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WELCOME!

Dear Associate,

Welcome to interface rehab, inc. and the opportunity to make a difference in the life of patients in the community. We have a proud commitment among our employees at interface rehab, inc. of offering the best possible services to the community.

This booklet was written to give you the answers to those most often asked questions about human resources policies and benefits, what we expect from you, and what you may expect of us in our combined efforts to serve our customers well. The more you learn about interface rehab, inc., the better employee you will be, so study this handbook, refer to it often, and if your questions are not answered, talk to your supervisor.

The growth of this organization can be attributed to our employee’s knowledge, skill and commitment to providing outstanding patient and customer service. Our employees are a part of a team that values the individual strengths that each employee contributes.

We are pleased that you have decided to join our team and we look forward to working together with you to fulfill our mission.

You have my very best wishes,

[Signature]

Anant Desai

PT, M.Ed., President
COMPANY BACKGROUND

interface rehab, inc. provides a full range of physical, occupational, and speech therapy services to adults in medical settings.

This Company started with one contract in Long Beach, California and one employee and since then, the Company is serving Southern California from Lancaster to Long Beach and Santa Monica to San Bernardino and San Diego.

All this growth required countless dedication, hard work, attention to details and above all, the right attitude of truly caring for the patients we serve.

We are glad you have joined interface rehab, inc. and anticipate that your capabilities will make you a valuable member of our staff and an asset to our patients.
EXECUTIVE SUMMARY—NOTHING BUT THE FACTS

We at interface rehab, inc. have been fortunate enough to experience growth on a continual basis. This has been evidenced in the relocation of our corporate office on five separate occasions in the last fifteen years in order to accommodate our ever increasing resource team members. We have expanded from one employee in 1995 to well over 700 employees today. All of our growth can be attributed to business based referrals due to our efforts in satisfying the needs of our client. interface rehab, inc. is a privately held corporation. We are not influenced by shareholders. Our operations rely solely on the expectations of our client and the rehab needs of our residents.

We pride ourselves on demonstrating perseverance in the face of adversity. In a climate where CMS has made continual change, interface rehab, inc. has persevered by over educating our team members on industry change well in advance. Our educators are called ‘Regional Mentors’ as opposed to managers. We believe in practicing our title rather than being our title.

Despite being continually asked to service facilities outside of California, we truly believe that ‘local is logical’ and have decided to focus our efforts here. Our Regional Mentors live within close proximity to their few facilities, which allows them to frequent each facility at a moment’s notice depending on the needs of our client.

interface rehab, inc. was founded by Anant B. Desai, PT, M.Ed. in 1995. Anant has been servicing the long-term care community nonstop since 1983. Being a physical therapist himself, Anant understands the challenges and nuances that face our industry today. With his motto of ‘local is logical’, he has been able to treat his customers with an intimate approach rather than the impersonal approach that is taken by many nation-wide, publically traded companies. Anant made it his mission to create this intimate working environment when he had witnessed his previous company’s business model change for the worse when it had become a national company.

Although Anant is the president and founder of interface, he prefers the title of ‘Head Coach’ due to his high regard for education and mentorship. His passion for education and his belief in our current business model is the reason that he took such a large risk when founding the company. He sacrificed an annual salary the first year of business because he saw something valuable in our approach to healthcare. Anant’s passion for education is evidenced in our 100% reimbursement of continuing education for our full time associates. Despite the perpetual shortage of healthcare workers and recent CMS changes, we have persevered due to Anant’s passion. He has instilled this passion in our mentors and in turn our mentors are instilling this passion into each and every team member.

We implement the word ‘now’ on a daily basis. All customer concerns are treated with care and urgency. Our centralized corporate structure allows our mentors to follow up with the needs of each facility in an expedient manner. Each regional mentor has a CQI (continuous quality improvement) mentor at their disposal. The CQI mentor is solely responsible for the quality of our documentation at each facility as well as the maintenance of our well rounded rehab systems. The regional mentor also has recruiters, staffing coordinators, billing personnel, payroll personnel and HR representatives for use to complete daily operations.

Anant’s goal is for interface rehab, inc. is to be the preferred rehabilitation provider in California. We strive to give back to the community by taking care of the rehab needs of all patients as opposed to only those with ‘Cadillac’ medical benefits. We treat all of our associates equally and fairly. We have created a true family environment with our team. All associates have a vitally important role to fill, which is the quality care of our residents. We have an open-door policy for our associates. It is fairly common for employees that exercise this policy to return ‘home’ after they see what the competitors have to offer.

Education and training are the catalysts for our forward progression in building our future as the preferred rehabilitation provider in California. Our foundation for building trust is by using good judgment, good intentions and open/genuine communication in our delivery.
COMPANY PHILOSOPHY STATEMENT

Interface rehab, inc. is dedicated to the provision of providing quality treatment and services that maximize the wellbeing of the patients, and to accomplishing its mission by:

- Responding to the needs of patients, healthy and ill
- Providing excellent care through multiple levels of service in selected locations
- Providing an environment that enhances each patient's awareness of his or her treatment, dignity, security, comfort, and peace of mind
- Ensuring that services provided in a fiscally responsible manner
- To serve the needs of patients in a committed and caring environment
- To further a commitment to integrity, quality, excellence, and continuous improvement in all areas of service to the patients
- Respect the patient and his/her family as individuals, assuring their right for confidentiality, respect, and dignity
- To serve through providing optimal standard of professional practice leading to the highest possible quality level of care
- Meet the individual need of each patient without regard to race, color, national origin, religion, sex, age, handicap or veteran status
- To esteem all personnel, as the providers of service, encourage their professional development, caring for them, and nurturing their growth as capable and compassionate people

To achieve these goals, Interface Rehab, Inc. is committed to conducting all of its business activities in compliance with ethical standards and all applicable laws, rules and regulations. Employees must recognize their duty to act in accordance with this essential directive.

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**“FOUNDATION FOR BUILDING TRUST”**
COMPANY VALUES

The Company strives to maintain high standards of ethical conduct in all of its business activities. As representatives of the Company, all Company employees must follow these principles in their work activities:

- **Safety** – Provide and maintain a safe culture.

- **Integrity** – An environment of honesty and integrity in all of our decisions while maintaining respectful partnerships.

- **Commitment** – Forming binding partnerships with our employees, customers and vendors that foster mutual success, advancement and community involvement.

- **Continuous Improvement Process** – Maintain a learning organization that enhances the potential of the employees, processes and assets on a daily basis. Be involved in your organization – i.e., APTA, ASHA, AOTA, or another association.

- **Communication** – Maintain good communication with Patients, their Families, Facility Staff, Supervisors, Physicians and the Community.

- **Quality and Service** – Patient care is a priority in our practice. Provide premier quality services. Be friendly and courteous, as well as fair and compassionate.
INTRODUCTION

Welcome! As an employee of interface rehab, inc., you are an important member of a team effort. We hope that you will find your position with the Company rewarding, challenging, and productive.

Because our success depends upon the dedication of our employees, we are highly selective in choosing new members of our team. We look to you and the other employees to contribute to the success of the Company.

HOW TO USE THIS HANDBOOK

This handbook provides an easily understandable source of the Company’s policies and procedures. It is intended to familiarize employees with important information about the Company, as well as your responsibilities. As a condition of your employment with interface rehab, inc. you are expected to know and comply with these policies and procedures.

This handbook replaces all prior handbooks and supersedes all prior verbal descriptions, written policies and other written materials and memorandum that may have been distributed, unless otherwise noted.

The resolution of any questions, interpretations, or applications of the policies is the sole prerogative of the Company.

No provision or portion of this employee handbook creates or is intended to create a promise or representation of continued employment for any employee, and should not be considered as conveying contractual rights, or promises to employees for continual employment of a specific or indefinite term, or any right to an employment related benefit or procedure.

Some subjects described in this handbook are covered in detail in official policy documents. Refer to these documents for specific information because the handbook only briefly summarizes those guidelines and benefits. Not all of the Company’s policies and procedures are set forth in this employee handbook. If you have any questions about this employee handbook or any other policy or procedure, please contact your Regional Mentor, Director of Operations, or the Human Resources Department.

RIGHT TO REVISE

This employee handbook contains the employment policies and procedures of interface rehab, inc. in effect at the time of publication. All previously issued handbooks or any inconsistent policy statements or memoranda are superseded.

interface rehab, inc. reserves the right to revise, modify, delete, or add to any and all policies, procedures, work rules, or benefits stated in this handbook or in any other document, except for the policy at-will employment. However, any such changes must be in writing and must be signed by the President of interface rehab, inc.

Any written changes to this handbook will be distributed to all employees so that employees will be aware of the new policies or procedures. No oral statements or representations can in any way alter the provisions of this handbook.

Nothing in this employee handbook or in any other personnel document, including benefit plan descriptions, creates or is intended to create a promise or representation of continued employment for any employee.
CONFIRMATION RECEIPT OF EMPLOYEE HANDBOOK

I have received my copy of the employee handbook for interface rehab, inc. I understand and agree that it is my responsibility to read and familiarize myself with the policies and procedures contained in the employee handbook.

I understand that except for employment at-will status, any and all policies or practices can be changed at any time by the Company. The Company reserves the right to change my hours, wages, and working conditions at any time. I understand and agree that other than the President of the Company, no manager, supervisor, or representative of the Company has authority to enter into any agreement, express or implied, for employment for any specific period of time, or to make any agreement for employment other than at-will; only the President has the authority to make any such agreement and then only in writing signed by the Head Coach.

I understand and agree that nothing in the employee handbook creates or is intended to create a promise or representation of continued employment and that employment at the Company is employment at-will; employment may be terminated at the will of either the Company or myself. My signature certifies that I understand that the foregoing agreement on at-will status is the sole and entire agreement between the Company and myself concerning the duration of my employment and the circumstances under which my employment may be terminated. It supersedes all prior agreements, understandings and representations concerning my employment with the Company.

_________________________________________________________________________

Employee Name (Printed)

_________________________________________________________________________    ____________

Employee Signature                       Date


DIVERSITY

Equal Employment Opportunity Statement

interface rehab, inc. provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as covered veteran in accordance with applicable federal, state and local laws. interface rehab, inc. is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in the operations of interface rehab, inc. and prohibits unlawful discrimination by an employee of the Company, including supervisors and coworkers. This policy applies to all terms and conditions of employment, including but not limited to, hiring, placement, promotion, termination, layoff, re-hire, re-instatement of employment, transfer, leaves of absence, compensation, and training.

Interface rehab, inc. expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of interface rehab, inc.’s employees to perform their expected job duties is absolutely not tolerated.

If you believe you have been subject to any form of unlawful discrimination, submit a written complaint to your supervisor or your Human Resources Representative. Your complaint should be specific and should include the names of the individuals involved and the names of any witnesses.

The Company will immediately undertake an effective, thorough, and objective investigation and attempt to resolve the situation.

If the Company determines that unlawful discrimination has occurred, effective remedial action will be taken commensurate with the severity of the offense. Appropriate action also will be taken to deter any future discrimination. The Company will not retaliate against you for filing a complaint and will not knowingly permit retaliation by management, employees or your coworkers.

Anti-Harassment Policy and Complaint Procedure

interface rehab, inc. strives to create and maintain a work environment in which people are treated with dignity, decency and respect. The environment of the company should be characterized by mutual trust and the absence of intimidation, oppression and exploitation. Employees should be able to work and learn in a safe, yet stimulating atmosphere. The accomplishment of this goal is essential to the mission of the company. For that reason, the company will not tolerate unlawful discrimination or harassment of any kind. Through enforcement of this policy and by education of employees, the company will seek to prevent, correct and discipline behavior that violates this policy.

All employees, regardless of their positions, are covered by and are expected to comply with this policy and to take appropriate measures to ensure that prohibited conduct does not occur. Appropriate disciplinary action will be taken against any employee who violates this policy. Based upon the seriousness of the offense, disciplinary action may include verbal or written reprimand, suspension or termination of employment.
Prohibited unlawful harassment includes, but is not limited to, the following behavior:

- **Verbal:** Comments that are not flattering or are unwelcome regarding a person's nationality, origin, race, color, religion, gender, sexual orientation, age, body disability or appearance. Epithets, slurs, negative stereotyping.
- **Nonverbal:** Distribution, display or discussion of any written or graphic material that ridicules, denigrates insults, belittles, or shows hostility or aversion toward an individual or group because of national origin, race color, religion, age, gender, sexual orientation, pregnancy, appearance disability, gender identity, marital or other protected status.
- Is made explicitly or implicitly a term or condition of employment.
- Is used as a basis for an employment decision.
- Unreasonably interferes with an employee's work performance or creates an intimidating, hostile or otherwise offensive environment.
- **Verbal:** Sexual innuendoes, suggestive comments, jokes of a sexual nature, sexual propositions, lewd remarks, threats. Requests for any type of sexual favor (this includes repeated, unwelcome requests for dates). Verbal abuse or "kidding" that is oriented toward a prohibitive form of harassment, including that which is sex oriented and considered unwelcome.
- **Nonverbal:** The distribution, display or discussion of any written or graphic material, including calendars, posters and cartoons that are sexually suggestive or show hostility toward an individual or group because of sex; suggestive or insulting sounds; leering; staring; whistling; obscene gestures; content in letters and notes, facsimiles, email, photos, text messages, Internet postings, etc., that is sexual in nature.
- **Physical:** Unwelcome, unwanted physical contact, including but not limited to touching, tickling, pinching, patting, brushing up against, hugging, cornering, kissing, fondling; forced sexual intercourse or assault.

If you believe that you have been unlawfully harassed, bring your complaint to your own or any other interface rehab, inc. supervisor or your Human Resources Representative as soon as possible after the incident. You will be asked to provide details of the incident or incidents, names of individuals involved and names of any witnesses. It would be best to communicate your complaint in writing, but this is not mandatory. Supervisors will refer all harassment complaints to the Director of Human Resources. The Company will immediately undertake an effective, thorough and objective investigation of the harassment allegations.

If the Company determines that unlawful harassment has occurred, effective remedial action will be taken in accordance with the circumstances involved. A Company representative will advise all parties concerned of the results of the investigation. The company will not retaliate against you for filing a complaint and will not tolerate or permit retaliation by management, employees or co-workers.

The Company encourages all employees to report any incidents of harassment forbidden by this policy immediately so that complaints can be quickly and fairly resolved.
Americans with Disabilities Act (ADA) and the ADA Amendments Act (ADAAA)

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act, known as the ADAAA, are federal laws that prohibit employers with 15 or more employees from discriminating against applicants and individuals with disabilities and that when needed provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

It is the policy of interface rehab, inc. to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is our company policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

The company will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to interface rehab, inc. Contact the Human Resource department with any questions or requests for accommodation.
EMPLOYMENT

At-Will Employment

Employment with this Company is employment at-will. This means an employee is free to leave his or her employment at any time, with or without cause or notice, and the Company retains the same right to terminate the employment relationship at any time, with or without cause or notice. Nothing in this handbook or in any document or statement shall limit the right to terminate at-will. No manager, supervisor or employee of the Company has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will. This policy of at-will employment may be changed only by a written employment agreement signed by the Company President that expressly changes the policy of at-will employment. This represents an integrated agreement with respect to the at-will nature of employment.

With the exception of employment at will, terms and conditions of employment with the Company may be modified at the sole discretion of the Company. The Company reserves the right to change my hours, wages, and working conditions at any time. No implied contract concerning any employment-related decision or term or condition of employment can be established by any other statement, conduct, policy, or practice.

Employee Classification Categories

All employees are designated as either nonexempt or exempt under state and federal wage and hour laws. The following is intended to help employees understand employment classifications and employees’ employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. The right to terminate the employment-at-will relationship at any time is retained by both the employee and interface rehab, inc.

Nonexempt employees are employees whose work is covered by the Fair Labor Standards Act (FLSA). They are NOT exempt from the law’s requirements concerning minimum wage and overtime.

Exempt employees are generally managers or professional, administrative or technical staff who ARE exempt from the minimum wage and overtime provisions of the FLSA. Exempt employees hold jobs that meet the standards and criteria established under the FLSA by the U.S. Department of Labor.

Interface rehab, inc. has established the following status categories:

- **Regular, full time:** Employees who are not in a temporary status and who are regularly scheduled to work the company’s full-time schedule a minimum of 35 hours per week. Generally, these employees are eligible for the full benefits package, subject to the terms, conditions and limitations of each benefits program.

- **Regular, part time:** Employees who are not in a temporary status and who are regularly scheduled to work a minimum of 20 hours per week. Regular, part-time employees are eligible for some of the benefits offered by the company subject to pro-rated premiums, terms, conditions and limitations of each benefits program.

- **Temporary, full time/part time:** Employees who are hired as interim replacements to temporarily supplement the workforce or to assist in the completion of a specific project
and who are temporarily scheduled to work the company’s full-time/part-time schedule for a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary workers are not eligible for company benefits unless specifically stated otherwise in company policy or are deemed eligible according to plan documents.

- **Contract Personnel**: interface rehab, inc. occasionally contracts through an employment agency for individuals to work for the Company for a limited time. Contract personnel are not Company employees and are not eligible for any Company benefits independent of how long they have worked for the Company.

- **Per Diem / Special Project Employees**: Employees classified as Per Diem hold jobs for an undetermined time period arising out of special projects, irregular workloads or other circumstances. There is no guarantee of scheduled hours. Per Diem employees will not automatically change to another status merely by working in excess of the period originally expected. Per Diem employees are not eligible for employee benefits except where mandated by applicable law. Employees holding jobs for an undetermined time period arising out of special projects, irregular workloads or other circumstances. There is no guarantee of scheduled hours.

**Per Diem Employees**

Per Diem Employees will not automatically change to another status merely by working in excess of hours or the period originally expected. Per Diem Employees are not eligible for employee benefits except where mandated by applicable law.

Should your irregular workload become regular then you may request for a status change in writing to be considered for a regular full-time / part-time employee with benefits, after 6 months of employment from date of hire and provided your performance is to the company’s acceptable standard.

All employees on a Per Diem employment status must work a minimum of 4-hour in every calendar month or 12-hours in every 90-day period to remain on the active duty roster. The minimum hours worked will be evaluated on a tri-monthly basis and decision to move employees to inactive status or terminate employment will be made on a case-by-case basis at that time. Although, interface rehab, inc. believes that a 4-hour minimum in every calendar month or 12-hour minimum in every 90-day period is not an unreasonable requirement, exceptions may be made where mandated by applicable law. In the event an employee refuses to accept suitable work on three occasions within a calendar year, it will be considered a voluntary resignation. The employee is then separated from employment as a voluntary termination.

Time Off is unpaid and must be scheduled at least two weeks in advance. Time Off request is subject to supervisory approval and department staffing needs and established policy and procedure.

Time Off that is not scheduled at least two (2) weeks in advance is considered to be unscheduled Time Off absence. Unscheduled Time Off absences will be monitored and addressed through local attendance policy. Exceptions may be made where mandated by applicable law.
If an illness or injury causes an employee to be absent from work or the absence is covered under the family/medical leave policy, or FMLA, a Medical Certification will be required releasing the employee as “fit for work” at the time the employee returns to work.

Note: At-Will: Because all employees are hired for an unspecified period of time, these classifications do not guarantee employment for any specific length of time and your employment remains “at-will.”

Employee References

All requests for references must be in writing and directed to the Human Resources Department. No other manager, supervisor or employee is authorized to respond to any request for references for current or former employees, personal or otherwise, written or verbal, or “off-the-record.”

Background and Reference Checks

As part of the process of weighing applicant qualifications and determining his/her suitability for open positions, interface rehab, inc. requires background and reference checks for all finalists for a position.

The background and reference check will include verification of information provided on the completed application for employment, the applicant’s resume or on other forms used in the hiring process. Information to be verified includes, but is not limited to, social security number, previous addresses, education, employment background, and criminal court record searches.

Additional checks such as a driving record may be made on applicants for particular job categories if appropriate and job related.

If an applicant is denied employment in whole or in part because of information obtained in his/her background and reference check, the applicant will be informed of this and given the name, address and phone number of the screening provider to contact if he/she has specific questions about the result of the background and reference check or wants to dispute its accuracy.

Any Applicant who provides misleading, erroneous or willfully deceptive information to interface rehab, inc. on an employment form or resume or in a selection interview is immediately eliminated from further consideration for employment with interface rehab, inc.

Employment is contingent on the satisfactory result of interface rehab, inc. background and reference check process.

Interface rehab, inc. also reserves the right to conduct a background check for current employees to determine eligibility for promotion or reassignment in the same manner as described above.

Internal Transfers/Promotions

interface rehab, inc. recognizes current employees as a valuable source of candidates for open positions and encourages the application of employees for such openings to allow and encourage employees to have the opportunity to move into other positions either laterally or promotionally.
All applicants are recruited and selected based on predetermined qualifications that do not arbitrarily discriminate against any qualified person in accordance with Equal Employment Opportunity Policy. It is the intent of the Company to hire and promote individuals who demonstrate the greatest and most desirable level of skills, knowledge, abilities, adaptations, and other qualifications appropriate to the position.

You may apply for an opening on-line, Job vacancies throughout interface rehab, inc. are posted on the Company web site at www.interfacerehab.com

Note: The hiring manager retains the final decision regarding candidate selection and will comply with all stated procedures, and company policies. Further details about this policy may be obtained from the Human Resources Department.

**Introductory Period**

All new employees are subject to an introductory period for the first 90-days of employment from the date of hire, during which their performance is evaluated. During the introductory period, you will receive support and feedback intended to help you become a successful employee of the Company, and a decision will be made about whether your skills and other qualifications are a good match for the position and the company. All personnel policies, work rules, and standards of conduct apply to new employee during their introductory period. Absenteeism during your orientation period will be taken seriously. All employees remain employed at-will during the introductory period, and no obligation exists on the part of the Company to retain an employee for the full introductory period.

**Job Qualifications**

- **LICENSURE:** All Licensed professional staff will be required and responsible of renewing their professional license when necessary and ensuring that the professional license is kept current and in compliance with the State of California Board of Medical Quality Assurance. Make sure to submit copy of your current professional license immediately upon receipt prior to the expiration date (from the last license). An employee who fails to present or maintain a valid professional license as requested will not be allowed to work.

- **PHYSICAL EXAMINATION:** All employees, who will be in contact with patients, will be required and responsible to provide and maintain a current general physical examination and a TB test on an annual basis, prior to the expiration date (from the last exam). All company required general physical examination and TB test are paid in full by interface rehab, inc. for services provided by US Health Works Medical Group or Concentra. The company will not reimburse any expenses for services provided by any other medical provider other than the company approved medical group providers.

- **CPR CERTIFICATION:** All employees, who will be in contact with patients, will be required and responsible to provide and maintain a current CPR Certification. Make sure to submit a copy of your current CPR Certification immediately upon receipt prior to the expiration date (from the last CPR Certification).

- **DRIVERS LICENSE/INSURANCE:** All employees, who drive on company business, will be required and responsible to provide and maintain a valid driver’s license and evidence of current insurance coverage.
Medial Screenings

As part of the interface rehab, inc. employment procedures, an applicant is required to undergo a post-offer, pre-employment medical screening, and alcohol and drug test. Any offer of employment that an applicant receives from interface rehab, inc. is contingent upon, among other things, satisfactory completion of this medical screening. All company required pre-employment, alcohol, and drug screenings are paid in full by interface rehab, inc.

Nepotism, Employment of Relatives and Personal Relationships

interface rehab, inc. wants to ensure that corporate practices do not create situations such as conflict of interest or favoritism. This extends to practices that involve employee hiring, promotion and transfer. Close relatives, partners, those in a dating relationship or members of the same household are not permitted to be in positions that have a reporting responsibility to each other. Close relatives are defined as husband, wife, domestic partner, father, mother, father-in-law, mother-in law, grandfather, grandmother, son, son-in-law, daughter, daughter-in-law, uncle, aunt, nephew, niece, brother, sister, brother-in-law, sister-in-law, step relatives, cousins and domestic partner relatives.

If employees begin a dating relationship or become relatives, partners or members of the same household and if one party is in a supervisory position, that person is required to inform management and Human Resources of the relationship.

interface rehab, inc. reserves the right to apply this policy to situations where there is a conflict or the potential for conflict because of the relationship between employees, even if there is no direct-reporting relationship or authority involved.

Current employees who are related or become related, for example, by virtue of marriage, to another present employee from the same department where a supervisory relationship develops will be permitted to continue their employment. However, the Company may transfer one of the related employees.

New Employee Orientation

interface rehab, inc. New Employee Orientation is designed to welcome new Employees into the spirit and culture of the Company, to clearly establish performance expectations, and to set the stage for success. New personnel are encouraged to begin their jobs following The New Employee Orientation in order to be introduced to the overall operations of interface rehab, inc. prior to beginning work.

During the New Employee Orientation, you will receive important information regarding the performance requirements of your position, basic interface rehab, inc. policies, as well as benefits and safety programs, plus other information necessary to acquaint you with your job and interface rehab, inc.

You will also be asked to complete all necessary paperwork at this time, such as, benefit plan enrollment forms, beneficiary designation forms, and appropriate federal, state, and local tax forms, etc. At this time, you will be required to present information establishing your identity and your eligibility to work in the United States in accordance with applicable federal law. You will not be allowed to begin working unless this information has been provided.
We encourage you to ask any questions you may have during this orientation so that you will understand all guidelines that affect and govern your employment relationship with us.

**Non-Retaliation**

Retaliation is a serious violation of this policy and should be reported immediately. The report and investigation of allegations of retaliation will follow the procedures set forth in this policy. Any person found to have retaliated against an individual for reporting discriminatory harassment or participating in an investigation of allegations of such conduct will be subject to appropriate disciplinary action.

**Open Door Policy**

The Company is committed to open communication between employees and management and to an “open door” policy. You should go to your supervisor/Regional Mentor to express ideas, discuss concerns, or present problems. Please feel free to follow up directly with your Supervisor/Regional Mentor if you have not received information about a problem in a timely manner.

However, if you do not feel comfortable talking with your supervisor/Regional Mentor, if you have a problem that involves your supervisor/Regional Mentor, or if a supervisor/Regional Mentor fails to resolve a problem, you can contact the Director Of Operations, or any member of the Human Resources Department.

Utilizing the “open door” policy to express a concern does not guarantee that you will agree with the ultimate resolution, but it does mean that your suggestions and concerns will be heard and addressed by management.

Any issues raised through the “open door” policy will be treated confidentially to the extent that confidentiality is consistent with a thorough investigation of the issue. Employees may make anonymous calls or suggestions, but doing so may mean that management does not have sufficient facts or information to investigate thoroughly. Management intends to investigate and respond in a timely manner to all suggestions and concerns raised through the “open door” policy. No employee will be retaliated against for raising concerns in a good faith through the “open door” policy.

Employee Hot Line (866) 533-3710

**Progressive Discipline**

Every employee has the duty and the responsibility to be aware of and abide by existing rules and policies. Employees also have the responsibility to perform his/her duties to the best of his/her ability and to the standards as set forth in his/her job description or as otherwise established.

Interface rehab, inc, supports the use of progressive discipline to address issues such as poor work performance or misconduct. Our progressive discipline policy is designed to provide a corrective action process to improve and prevent a recurrence of undesirable behavior and/or performance issues. Our progressive discipline policy has been designed consistent with our organizational values, HR best practices and employment laws.
Outlined below are the steps of our progressive discipline policy and procedure. Interface rehab, Inc. reserves the right to combine or skip steps in this process depending on the facts of each situation and the nature of the offense. The level of disciplinary intervention may also vary. Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling and/or training; the employee’s work record; and the impact the conduct and performance issues have on our organization.

The following outlines Interface rehab, Inc.’s progressive discipline process:

- **Verbal warning:** A supervisor verbally counsels an employee about an issue of concern, and a written record of the discussion is placed in the employee’s file for future reference.

- **Written warning:** Written warnings are used for behavior or violations that a supervisor considers serious or in situations when a verbal warning has not helped change unacceptable behavior. Written warnings are placed in an employee’s personnel file. Employees should recognize the grave nature of the written warning.

- **Performance improvement plan:** Whenever an employee has been involved in a disciplinary situation that has not been readily resolved or when he/she has demonstrated an inability to perform assigned work responsibilities efficiently, the employee may be given a final warning or placed on a performance improvement plan (PIP). PIP status will last for a predetermined amount of time not to exceed 90 days. Within this time period, the employee must demonstrate a willingness and ability to meet and maintain the conduct and/or work requirements as specified by the supervisor and the organization. At the end of the performance improvement period, the performance improvement plan may be closed or, if established goals are not met, dismissal may occur.

Interface rehab, Inc. reserves the right to determine the appropriate level of discipline for any inappropriate conduct, including oral and written warnings, suspension with or without pay, demotion and discharge.

**Rehire**

Former employees who left Interface rehab, Inc. in good standing and were classified as eligible for rehire may be considered for reemployment. Rehired employees begin benefits just as any other new employee in compliance with the Rehire Policy. Previous tenure will not be considered in calculating longevity, leave accruals or any other benefits. An applicant or employee who is terminated for violating policy or who resigned in lieu of termination from employment due to a policy violation will be ineligible for rehire.

**Separation of Employment**

Separation of employment within an organization can occur for several different reasons.

- **Resignation:** Although we hope your employment with us will be a mutually rewarding experience, we understand that varying circumstances cause employees to voluntarily resign employment. Resigning employees are encouraged to provide two weeks’ notice in writing, to facilitate a smooth transition out of the organization. If an employee provides less notice than requested, the employer may deem the individual to be ineligible for rehire depending on the circumstances regarding the notice given.
Employees who decline a change in working location, employment status, base rate, position, and work offered shall be considered to have voluntarily resigned from employment. In the event an employee refuses to accept suitable work on three occasions within a calendar year, it will be considered a voluntary resignation. The employee is then separated from employment as a voluntary termination.

- **Retirement:** Employees who wish to retire are required to notify their supervisor and the Human Resource department in writing at least one (1) month before the planned retirement date.

- **Job abandonment:** Employees who fail to report to work or contact their supervisor for three (3) consecutive workdays shall be considered to have abandoned the job without notice, effective at the end of their normal shift on the third day. The supervisor shall notify the Human Resource department at the expiration of the third workday and initiate the paperwork to terminate the employee. Employees who are separated due to job abandonment are ineligible for rehire.

- **Termination:** Employees of interface rehab, inc. are employed on an at-will basis, and the company retains the right to terminate an employee at any time.

**Return of Company Property**
The separating employee must return all company property at the time of separation, including uniforms, cell phones, keys, PCs and identification cards. An employee who fails to return company property at the time of separation will be reported to the local law enforcement for theft.

The separating employee shall contact the Human Resource department as soon as notice is given to schedule an exit interview. The interview will be on the employee's last day of work or another day, as mutually agreed on.

**Earned and available PTO**
PTO will be paid in the last paycheck.

**Health Insurance**
Will terminate on the first of the following month from the effective date of employment termination (Example: A separation with an effective date of January 2, benefits will cancel on February 1). Information for (COBRA) continued health coverage will be provided. Employees will be required to pay their share of the dependent health and dental premiums through the end of the month.
WORKPLACE SAFETY

Accidents
Should you become injured or have an accident while at work, immediately report the accident or injury to the nearest supervisor or to any other management person. The supervisor will arrange for first aid, hospital or other medical care as needed and will fill out a first report of injury and file it with Human Resources. You must report even minor injuries so that you can receive proper medical attention. (Please also refer to the Worker's Compensation section).

Driver Safety
This Driver Safety Policy applies to all employees authorized to drive a personally owned or leased or rental vehicle on Company business.

It is the policy of interface rehab, inc. to provide and maintain a safe working environment to protect our employees and the citizens of the communities where we conduct our business from injury and property loss. As the use of vehicles is an important part of our working environment, interface rehab, inc. is committed to promoting a heightened level of safety awareness and responsible driving behavior in all of our employees, both on and off the job.

All employees who drive on company business are expected to conduct themselves in a responsible manner that includes obeying all laws, driving defensively and not operating a vehicle under the influence of alcohol or drugs. It is also expected that each employee who drives on Company business is familiar with the rules of the road and our Company’s driver safety policies.

All interface rehab, inc. employees are expected to operate vehicles safely, whether they operate Company owned, leased, rental or personal vehicles as part of their job. Our efforts and the commitment of every employee will help prevent vehicle accidents and reduce personal injury and property loss claims. The management of interface rehab, inc. requires the full commitment and cooperation of each employee to operate their vehicle safely and to adhere to their responsibilities as outlined in this Driver Safety Program Manual.

Drug-Free Workplace
Our Company has a vital interest in providing safe, healthful, and efficient working conditions for our employees. The unlawful or improper presence or use of controlled substances or alcohol in the workplace conflicts with this vital interest. For these reasons, we have established, as a condition of employment with our Company, this Drug-Free Workplace Policy.

Consistent with its fair employment policy, the Company maintains a policy of non-discrimination and reasonable accommodation with respect to recovering addicts or alcoholics, those who are perceived as having such a dependency, and those having a medical history reflecting treatment for this condition. This policy is designed to encourage employees to seek assistance before their dependency renders them unable to perform job functions and/or jeopardizes their health and safety and the health and safety of coworkers.

The following Drug-Free Workplace Policy (“Policy”) was designed to minimize any impact upon individual privacy, to insure the integrity and reliability of testing procedures, and to protect the confidentiality of individual test results and medical histories. We will be providing education
and training to managers, supervisors, and employees to provide notice of this policy and to help prevent work-related drug abuse. Questions regarding the meaning or application of this Policy should be directed to the immediate supervisor.

**DRUG FREE WORKPLACE POLICIES**

1. **Prohibition Against Unlawful Presence of Illegal Drugs in the Workplace**
   The use, sale, or distribution, possession or consumption of any illegal drug is absolutely prohibited on the Company premises, or while engaged in any Company business.

2. **Prohibition Against the Unauthorized Presence of Alcoholic Beverages**
   The unauthorized use, sale, distribution, possession, or consumption of any alcoholic beverage is absolutely prohibited on Company premises, or while engaged in any Company business.

3. **Prohibition Against Working or Reporting to Work "Under the Influence"**
   No employee shall work, report to work, or be present on Company premises, or be engaged in any Company business while "under the influence" of any illegal drug, controlled substance, or alcohol.

4. **Reporting the Use of Any Controlled Substances Which Significantly Affects Safety or Performance**
   An employee taking or using, for medical reasons, any controlled substance, legally prescribed by a licensed medical practitioner, has an obligation to inquire of their physician whether the controlled substance may affect the employee’s ability to safely, efficiently, and productively perform job duties. In this regard, your Regional Mentor will be available to provide the employee with a copy of his/her job description. If the physician determines that while on the medication the employee’s performance may be affected or the employee is otherwise unfit for duty, the employee must report this to his/her immediate supervisor prior to commencing work in order to protect the safety of the employee and his/her coworkers.

   An employee may continue to work, even though taking or using a controlled substance, as described above, if the employer’s physician has determined (1) that the employee does not pose a threat to his or her own safety; the safety of co-workers or others, including the general public; or, the security of the Company property; and, (2) that the employee is able to perform his/her job duties. Management reserves the right to have the employee evaluated by another physician and, where appropriate, the employee may be required to take a leave of absence or comply with other appropriate action as determined by Management.

5. **Non-Prescribed Medication**
   This Policy strictly prohibits the use, sale, distribution, possession, or being under the influence of any controlled substance not prescribed by a licensed medical practitioner, at any time while an employee is on Company premises, or while engaged in any Company business.

   In order to protect the safety of the employee and co-workers, the employee is strongly advised to report to his or her supervisor, before commencing work, whether the employee is taking any over-the-counter medication, which affects job performance or safety.
6. **Contractor's Employees /Visitors**  
   If a visitor, vendor, or contractor, or any employee of a vendor or contractor, is in violation of this Policy, he or she will be immediately escorted off the premises and may be reported to local law enforcement authorities.

7. **Temporary Employees**  
   Currently, temporary employees will not be subject to drug or alcohol testing. Where the Company has any reasonable suspicion that the temporary employees have violated this Policy, in any way, the temporary employee will be subject to immediate discharge.

8. **Compliance as a Condition of Employment/Entry onto Premises**  
   All applicants and employees are hereby advised that full compliance with this Policy shall be a condition of employment and continued employment at the Company.

   All visitors, vendors, or contractors, or any employees of any vendor or contractor, are hereby advised that this Policy shall be a condition of entering onto Company premises.

9. **Sanctions for Violation of Drug-Free Workplace Policy**  
   Any employee who violates any provision of this Policy shall be subject to disciplinary action, up to and including immediate discharge.

10. **Alternatives to Discharge**  
    The guidelines in the policy are alternatives to immediate discharge. The refusal of an employee covered by this policy to comply with the specified guidelines shall result in the immediate discharge of that employee.

11. **Required Participation in Drug or Alcohol Rehabilitation**  
    At the discretion of the Company, any employee who violates the Company's Drug-Free Workplace Policy may be required, in conjunction with or in lieu of disciplinary sanctions, to successfully participate in and complete an approved drug or alcohol assistance rehabilitation program as determined by an outside treatment professional approved by the Company. The employee shall bear the costs of the rehabilitation program and shall be entitled to utilize whatever available PTO and/or medical leave necessary for program participation. An employee’s refusal to enroll in and complete such rehabilitation program shall be grounds for discharge.

12. **After-care**  
    At the discretion of the Company, any employee who violates the Company’s Drug-Free Workplace Policy may be required, in conjunction with or in lieu of disciplinary sanctions, to successfully participate in and complete an approved after-care program as determined by an outside treatment professional approved by the Company. The employee shall bear the cost of the after-care program and shall be entitled to utilize whatever available PTO and/or medical leave benefits are necessary for program participation. An employee failure to complete the after-care program shall be grounds for discharge.

13. **Exemption from Rehabilitation and After-care**  
    At the discretion of the Company, based upon the recommendation of an outside treatment professional, an employee may be exempt from the rehabilitation and after-care provisions of this policy. Such employee, however, may be required to enroll in a substance abuse education or similar program approved by the Company. The employee shall bear the cost of the substance abuse education program.
14. **Outside Treatment Professionals**  
The outside treatment professional referred to in Sections 11, 12, and 13 above shall be selected from an established list of treatment professionals maintained by the Company.

**ENFORCEMENT PROCEDURES**

A. **Drug and Alcohol Testing**

1. **Pre-Employment / Post-Offer Drug and Alcohol Screening**  
All applicants for regular employment who have been given a conditional offer of employment shall be required to undergo a pre-employment physical examination, which includes a reliable urinalysis test to determine the presence of illegal drugs or controlled substances. In addition, applicants may be subject to a blood test to determine the presence of alcohol.

2. **Reasonable Suspicion Testing of Current Employees**  
Where there is reasonable suspicion to believe that an employee has violated any provision of this Policy, the Company may require that the individual undergo a blood or urinalysis for the presence of any illegal drug, controlled substance, or alcohol.

3. **Post-Rehabilitation Testing**  
The Company may conduct periodic testing as specified in a voluntary agreement between the Company and the employee that shall precede the employees return to work following the employees successful completion of a bona fide drug or alcohol rehabilitation program.

B. **Testing Procedures**

1. **Acknowledgment and Consent Forms**  
Prior to any testing under this Policy, the employee or applicant will be required to sign an acknowledgment and medical consent form and general release. Applicants refusing to sign the acknowledgment and medical consent and release forms will not be permitted to continue the employment application process. A current employee who refuses to sign the form will be subject to disciplinary action, up to and including discharge.

2. **Confidential Drug Disclosure Form**  
Individuals subject to testing under this Policy will be given an opportunity to specify on a confidential drug disclosure form any legally prescribed controlled substances or over-the-counter medication that he or she may have taken during a representative period. Over-the-counter medications and other legal substances may result in a positive test result. If the test result is confirmed positive, the confidential drug disclosure form will be opened by a MRO to permit an examination of possible legitimate explanations for the result as provided below. If the test is negative, the confidential drug disclosure form will be destroyed in the presence of the individual.

3. **Initial Test Results**  
If the initial test result is positive, a confirmatory test will be conducted as soon as possible. The employee shall not perform any work pending the results of the confirmatory test.

If the initial test is negative, the employee will be allowed to return to work unless the circumstances surrounding Management's decision to test the employee demonstrate
negligence or misconduct. In such a case, the employee will be subject to disciplinary action, up to and including discharge. A negative test result does not affect Management’s discretion to take disciplinary action against any employee, for any reason Management deems appropriate, such as negligent operation of equipment or vehicles, or other job performance deficiencies or violations of work rules or Company policies.

4. **Confirmation of Test Results**
Any applicant or employee who tests positive for an illegal drug, alcohol, or any controlled substance may be given the opportunity to take a confirmatory test separate and independent from the initial test at the applicant’s or employees expense. Confirmed positive test results shall be reported to a MRO.
If the test is confirmed positive, the individual will be given the opportunity to speak to the MRO in order to explain the result and/or explain why the result is not accurate. If the MRO determines there is a legitimate medical explanation for the confirmed positive test result, the officer will report the test result to Management as negative. However, a valid medical explanation will not necessarily excuse an employee’s failure to have reported his or her legal drug use prior to commencing work.

If the individual is unable to establish that the drug was legally obtained or cannot obtain a physician’s certificate, or if the MRO determines that there are no other legitimate medical explanations for the confirmed positive test result, the MRO will report these confirmed results to Management. In such cases, applicants will be considered ineligible for employment with the Company. Employees will be subject to disciplinary action up to and including discharge, or if Management deems appropriate, referred to the Company's employee assistance program for rehabilitation. If referred to an employee assistance program, the employee shall participate in and successfully complete the rehabilitation program designated there under.

If the confirmatory test is negative, the Medical Review Officer will report the results to Management. Management will consider the negative results along with other factors giving rise to the decision to test, such as employee negligence or misconduct, in determining whether disciplinary action, including possible termination, is warranted. A negative test result will not affect Management’s discretion to take such disciplinary action. If Management deems appropriate, the employee may be returned to work.

5. **Confidentiality of Test Results**
Unless otherwise required by law, medical information shall not be released to any person other than the individual tested or the MRO without the tested individual’s voluntary written consent. However, test results, i.e., whether the individual tested positive or negative, may be released by the MRO to the Company representative or representatives directly responsible for determining whether the employee or applicant has violated this Policy or is otherwise eligible for employment.

6. **Certified Laboratories**
The Company has the right to designate any professional testing laboratory to perform testing under this Policy. Where federal, state, or local law provides for the certification of drug-testing laboratories, only a properly certified laboratory shall perform tests conducted pursuant to this Policy.
7. Preservation of Samples
   The Company shall ensure that a portion of any positive sample is preserved in a
c condition that will permit accurate retesting for a period of not less than 90 days after the
person tested receives the result.

8. Quality Control and Privacy Concerns
   Procedures have been developed in an attempt to ensure the integrity, confidentiality,
and reliability of testing procedures and minimize the impact upon the privacy and dignity
of persons undergoing tests to every extent feasible. For example, the Company has
established a chain of custody procedure for both sample collection and testing that will
verify the identity of each sample and test result. All specimens will be provided away
from business premises at the independent testing laboratory and, in no case, shall the
Company of any Company representative, agent or designee directly observe any
individual in the process of producing a test specimen.

C. Inspection

1. Searches and Inspections of Company Property
   The Company may also conduct unannounced random inspections for alcohol, illegal
drugs, controlled substances, or any paraphernalia used in conjunction with any illegal
drugs, or any other illegal contraband, on the Company premises. Under this Policy, the
Company may search property such as, but not limited to, the Company vehicles, desks,
file cabinets the Company issued employee lockers, or any other area where the
employees perform any job duties. Employees are expected to cooperate fully in the
conduct of such inspections. Inspections of facilities and property of the Company may
be conducted at any time and do not have to be based on reasonable suspicion.
Consent to this search and inspection provision is a condition of employment, and failure
to cooperate in any search or inspection request by a management representative is
grounds for disciplinary action, up to discharge.

2. Inspections of Employee Property
   Inspections of employees and their personal property such as, but not limited to,
vehicles, clothing, packages, purses, brief cases, lunch boxes, or other personal
property brought onto the Company premises, or in any personal vehicle used in
connection with job duties, may be conducted when there is reasonable suspicion, as
determined by management, to believe that the employee has violated any provision of
this Drug-Free Workplace Policy or any other the Company policy which may, in the
judgment of management, warrant search or inspection. Employees shall comply with
any management request for a search or inspection under this provision.

MISCELLANEOUS PROVISIONS

A. Consent of Applicants and Employee
   Applicants who are given a conditional offer of employment for any position with the Company
are required to consent to drug and alcohol testing and inspections pursuant to this Policy as a
condition of employment. Likewise, employees holding any position with the Company are
required to consent to drug and alcohol testing, and searches pursuant to these policies as a
condition of continued employment. A refusal to consent will result in disqualification for
employment or disciplinary action up to and including termination. Consent to testing, and
searches include an applicant or employees obligation to cooperate fully. Upon request, such
person must promptly complete any required forms and releases and promptly provide a sample
for testing.
B. The Company's Position on Drug or Alcohol Rehabilitation
Any employee having a drug or alcohol problem is encouraged to seek treatment through Human Resources before it affects your job, health or safety. If you seek treatment before problems arise, the Company will attempt to assist you with an appropriate non-paid leave of absence, to the extent that such leave does not impose an undue burden upon workplace safety or the Company's operations, coworkers, or others and/or jeopardize the individual's health and safety or the health or safety of co-workers or others.

C. No Contract of Employment
Nothing contained in this Policy interferes, in any way, with management's discretion to take disciplinary action up to and including discharge, against any individual, notwithstanding a negative test result.

Further, nothing contained in this Policy, and no representation by any member of management is intended to create a contract of employment for any definite term. Employment is at the will of the Company and the employee and may be terminated, at any time, with or without notice or cause. No management representative has any authority to make any agreement contrary to the foregoing unless placed in writing and signed by the Head Coach of the Company.

Emergency Drills
Periodically, the Company will be conducting drills for employee safety. You will be notified regarding emergency evacuation drill procedures. In addition, you will are required to participate in facility Specific Emergency Drills.

Housekeeping
Good housekeeping is everyone's responsibility. It not only improves the appearance of our facility, but it also helps prevent fires, accidents and personal injuries. Clean desks and floors also enable you to maintain a high standard of quality in your work. All employees are expected to keep their work areas clean and organized. Those using them should keep common areas such as lunchrooms, locker areas and restrooms clean. Please dispose of waste properly in the containers provided. Pick up and return all materials and supplies to their proper storage place after completing a task. Aisles must be kept free of obstacles. Should you notice any object obstructing access and free passage in aisles and to exits, if possible, correct the issue and report it to your supervisor. When stacking materials, be careful not to exceed a safe height and do not place anything in front of or against a fire extinguisher, electrical equipment, drinking fountain or exit. Report any problems or signs of problems to your supervisor.

Safety
It is the responsibility of each employee to conduct all tasks in a safe and efficient manner complying with all local, state and federal safety and health regulations and program standards, and with any special safety concerns for use in a particular area or with a client.

Although most safety regulations are consistent throughout each department and program, each employee has the responsibility to identify and familiarize her/himself with the emergency plan for his/her working area. Each facility shall have posted an emergency plan detailing procedures in handling emergencies such as fire, weather-related events and medical crises.

It is the responsibility of the employee to complete an Accident and Incident Report for each safety and health infraction that occurs by an employee or that the employee witnesses. Failure to report such an infraction may result in employee disciplinary action, including termination.
Furthermore, management requires that every person in the organization assumes the responsibility of individual and organizational safety. Failure to follow company safety and health guidelines or engaging in conduct that places the employee, client or company property at risk can lead to employee disciplinary action and/or termination.

The Safety Committee shall have the responsibility to develop and the authority to implement the safety and health program in the interest of a safer work environment.

Following are some general safety rules:

- All accidents or injuries occurring at work must be reported immediately to your supervisor or to any other management person.
- Report to your supervisor any condition you consider to be unsafe.
- When lifting, use the proper lifting technique; ask for assistance when lifting heavy objects.
- Running, shouting and all forms of horseplay and practical jokes are strictly forbidden while on Company property.
- Good housekeeping is part of every employee’s job. You are required to keep the work area, aisles and doorways in an orderly and safe working condition.
- Warning or caution signs: Employees must strictly obey all posted signs where they appear throughout the facility, office or company grounds.
- Comply with personal protective equipment (PPE) and dress requirements. Use all PPE and wear clothing that is safe and appropriate for your individual work area and assignment.
- Requirements of all Company safety programs are to be observed by all employees.
- Careless driving, including speeding, in the Company parking lot is prohibited.
- Observe all department-specific safety rules as may be communicated from time to time.
- Avoid overloading electrical outlets.
- Use caution when handling flammable materials.
- Keep cabinet doors and file and desk drawers closed when not in use.
- Sit firmly and squarely in chairs that roll or tilt.
- Operate only that equipment on which you have been trained and authorized.
- Stack materials only to safe heights.
- Watch out for the safety of fellow employees.
- Use the right tool for the job, and use it correctly.

At interface rehab, inc., we strive for excellence in safety. You will be oriented and trained in the various aspects of this overall safety program as they apply to your individual job duties and working conditions. In addition, you will be required to participate in facility safety training courses, specific to their business needs.

**Smoke-Free Workplace**

It is the policy of interface rehab, inc. to prohibit smoking and the use of chewing tobacco on all company premises in order to provide and maintain a safe and healthy work environment for all employees. The law defines smoking as the "act of lighting, smoking or carrying a lighted or smoldering cigar, cigarette or pipe of any kind."

The smoke-free workplace policy applies to:

- All areas of company buildings.
- All company-sponsored off-site conferences and meetings.
- All vehicles owned or leased by the company.
- All visitors (customers and vendors) to the company premises.
- All contractors and consultants and/or their employees working on the company premises.
• All employees, temporary employees and student interns.

Smoking is permitted in designated smoking areas only.

Employees who violate the smoking policy will be subject to disciplinary action up to and including immediate discharge.

Violence in the Workplace

All employees, customers, vendors and business associates must be treated with courtesy and respect at all times. Employees are expected to refrain from conduct that may be dangerous to others.

Conduct that threatens, intimidates or coerces another employee, customer, vendor or business associate will not be tolerated. interface rehab, inc. resources may not be used to threaten, stalk or harass anyone at the workplace or outside the workplace interface rehab, inc. treats threats coming from an abusive personal relationship as it does other forms of violence.

Indirect or direct threats of violence, incidents of actual violence and suspicious individuals or activities should be reported as soon as possible to a supervisor, security personnel, Human Resources, or any member of r management. When reporting a threat or incident of violence, the employee should be as specific and detailed as possible. Employees should not place themselves in peril, nor should they attempt to intercede during an incident.

Employees should promptly inform the Human Resource department of any protective or restraining order that they have obtained that lists the workplace as a protected area. Employees are encouraged to report safety concerns with regard to intimate partner violence. interface rehab, inc. will not retaliate against employees making good-faith reports. interface rehab, inc. is committed to supporting victims of intimate partner violence by providing referrals to interface rehab inc.’s employee assistance program (EAP).

interface rehab, inc. will promptly and thoroughly investigate all reports of threats of violence or incidents of actual violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as possible. interface rehab, inc. will not retaliate against employees making good-faith reports of violence, threats or suspicious individuals or activities. In order to maintain workplace safety and the integrity of its investigation, interface rehab, inc. may suspend employees suspected of workplace violence or threats of violence, either with or without pay, pending investigation.

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

interface rehab, inc. encourages employees to bring their disputes to the attention of their supervisors or Human Resources before the situation escalates. interface rehab, inc. will not discipline employees for raising such concerns.

What To Do In Case Of An Emergency Or Fire

If you discover a fire, immediately notify your supervisor, or the closest supervisor available. All employees should follow the instructions of their supervisor. Each department in the Company has an evacuation plan for implementation in case of fire or other emergencies. You should be
familiar with the exits in the event of an emergency. If you have any questions, ask your supervisor about the department evacuation plan. In addition, you should be familiar with the facility specific Emergency Action Plan.

A. Active Shooter Situation

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms. Victims are selected at random. The event is unpredictable and evolves quickly. Law enforcement is usually required to end an active shooter situation.

- Be aware of your environment and any possible dangers
- Take note of two nearest exits in any facility you visit
- If you are in an office, stay there and secure the door
- Attempt to take the active shooter down as a last resort
- Call 911 when it is safe to do so
  - Information you must provide to enforcement or 911 operator:
    → Location of the active shooter
    → Number of shooters
    → Physical description of shooters
    → Number and type of weapons held by shooters
    → Number of potential victims at the location

1. Evacuate:
   - Have an escape route and plan in mind
   - Leave your belongings behind
   - Keep your hands visible
2. Hide Out:
   - Hide in an area out of the shooter’s view
   - Block entry to your hiding place and lock the doors
   - Silence your cell phone and/or pager
3. Take Action:
   - As a last resort and only when your life is in imminent danger
   - Attempt to incapacitate the shooter
   - Act with physical aggression and throw items at the active shooter
4. When law enforcement arrives:
   - Remain Calm and follow instructions
   - Put down any items in your hands (i.e., bags, jackets)
   - Raise hands and spread fingers
   - Keep hands visible at all times
   - Avoid quick movements toward officers such as holding on to them for safety
   - Avoid pointing, screaming or yelling
   - Do not stop to ask officers for help or direction when evacuating

B. Biological/Medical Waste Release

1. Evacuate the area if necessary;
2. Call 911 if necessary;
3. If properly trained, clean up the spill according to the procedures in the Medical Waste Manual and according to guidelines listed in the Exposure Control Plan;
4. Properly contain the waste and apply a hazardous waste label;
5. Notify your supervisor of the incident;
6. Contact The Environmental Health and Safety Office
7. The Environmental Health and Safety Office will contact the medical waste contractor to dispose of any waste that cannot be held due to regulatory requirements.

C. Bomb Threat
   - **A written bomb threat or package:**
     1. Do not handle the object any more than necessary;
     2. Do not disturb any powder or liquid coming from a suspicious package.
   - **A telephone bomb threat:**
     1. Note the exact time of the call;
     2. Attempt to write down the exact words of the caller;
     3. Try to ask clear and exact questions (type, time, place, etc.);
     4. Try to note the caller’s voice (lisp, gender, jargon, etc.).
     → **Get as much information as possible by asking:**
        o Where it is located?
        o What kind of bomb is it?
        o What does it look like?
        o When is the bomb set to explode?
        o How do you deactivate it?
        o As soon as you get off the phone, call 911 and give all the information you obtained.

D. Earthquake or civil disturbance procedures
   1. Remain calm. Do not attempt to evacuate.
   2. Drop, Cover, and Hold On! Drop to the floor, cover your head, and hold on to a solid object.
   3. Find shelter under a desk or sturdy table. A doorway may provide some shelter if a piece of furniture is not immediately available.
   4. Avoid places where objects may fall from overhead storage or near outside walls and windows.
   5. Follow instructions from responsible persons.
   6. If an earthquake, once building stops shaking, follow evacuation route(s) quickly. Do not use elevators. Once outside, stay away from buildings, trees and electrical lines.

E. Employee Injury
   - **Life Threatening injuries/illness**
     o Dial 911
   - **Non-Life Threatening injuries/illness**
     o Employees: Report all injuries to your supervisor or your Human Resources Representative immediately.
     o Supervisors: Report all injuries to your Human Resources Representative immediately.

F. Blood or Bodily Fluids:
   *If assisting in injured person before help arrives*
   1. Always were disposable gloves if possible.
   2. Always thoroughly wash your hands with soap and water for at least thirty seconds after exposure to such liquids.
   3. Do not exceed your level of training.
   4. For additional information refer to the Blood borne Pathogen Program
G. Evacuation Procedures

Evacuation route(s) and assembly area(s) maps are posted at the facilities and corporate office. Employees should become familiar with all evacuation route(s) and assembly area(s).

1. Determine in advance the nearest exit to your work area and the route you will follow. Establish an alternate route in the event your first route is blocked or unsafe to use;
2. Assist those needing assistance;
3. In case of fire, do not use the elevator;
4. Once outside, proceed to a designated meeting area or similar area at least 100ft from the building;
5. Meeting areas are flexible and might have to be adjusted depending on wind direction or the magnitude of the hazard;
6. Remain at the meeting place;
7. Attempt to account for all persons;
8. Stay at the designated evacuation area until the fire department or designated representative has given the “all clear” to re-enter the building.

Note: Contact your supervisor for specific evacuation procedures for your department/area and designated meeting location.

H. Fire evacuation and emergency procedures

1. Pull the nearest alarm station and/or call 911;
2. Proceed to the nearest exit in an orderly fashion;
3. Close all doors (do not lock doors);
4. If smoke is present, stay close to the floor;
5. Do not use elevators.
6. Evacuate quickly-without running-to the nearest exit specified in safety training or in the posted facility diagram. Use an alternate route if the nearest one is blocked.
7. Proceed to the designated assembly area and stay there until accounted for and authorized to leave the premises.
8. Until authorized, do not return to the workplace.
9. If you are trapped in a room:
   o Put a wet towel at the base of the door
   o Call 911 and tell them your location;
   o If possible, open the window for fresh air. Stay as close to the floor as possible since smoke rises;
   o If possible, hang or wave a towel or other clothing outside the window to get attention.
   o If your clothing is on fire, STOP, DROP, and ROLL.
10. If you have received fire extinguisher training and are comfortable in extinguishing an incipient stage fire, you may extinguish the fire with a fire extinguisher if ALL of the follow conditions are met:
    o The fire alarm has been activated and all occupants have been evacuated;
    o If the fire is small (waste basket size) and has not spread from its originating point;
    o You have the correct type of extinguisher;
    o Your exit is clear and you can extinguish the fire with your back to the exit door.
I. **First aid and medical emergencies**
   1. In the event of a medical emergency, request medical assistance by calling the listed number for reporting emergencies, while the designated and trained first-aid provider or other employee attends to the victim.
   2. Do not provide medical attention unless you are trained and have the necessary supplies available.
   3. Avoid contact with blood, body fluids or other potentially infectious material by using protective equipment and safe practices. Any exposure must be promptly reported to the employer.
   4. First-aid kit(s) are available at the facilities and corporate office.
   5. First-aid posters are displayed at the facilities and corporate office. Employees should familiarize themselves with this information.

J. **Reporting a Threat**
   All potentially dangerous situations including threats by coworkers or others should be reported immediately to your immediate supervisor, or to any other member of management with whom you feel comfortable. Reports of threats may be made anonymously. All threats will be promptly investigated. No employee will be subject to retaliation, intimidation or discipline as a result of reporting a threat in good faith under this policy.

   If an investigation confirms that threat of a violent act or violence itself has occurred, the Company will take appropriate corrective action.

   It is important for us to be aware of any potential danger in our workplace. Indeed, we want to take every precaution to protect everyone from the threat of a violent act by an employee or anyone else.

K. **Utilities Failure**
   **Examples of utility failure that may occur are electrical outage, plumbing failure/flooding, natural gas leak, steam line break, ventilation problems and/or elevator failure.**
   1. In the event of failure, immediately notify your supervisor. For emergencies or after hours call 911.
   2. In a situation where a building needs to be evacuated, please proceed to the building specific evacuation area;
   3. Turn off equipment, machines and computers;
   4. Assist disabled persons as needed;
   5. Do not use elevators;
   6. Stay at the designated evacuation area until the fire department or designated representative has given the “all clear” to re-enter the building.

L. **Workplace Violence**
   - **Immediate Threat:**
     - Call 911
     - Get out of the area and away from the immediate threat.
   - **Violence Committed:**
     - Call 911 immediately if a person commits an act of violence against you or another person.
   - **Non-emergency Procedures/Intimidating Situation:**
     - If you are not in immediate physical danger, but you have information or concerns regarding workplace violence (e.g. oral or written, gestures,
expressions) contact your supervisor or your Human Resources Representative.

**Workplace Bullying**

Interface rehab, Inc. defines bullying as “repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment.” Such behavior violates the company Code of Ethics, which clearly states that all employees will be treated with dignity and respect.

The purpose of this policy is to communicate to all employees, including supervisors, managers and executives, that the company will not tolerate bullying behavior. Employees found in violation of this policy will be disciplined up to and including termination.

Bullying may be intentional or unintentional. However, it must be noted that where an allegation of bullying is made, the intention of the alleged bully is irrelevant and will not be given consideration when meting out discipline. As in sexual harassment, it is the effect of the behavior upon the individual that is important. Interface rehab, Inc. considers the following types of behavior examples of bullying:

- **Verbal bullying:** Slandering, ridiculing or maligning a person or his/her family; persistent name calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks.

- **Physical bullying:** Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault; damage to a person’s work area or property.

- **Gesture bullying:** Nonverbal threatening gestures or glances that convey threatening messages.

- **Exclusion:** Socially or physically excluding or disregarding a person in work-related activities.
WORKPLACE EXPECTATIONS

Abuse and Neglect
(Elder Justice Act)

As an owner, operator, employee, manager, agent or contractor of Interface rehab, inc. you are personally subject to, and have personal reporting obligations under, Section 1150B of the Social Security Act, which is also known as the Elder Justice Act. Failure to comply with your reporting obligations can lead to severe civil monetary penalties (of up to $300,000) being imposed on you/or your being excluded from participation in Federal health care programs. Failure to comply can also lead to severe penalties to the company. If you are a contractor, you should notify your employees and agents who act on your behalf regarding these obligations.

Under Section 1150B, you are obligated to report to both the state survey agency and at least one law enforcement entity if you form a reasonable suspicion that a crime has been committed against any resident of the facility or any person who receives care at the facility. You must report within 2 hours of forming a reasonable suspicion relating to a crime involving serious bodily injury and within 24 hours of forming a reasonable suspicion relating to any other crime. You must report if you develop a reasonable suspicion even if other individuals have already reported the matter.

Please promptly contact the Regional Mentor of the facility after submitting any report under Section 1150B so that the facility can take appropriate remedial measures to protect its residents and others who receive care there. Please also contact the Human Resources Department if you would like a copy the company policy regarding Reporting Reasonable Suspicion of a Crime pursuant to Section 1150B. If you do not feel comfortable discussing the situation with your Regional Mentor or the supervisor, you may instead call the employee Hot-Line at 1-866-533-3710.

You may contact the state survey agency if you need more information regarding your legal obligations under Section 1150B.

Interface rehab, inc. takes very seriously its commitments to both comply with its legal obligations and to provide a safe and secure environment for the patients.

Attendance and Punctuality

The Company plans its business activities with the expectation that employees will report to work as scheduled. Employees are expected to report to work as scheduled, on time and prepared to start work, and to remain at work for their entire work schedule, except for meal and rest periods or when required to leave on authorized Company business. Employees are responsible for keeping absences and tardiness to a minimum and working within the posted attendance and tardiness policy and procedure. Punctuality and regular attendance is a requirement of your employment. Supervisors will counsel employees whose attendance is a cause for concern. A poor attendance record based on habitual unexcused tardiness, absenteeism, early departures or failure to promptly report absence or lateness may result in disciplinary action up to and including termination of employment.

It is the policy of Interface rehab, inc. to establish reasonable and necessary standards to ensure adequate attendance to meet patient care and business needs.
Procedure

1. **Employees assigned to Skilled Nursing Facilities (SNF) and/or field Staff:** Working schedules are established either by the designated Staffing Coordinator, supervisor or manager, based on facility needs, usually between the hours of 6:30 am to 8:00 pm Sunday through Saturday. They will instruct you as to your start of shift time and end of shift time. Your schedule is subject to change based upon business needs. The Company will attempt to provide employees with reasonable notice when changes are necessary.

2. **Employees assigned to the corporate office and/or Office Staff:** Working schedules are established by the Department Supervisor or Manager based on business needs, usually between 7:30 am to 6:00 pm Sunday through Saturday. The Department Supervisor or Manager will instruct you as to your start of shift time, lunch, rest periods and end of shift time. Your schedule is subject to change based upon business needs. The Company will attempt to provide employees with reasonable notice when changes are necessary.

**Item #3 - #14 apply to office and field staff:**

3. Employees are expected to be at their work station and ready to work and/or pick up a caseload at starting time. Work activity should commence at the start of shit time and continue until the normal designated stopping times for breaks, lunch, or the end of shift time.

4. In the event of an absence or tardiness from an assigned work schedule, the employee is required to report the absence or tardiness to the Company 1 hour prior to the scheduled start time as follows:

   - **Field Staff:** When reporting an absence, the employee must first telephone his/her designated Staffing Coordinator (followed by a telephone call to his/her immediate supervisor when possible). In addition, you must report your absence in Kronos (timekeeping system).

   - **Office Staff:** When reporting an absence, the employee must telephone his/her immediate supervisor and report your absence in Kronos (timekeeping system).

5. In the event the employee cannot reach a Staffing Coordinator, Supervisor, or Manager the absence should be reported to the corporate office at (800) 870-7989 within 1 hour prior to the scheduled start time so that a replacement therapist/office staff can be scheduled.

6. The company reserves the right to require an employee to submit a physician’s certificate in the event of any absences for medical reasons.

7. An employee’s absence will be considered unexcused unless advanced notice was given for an anticipated absence.

8. Timely notification means calling in within 1 hour prior to your scheduled start time on the day of the absence or providing advance notice for any anticipated absence.

9. An employee who fails to call in, gives a late notice, fails to give advance notice for an absence which could be anticipated, exceeds the number of length of absences as
defined by this policy is subject to corrective discipline or up to including termination of employment.

10. Excessive absenteeism is defined as two or more instances of unexcused absence in a calendar month. Such excessive absenteeism is subject to corrective discipline. Any eight instances of unexcused absenteeism in a calendar year are considered grounds for termination of employment.

11. In the event an employee is absent for three days or more without prior notice or approval, it will be considered a voluntary termination. The employee is then separated from employment as a voluntary termination.

12. Excessive tardiness shall be subjected to corrective discipline or termination. Excessive tardiness is defined as three or more instances of lateness in a calendar month. Any 12 instances of lateness in a calendar year are considered grounds for discharge.

13. Employee’s request to leave work early may be considered by the Supervisor or Manager. Approval of such absences should be based upon the urgency of the reason for absence and staffing/business needs. As a general guide, early departures should not exceed one instance per month or five instances in a calendar year.

14. An employee will be required to use accrued PTO for absences. The Payroll Department will automatically pay out accrued PTO for an ENTIRE day of absence. The Payroll Department will not automatically pay out PTO increments for partial workdays, unless requested by the employee.

15. The Payroll Department is responsible for maintaining attendance records.

16. The Supervisor or Manager is responsible for advising the respective employee if an absence or lateness exceeds the guidelines of this policy and procedure.

**Attire and Grooming**

Because of our relations with customers and the nature of our business, neatness and cleanliness are absolutely necessary at all times. Employees should dress conservatively and according to the requirements of the position.

The Company’s professional atmosphere is maintained, in part by the image that employees present to customers and coworkers alike. Anything that a reasonable person might consider offensive, provocative or distracting may not be permitted.

Neatness, cleanliness, and personal hygiene are absolutely necessary at all times. Lab coats are optional for all rehabilitation department personnel, displaying name/identification badges in plain view when in the facility is required at all times.

Appropriate closed toe, low heel shoes are to be worn in the facilities. Jeans are unacceptable attire. Employees are encouraged to use restraint in the use of colognes, perfumes, scented lotions, etc., as some individuals are bothered by or allergic to these products. Department managers and the Human Resources Department have the authority to determine acceptable dress. This list is not inclusive but is instead intended to provide you with some general guidelines:
• Clothing that works well for the beach, yard work, dance clubs, and exercise sessions may not be appropriate for professional appearance at work.
• Clothing that reveals too much cleavage, your back, your chest, your feet, your stomach or your underwear is not appropriate for a place of business casual setting.
• Any clothing that has words, terms, or pictures that may be offensive to other employees is unacceptable.
• Clothing should be pressed and never wrinkles. Torn, dirty, or frayed clothing is unacceptable.
• Remember that some employees are allergic to the chemicals in perfumes, spray these substances with restraint.
• Casual dress days, generally Fridays applies to the corporate office staff only. On these days, jeans and other more casual clothing, although never clothing potentially offensive to others, are allowed.
• All employees who will be in contact with patients are not allowed to have long fingernails.
• No bare feet, appropriate closed toe, lightweight moccasins or low heel shoes are allowed.
• Fingernails must be kept trimmed at the length of the fingertip.
• All employees must be covered from shoulders to knees at all times (no see-through or sleeveless clothing is permitted at any time.)
• Natural and artificial scents may become a distraction from a well-functioning workplace and are also subject to this policy.
• Visible tattoos are not allowed.
• Only stud earrings are allowed no other body piercings are allowed.
• In work areas, other than the office area, the following items of jewelry are not permitted
  o Bracelets and bangles
  o Loos neck items, (chains etc. except if items are required for medical reasons)
  o Loose clothing such as loose sleeves, ties, hair ribbons, and scarves.

Interface rehab, inc. is confident that employees will use their best judgment regarding attire and appearance. Management reserves the right to determine appropriateness. Any employee who is improperly dressed will be counseled or in severe cases may be sent home to change clothes. Continued disregard of this policy may be cause for disciplinary action, which may result in termination.

If you experience uncertainty about acceptable attire for work, please ask your supervisor or your Human Resources Staff.

Complaint/Grievance Procedure

It is the Company’s goal to maintain an environment where all employees and management address and resolve issues that, if not addressed, would inhibit employee relations, customer service and the success of our business. In light of this, whenever you have a problem or complaint, please speak up and communicate directly with the Company. We encourage employees to follow the problem resolution process described below as soon as the employee feels there is a problem. The sooner you bring problems to the Company’s attention, the easier it is to resolve them satisfactorily.

While employees are expected to begin at the first step, employees may bypass a step when the complaint is against the individual designated to hear that step of the procedure.
Step 1: First, discuss the problem with your Supervisor. Your Supervisor is most familiar with you and your job and may be in the best position to assist you. Your Supervisor is interested in seeing that you are treated fairly and properly. (If the problem pertains to any perceived unlawful harassment or discrimination, please refer to the No Harassment / Discrimination policy).

Step 2: If you are not satisfied with your Supervisors decision or if you are uncomfortable discussing the issue with your Supervisor you may proceed to the next level of management i.e. Director of Operations. We ask that you write a description of the problem and your discussion during Step 1 and forward it along with the Step 1 response to the Director of Operations. A meeting to discuss the problem will be scheduled within two weeks. A response will be issued within two weeks of the meeting.

Step 3: If the problem is not resolved at Step 2, you may contact the Human Resources Department for a final review. The Human Resources Department will investigate the matter, and may ask you to submit written documentation.

The time estimates stated in this policy are provided as guidelines. The individual circumstances of each problem and of the parties involved may require longer periods of time. Retaliation against employees who initiate or participate in the problem resolution procedure will not be tolerated and the person retaliating may be subject to disciplinary action up to including termination of employment.

Conditions of Employment

An employee’s first responsibility is to know his or her own duties and how to promptly, correctly, and pleasantly perform each duty. Employees are expected to be cooperative and to maintain a good team attitude. How well an employee interacts with coworkers, management, the people whom the Company serves, and how the employee accepts direction can affect the success of our Company. Consequently, whatever the position, employees have an important assignment. Employees are expected to perform every task to the best of their ability. Employees may occasionally be required to work on special assignments in addition to normal job duties, and as an at-will employer we reserve the right to change job responsibilities, transfer job positions, or assign additional job duties at any time. Employees who decline a change in working location, employment status, base rate, position, and job duties shall be considered to have voluntarily resigned from employment. In the event an employee refuses to accept suitable work on three occasions within a calendar year, it will be considered a voluntary resignation. The employee is then separated from employment as a voluntary termination.

Employees are expected to adhere to the highest standards of personal, professional, and business ethics. Employees are expected to use good judgment in the conduct of their affairs. Honesty, respect, and care in dealing with others on the job, in exercising professional judgment and in dealing with patients, their families, supervisors, physicians, customers, community, clients, and other organizations are essential standards for behavior.

Employees are expected to devote all of their time to performing their company job assignments and must refrain from conducting personal business or business for another company while on duty.

Assuming the continued availability of work, your continued employment is primarily dependent on the following:

- Your demonstrated ability to satisfactorily perform the duties of your position.
Your adherence to policies and procedures established by the Company.
Your ability to work successfully, productively and respectfully with other employees.
Your successful completion of your introductory period.

Confidentiality

Our clients and other parties with whom we do business entrust the company with important information relating to their businesses. It is our policy that all information considered confidential will not be disclosed to external parties or to employees without a “need to know.” If an employee questions whether certain information is considered confidential, he/she should first check with his/her immediate supervisor.

This policy is intended to alert employees to the need for discretion at all times and is not intended to inhibit normal business communications.

All inquiries from the media must be referred to the Human Resources Department.

Conflicts of Interest

The Company expects its employees to devote their full work time, energies, abilities and attention to our business. Employees are expected to avoid situations that create an actual or potential conflict between the employee’s personal interests and the interests of the Company.

A conflict of interest exists when an employee loyalties or actions are divided between the Company and a competitor, supplier, or customer. Employees who are unsure whether a certain transaction, activity, or relationship constitutes a conflict of interest should discuss it with their supervisor or a member of management for clarification. The Company President must approve any exceptions to this guideline in writing.

Some examples of the more common conflicts that should be avoided by all employees:
- Accepting personal gifts or entertainment from co-workers, employees, patients, patient family members, competitors, customers, suppliers or potential suppliers;
- Engaging in self-employment in competition with the Company;
- Using proprietary or confidential Company information for personal gain or to the Company’s detriment;
- Having a direct or indirect financial interest in or relationship with a competitor, customer or supplier;
- Acquiring any interest in property or assets of any kind for the purpose of selling or leasing it to the Company; and
- Committing the Company to give its financial or other support to any outside activity or organization without appropriate written authorization.

Failure to adhere to this guideline, including failure to disclose any conflict or seek an exception, may result in disciplinary action, up to and including termination of employment.

Customer Relations

Never argue with a customer. If a problem develops or if a customer remains dissatisfied, ask your supervisor or a manager to intervene. Customers are to be treated courteously and given proper attention at all times. Never regard a customer’s question or concern as an interruption or an annoyance. Customer inquiries must be addressed promptly and professionally.
To assure effective telephone communications, employees should always use the approved
greeting and speak in a courteous and professional manner. Please confirm information
received from the caller and hang up only after the caller has done so. If you answer the phone
while at work, please remember that to the person on the other end of the line, you are the
Company, and the caller deserves a courteous, friendly voice! Never place a telephone caller on
hold for an extended period. Direct incoming calls to the appropriate person and make sure the
call is received. Show your desire to assist the customer in obtaining the help he or she needs.
If you are unable to help a customer, find someone who can.

All correspondence and documents, whether to customers or others, must be neatly prepared
and error-free. Attention to accuracy and detail in all work demonstrates your commitment to
those with whom we do business.

Employee Personnel Files

Employee files are maintained by the Human Resource department and are considered
confidential. Managers and supervisors may only have access to personnel file information on a
need-to-know basis.

A manager or supervisor considering the hire of a former employee or transfer of a current
employee may be granted access to the file, or limited parts of it, in accordance with
antidiscrimination laws.

Personnel file access by current employees and former employees upon request will generally
be permitted within three days of the request unless otherwise required under state law.
Personnel files are to be reviewed in the Human Resource department. Personnel files may not
be taken outside the department.

Representatives of government or law enforcement agencies, in the course of their duties, may
be allowed access to file information.

Note: Please be advised that company policy may be subject to state requirements, including
potential requirements to provide copies of personnel files.

Float Policy

Our success in serving our patients and fulfilling our contracts is dependent on our working
effectively as a team and the willingness of individuals to respond to change based on business
needs. As an employee you may be required to work in different locations or multiple locations
should the need arise. In the event an employee refuses to accept suitable work on three
occasions within a calendar year, it will be considered a voluntary resignation. The employee is
then separated from employment as a voluntary termination.

Fraud and Abuse in Rehabilitation Services

interface rehab, inc. is committed to providing quality healthcare services in an environment that
is free of fraud and abuse. We will not knowingly employ anyone who has been convicted of
Medicare/Medi-Cal fraud or abuse or misuse of any federal, state or local programs. If interface
rehab, inc. discovers individuals who are committing fraudulent acts, we will notify the
appropriate authorities, and cooperate fully, up to and including prosecution of said employee.

We are committed to sound financial performance. We will not support fraudulent or abusive
patterns in healthcare delivery.
Examples of fraud/abuse:
- Billing for services that were not provided
- Billing for additional minutes or units that were not provided
- Billing procedural codes more than one time
- Billing individual units for time spent in group therapy
- Billing for time spent setting up for therapy
- Billing for services (i.e. – documentation) without the resident being present
- Billing for treatment where there is not a “reasonable expectation of improvement”

Any employee who is found out of compliance in the above two areas, will be subject to severe disciplinary action up to, and including termination of employment.

**Fraud and Abuse on Labor/Service Logs**

The office of Inspector General (OIG) of the U.S. Department of Health and Human Services recently issued guidelines to assist hospitals in the development of a corporate compliance program. Although designed to apply to hospitals, the guidelines are instructive to all health care providers regarding the OIG’s perception of effective mechanisms to prevent health fraud.

As you are well aware, interface rehab, inc. does have compliance procedures in place. We have implemented ZERO TOLERANCE compliance policies and procedures.

The following are specific areas of potential fraud:

- **Labor Logs**: All employees are directed to log their time in and time out of the facility in the (time sheets) very accurately.
- **Service Logs**: All the units (time) charged to patients for the treatment rendered, must reflect actual time spent in all aspects of patient care.

Any employee who is found out of compliance in the above two areas, will be subject to severe disciplinary action up to, and including termination of employment. Also, if you notice any other employee out of compliance, please report the incident immediately to the Human Resources Department at (714) 646-8904 or the employee Hot Line at (866) 533-3710.

**Gifts, Gratuities and Payments**

Employees should not solicit or provide gifts, services, benefits or hospitality from clients, vendors, agents, suppliers or co-workers. In addition, employees should not accept gifts, services, benefits or hospitality from customers, vendors, agents, suppliers or co-workers that might influence or appear to influence the employee’s conduct in representing the Company. Personal gifts of more than $100.00 USD must be tactfully declined or returned to avoid any appearance or suggestion of improper influence. Any gift accepted must be reported to the Human Resources Department. If the value of the gift is greater than $100.00 USD and for some reason the gift cannot be returned, the situation should be disclosed to the Human Resources Department and the gift turned over to the Company.
HIPAA
*(Health Insurance Portability and Accountability Act)*

interface rehab, inc.’s policy is to fully comply with HIPAA’s requirements. All employees who have access to Private Health Information (PHI) must comply with the company’s Use and Disclosure procedures.

interface rehab, inc. will maintain the confidentiality of “protected health information” (“PHI” as defined by HIPPA) and other information that is deemed to be confidential by other laws.

This information may include, but is not limited to, information on patients, employees, financial and business operations. Such information is made confidential by law (such as “protected health information” or “PHI” under the federal Health Insurance Portability and Accountability Act) Confidential information may be information in any form: e.g., written, electronic, oral, overheard or observed. Access to all information is granted on a “need to know basis”. A “need to know” is defined as information that is required in order to do your job.

During your daily work, you may be exposed to information that is considered strictly confidential. This information should not be discussed with anybody, including; other patients, co-workers, other families, your family, and friends. You must be alert to others overhearing your professional discussions regarding a patient’s condition or an employee’s behavior/performance. Disclosure of confidential information is grounds for disciplinary action up to and including termination. All business records provided to you or in your possession must be returned to the Company upon termination of your employment. This does not fully describe the HIPAA Policy and Procedure. You may contact your Human Resources Representative for the Company HIPAA Policy and Procedure.

**Identification Badges**

As a interface rehab, inc. employee, you are required to wear your badge at all times while on Company premises and while traveling on Company business, the badge should be visible at all times.

Employees will be responsible for a replacement fee in the amount of $5.00 per badge in case the badge is lost or misplaced.

Employees are responsible for returning the badge to the Company upon termination of employment.

**Job Duties**

interface rehab, inc. may occasionally require employees to work on special assignments in addition to normal job duties and as an at-will employer, reserve the right to change job responsibilities, transfer job positions, or assign additional job duties at any time. Employees who decline a change in job responsibilities, transfer job positions, or additional job duties shall be considered to have voluntarily resigned from employment.

**No Call/No Show**

If you are absent for a period of (3) three consecutive workdays without calling in and reporting your absence per the company Attendance and Punctuality Policy, you will be considered to have voluntarily terminated your employment under the no-call/no show policy. You will be considered to have voluntarily terminated your employment under the no-call/no-show policy if:
• The employee fails to report for work for three consecutive scheduled workdays without reporting the absence.
• The employee fails to return to work upon the expiration of an approved leave of absence without reporting the absence.
• The employee fails to report for work for a scheduled workday without reporting the absence resulting in total of (3) absences within any rolling 12 month period.

Outside Employment

Employees are permitted to engage in outside work or to hold other jobs, subject to certain restrictions as outlined below.

Activities and conduct away from the job must not compete with, conflict with or compromise the company interests or adversely affect job performance and the ability to fulfill all job responsibilities. Employees are prohibited from performing any services for customers on nonworking time that are normally performed by interface rehab, inc. This prohibition also extends to the unauthorized use of any company tools or equipment and the unauthorized use or application of any confidential information. In addition, employees are not to solicit or conduct any outside business during paid working time.

Employees are cautioned to carefully consider the demands that additional work activity will create before accepting outside employment. Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel or refusal to work overtime or different hours. If interface rehab, inc. determines that an employee’s outside work interferes with performance, the employee may be asked to terminate the outside employment.

Personnel Records

It is the employee’s responsibility to keep the Company and the Human Resource Department informed of any change in their address, telephone number, marital status, number of dependents, or any other factor that affects eligibility for employee benefits or the Company’s ability to contact the employee.

Confidential personnel records and information will be provided to outside sources only as required by law. Information provided for employment references is limited to position title and dates of employment.

Note. A Post Office Box, Personal Mail Box (PMB), or mail forwarding service address cannot be substituted for an employee’s home address.

Recording of Hours Worked For Billing Purposes

interface rehab, inc. clients require an accurate accounting of all services billed to them. In an effort to maintain our credibility and to provide clients with accurate invoices, it is incumbent upon every employee, both exempt and non-exempt, to record his/her work hours through the timekeeping system. The employee will use the timekeeping system from the client’s premises or/and any authorized working premises at the start of the shift, out/back from a meal break, start/end of travel, and again at the end of the shift. If an employee needs to temporarily leave the premises during the course of the shift, he/she will be required to log out when they leave and log in upon return to finish the shift. The employee is required to complete all client paperwork prior to leaving the premises. Under no circumstances will non-exempt employees
take work home to complete.

Failure of the employee to complete this procedure on a daily basis may result in disciplinary action up to and including termination of employment.

For detailed instructions on how and when to utilize the timekeeping system, employees should check with their immediate supervisors or a Payroll & Human Resources Representative.

Rules and Personal Conduct

The company can provide the highest quality of service to our customers only where there is an atmosphere of cooperation, courtesy and friendliness. Your actions and attitudes toward customers, vendors, the public and your co-workers will determine the reputation of the Company. As an employee, you are expected to conduct yourself in a respectful, cooperative and professional manner. You are responsible for knowing the policies and rules of conduct listed in this handbook. If you have any questions about the application of a policy or rule, you should discuss them with your supervisor, your manager or anyone in Human Resources. You can also use the “open door “policy as outlined in this handbook if you have problems or concerns. Violations of rules may result disciplinary action up to, and including termination of employment.

Social Media Use

Below are guidelines for social media use.

Employees may not post financial, confidential, sensitive or proprietary information about the company, clients, employees or applicants.

Employees may not post obscenities, slurs or personal attacks that can damage the reputation of the company, clients, employees or applicants.

When posting on social media sites, employees must use the following disclaimer when discussing job-related matters, “The opinions expressed on this site are my own and do not necessarily represent the views of interface rehab, inc.”

interface rehab, inc. may monitor content out on the Internet. Policy violations may result in discipline up to and including termination of employment.

Solicitation Distributions

We believe that employees should not be disturbed or disrupted in the performance of their job duties. For this reason, solicitation of any kind by one employee of another employee is prohibited while either person is on working time. Solicitation by non-employees on the Company premises is prohibited at all times.

Distribution of advertising material, handbills, or printed or written literature of any kind in working areas of the Company is prohibited at any time. Distribution of literature by non-employee on the Company premises is prohibited at all times.

Violations of this policy should be reported to Human Resources.
Technology Use and Privacy Policy

The Company provides various Technology Resources to authorized employees to assist them in performing their job duties. Each employee has a responsibility to use the Company's Technology Resources in a manner that increases productivity, enhances the Company's public image, and is respectful of other employees. Failure to follow the Company's policies regarding Technology Resources may lead to disciplinary measures, up to and including termination of employment. Moreover, the Company reserves the right to advise appropriate legal authorities of any violation of law by an employee.

I. TECHNOLOGY RESOURCES DEFINITION
Technology Resources consist of all electronic devices, software, and means of electronic communication including, but not limited to, the following: personal computers and workstations; lap-top computers; mini and mainframe computers; computer hardware, such as disk drives and tape drives; peripheral equipment, such as printers, modems, fax machines, and copiers; computer software applications and associated files and data, including software that grants access to external services, such as the Internet; electronic-mail; telephones; cellular phones; pagers; and voicemail systems.

II. AUTHORIZATION
Access to the Company's Technology Resources is within the sole discretion of the Company. Generally, employees are given access to the Company's various technologies based on their job functions. Only employees whose job performance will benefit from the use of the Company's Technology Resources will be given access to the necessary technology. Additionally, employees must successfully complete Company-approved training before being given access to the Company's Technology Resources.

III. USE
The Company's Technology Resources are to be used by employees only for the purpose of conducting Company business.

The Company assumes no liability for loss, damage, destruction, alteration, disclosure, or misuse of any personal data or communications transmitted over or stored on the Company's Technology Resources. The Company accepts no responsibility or liability for the loss or non-delivery of any personal electronic mail or voicemail communications.

IV. IMPROPER USE
A. Prohibition against Harassing, Discriminatory, and Defamatory Use
The Company is aware employees use electronic mail for correspondence that is less formal than written memoranda. Employees must take care, however, not to let informality degenerate into improper use.

As set forth more fully in the Company's "Policy Against Harassment," the Company does not tolerate discrimination or harassment based on gender, pregnancy, childbirth (or related medical conditions), race, color, religion, national origin, ancestry, age, physical disability, mental disability, medical condition, marital status, sexual orientation, family care or medical leave status, veteran status, or any other status protected by state and federal laws. Under no circumstances may employees use the Company’s Technology Resources to transmit, receive, or store any information that is harassing, discriminatory, or defamatory in any way (e.g., sexually explicit or racial messages, jokes or cartoons).

B. Prohibition against Violating Copyright Laws
Employees must not use the Company's Technology Resources to copy, retrieve,
forward, or send copyrighted materials unless the employee has the author's permission or is accessing a single copy only for the employee's reference.

C. Other Prohibited Uses
Employees may not use the Company's Technology Resources for any illegal purpose, violation of any Company policy, in a manner contrary to the best interests of the Company, in any way that discloses confidential or proprietary information of the Company or third parties, or for personal or pecuniary gain.

V. COMPANY ACCESS TO TECHNOLOGY RESOURCES
All messages sent and received, including personal messages, and all data and information stored on the Company's electronic-mail system, voicemail system, or computer systems are Company property regardless of the content. As such, the Company reserves the right to access all of its Technology Resources including its computers, voicemail, and electronic-mail systems, at any time, in its sole discretion.

A. Privacy
Although the Company does not wish to examine personal information of its employees, on occasion, the Company may need to access its Technology Resources including computer files, electronic-mail messages, and voicemail messages. Employees should understand, therefore, they have no right of privacy with respect to any messages or information created or maintained on the Company's Technology Resources, including personal information or messages. The Company may, in its discretion, inspect all files or messages on its Technology Resources at any time for any reason. The Company may also monitor its Technology Resources at any time to determine compliance with Company policies, for purposes of legal proceedings, to investigate misconduct, to locate information, or for any other business purpose.

B. Passwords
Certain of the Company's Technology Resources can be accessed only by entering a password. Passwords are intended to prevent unauthorized access to information. Passwords do not confer any right of privacy upon employee of the Company.

Thus, even though employees may maintain passwords for accessing Technology Resources, employees must not expect that any information maintained on Technology Resources, including electronic mail and voicemail messages, are private. Employees are expected to maintain their passwords as confidential. Employees must not share passwords to maintain their passwords as confidential. Employees must not share passwords and must not access coworkers' systems without express authorization.

C. Data Collection
The best way to guarantee the privacy of personal information is not to store or transmit it on the Company's Technology Resources. To ensure employees understand the extent to which information is collected and stored, below are examples of information currently maintained by the Company. The Company may, however, in its sole discretion, and at any time, alter the amount and type of information it retains.

- Telephone Use and Voicemail: Records are kept of all calls made from and to a given telephone extension. Although voicemail is password protected, an authorized administrator can reset the password and listen to voicemail messages.

- Electronic Mail: Electronic mail is backed-up and archived. Although electronic mail is password protected, an authorized administrator can reset the password
and read electronic mail.

- Desktop Facsimile Use: Copies of all facsimile transmissions sent and received are maintained in the facsimile server.

- Document Use: Each document stored on Company computers has a history, showing which users have accessed the document for any purpose.

- Internet Use: Internet sites visited, the number of times visited, and the total time connected to each site is recorded and periodically monitored.

D. Deleted Information
Deleting or erasing information, documents, or messages maintained on the Company's Technology Resources is, in most cases, ineffective. All employees should understand that any information kept on the Company's Technology Resources may be electronically recalled or recreated regardless of whether it may have been "deleted" or "erased" by an employee. Because the Company periodically backs-up all files and messages, and because of the way in which computers re-use file storage space, files and messages that are thought to have been deleted or erased may exist. Therefore, employees who delete or erase information or messages should not assume that such information or messages are confidential.

VI. THE INTERNET AND ON-LINE SERVICES
The Company provides authorized employees access to on-line services such as the Internet. The Company expects employees will use these services in a responsible way and for business-related purposes only. Under no circumstances, are employees permitted to use the Company's Technology Resources to access, download, or contribute to Internet sites that contain inappropriate content such as gross, indecent, or sexually oriented materials, gambling, and information related to illegal drugs.

Additionally, employees may not use the Company's Technology Resources to sign "guest books" at websites or to post information to any websites, including posting messages to Internet news groups or discussion groups. These actions will generate junk electronic mail and may expose the Company to liability or unwanted attention because of comments employees may make. The Company strongly encourages employees who wish to access the Internet for non-work-related activities to obtain their own personal Internet access accounts.

A. Confidentiality
Some of the information to which the Company has access is confidential. Employees should avoid sending confidential information over the Internet, except when absolutely necessary. Employees also should verify electronic mail addresses before transmitting any messages.

B. Monitoring
The Company monitors both the amount of time spent using on-line services and the sites visited by individual employees. The Company reserves the right to limit such access by any means available to it, including revoking access altogether.

VII. SOFTWARE USE
License Restrictions. All software in use on the Company's Technology Resources is officially licensed software. No software is to be installed or used that has not been duly paid for and licensed appropriately for the use to which it is being put. No employee may load any software on the Company's computers, by any means of transmission, unless authorized in writing in
advance by appropriate Management. Authorization for loading software onto the Company’s computers should not be given until the software to be loaded has been thoroughly scanned for viruses.

**VIII. CONFIDENTIAL INFORMATION**
The Company is very sensitive to the issue of protection of trade secrets and other confidential and proprietary information of both the Company and third parties (“Confidential Information”). Therefore, employees are expected to use good judgment and to adhere to the highest ethical standards when using or transmitting Confidential Information on the Company’s Technology Resources.

Confidential Information should not be accessed through the Company’s Technology Resources in the presence of unauthorized individuals. Similarly, Confidential Information should not be left visible or unattended. Moreover, any Confidential Information transmitted via Technology Resources should be marked with the following confidentiality legend: “This message contains confidential information. Unless you are the addressee (or authorized to receive for the addressee), you may not copy, use, or distribute this information. If you have received this message in error, please advise the appropriate Management immediately or return it promptly by mail.”

**IX. SOFTWARE FOR HOME USE**
The Company endeavors to license its software so it may be used on portable computers and home computers, in addition to office computers. Before transferring or copying any software from a Company Technology Resource to another computer, employees must obtain written authorization from the appropriate Management.

**X. SECURITY**
The Company has installed a variety of programs and devices to ensure the safety and security of the Company’s Technology Resources. Any employee found tampering or disabling any of the Company’s security devices will be subject to discipline, up to and including termination of employment.

**XI. AUDITS**
The Company may perform auditing activity or monitoring to determine compliance with these policies. Audits of software and data stored on the Company’s Technology Resources may be conducted without warning at any time.
Timekeeping Requirements

To maintain accurate records of hours worked, all employees are required to track their time on a daily basis and MUST approve their timecard by no later than the second business day after the pay period ends (Example: the pay period ending on the 15th of the month must be approved by the 17th of the month). It is the employee’s responsibility to log out/in using the electronic timekeeping system (Kronos Biometric Clock) to certify the accuracy of all time recorded. Any errors in your timecard should be reported immediately to your supervisor by via email for approval. Excessive missed log out/in may result in disciplinary action up to and including termination of employment. Note: Employees assigned to work at a facility with no access to a biometric clock will be required to log in/out using the Tele-time System or other timekeeping system as required by the payroll department.

All employees must log out/in using the electronic timekeeping system for the following purpose:

- Record their actual time worked
- Record the time work begins and ends
- Record departure/arrival time when traveling between facilities
- Record the beginning and ending time of each meal period
- Record any departure from work for any non-work-related reason.

Altering, falsifying, and tampering with the timekeeping system, therapy time logs at the facilities, or recording time on another employee’s time card or allowing another person to record time on your time card is prohibited and subject to disciplinary action, up to and including termination of employment.

Unacceptable Behavior or Conduct

We expect each employee to act in a mature and responsible manner at all times. To avoid any possible confusion, some of the more obvious unacceptable activities are noted below. Avoidance of these activities will be to your benefit, your co-worker and the Company. If you have any questions concerning specific work or safety rules, or any of the unacceptable activities listed, please see a supervisor for an explanation. Due to the severity of the following violations, any occurrence may result in immediate termination without warning.

The following are examples of conduct considered sufficient cause for disciplinary action. This list is not meant to be inclusive but is instead intended to provide you with some general guidelines. In all cases, the Company reserves the right to determine appropriate disciplinary action, up to and including termination, for any infraction.

1. Failure to report accidents, damaged equipment or other hazardous conditions
2. Fraud and abuse of labor/service logs
3. Fraud and abuse of Rehab Services
4. Negligent acts or safety violations of such a serious nature that they result in, or could result in, personal injury or property damage.
5. No call/no show absence for three (3) consecutive workdays or three (3) No call/no show absence within any rolling 12 month period without properly notifying or leaving a voicemail with your supervisor and the interface rehab, inc. corporate office or failure to return to work promptly after an authorized leave of absence, paid time off or having been recalled from layoff, constitutes job abandonment.
6. Violations of the Company’s Substance Abuse Policy on drugs and alcohol, such as possession of alcoholic beverages or illegal drugs on Company premises or on Company time, reporting to or remaining at work under the influence of alcohol or illegal drugs, or refusal to submit to or interference with a drug or alcohol test when requested
by the Company.
7. Disrespectful treatment of customers, vendors, co-workers, the public or visitors.
8. Falsifying any Company record or document, such as employment application, business
document, accounting statements, timesheets, expense or production reports, or falsifying the records of any of the Company's agents or insurers, whenever discovered.
9. Disorderly conduct such as fighting, assault or threatening assault or bodily harm to
another person, grossly inappropriate behavior, attempts to intimidate or to instill fear in
others, menacing gestures, stalking, or any other hostile, aggressive, injurious and/or
destructive actions undertaken for the purpose of domination or intimidation.
10. Theft, destruction or unauthorized removal or use of property belonging to the Company,
a customer or another employee.
11. Conviction of a felony, or of a misdemeanor involving conduct such as dishonesty or
violence, while employed by the Company.
12. Possession of a weapon while on Company property or Company sponsored event such
as explosives, firearms of any type, knives or similar items not required in completion of
the employee’s duties.
13. Deliberate withholding or slowing down of production or advising others to do so.
14. Dishonesty, of any nature, including misrepresenting information given to members of
management in accordance with an internal employee investigation or safety violation.
15. Insubordination, including willful failure to follow supervisor’s instructions.
16. Promotion of gambling, betting or money-lending schemes on Company premises or on
the job.
17. Acts in violation of the Company’s policies concerning Equal Employment Opportunity or
Prohibition of Harassment.
18. Soliciting a gratuity from a patient, customer, or a vendor.
19. Conflict of interest or acts that result in conflicts of interest.
20. Giving a false reason for a leave of absence or accepting employment elsewhere during
an approved leave of absence.
21. Excessive absenteeism, tardiness or early departures from work.
22. Conduct annoying, inconsiderate or disturbing to others such as horseplay, mischief or
the use of inappropriate language.
23. Conduct causing bodily injury or property damage.
24. Negligent, unauthorized or improper disclosure of confidential or proprietary information.
25. Actions or behavior which indicate a lack of cooperation or willingness to work, or which
result in inefficiency and loss of productivity.
26. Poor personal hygiene.
27. Solicitation for any cause or organization during scheduled work hours or distribution of
literature on Company property during working time and in working areas.
28. Minor violation of fire or safety and health regulations.
29. Smoking in unauthorized areas.
30. Failure to follow professional and courteous standards of conduct.
31. Failure to meet and maintain established standards of job performance.
32. Failure to remain at an assigned work location or other working area without
authorization, loafing on the job or loitering on Company property.
33. Entering the Corporate office or any facility with a non-employee without permission of a
member of Company management.
34. Gambling on Company property or on the job.
35. Engaging in an outside business on Company property or in other employment during
working time.
36. Failure to follow established policies, procedures and practices or other inattention to
duties.
37. Careless work that does not result in bodily injury or property damage.
38. Use or possession of cameras, sound recorders or other devices for video, audio or
digital imaging on Company premises or working time without permission of the Company.

39. Failure or refusal to cooperate in an investigation conducted by or in behalf of the Company.

40. Sleeping on the job during working hours.

41. Failure or refusal to accept suitable work offered.

42. Any actions not listed above but deemed to be against the best interest of the Company.

The Company will address violations of these rules of conduct and any other violations of Company policy on an individual basis. Pursuant to the Company’s at-will employment policy, the Company reserves the right to impose whatever form of discipline it chooses, or none at all, in a particular instance. Disciplinary action may include oral or written warnings, unpaid suspension, demotion, probation or involuntary termination. Nothing in this handbook should be construed as a promise of specific treatment in a given situation.
COMPENSATION

Changes in Tax Withholding, Home Address and Name Changes

Any changes in your tax status whether through a change in the number of dependents or for other reasons, should be immediately reported in writing to the Payroll & Human Resources department. Address and name changes should also be promptly reported in writing to the Payroll & Human Resources department. Many important Company announcements and notifications are customarily distributed by means of direct mail to the employee's home address.

Deductions

There are certain deductions we are required to make by law. Your pay stub itemizes the deductions made from your gross earnings. Federal or state laws require that we make deductions for Social Security, Federal Income Tax, State Income Tax where applicable, State Disability Insurance where applicable, and any other legally mandated taxes or deductions. In addition, there may be deductions for items that you yourself authorize such as your contribution for medical insurance, etc.

Any questions that you may have about your paycheck or the deductions should be addressed to the Payroll & Human Resources Department.

Direct Deposit of Payroll Checks

Payroll checks can be deposited into employee’s bank account in the U.S. To avail this service, the employee must submit to the Payroll & Human Resources Department a direct deposit authorization agreement form and a voided check from the account into which he or she wishes to deposit monies.

Employee Mileage and Expense Reimbursement

**Mileage Reimbursement:** Mileage incurred in the use of personal vehicle for business travel will be reimbursed per mile within the amount in accordance with the company policy. For employees who typically travel to more than one facility there are two methods of mileage reimbursement:

1. Any day that an employee travels to more than one location and travels more than 30 miles, the excess should be reported on the expense report and will be reimbursed. In other words, to and from home and the business locations, less than 30 miles.
2. Employees who travel to more than one facility a day are to be reimbursed for the mileage from facility to facility.

Mileage is to be reported on both your time sheet and the employee business expense reimbursement form. Mileage submitted on the employee business expense reimbursement form may be modified within a reasonable amount in comparison to the mileage that is calculated by a program called “Street & Trips” the latest version of Microsoft used by interface rehab, inc. Net mileage amount will be reimbursed in accordance with the company policy. Employees must exercise good judgment in controlling costs and are expected to submit an “Employee Business Expense Reimbursement Form” at the end of each pay period in which the mileage expense was incurred. Any “Employee Business Expense Reimbursement Form” not received within the required due dates as listed below will be processed at the discretion of the company. *(Example: any mileage expense incurred from the 1st of the month through the 15th of the*)
month must be reported on the 16th of the month, any mileage expense incurred from the 16th of the month through the last day of the month must be reported on the 1st of the following month.)

**Business Expense Reimbursement:** interface rehab, inc. will reimburse employees in a fair and timely fashion for reasonable pre-approved expenses incurred while engaged in company business requiring either local or out of town travel. Interface rehab, inc. will also reimburse employees for reasonable pre-approved non-travel related expenses, subject to established policy and procedure.

Employees are expected to submit the employee business expense reimbursement form at the end of each pay period in which the expense was incurred, and exercise good judgment in controlling costs. Any “Employee Business Expense Reimbursement Form” not received within the required due dates as listed below will be processed at the discretion of the company. (Example: any mileage expense incurred from the 1st of the month through the 15th of the month must be reported on the 16th of the month, any mileage expense incurred from the 16th of the month through the last day of the month must be reported on the 1st of the following month.)

**The employees Sr. Regional Mentor/Regional Mentor must pre-approve all business related expense reimbursements in advance.**

For details regarding eligibility guidelines, contact your Sr. Regional Mentor, Regional Mentor, or Human Resources Department.

Exempt employees will be paid their regular salary for weeks in which they travel. Nonexempt employees will be paid for travel time in accordance with federal and state wage payment laws.

**Meal/Rest Periods**

All nonexempt (hourly) employees are entitled to periodic rest break periods during their workday. If you are a nonexempt (hourly) employee, you will be paid for all such break periods and you do not need to log out/in. You are expected to return to work promptly at the end of any rest break.

You are entitled to one (1) 10-minute rest break for every four (4) hours you work (or major fraction thereof, which is defined as two (2) hours). If you work more than six (6) hours and up to ten hours in a workday, you will receive one (1) rest break during the first half of your shift and one (1) rest break during the second half of your shift. If you work more than ten hours and up to 14 hours, you will be entitled to an additional (3rd) paid 10-minute rest break.

If you work more than five (5) hours in a workday, you are also entitled to an unpaid meal period of at least 30 minutes. If you work more than 10 hours, you are entitled to a second, unpaid meal period of at least 30 minutes. If you work more than five (5) hours in a workday, you must log out for your meal period before the 5th hour of work is reached. If you work more than 10 hours in a workday, you must log out for your second meal period before the 10th hour of work is reached. Your supervisor will advise you of the scheduling of your meal period. You must not perform any work related task during your meal period, and you must stop working for at least 30 full, consecutive minutes.

All rest breaks and meal periods must be taken away from the regular work area. You may leave the premises for your meal periods.

If for any reason you do not take the applicable rest breaks and/or meal periods, you must notify your supervisor immediately.
Failure to comply with the Company’s Meal and Rest Period Policy will result in further disciplinary action up to and including termination of employment.

You may not combine rest breaks or add them to meal breaks, and they may not be used to allow an employee to come in 10 minutes late or leave 10 minutes early.

**On-Call Pay (nonexempt employees)**

An on-call employee who is called back to work outside his or her normal work schedule shall be paid for the time worked or a minimum of two (2) hours, whichever is greater.

Time worked while on call will be calculated at the employee’s regular rate of pay. If an employee is called back to work, he or she will be paid for travel time. If an on-call employee is not called back, no pay will be earned. Overtime compensation is applicable only when total hours worked exceed 40 hours in a workweek.

**Overtime Pay (nonexempt employees)**

Nonexempt employees who exceed 40 hours of work time in a workweek will be paid time and one half.

Leave of absence, holiday, PTO, does not apply toward work time.

The workweek begins at 12:00 a.m. on Sunday morning and ends at 11:59 p.m. on Saturday night.

Employees who anticipate the need for overtime to complete the week’s work must notify the Regional Mentor and or supervisor in advance and obtain approval before working hours that extend beyond their normal schedule.

During busy periods employees may be required to work extended hours.

Overtime is not encouraged for anyone and must be pre-authorized by the Regional Mentor and/or supervisor in advance. Federal and State law governing overtime premium pay will be followed at all times.

**Payment of Wages**

All employees are paid semi-monthly on the 10th and the 25th of each month, throughout the entire year. The Company’s pay period is from the first to the fifteenth, with payday on the 25th, and from the sixteenth through the last day of the month, with payday being on the 10th.

- If a normal payday should occur on a holiday, payday will be the day before the holiday.
- If a normal payday should occur on a Saturday, payday will be Friday.
- If a normal payday should occur on a Sunday, payday will be Monday.

It is critically important that you review your payroll check stub every pay period. If you feel there is a discrepancy, then contact the Payroll Department right away and it will be corrected on the next payroll check, unless prohibited by state law. If you lose your payroll check, notify the Payroll Department or Human Resources Department immediately.

Employees will receive their paychecks via direct deposit or will be sent via US mail.
If you are absent on your regular payday, you may pick up your check from Human Resources when you return to work. No one else may pick up your payroll check without your written authorization. If you have questions of any kind about your paychecks, please contact the Payroll Department.

In the event of a lost paycheck, the Payroll department must be notified in writing as soon as possible and before a replacement check can be issued. In the event the lost paycheck is recovered and the company identifies the endorsement as that of the employee, the employee must remit the amount of the replacement check to the company within 24 hours of the time it is demanded. **Note: You will be required to pay a $20.00 stop payment fee to replace a lost or stolen check and a $15.00 administrative service fee for a bounced direct deposit transaction.**

If an employee's marital status changes or the number of exemptions previously claimed increases or decreases, a new Form W-4 must be submitted to the Payroll department.

interface rehab, inc. will not advance wages or lend money.

**Performance and Compensation Reviews**

**PERFORMANCE REVIEWS:** Performance reviews may be conducted periodically to provide both employee and supervisor with the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss methods for improving performance.

This review also serves to make you aware of and to document how your job performance compares to the goals and description of your job. This is a good time to discuss your interests and future goals. Positive performance reviews do not guarantee increases in salary, a promotion, or continued employment.

**COMPENSATION REVIEWS:** Compensation reviews may be conducted periodically. Having your compensation reviewed does not necessarily mean that you will be given an increase. Positive performance reviews do not guarantee wage and salary increases.

**Reduction in Pay**

For a variety of reasons, an employee may be reassigned to a job that has a lower pay range than the job they had previously held. In such cases, reduction in pay guidelines will apply.

Non-exempt employees will be paid in accordance with state and federal overtime requirements. For all hours worked in excess of eight hours in one day or 40 hours in one workweek, or for the first eight hours on the seventh consecutive day in the same workweek, employees will be paid at one and one-half times their regular rate of pay; and double-time for hours worked in excess of 12 in any workday or in excess of eight on the seventh day of work in a workweek. There may be exceptions to these standards where allowed by law.
Time Reporting

The Workday: For payroll purposes the 24-hour workday starts at 12:01 AM and ends at midnight.

The Workweek: For payroll purposes the workweek consisting of seven consecutive workdays starts on Sunday and ends on Saturday.

Hours of Work: Regular hours of work are scheduled either by your designated Staffing Coordinator, supervisor, manager, based on facility needs, usually between the hours of 6:30 am to 8:00 pm. You will be informed of your start of shift time, lunch, rest periods and end of shift time. Your schedule is subject to change based upon business needs. The Company will attempt to provide employees with reasonable notice when changes are necessary. The interface rehab, inc. Corporate Office hours are from 7:30 am to 6:00 pm Monday through Friday. A voice mail system is available 24 hours a day 7 days a week at (800) 870-7989.

W-2 (Annual Wage and Tax Statement)

Your W-2 will be sent to your home address on or before January 31 for income paid in the previous year. Your responsibility is to make sure the Payroll department has your correct name, address, and social security number.
TIME OFF/LEAVES OF ABSENCE

Bereavement Leave

Regular full-time/part-time employees who have completed 90 days of continuous employment are eligible for a maximum of three (3) days (24 working hours) of bereavement leave at their regular rate of pay for the purpose of attending the services of a relative in their immediate family. The requested days must fall within a period of three (3) consecutive scheduled workdays inclusive of the day of the service. Bereavement leave will be paid only for normally scheduled workdays (excluding pre-scheduled paid time off days and weekends). For the purpose of this leave, immediate family includes: spouse, child, stepchild, parent, stepparent, parent-in-law, brother, sister, stepsibling, grandparent, and grandchild. If necessary, such as in cases of distant travel, the Company will consider allowing the use of accrued paid time off or unpaid time off to extend bereavement leave. An employee will be required to bring in an obituary or memory card to qualify.

Employees on Paid Time Off may not receive both Paid Time Off pay and paid bereavement leave for the same days.

Employees on leaves of absence are not entitled to bereavement leave.

Family and Medical Leave Act

Upon hire, interface rehab, inc. provides all new employees with notices required by the U.S. Department of Labor (DOL) on Employee Rights and Responsibilities Under the Family and Medical Act.

The function of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law.

General Provisions

Under this policy, interface rehab, inc. will grant up to 12 weeks (or up to 26 weeks of military caregiver leave to care for a covered service member with a serious injury or illness) during a 12-month period to eligible employees. The leave may be paid in combination with earned and available Paid Time Off (PTO), depending on the circumstances of the leave and as specified in this policy.

Eligibility

To qualify to take family or medical leave under this policy, the employee must meet the following conditions:

- The employee must have worked for the company for 12 months or 52 weeks. The 12 months or 52 weeks need not have been consecutive. Separate periods of employment will be counted, provided that the break in service does not exceed seven years. Separate periods of employment will be counted if the break in service exceeds seven years due to National Guard or Reserve military service obligations or when there is a written agreement, including a collective bargaining agreement, stating the employer’s intention to rehire the employee after the service break. For eligibility purposes, an employee will be considered to have been employed for an entire week even if the employee was on the payroll for only part of a week or if the employee is on leave during the week.
• The employee must have worked at least 1,250 hours during the 12-month period immediately before the date when the leave is requested to commence. The principles established under the Fair Labor Standards Act (FLSA) determine the number of hours worked by an employee. The FLSA does not include time spent on paid or unpaid leave as hours worked. Consequently, these hours of leave should not be counted in determining the 1,250 hours eligibility test for an employee under FMLA.

• The employee must work in a work site where 50 or more employees are employed by the company within 75 miles of that office or work site. The distance is to be calculated by using available transportation by the most direct route.

**Type of Leave Covered**
To qualify as FMLA leave under this policy, the employee must be taking leave for one of the reasons listed below:

• The birth of a child and in order to care for that child.

• The placement of a child for adoption or foster care and to care for a newly placed child.

• To care for a spouse, child or parent with a serious health condition (Under the FMLA, a “spouse” means a husband or wife as defined under the law in the state where the employee resides, including same-sex marriages in states that legally recognize such civil unions).

• The serious health condition (described below) of the employee.

An employee may take leave because of a serious health condition that makes the employee unable to perform the functions of the employee’s position.

A serious health condition is defined as a condition that requires inpatient care at a hospital, hospice or residential medical care facility, including any period of incapacity or any subsequent treatment in connection with such inpatient care or as a condition that requires continuing care by a licensed health care provider.

This policy covers illnesses of a serious and long-term nature, resulting in recurring or lengthy absences. Generally, a chronic or long-term health condition that would result in a period of three consecutive days of incapacity with the firstvisit to the health care provider within seven days of the onset of the incapacity and a second visit within 30 days of the incapacity would be considered a serious health condition. For chronic conditions requiring periodic health care visits for treatment, such visits must take place at least twice a year.

• Qualifying exigency leave for families of members of the National Guard or Reserves or of a regular component of the Armed Forces when the covered military member is on covered active duty or called to covered active duty.

An employee whose spouse, son, daughter or parent has been notified of an impending call or order to covered active military duty or who is already on covered active duty may take up to 12 weeks of leave for reasons related to or affected by the family member’s call-up or service. The qualifying exigency must be one of the following: a) short-notice deployment, b) military events and activities, c) child care and school activities, d) financial and legal arrangements, e) counseling, f) rest and recuperation, g) post-
deployment activities, and h) additional activities that arise out of active duty, provided that the employer and employee agree, including agreement on timing and duration of the leave.

**Covered active duty means:**
- In the case of a member of a regular component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country.
- In the case of a member of a reserve component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country under a call or order to active duty under a provision of law referred to in Title 10 U.S.C. §101(a)(13)(B).

The leave may commence as soon as the individual receives the call-up notice. *(Son or daughter for this type of FMLA leave is defined the same as for child for other types of FMLA leave except that the person does not have to be a minor.) This type of leave would be counted toward the employee’s 12-week maximum of FMLA leave in a 12-month period.*

- **Military caregiver leave** (also known as covered service member leave) to care for an injured or ill service member or veteran.

An employee whose son, daughter, parent or next of kin is a covered service member may take up to 26 weeks in a single 12-month period to take care of leave to care for that service member.

*Next of kin* is defined as the closest blood relative of the injured or recovering service member.

The term **covered service member** means:
- 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 otherwise in outpatient status, or is otherwise on the temporary disability 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 a member of the National Guard or Reserves) at any time during the period of five years preceding the date on which the veteran undergoes that medical treatment, recuperation or therapy.

The term **serious injury or illness** means:
- 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 line of duty on active duty in the Armed Forces (or that existed before the beginning of the member’s active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and 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 a period when the person was a covered service member, a qualifying (as defined by the Secretary of Labor) injury or illness that was incurred by the member in line of duty on an active duty in the Armed Forces (or that existed before the beginning of the
member’s active duty and was aggravated by service in line of duty on active
duty in the Armed Forces) and that manifested itself before or after the member
became a veteran.

Amount of Leave
An eligible employee may take up to 12 weeks for the first five FMLA circumstances above
(under heading “Type of Leave Covered”) under this policy during any 12-month period. The
company will measure the 12-month period as a rolling 12-month period measured backward
from the date an employee uses any leave under this policy. Each time an employee takes
leave, the company will compute the amount of leave the employee has taken under this policy
in the last 12 months and subtract it from the 12 weeks of available leave, and the balance
remaining is the amount of time the employee is entitled to take at that time.

An eligible employee can take up to 26 weeks for the FMLA military caregiver leave
circumstance above during a single 12-month period. For this military caregiver leave, the
company will measure the 12-month period as a rolling 12-month period measured forward.
FMLA leave already taken for other FMLA circumstances will be deducted from the total of 26
weeks available.

If a husband and wife both work for the company and each wishes to take leave for the birth of a
child, adoption or placement of a child in foster care, or to care for a parent (but not a parent “in-
law”) with a serious health condition, the husband and wife may only take a combined total of 12
weeks of leave. If a husband and wife both work for the company and each wishes to take leave
to care for a covered injured or ill service member, the husband and wife may only take a
combined total of 26 weeks of leave.

Method for Calculating the 12-Month Period
The 12-month period in which you may take 12 weeks of leave will be measured as a “rolling”
12-month period dating back from the first time you request leave. Example: (1) If you have
taken 8 weeks of leave in the past 12 months you can take an additional 4 weeks of leave (2) If
you used 4 weeks beginning February 1, 4 weeks beginning May 1, and 4 weeks beginning July
1 you would not be entitled to any additional leave until February 1, on February 1 you would be
entitled to 4 weeks of leave. Next May 1 you will be eligible to an additional 4 weeks, etc.

Under most circumstances, leave under federal and state laws will run at the same time and the
eligible employee will be entitled to a total of 12 weeks of family and medical leave in the
designated 12-month period.

Leave is Unpaid
Family and Medical Leave is unpaid leave although you may be eligible for short or long-term
disability payments and/or workers’ compensation benefits under those insurance plans. If you
request leave because of a birth, adoption, or foster care placement of a child, accrued Paid
Time Off time, and/or paid time off / personal time off will first be substituted for unpaid
family/medical leave. If you request leave for a pregnancy-related disability, you may use
accrued Paid Time Off time if you desire. However, if you request leave because of your own
serious health condition, you are required to substitute any accrued Paid Time Off for unpaid
Family and Medical Leave. The substitution of paid leave time for unpaid leave time does not
extend the 12-week leave period. Further, in no case may the substitution of paid leave time for
unpaid leave time result in you receiving more than 100% of your salary.
Coordination of PDL with FMLA
Any employee planning to take pregnancy disability leave should advise the Human Resources Representative as early as possible.

If you take pregnancy disability leave and are eligible under the federal or state family and medical leave laws, the Company will maintain group health insurance coverage for up to a maximum of 16 workweeks (if such insurance was provided before the leave was taken) on the same terms as if you had continued to work. Leave taken under the pregnancy disability policy runs concurrently with family and medical leave under federal law, but not family and medical leave under California Law. If you are ineligible under the federal and state family and medical leave laws, while on pregnancy disability you will receive continued paid coverage on the same basis as other medical leave that the Company may provide and for which you are eligible. In some instances, the Company may recover premiums it paid to maintain health coverage for you if you fail to return to work following pregnancy disability leave.

If you are on pregnancy disability leave and are not eligible for continued paid coverage, or if paid coverage ceases after 16 workweeks, you may continue your group health insurance coverage through Company in conjunction with federal COBRA guidelines by making monthly payments to the Company for the amount of the relevant premium. Contact the Human Resources Department for further information.

Under most circumstances, upon submission of a medical certification that an employee is able to return to work from a pregnancy disability leave, an employee will be reinstated to her same position held at the time the leave began or to an equivalent position, if available. An employee returning from a pregnancy disability leave has no greater right to reinstatement than if the employee had been continuously employed.

Benefits During Leave
For the first 12 weeks of an approved Family and Medical Leave, the Company will maintain your health benefits. You must continue to pay your portion of the benefit plan premiums through direct monthly payments to interface rehab, inc. In the event that Paid Time Off (PTO) is substituted for unpaid Family and Medical Leave, the company will deduct your portion of the benefit plan premiums as a regular payroll deduction. If you take a leave for disability caused by pregnancy, childbirth, or a related medical condition and follow that leave with a leave to care for your newborn child, your leave may exceed 12 weeks, but the Company will only maintain your benefits for the first 12 weeks you are on leave. Your health care coverage will cease if your premium payment is more than 30 days late. If your payment is more than 30 days late, we will send you a letter to this effect. If your leave extends beyond the end of your FMLA entitlement, you do not have return rights under FMLA. If you elect not to return to work for at least 30 calendar days at the end of the leave period, you will be required to reimburse the Company for the cost of the health benefit premiums paid by the Company for maintaining coverage during your unpaid leave, unless you cannot return to work because of a serious health condition or other circumstances beyond your control.

Reinstatement
Under most circumstances, upon return from family/medical leave, an employee will be reinstated to his or her original job or to an equivalent job with equivalent pay, benefits, and other employment terms and conditions. However, an employee has no greater right to reinstatement than if he or she had been continuously employed rather than on leave. For
example, if an employee on family/medical leave would have been laid off had he or she not
gone on leave, or if the employees job is eliminated during the leave and no equivalent or
comparable job is available, then the employee would not be entitled to reinstatement. In
addition, an employee use of family/medical leave will not result in the loss of any employment
benefit that the employee earned before using family/medical leave. If your leave extends
beyond the end of your FMLA entitlement, you do not have return rights under FMLA.

Return to Work Medical Certification
If you take leave because of your own serious health condition, (except if you are taking
intermittent leave) you are required to provide medical certification you are fit to resume work.
You must obtain Return to Work Medical Certification Forms from your attending medical
physician. Employees failing to provide the Return to Work Medical Certification Form will not
be permitted to resume work until it is provided. If your leave extends beyond the end of your
FMLA entitlement, you do not have return rights under FMLA.

Paid Time Off (PTO) and FMLA
All earned and available paid time off (PTO), runs concurrently with FMLA leave, employees
will be required to use earned and available Paid Time Off unless otherwise required by
law. You will not accrue Paid Time Off, personal days, holiday pay, and other benefits
based on length of service during an approved leave of absence, unless prohibited by
state and federal regulations. However, you will not lose seniority accrued prior to your
leave. Disability leave for the birth of a child and for an employee’s serious health condition,
including workers’ compensation leave (to the extent that it qualifies), will be designated as
FMLA leave and will run concurrently with FMLA.

Intermittent Leave or a Reduced Work Schedule
The employee may take FMLA leave in 12 consecutive weeks, may use the leave intermittently
(take a day periodically when needed over the year) or, under certain circumstances, may use
the leave to reduce the workweek or workday, resulting in a reduced-hour schedule. In all
cases, the leave may not exceed a total of 12 workweeks (or 26 workweeks to care for an
injured or ill service member over a 12-month period) and the reduced leave schedule is
medically necessary as determined by the health care provider of the person with the serious
health condition.

In addition, while you are on an intermittent or reduced leave schedule, the Company may
temporarily transfer you to an available alternative position that better accommodates your
recurring leave and has equivalent pay and benefits.

Certification for the Employee’s Serious Health Condition
The company will require certification for the employee’s serious health condition. The
employee must respond to such a request within 15 days of the request or provide a reasonable
explanation for the delay. Failure to provide certification may result in a denial of continuation of
leave.

Certification for the Family Member’s Serious Health Condition
The company will require certification for the family member’s serious health condition. The
employee must respond to such a request within 15 days of the request or provide a reasonable
explanation for the delay. Failure to provide certification may result in a denial of continuation of
leave.

Certification of Qualifying Exigency for Military Family Leave
The company will require certification of the qualifying exigency for military family leave. The
employee must respond to such a request within 15 days of the request or provide a reasonable
explanation for the delay. Failure to provide certification may result in a denial of continuation of leave.

Certification for Serious Injury or Illness of Covered Service Member for Military Family Leave
The company will require certification for the serious injury or illness of the covered service member. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave.

Recertification
The company may request recertification for the serious health condition of the employee or the employee’s family member when circumstances have changed significantly, or if the employer receives information casting doubt on the reason given for the absence, or if the employee seeks an extension of his or her leave. If the Family and Medical Leave Act/California Family Rights Act request is made because of the employee’s own serious health condition, the Company may require, at its expense, a second opinion from a health care provider that the Company chooses. The health care provider designated to give a second opinion will not be one who is employed on a regular basis by the Company. If the second opinion differs from the first opinion, The Company may require, at its expense, the employee to obtain the opinion of a third health care provider designated or approved jointly by the employer and the employee. The opinion of the third health care provider shall be considered final and binding on Company and the employee. Otherwise, the company may request recertification for the serious health condition of the employee or the employee’s family member every six months in connection with an FMLA absence.

Procedure for Requesting FMLA Leave
All employees requesting FMLA leave must provide the HR manager with verbal or written notice of the need for the leave. Within five business days after the employee has provided this notice, the HR Representative will provide the employee with the FMLA Notice of Eligibility and Rights. When the need for the leave is foreseeable, the employee must provide the employer with at least 30 days’ notice. When an employee becomes aware of a need for FMLA leave less than 30 days in advance, the employee must provide notice of the need for the leave either the same day or the next business day. When the need for FMLA leave is not foreseeable, the employee must comply with the company’s usual and customary notice and procedural requirements for requesting leave.

Designation of FMLA Leave
Within five business days after the employee has submitted the appropriate certification form, the HR Representative will provide the employee with a written response to the employee’s request for FMLA leave.

Intent to Return to Work from FMLA Leave
The company requires an employee on FMLA leave to report periodically on the employee’s status and intent to return to work. The employee must contact the Company on a monthly basis regarding the status of the condition and your intention to return to work. In addition, you must give notice as soon as practicable (within 30 business days if feasible) if the dates of leave change, are extended, or were initially unknown.
Holiday Pay

The Company observes (6) holidays:

- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Eligibility

All full-time/part-time employees are eligible for the holiday pay; however, employees must report for their LAST scheduled work shift prior to and after a holiday and must work a complete scheduled shift to be eligible for holiday pay.

Eligible full-time employees may receive up to 8 hours of compensation at their regular rate of pay for each of these holidays. Eligible part-time employees may receive up to 4 hours of compensation at their regular rate of pay for each of these holidays.

Eligibility for holiday pay is subject to the following restrictions:

- To be eligible for any holiday pay, an employee must work their full LAST scheduled shift before and after the holiday or work on the specified holiday.
- Holidays that fall on a Saturday will be observed the preceding Friday; those that fall on a Sunday will be observed the following Monday.
- Employees that are required to work on a specified holiday will receive the holiday pay in addition to their hours worked.
- If a holiday falls during an employee’s approved Paid Time Off period, the employee will be paid for the holiday and will not be charged with a Paid Time Off day. However, employees must work their full LAST scheduled shift before and after their approved Paid Time Off in order to be eligible for the Holiday pay.
- Employees on leave of absence for any reason are ineligible for holiday benefits for holidays that are observed during the period they are on leave of absence.

If you are a regular full-time or regular part-time employee and are scheduled to work on a holiday, you may be compensated in one of the following two ways:

1. Holiday pay (as defined above) PLUS hours worked at a regular rate of pay; or
2. Upon your request only, another day off during the same workweek (a switch day) at a regular rate of pay. *Any switch day must be requested through the company’s time and attendance system (Kronos Workforce Central).*

Jury Duty

Employees will be excused from work and provided unpaid temporary leave of absence if called for jury duty. Upon receiving their jury summons employees must present it to their supervisor, including proper documentation from the court of juror service rendered. Employees are expected to report for work during hours or days that their presence is not required on the jury panel. The Company will automatically pay eligible employees unused, earned and available Paid Time Off for an entire shift for any absence(s) due to jury duty unless otherwise requested by the employee.
Lactation/Breastfeeding

Any employee who is breastfeeding her child will be provided reasonable break times as needed to express breast milk for her baby. Nursing mothers will be required to notify the supervisor 24 hours in advance in order to accommodate the break times and reserve a private area as necessary. Any breast milk stored in the refrigerator must be labeled with the name of the employee and the date of expressing the breast milk. Any nonconforming products stored in the refrigerator may be disposed of. Employees storing milk in the refrigerator assume all responsibility for the safety of the milk and the risk of harm for any reason, including improper storage or refrigeration and tampering.

Breaks times to express milk will be unpaid, and the employee should indicate this break period on her time record with the exception of the two Rest Periods per the Rest Periods Policy.

Military Leave of Absence

Interface rehab, Inc. is committed to protecting the job rights of employees absent on military leave. In accordance with federal and state law, it is the company’s policy that no employee or prospective employee will be subjected to any form of discrimination on the basis of that person’s membership in or obligation to perform service for any of the Uniformed Services of the United States. Specifically, no person will be denied employment, reemployment, promotion or other benefit of employment on the basis of such membership. Furthermore, no person will be subjected to retaliation or adverse employment action because such person has exercised his or her rights under applicable law or company policy. If any employee believes that he or she has been subjected to discrimination in violation of company policy, the employee should immediately contact Human Resources.

Employees taking part in a variety of military duties are eligible for benefits under this policy. Such military duties include leaves of absence taken by members of the uniformed services, including Reservists and National Guard members, for training, periods of active military service and funeral honors duty, as well as time spent being examined to determine fitness to perform such service. Subject to certain exceptions under the applicable laws, these benefits are generally limited to five years of leave of absence.

A leave taken due to a "qualifying exigency" related to military service must be supported by a certification of its necessity. During your absence, your length of service accumulates, and your benefits will continue as required by applicable law. Upon application within the appropriate time period after your date of termination from military service, you will receive the then-current rate of pay and the then-current benefits.

You may use earned and available Paid Time Off time for this purpose.

Employees requesting leave for military duty should contact Human Resources to request leave as soon as they are aware of the need for leave. For more information about your Military Leave Rights at www.dol.gov/whd/fmla/or contact Human Resources.
Paid Time Off

The Company recognizes the importance of uninterrupted periods of rest and relaxation for all our employees. Therefore, we provided a Paid Time Off plan, based upon continuous length of service. The Company requests employees to ensure they schedule Paid Time Off time each year.

Eligibility
The Company offers this Paid Time Off plan to full-time/part-time employees, however, it becomes available on the 16th of the following month after the successful completion of a 90 day period from the date of hire or transfer into a regular full-time/part-time.

Accrual and Payment of PTO
PTO accruals are earned on an hourly basis. The length of service determines the rate at which the employee will accrue PTO. Paid Time Off is accrued upon the successful completion of the 90-day period from the date of hire or transfer into a regular full-time/part-time position. Paid Time Off does not accrue during any period(s) off work regardless of the reason. PTO cash outs upon termination.

Paid Time Off accruals vary based on the job classification as stated in your employment offer. Employees accrue Paid Time Off time as follows:

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<td>10.7077</td>
<td>232</td>
</tr>
<tr>
<td>16 Years or more</td>
<td>0.1154</td>
<td>11.0769</td>
<td>240</td>
</tr>
</tbody>
</table>
Use and Scheduling of PTO
PTO must be scheduled at least two weeks in advance. Use of PTO is subject to supervisory approval and department staffing needs and established department procedures. All employees are encouraged to take their PTO during the year.

Carry Over of PTO
The maximum number of PTO hours allowed to be carried over from year to year is up to 80 hours of unused PTO. In the event PTO cannot be scheduled, a lump sum payout will be made for all hours exceeding 80 hours of unused PTO from year to year on the last day of the employees benefit year, which is calculated from Anniversary Date to Anniversary Date.

Paid Time Off will be granted at the sole discretion of the Company based on several factors, which include, but are not limited to operation and staffing needs. It is important to remember that emergencies may arise and supervisors may cancel approved PTO to meet the needs of the organization.

Paid Time Off Accrual Cap
As discussed above, The Company caps the Paid Time Off accrual time of regular full-time/part-time employees at the employee’s annual accrual rate per year.

Paid Time Off and Holidays
If a Company recognized holiday falls during a scheduled Paid Time Off, PTO hours will not be charged against the employees accrued Paid Time Off.

Unscheduled PTO
PTO that is not scheduled at least two (2) weeks’ in advance is considered to be an unscheduled PTO incident/absence. Unscheduled PTO incident/absences will be monitored and addressed through local attendance policy. Available PTO will be automatically paid when absent from work for an entire shift, the Payroll Department will not automatically pay out PTO increments for partial workdays, unless requested by the employee. Unscheduled PTO resulting from illness may be handled as an exception and addressed through local policy.

PTO is paid at the employee’s regular rate of pay. PTO is not part of any overtime calculation. Employees are required to use available PTO when taking time off from work with the exception of a company-required absence due to low workload or absence(s) occasioned by the company subject to supervisory approval.

If an illness or injury causes an employee to be absent from work or the absence is covered under the family/medical leave policy, or FMLA, a Medical Certification will be required releasing the employee as “fit for work” at the time the employee returns to work.

Paid Time Off and FMLA
Employees will be required to use earned and available PTO during a Family and Medical Leave.

Employees may not borrow against their future years of PTO banks, nor will cash advances on PTO be granted.

Termination
The Company will pay eligible employees unused, accrued Paid Time Off upon termination. An employee will be paid upon resignation, separation, or retirement for all unused PTO hours accrued. Accrued PTO may not be used in lieu of proper notice (2 weeks notice.)
Personal Leave of Absence

Employees who require time off may request a personal leave of absence without pay for up to a maximum of 30 days. An extension may be approved in limited circumstances. Extensions of leave will only be considered on a case-by-case basis.

All regular, full-time/part-time employees employed for a minimum of 90 days are eligible to apply for an unpaid personal leave of absence. Job performance, absenteeism and departmental requirements will all be taken into consideration before a request is approved.

You must use any earned and available paid time off during your leave of absence. The substitution of PTO for unpaid leave will not extend the maximum duration of your leave.

During an unpaid leave of absence, you will not be eligible for any of the company benefit plans and programs that are in effect at the time. You will not accrue Paid Time Off, holiday pay, and other benefits based on length of service during an approved leave of absence. However, you will not lose seniority accrued prior to your leave.

When you are able to return to work, you should give the Company at least one-week’s notice by mailing to Human Resources Department. This notice is important so your return to work is properly scheduled.

We will make reasonable efforts to return you to the same or similar job and at the same rate of pay held prior to your leave of absence, subject to business needs.

In addition, failure to notify the Company of your availability for work when it occurs, or your continued absence from work because your leave must extend beyond the maximum time allowed, may be deemed a voluntary termination of your employment with the Company.

Please contact Human Resources for more information on request procedures.

Rehabilitation Leave

The Company is committed to providing assistance to our employees to overcome substance abuse problems. The Company will reasonably accommodate any employee who wishes to voluntarily enter and participate in an alcohol or drug rehabilitation program. This accommodation may include time off without pay or an adjusted work schedule to up to (1) month, provided it does not impose an undue hardship on the Company. Accrued PTO hours may be used for this purpose. You should notify The Human Resources Department if you need such accommodation.

School Visitation Leave

Parents, guardians, or grandparents having custody of school children from kindergarten through Grade 12, or who attend licensed child day care facilities, are provided unpaid time off to participate in school or day care activities. The Company may require proof the employee participated in the school activities. Employees will be required to use earned and available Paid Time Off time. Reasonable notice must be given to the supervisor or manager before taking any time off for school visitation leave.
Voting Leave

Voting Time: In the event an employee does not have sufficient time outside of working hours to vote in a statewide election, the employee may take off enough working time to vote. This time should be taken at the beginning or end of the regular work schedule, whichever allows the most free time for voting and the least time off from work. An employee will be allowed a maximum of two hours of voting leave on Election Day without loss of pay. Where possible, the supervisor should be notified of the need for leave at least three working days prior to the Election Day. Time off for voting should be reported to the Payroll Department so it is coded appropriately on timekeeping records.
BENEFITS

Benefits Disclaimer

This handbook only provides a brief description of the benefit plans and programs that are in effect at the time of publication. Interface rehab, inc. is pleased to provide generous benefits such as these to employees; however, the Company reserves the right to modify or discontinue coverage under any benefit plan or policy when the Company determines that it is appropriate to do so, at its sole discretion. The terms of the specific plan documents control eligibility, benefits determinations and other conditions.

Any questions regarding your coverage should be directed to the Human Resources Department and copies of the plan documents may also be obtained from the Human Resources Department.

Group Insurance Benefits

Regular full-time employees working a minimum of 35 hours per week are eligible to participate in the group insurance program. Regular part-time employees working a minimum of 20 hours per week are eligible to participate in the prorated group insurance program. The Company pays for a portion of the premiums for the group insurance benefits, with the employee sharing the balance of the cost. Single and family plans are set at different contribution rates.

Eligibility for coverage begins the 1st. of the month following the employee’s date of hire with interface rehab, inc. and is subject to the insurance carrier’s acceptance.

You will be provided an opportunity by your initial eligibility date to enroll for those benefits you desire. For details, contact the Human Resources Department.

Here are highlights of the Company’s comprehensive group insurance benefits program:

- **Medical/Prescription Drug Plan:** The Company offers comprehensive medical and prescription drug coverage for full-time/part-time employees and their families. Payroll contributions are required from participating employees to help defray program costs and your doctor or pharmacist charges a separate co-payment for office visits or prescription drugs.

- **Dental Plan:** The Company offers comprehensive dental benefits for full-time/part-time employees and their families. Like the medical/prescription drug plan, participating employees are required to pay some costs of this benefit program.

- **Vision Plan:** The Company offers comprehensive vision benefits for full-time/part-time employees. Participating employees are required to pay for the costs of this benefit program.

- **Flexible Spending Accounts (FSA):** The Company offers flexible spending accounts (FSA) for full-time/part-time employees who choose to utilize them. A health care FSA is available for medical/prescription drug, dental and other health care expenses not covered by the group plans (i.e.) office visit/ER co-payments, dental deductibles, etc. A dependent care FSA is available for daycare expenses for children. These accounts allow employees to save money by setting aside pre-tax dollars for payment of their out-of-pocket expenses.
- **Basic Life and AD&D Insurance:** The Company provides basic term life and accidental death and dismemberment (AD&D) insurance coverage if you are classified as either a regular full-time or a regular part-time employee. Coverage becomes effective on the first day of the month following the employee’s date of hire.

- **Dependent Life Insurance:** The Company offers optional dependent life coverage for dependent spouses and children. You are eligible to enroll in this benefit if you are classified as either a regular full-time or a regular part-time employee.

- **Supplemental Life and AD&D Insurance:** A supplemental life and AD&D plan is available to employees who wish to take advantage of the Company’s rates to arrange for extra life and AD&D insurance at their own cost through payroll deductions. You are eligible to enroll in this benefit if you are classified as either a regular full-time or a regular part-time employee.

- **Professional Liability Insurance:** The Company carries malpractice insurance on all employees involved in patient care. If an employee is involved directly or indirectly in an event during work hours that results in an injury, that person should report the incident to their immediate supervisor and provide a written report to the Administrator of interface rehab, inc. Be as descriptive and accurate as possible. For your personal protection, interface rehab inc. encourages you to carry your own professional liability insurance.

- **Section 125:** The Company has subscribed to Section 125 Premium Only Plan (POP), which allows employees to use pre-tax dollars to pay their share of any dependent premiums, thus lowering employee’s taxable income. If an employee does not wish to participate in the health plan or the Section 125 plan, the employee is asked to notify the Benefits Administrator at the time he or she receives the benefits information packet, a completed POP waiver form will be required.

- **Voluntary Short-Term Disability Benefits:** Voluntary Short-Term Disability plan is available to employees who wish to take advantage of the Company’s rates. You are eligible to enroll in this benefit if you are classified as either a regular full-time or a regular part-time employee.

### 401(K) Plan

interface rehab, inc. offers you an opportunity to put money aside for your future financial security. The 401(K) plan is a voluntary contributory, defined contribution plan authorized under section 401 of the Internal Revenue Service IRS code.

*Further details about the Plan may be obtained from the Human Resources Department and the Plan Document.*
Continuing Education Reimbursement

All full-time / part-time licensed Physical Therapists, Occupational Therapists, Speech Pathologists and Licensed Assistants are eligible to attend hands on or/and on-line educational programs approved by the therapist’s Regional Mentor upon the successful completion of three months of continuous employment. Course must be relevant to the current practice setting.

Employees who are eligible for continuing education leave should submit their leave request to their supervisor, at least two weeks in advance. You will be required to use unused PTO hours for this purpose, otherwise it would be un-paid time off.

In order to get the most benefit from our continuing education budget, locally sponsored seminars held on a Friday/Saturday, Saturday/Sunday, or three-day weekends are preferred.

Continuing education fees may be reimbursed up to the amount pre-approved by your Regional Mentor in advance of the course/seminar, and upon receipt of required supporting documentation.

The Therapist will pay for the approved continuing education fees; then he/she will be reimbursed upon proof of (1) continuing education form pre-approved by the Regional Mentor (2) proof of attendance/certificate of completion (3) proof of payment/receipts (4) proof of in-service to the Rehab Staff of your department (5) must be a current full-time/part-time employee at the time the reimbursement becomes due and payable.

Only the actual pre-approved course tuition will be reimbursed. The employee is responsible for airfare, boarding, reservations, and any other expenses.

For details regarding eligibility guidelines, contact your Regional Mentor or the Human Resources Department.

Tuition Reimbursement

All full-time office associates, Rehab Aides and Therapy Assistants attending a (PT, OT or ST) Therapy Program are eligible for tuition reimbursement pre-approved by the Education Committee upon the successful completion of 1 year of full-time continuous employment. Course must be for an undergraduate or graduate program leading to a degree through an accredited school and relevant to the current practice setting.

The company will reimburse 50% of the tuition cost with a maximum of $5,000 per calendar year incurred by an employee. A passing grade of “C” or its equivalent is necessary to receive any tuition reimbursement.

Employees who are eligible for continuing education leave should submit their leave request to their supervisor, at least one month in advance. You will be required to use unused PTO hours for this purpose; otherwise it would be un-paid time off.

Tuition expenses will be reimbursed up to the amount pre-approved by your supervisor in advance of the course, and upon receipt of required supporting documentation.

The employee will pay for the approved course tuition; then he/she will be reimbursed upon proof of (1) tuition reimbursement form pre-approved by the Regional Mentor (2) proof of satisfactory completion of the course/final grade card (3) proof of payment/receipts (4) must be
a current employee and on a part-time or full-time employment status at the time the
reimbursement is due and payable.

Only the actual pre-approved course tuition will be reimbursed.

Reimbursement will not be made for fines or service charges resulting from the student’s
negligence, late or deferred tuition payment, registration fees, books, supplies, airfare, boarding,
placement test fees, application fees, graduation fees, transportation, travel time/expenses,
mileage, parking, meals, computer hardware, software, equipment loss or breakage, etc.

In the event that you voluntarily resign or you are terminated within one year (365 days) of the
completion date of the course, for any reason other than layoff, workforce reduction, long term
disability, or death you will be responsible to pay the company at its office at 774 S. Placentia
Ave. Suite #200, Placentia, CA 92870 the tuition cost paid by the company for the course, on or
before the last day of your employment.

For details regarding eligibility guidelines, contact your Regional Mentor or the Human
Resources Department.

Workers Compensation Benefits

Workers’ compensation insurance programs provide medical and rehabilitative assistance and
compensation to all the Company employees injured in the course of their work for the
Company. Workers’ compensation covers an employee only for occupational injury or
occupational illness. In the event of a work related injury or illness, you must do the following:

1. Report the accident to your supervisor or manager immediately.
2. If it is necessary to see a physician, you will be directed by Human Resources
   Department to interface rehab, inc. designated Medical Provider Network (MPN) for
treatment. As part of this policy employees are required to undergo a post-accident drug
   and alcohol screening.
3. Call your supervisor and the Human Resources Department immediately after seeing a
doctor to let the Company know your work status and when you are expected to be able
to return to work.
4. Fill out the necessary paperwork for reporting the accident to the insurance company
   and the state. This paperwork is available from your supervisor or the Human
   Resources Department.

The Company may offer an interim assignment of “light” or “modified” duty to an employee who
has been temporarily incapacitated by industrial injury or illness in order to expedite a
successful return to productive work and rehabilitation to full-duty status. Each case is handled
individually, depending upon the availability of such work and the capabilities of the employee
involved, consistent with medical recommendation.

If an employee is injured on the job, he or she will usually be entitled to worker’s compensation
benefits. The Company carries workers’ compensation insurance and will assist employees in
obtaining all benefits to which they are legally entitled.

If a work-related injury requires a leave of absence, this leave may count toward an eligible
employees annual family and medical leave (FMLA/CFRA). Continuation of group health
insurance benefits during a workers’ compensation leave of absence will be governed under
ERISA regulations, and also
FMLA/CFRA if applicable.

You will receive a pamphlet with essential information about workers’ compensation benefits.
COBRA
(Consolidated Omnibus Budget Reconciliation Act)

COBRA continuation coverage is a continuation of Plan coverage when would otherwise end because of a life event known as a “qualifying event.” After a qualifying event, COBRA continuation coverage must be offered to each person who is a “qualified beneficiary.” You, your spouse, and your dependent children could become qualified beneficiaries if coverage under the Plan is lost because of the qualifying event. Under the Plan, Qualified beneficiaries who elect COBRA continuation coverage must pay for COBRA continuation coverage.

If an employee does not choose coverage, his or her group health insurance eligibility will end. Information regarding COBRA continuation benefits is available to new employees at the time of hire and employees at the time of a qualifying event.

This notice does not fully describe continuation coverage or other rights under the Plan. For more information about continuation coverage and your rights under the Plan is available in your summary plan description or from the Human Resources Department.

Employee Assistance Program (EAP)

Through the employee assistance program (EAP), interface rehab, inc. provides confidential access to professional counseling services. The EAP, available to all employees and their immediate family members, offers problem assessment, short-term counseling and referral to appropriate community and private services.
OTHER BUSINESS RULES

Bulletin Board

Important notices and items of general interest are continually posted on bulletin boards. Please review them frequently to keep up with current activities. Do not post or remove any material without authorization from your immediate supervisor. The information posted on the bulletin boards includes legally required notices of state and federal laws as well as pertinent Company information and announcements. Make it a habit to regularly check the notices posted on bulletin boards. Our bulletin boards are limited to Company business. The Company will remove any materials that are in violation of the bulletin board policy.

Cellular Telephones

Employees are not to operate a cellular telephone during working hours and during treatment sessions. Employees must set the ring tone on vibrate or mute during working hours or while treating a patient so that you do not startle the patients or disturb others.

Company Property

Company property must be properly maintained, kept clean and used only for work-related purposes. The Company reserves the right to inspect all Company property to ensure compliance with its rules and regulations, with or without notice to the employee and/or in the employee’s presence or absence.

Examples of Company property includes, but is not limited to, equipment, tools, supplies, cellular phones, pagers, personal computers; originals or copies of: information stored on magnetic media and digital form, computer software, all written material such as computer code, and documentation, notes, lists of customer/client names, contacts and potential customers/clients; technical papers, reports, proposals, and telephone numbers; all magazines, journals, books and other materials for which costs were paid by the Company; and any and all other work which is a result of the employees tenure with the Company.

Removal of Property: Prior authorization must be obtained before any Company property may be removed from the premises. Employees are generally prohibited from removing property from the office without checking with and obtaining authorization from their supervisor after completing a Property Removal form.

Return of Property: Employees are responsible for the items issued to them or in their possession or control and must return all property on or before their last day of work, or whenever the employee’s manager or a member of management requests it. Where permitted by applicable laws, the Company may withhold from the employee’s paycheck the market value of any items that are not returned when required by the Company pursuant to a prior written agreement. The Company may also take all action deemed appropriate to recover or protect its property.

Company Telephones: The Company's telephone system is for business use only. Personal calls should be avoided if at all possible, unless in the case of emergency, Business calls from contact facilities on matters unrelated to that facility should be avoided if possible.
Employee Property

For security reasons, employees should not leave personal belongings of value in the workplace. Taking, misuse of, or tampering with another employee’s personal property shall be subject to disciplinary action. The Company will not be responsible for any lost, stolen, or damaged property.

Media Contacts

Employees may be approached for interviews or comments by the news media. Only the President of the Company is authorized to comment on behalf of the Company on policies or events that have an impact on the Company.

Off-Duty Use of Facilities

Employees may not remain on company premises while not on duty and may not use company property for their personal use while not on duty.

Parking

The Company is not responsible for any loss or damage to employee vehicles or contents while parked on Company property. Employees may not remain on company premises while not on duty.

Personal Mail

Use of the Company postal equipment for other than the Company business is strictly prohibited. Please do not use the Company’s address for receiving mail.

All engraved or printed Company stationery, envelopes, and other work materials are for Company business only. These materials may not be used for personal correspondence or non-business matters. When signing business letters on the Company letterhead, the employee’s name and title must be included.

Restricted Equipment

At times, our employees may be given access to information and processes that the Company must keep confidential. For this reason, the use or possession of cameras, audio or videotaping equipment, recording equipment of any kind, or any other personal electronic device, including computers and discs, is prohibited on Company premises unless authorized by the Human Resources Department.

Searches of Company and Employee Property

To protect employees and the Company from theft, and to enforce Company policy prohibiting other misconduct including the possession or use of drugs, alcohol, weapons and stolen property, the Company reserves the right to search property such as, but not limited to, the Company vehicles, desks, file cabinets, employee lockers, any other area where the employees perform any job duties, employees personal property (e.g. vehicles parked on Company property, clothing, packages, purses, brief cases, lunch boxes, or other containers brought onto Company premises) when there is reason to believe that Company policy is being violated.
The Company provides property to employees for their use (e.g., Company vehicles, desks, file cabinets, employee lockers, computer, computer software, and/or other furnishing). Employees should not have any expectation of privacy with respect to Company owned or provided property. Searches of Company facilities and property, including Company property in the possession of the employee, can be conducted at any time and do not have to be based upon reason to believe that Company policy is being violated. Employees may not withhold permission for the Company to search the Company supplied property including desks, lockers, toolboxes, and Company vehicles.

Failure to cooperate in any inspection may result in disciplinary action up to and including termination of employment.

Security of Building and Services

Maintaining the security of Company buildings and vehicles is every employee’s responsibility. Door codes are confidential information, and employees are not to share door codes with anyone outside the Company. Likewise, employees are responsible for maintaining control of keys, codes and access numbers they are issued. These are examples of steps to follow:

- Know the location of all alarms and fire extinguishers, and familiarize yourself with the proper procedure for using them, should the need arise.
- When you leave the premises make sure that all entrances are properly locked, secured and be sure the alarm is set.

Suggestions

The Company welcomes any ideas employees have on ways in which any part of the Company’s business or operations may be improved. Feel free to submit suggestions by forwarding them directly to the Employee Hot-Line at (866) 533-3710. Employees may make anonymous calls or, but doing so may mean that management does not have sufficient facts or information to investigate thoroughly.

Visitors

To provide for the safety and security of employees and the facilities at the Company, only authorized visitors are allowed in the workplace. All visitors should enter the Company through the front office. Authorized visitors will be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

Employees should be alert at all times and should report the presence of any suspicious persons to your supervisor, a Manager, or the security guard immediately. You should also maintain in your possession at all times your keys, security passes, and identification badge. Do not lend these items to anyone who is not authorized to possess them. Similarly, computer passwords, electronic door codes, and any other security access information should not be disclosed to anyone who is not authorized to have that information.