy of the COVID-19 vaccination record card;
 - A copy of medical records documenting the vaccination;
 - A copy of immunization records from a public health, state, or tribal immunization information system;
- or

- A copy of any other official documentation that contains the type of vaccine administered, date(s) of administration, and the name of the healthcare professional(s) or clinic site(s) administering the vaccine(s).

In accordance with federal and state law, TLHA will handle medical information and documentation related to COVID-19 vaccine status in a confidential manner and all documentation will be kept separate from the covered staff's personnel file.

If a covered staff member receives a booster vaccine dose as recommended by the CDC or other medical authorities, the covered staff member should submit appropriate proof of the booster dose to Human Resources. The booster is optional, and time taken to receive a booster is unpaid.

REASONABLE ACCOMMODATION AND MEDICAL AND RELIGIOUS EXEMPTION FOR COVID-19 VACCINATIONS

To assist any covered staff who has a disability or who has a permanent or temporary medical condition that contraindicates receiving the vaccination, or who objects to being vaccinated on the basis of a sincerely held religious belief and practice, TLHA will conduct an individualized assessment of a covered staff's exemption request and engage in an interactive process to determine if a reasonable accommodation from the application of this policy can be provided so long as it does not create an undue hardship for TLHA and that the request does not pose a direct threat to the health or safety of others in the workplace and/or to the covered staff. You may request an accommodation without fear of retaliation.

If you believe that you have been treated in a manner not in accordance with this policy, please notify TLHA immediately by speaking to Human Resources.

Request for Exemption Based on Medical or Religious Reasons

Exemption from this mandatory vaccination policy may be granted for medical contraindications, including disabilities, and sincerely held religious beliefs and practices.

Medical Exemption:

Covered staff may request an exemption based on recognized clinical contraindications to COVID-19 vaccines. Covered staff seeking such an exemption must submit documentation that confirms recognized clinical contraindications to COVID-19 vaccines, and which supports the covered staff's request for medical exemption from vaccination.

A staff member who requests a medical exemption from vaccination must provide documentation signed and dated by a licensed practitioner acting within their respective scope of practice and in accordance with all applicable State and local laws. The individual who signs the exemption documentation cannot be the same individual requesting the exemption.

Religious Exemption:

Covered staff requesting a religious exemption must explain, in writing, the religious belief, practice, or observance that they hold which conflicts with this policy's vaccination requirement. Covered staff requesting a religious exemption must explain, in writing, the religious belief, practice, or observance that they hold which conflicts with this policy's vaccination requirement.

Requests for non-medical exemptions, such as a religious exemption in accordance with Title VII, must be documented and evaluated in accordance with applicable federal law and each facility's policies and procedures.

Medical and religious accommodation review committees will evaluate all covered staff's exemption requests on a case-by-case basis. The covered staff member will be notified, in writing, as to whether their exemption request has been granted or denied.

Steps to Request an Exemption/Accommodation:

1. **Eligible Exemption Requests.** An exemption from the mandatory vaccination policy may be granted for medical conditions, including disabilities, or for sincerely held religious beliefs and practices.
2. **Complete Exemption Request Forms.** To request an exemption, a covered staff member is required to submit a [Request for Medical Exemption/Accommodation](#) or [Request for Religious Exemption/Accommodation](#) form to Human Resources and all required information that verifies the reason for the requested exemption.
3. **Review and Discuss the Exemption/Accommodation Request.** Following a request for an exemption from the mandatory vaccination policy, the medical exemption review committee or religious exemption review committee will review the exemption request (with names eradicated to ensure anonymity) and determine whether an exemption will be granted. There may be additional questions and discussions brought back to the covered staff member (from the committee to Human Resources to the staff member) to identify possible accommodations if the exemption is granted. The exact nature of the discussion and questions will vary.
4. **Granting an Exemption/Reasonable Accommodation Request.** Approved medical or religious exemptions/accommodations will be valid for the year in which they were requested and/or the period for which the exemption is approved or the reason for the exemption exists. After one year, TLHA may renew the approval for another year or require that a new exemption/accommodation request be submitted for consideration on an annual basis. Covered staff with an approved exemption/accommodation must comply with all job restrictions, safety protocols, and safety requirements as directed due to their non-vaccinated status. Covered staff may be required to wear additional PPE and/or submit to weekly or more frequent COVID 19 testing. Team member's time will be paid to undergo testing IF testing is completed onsite.
5. **Notification of Approval or Denial an Exemption/Reasonable Accommodation Request.** TLHA will make every effort to notify a covered staff member who requests an exemption/accommodation as to whether their request is approved or denied as soon as possible. No employment action will be taken until the exemption review process is complete.

Summary of the Exemption/Accommodation Process

To request an exemption/reasonable accommodation from the mandatory vaccination policy for a medical or religious reason, please complete the appropriate request form and return it to Human Resources upon hire. The information in the form will be used to evaluate your medical or religious exemption/accommodation request. For medical exemption requests, TLHA will handle medical information and documentation related to COVID-19 vaccine status in a confidential manner and all documentation will be kept separate from the covered staff's personnel file. The exemption form may also be used by TLHA to identify possible accommodations. Covered staff may be asked for additional information regarding the request for an exemption/accommodation. If a covered staff member refuses to provide such information, the covered staff's refusal may impact TLHA's ability to adequately understand the covered staff's exemption/accommodation or effectively engage in a discussion to identify possible accommodations.

While accommodations could be appropriate under certain limited circumstances, no accommodation should be provided that is not legally required or if it is requested solely to evade vaccination.

Granted Exemption Compliance:

Covered staff who have been granted an exemption to COVID-19 vaccination requirements should adhere to facility policies and procedures as it may relate to testing policies accordance with OSHA and CDC.

EXEMPTION REQUEST FORMS ARE IN A SEPARATE DOCUMENT

Consequences for Failure to Comply with this Policy

Failure of covered staff to provide written documentation demonstrating they received at a minimum, the first dose of a multi-dose COVID-19 vaccine or a one-dose COVID-19 vaccine prior to providing any care, treatment, or other services for the facility and/or its residents, or request and be granted a religious or medical exemption will result in either a delay to the start of employment or a revocation of the employment offer. Anyone who has not received at a minimum the first dose of a multi-dose COVID-19 vaccine or a one-dose COVID-19 vaccine or who is denied an exemption may apply to another TLHA facility that does not have a mandatory vaccine policy in place. An offer to another facility is not guaranteed.

All covered staff, including those who are fully vaccinated or who receive an exemption, must continue to comply with TLHA's COVID-19 procedures, including CDC and MDH guidelines.

Benefits Section



BENEFITS PLAN SUMMARY

The following is a brief summary of benefits currently available through The Lutheran Home Association. It is not intended to show all the terms and conditions for eligibility, and is subject to change at any time. New employees become eligible on the 1st of the month following 60 days of employment. Refer to the Benefits Guide for detailed information on the benefit plans. Human Resources is able to assist with further information and questions.

**FULL-TIME EMPLOYMENT IS 30 OR MORE HOURS WEEKLY OR 60 OR MORE HOURS PER PAY PERIOD (BI-WEEKLY).
REGULAR PART-TIME EMPLOYMENT IS 20-29 HOURS WEEKLY OR 40-59 HOURS PER PAY PERIOD (BI-WEEKLY).**

A. MEDICAL INSURANCE

Regular full-time employees are eligible for this benefit. Two plan options are available.

Coverage Type	UHC - Choice Plus Network \$3,500 HSA Plan	UHC - Choice Plus Network \$6,350 HSA Plan
<i>Employee</i>	\$152.67/ pay period	\$65.05 / pay period
<i>Employee & Spouse</i>	\$366.36 / pay period	\$272.37 / pay period
<i>Employee & Child(ren)</i>	\$386.68 / pay period	\$277.37 / pay period
<i>Family</i>	\$526.88 / pay period	\$334.92 / pay period

Plan coverage is available through United HealthCare Group (UHC) and includes a deductible, preventive care, routine care, diagnostic and emergency care, prescription drug coverage, as well as other services. The plan is compatible with a health savings account (HSA), one of which is offered with employer contributions through Further.

B. DENTAL INSURANCE

Regular full-time and regular part-time employees are eligible for this benefit.

Regular Full-Time Employees Coverage Type	Premium Amount
<i>Single Coverage</i>	\$12.15 / pay period
<i>Family Coverage</i>	\$33.34 / pay period

Regular Part-Time Employees Coverage Type	Premium Amount
<i>Single Coverage</i>	\$15.18 / pay period
<i>Family Coverage</i>	\$41.68 / pay period

Plan coverage is available through Delta Dental, and provides coverage for diagnostic and preventive care, as well as a variety of other procedures. A deductible does apply for certain expenses.

C. VISION INSURANCE

Full-time and regular part-time employees are eligible for this benefit.

Coverage Type	Premium Amount
<i>Employee Only</i>	\$3.35 / pay period
<i>Employee + Spouse</i>	\$6.36 / pay period
<i>Employee + Child(ren)</i>	\$6.69 / pay period
<i>Employee + Family</i>	\$9.84 / pay period

Voluntary coverage is available through EyeMed, and provides coverage and discounts on exams, fittings, frames, lenses and more. A copay does apply for certain expenses.

D. SHORT AND LONG TERM DISABILITY

The plan is provided through MetLife, and can assist in replacing a portion of an employee's income during a disability. Full-time and regular part-time employees are eligible for this voluntary benefit.

E. LIFE INSURANCE

The plan is provided through MetLife, and is offered to dependents as well. Full-time and regular part-time employees are eligible for this voluntary benefit.

F. WORKERS' COMPENSATION INSURANCE

All employees are covered while performing work on behalf of The Lutheran Home Association.

G. 401(k) PLAN

All employees age 21 and over are eligible to participate in this plan the first of the month following 60 days of employment or at any time thereafter. Eligibility is unaffected by the number of hours worked. The Lutheran Home Association offers a company match.

H. FLEXIBLE SPENDING PLANS

This plan is administered through ThrivePass. Enrollment in the plan allows employees to set aside up to \$2,750 in pre-tax dollars for medical, dental, prescription and other related expenses which are not covered by insurance benefits. Up to \$5,000 can be set aside in pre-tax dollars for child or adult day care. The plan year is September 1 – August 31. Re-enrollment takes place every year. Regular full-time employees are eligible for this benefit.

I. EMPLOYER ASSISTED COUNSELING

This program has been developed to assist our team members in dealing with life stresses. In keeping with our Christian health-care mission, the service provider will be Christian-based. All employees, regardless of hours worked or hire date, are eligible for this program. Human Resources can offer more information.

J. PAID TIME OFF (PTO)

PTO combines traditional vacation, personal time and sick time into one flexible pool of time. The number of PTO hours earned is directly related to the number of hours worked. New employees are eligible to use accrued PTO after 90 days of employment. Employees terminating from The Lutheran Home Association during the first 90 days of employment will not be paid accrued PTO.

K. UNEMPLOYMENT INSURANCE

The law provides unemployment compensation benefits to protect workers from economic hardship due to a loss of employment. A terminated employee who is unable to secure new employment may file a claim for unemployment compensation. An employee may be eligible for unemployment compensation if he/she was terminated for reasons other than misconduct, as defined by state law. Generally, employees who voluntarily resign without "good cause" are not eligible for benefits.

L. MEMORIAL GIFT BENEFIT

The plan is paid and provided by The Lutheran Home Association at no cost to the employee. If an employee were to pass while employed at The Lutheran Home Association, the benefit provides a memorial gift of \$5,000 to the employee's designated beneficiary. Full-time and regular part-time employees are eligible for this benefit.

M. PET INSURANCE

The plan is provided through Nationwide and all employees are eligible for this voluntary benefit.

N. LEGAL & IDENTITY THEFT PROTECTION

The plan is provided through LEGALSHIELD and all employees are eligible for this voluntary benefit.

Subject: Paid Time Off & Holiday Pay Policy
Section: Human Resources

Staff: Non-Exempt

Policy: Paid Time Off (PTO) is an all-purpose time off policy for eligible team members to use for vacation, illness or injury, holidays, funerals, and other personal matters. It combines traditional vacation, personal time, and sick leave plans into one flexible paid time off policy.

Procedure:

Team members in the following employment classification(s) are eligible to earn and use PTO and holiday pay as described in this policy:

- Regular full-time
- Regular part-time
- Part-time

Team members in the following employment classifications are not eligible for PTO but are eligible for holiday pay as described in this policy:

- Casual
- Temporary

Team members begin to accrue PTO upon hire based on hours actually worked and according to the schedule below. However, before PTO can be used, a waiting period of ninety (90) calendar days must be completed. After that time, team members can request use of earned PTO including that accrued during the waiting period. A team member who terminates employment or changes to casual status during the waiting period will not be paid any accrued PTO.

The amount of PTO team members receive increases with the number of hours worked as shown in the following schedule:

Hours Worked	% PTO per Hour	40 hour/week team members would earn
1-2080	.0438	11.39 – 8 hr. days
2081-4160	.0607	15.78 – 8 hr. days
4161-10,400	.0762	19.81 – 8 hr. days
10,401-20,800	.0919	23.89 – 8 hr. days
20,801+	.1070	27.82 – 8 hr. days

(Sample calculation for a full-time team member at the first accrual level: 2080 hours x .0438 divided by 8 = 11.39 days)

PTO hours are earned on every hour the team member works, up to a maximum accrual of 320 hours (40 days). The PTO bank will be “capped” at this 320-hour level. Further accrual is prohibited until the bank drops below 320 hours.

PTO is paid at the team member's base pay rate at the time of absence. It does not include overtime or any special forms of compensation such as incentives, commissions, differentials, or bonuses. PTO hours will not be earned on PTO used or cashed out, or any other time that is not associated with actual hours worked.

Team members who have an unexpected need to be absent from work should call their direct supervisor before the scheduled start of their workday and on each additional day of unexpected absence. PTO will be utilized for any missed hour(s)/day(s) due to tardy or absence or early departure of a shift, even if the PTO puts the team member's hours over 40 hours for the week. PTO does not trigger overtime pay.

To schedule planned PTO, team members should request advance approval (at least 3 weeks) from their supervisor. Requests should be submitted utilizing The Lutheran Home Association's Time Off Request Form or scheduling software program, per facility's protocol. Requests will be reviewed based on several factors, including business needs, and staffing requirements. In rare circumstances, a team member may be asked to postpone PTO.

PTO hours may be used to supplement team members' decreased hours in the case of administrative directed staffing cuts or fluctuations in scheduled hours. However, team members are not permitted to use PTO hours for the sole purpose of having their employment status appear to be full time, thus enabling them to pay lower premium costs for benefits. For example, if a team member is regularly scheduled for 28 hours per week and the team member uses two hours PTO each week to bring the hours to 30, the team member does not qualify for full time benefit status as a result. In the same manner, team members are not permitted to use PTO hours for the sole purpose of changing their employment status to become eligible for benefits. PTO is not counted as hours worked.

PTO days may be required to be used during medical, disability, pregnancy, or personal leaves of absence in accordance with federal and state laws, as well as any other expected or unexpected absences. A team member who is on a leave from work due to a work-related injury and is approved for lost wages under workers' compensation may, but is not required to, use PTO during the leave.

PTO may be used for time off needed to arrange/attend a funeral. Paid bereavement leave may be granted in certain situations. Refer to The Lutheran Home Association's Bereavement Leave Policy for full details.

Upon termination of employment, unused accrued PTO will be paid out to the team member per the upcoming payroll schedule. The team member must have satisfied the 90-day waiting period before termination to be paid out. Team members who terminate before satisfying the waiting period will lose accrued PTO.

PTO payout at termination of employment or reduction of hours to occasional/seasonal (i.e. on-call) status will be paid out as follows:

PTO Accrual Start Date	% of PTO Balance Paid Out
<90 days	0%
90 days to <1 year	50%
1 year+	100%

(This chart takes effect on 01/01/2022)

Team members who do not provide a minimum of two-weeks' notice (four-weeks' notice for supervisory and management positions) of resignation will be docked two weeks of PTO from their final PTO payout.

- The deduction will be based on the team member's regularly scheduled hours prior to resignation. For example, a team member regularly scheduled at 32 hours/week who did not provide full notice, or had unscheduled absences during the notice period, will have 64 hours deducted from their final PTO payout.
- PTO cannot be used or substituted to satisfy the notice period. If preapproved PTO falls within the team member's notice period, the notice period must be extended by the number of PTO day(s) taken.

A team member whose employment ends and later rehired will start over on the above PTO accrual schedule.

PTO Cash Out Options **This applies to team members with a minimum of 100 PTO hours**

Team members have two cash out options:

- 1) Team members may cash out 50% of earned PTO hours (up to a maximum of 120 hours) at the end of the

team member's anniversary year. This "cash out" must be requested within 30 days of the team member's anniversary date (before or after). Only one request can be made during the 60-day window period. The "cash-out" will be paid via regular paycheck on the next available pay period after the anniversary date.

- 2) Team members may also cash out 50% of earned PTO hours (with a minimum of 40 hours to a maximum of 120 hours) at any time that their PTO hours exceed 280. This "cash out" will be paid via regular paycheck on the pay period after the request has been approved.

Holidays

The Lutheran Home Association will pay time-and-one-half to those team members that are essential to the operations on the holiday when working the following holidays: New Year's Day, Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving, Christmas Eve, and Christmas Day. *(Please note: the above referenced holidays have been designated by The Lutheran Home Association to comply with all obligations under federal government contracts as to team member eligibility for holiday pay.)* For holidays not worked, team members may request to utilize PTO for those days.

Disclaimer: The PTO & Holiday Pay Policy does not constitute a contract between TLHA and TLHA team members.

Policy: The Lutheran Home Association will provide a memorial gift of \$5,000 to a designated beneficiary for those staff members who have served The Lutheran Home Association on a regular part-time or regular full-time basis (20+ hours per week). For the memorial gift to be given, the staff member must have completed 60 days of services, *and* pass away while employed by the Association *or* within six months of terminating employment with the Association due to their own serious health condition.

- Procedure:**
1. All new staff members working a regular part-time or regular full-time schedule will complete a *Beneficiary Request* form. The staff member should update the form as needed throughout their employment with The Lutheran Home Association. The beneficiary form will be kept with other benefit paperwork.
 2. The memorial gift will be paid to the beneficiary(s) stated on the *Beneficiary Request* form for any staff member who passes away during employment *or* within six months of termination of employment due to his/her own serious health condition.
 3. The Lutheran Home Association reserves the right to request a copy of the death certificate or other supporting documents prior to issuing the memorial gift.
 4. A 1099 will be given to the beneficiary at the end of the year for tax purposes.

Policy:

In the event a staff member experiences a death of a family member, time off with pay may be granted.

Procedure:

A staff member who works regularly scheduled hours (e.g. regular full-time, regular part-time and part-time status) may be granted paid bereavement leave as follows:

- Up to three (3) days off (not to exceed eight hours per day) for the following family members:
 - Spouse
 - Children
 - Step-children
 - Parents
 - Step-parents
 - Siblings
 - Step-sisters
 - Step-brothers

- Up to two (2) days off (not to exceed eight hours) for the following family members:
 - Daughters-in law
 - Sons-in-law
 - Parents-in-law
 - Sisters-in-law
 - Brothers-in-law
 - Grandparents
 - Grandchildren

Bereavement leave will be paid only for those days the employee is scheduled to work. Occasional/Casual and temporary employees are not eligible for paid bereavement leave.

The employee should inform the department supervisor as soon as possible of the need to use bereavement leave. A Time Off Request form must be completed for all scheduled time missed. Upon request, a staff member may be required to provide supporting documentation for the leave request.

The leave will be paid at the staff member's base rate of pay at the time of absence and will not include any special forms of compensation (i.e. holiday pay, bonuses, overtime or shift differentials). If additional time off is needed, PTO or unpaid personal leave may be taken, upon supervisor approval.



Subject: Milestone & Retirement Bonus Policy
Section: Human Resources

Pages: 1
Staff: All

Policy:

To thank team members for their dedication and love given to the mission and ministry of The Lutheran Home Association (TLHA), an association-wide acknowledgement will be given for recognized years of service.

Procedure:

Team members will be recognized for consecutive years of service at TLHA for milestone employment anniversaries listed below and upon retirement at or above ten (10) years of service.

Milestone Bonus

Team members must be employed on a regularly scheduled basis at the time of their anniversary to be eligible for a milestone bonus. Team members regularly scheduled less than twenty (20) hours per week will receive 50% of the recognition amount (both dollars and PTO hours). Casual or temporary employees are not eligible.

<u>Years of Service</u>	<u>Award</u>
1	\$250, plus 8 hours of PTO
3	\$500, plus 8 hours of PTO
5	\$750, plus 16 hours of PTO
10	\$1,000, plus 24 hours of PTO
15	\$1,250, plus 1 week* of PTO
20	\$1,500, plus 1 week* of PTO
25	\$1,750, plus 1 week* of PTO
30	\$2,000, plus 1 week* of PTO
35	\$2,250, plus 1 week* of PTO
40	\$2,500, plus 1 week* of PTO
45	\$2,750, plus 1 week* of PTO
50	\$3,000, plus 1 week* of PTO
55	\$3,250, plus 1 week* of PTO
60	\$3,500, plus 1 week* of PTO

*1 week of PTO is based on regularly scheduled hours at time of milestone anniversary

TLHA Apparel & Recognition Events:

For each anniversary year listed above, team members will also receive TLHA apparel. Team members will receive a cardigan, sweater, polo shirt or scrub top with TLHA logo. Starting at twenty-five (25) years, a jacket with TLHA logo and personalization will also be an option.

Team members with twenty-five (25) years of service, and every five (5) years thereafter, will be invited along with guest(s) to a recognition event. This event will include dinner and a program with TLHA Board members in attendance.

A recognition event for milestone anniversaries may also be held at the campus or location in which the team members work. This event may include appetizers and/or cake.

Retirement Bonus

Team members who have worked at TLHA for ten years or longer, and who have reached retirement age when they retire from TLHA, will be eligible for a bonus and recognition event upon retirement. The extent of the recognition event will be determined by the facility management along with Human Resources and may range from a gathering with co-workers to an open house with the public invited. Factors considered in the event planning may include number of years of service, position held, and the team member's working relationship with the community and/or other outside contacts.

<u>Years of Service</u>	<u>Award</u>
10-14	\$1,000
15-19	\$1,250
20-24	\$1,500
25-39	\$2,000
40+	\$2,500



Subject: Recruitment Bonus Policy

Section: Human Resources

Pages: 1

Staff: All

Policy:

The Lutheran Home Association (TLHA) offers a recruitment bonus to team members for recruiting individuals to serve as quality team members at TLHA.

Procedure:

For a team member (recruiter) to qualify for the bonus:

1. The candidate must list the recruiter's name on the employment application and/or mention the recruiter's name during the interview stage.
2. The candidate must be hired by TLHA to work regularly scheduled hours of 0.2 FTE (16 hours/pay period) or higher.
3. The recruited team member must be working at eligible status at the time the bonus is due to be paid to the recruiter.
4. If the recruited team member's regularly scheduled hours reduce below 0.2 FTE at any time, the recruitment bonus will be discontinued indefinitely.

The recruitment bonus is **\$2,500** and will be paid at the following levels:

- When the new team member completes *180 hours* of employment; recruiter receives **\$250**
- When the new team member completes *520 hours* of employment; recruiter receives **\$500**
- When the new team member completes *1,040 hours* of employment; recruiter receives **\$750**
- When the new team member completes *2,080 hours* of employment; recruiter receives **\$1,000**

For the purpose of this policy, hours of employment excludes Paid Time Off (PTO).

There is no limit on the number of people a staff member may recruit to fill the present need. The bonus that is paid to the recruiter will be charged to the facility/department that the new team member was hired into, not the facility/department of the recruiter. Certain positions are not eligible to receive a recruitment bonus. Those who disqualify are facility department directors and supervisors (unless they recruit outside of their department), Human Resources, Administrators, and NMO/OMA supervisory staff.

Depending on staffing needs, additional recruitment bonus opportunities may be implemented at the individual TLHA facilities at different points in time, upon approval of the Vice President of Human Resources.

If sign-on bonuses are implemented at various times for new team members, the policy for the sign-on bonus will coordinate with this policy. In other words, if the new team member receives a sign-on bonus, the recruiter would still be eligible for the recruitment bonus.

If a recruiter is receiving a bonus for recruiting a new team member under the previous recruitment bonus policy, the bonus amounts under the previous policy will still apply. Those hired on or after the date of this revised policy will fall under this policy.

A team member will be ineligible to receive a recruitment bonus for recruiting team members who left employment and rehired within six months of termination date. In addition, a recruiter may only receive each increment of the recruitment bonus once for a recruited team member. For example: If a recruiter received the 1st increment of the recruitment bonus for a particular team member, and that team member leaves employment and later rehired (greater than six months from termination date), the recruiter will be eligible for the second/third/fourth increment(s) of the recruitment bonus once the rehired team member reaches the respective levels.

The Lutheran Home Association has the right to amend or discontinue this policy at any time.



Subject: Employee Assistance Program (EAP)
Section: Human Resources

Pages: 1
Staff: All

Policy:

To assist our employees in dealing with life's stresses, an Employee Assistance Program (EAP) is in place. In keeping with our Christian health care mission, the service provider will be Christian-based.

Procedure:

1. All employees regardless of hours worked or hire date are eligible for this program.
2. Each calendar year, TLHA offers two free counseling sessions (length = one hour each) per issue for employees, employees' spouse and/or employees' dependents through individual, couple or family therapy.
3. The counseling sessions will be offered through Wisconsin Lutheran Child & Family Service (WLCFS), a not-for-profit, 501(c)(3) organization affiliated with the Wisconsin Evangelical Lutheran Synod.
4. To initiate counseling sessions, employees will contact WLCFS directly. Counseling sessions will be provided through a video-assisted counseling system or in person at a local Christian Family Counseling clinic with counselors from WLCFS. Access to the program is initiated through an online intake link: <https://christianfamilysolutions.org/> or by calling 1-800-438-1772.
5. Sessions are confidential between WLCFS and the person receiving the counseling services. The only information shared with TLHA is the name of the person receiving services. This is done in order to verify the employee's employment with TLHA and authorize payment of the two sessions.
6. Individuals who wish to continue with counseling beyond the two free sessions will be responsible for paying for additional sessions at WLCFS or by moving to an alternate counselor, chosen by the individual. Individuals can pay privately or WLCFS can submit to the individual's personal health insurance (if services are covered on the plan).

