



Carrington Court

Employee Handbook

Revised January, 2025

Carrington Court

Employee Handbook January 2025

Confidential and Proprietary Information of Carrington Court

Welcome to Carrington Court

Acknowledgement Form

PLEASE READ CAREFULLY

This Employee Handbook (sometimes called a Personnel Policy Manual, and referred to as the “Manual”) is a compilation of personnel policies, practices and procedures currently in effect at Carrington Court (“Carrington Court”).

The manual is designed to introduce you to Carrington Court, familiarize you with company policies as they pertain to you as an employee, provide general guidelines on work rules, disciplinary procedures and other issues related to your employment, and to help answer many of the questions that may arise in connection with your employment. It presents a standardized approach for the administration of policies to reduce ambiguities and difficulties that might arise from unwritten or inconsistent policies or lack of proper communications.

Carrington Court has issued this handbook for guideline purposes only. This manual is not a contract. Only the Executive Director or other authorized representative of Carrington Court has the authority to enter into an agreement guaranteeing employment for a specific term. The Manual is intended solely to describe the present policies and working conditions at Carrington Court. The Manual does not purport to include every conceivable situation; it is merely meant as a guideline, and unless laws prescribe otherwise, common sense shall prevail. Of course, Federal, State and/or Local laws take precedent over Company policies, where applicable.

Personnel Policies are applied at the discretion of Carrington Court. Carrington Court reserves the right to change, withdraw, apply or amend any of our policies or benefits, including those covered in this Manual, at any time. Carrington Court may notify you of such changes via email, website, or via a printed memo, notice, amendment to or reprinting of this Manual, but may, in

its discretion make such changes at any time, with or without notice. Such changes shall not be deemed as a violation of any type of the contract between the facility and its employees.

By signing below, you acknowledge that you have received a copy of Carrington Court's Employee Handbook, and understand that it is your responsibility to read and comply with the policies contained therein and any revisions made to it. Furthermore, you acknowledge that this Manual is neither a contract of employment nor a legal document.

This handbook supersedes all previous personnel handbooks, policy statements, or forms provided to Carrington Court employees.

Signature

Date

Please print your full name

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1. Philosophy of Care

Carrington Court stands for excellence in service and care. We pledge to provide superior care that is unsurpassed in the community. We believe in hiring, attentive caregivers that provide seniors independence with loving, dignified, personal care in a state-of-the-art community. Carrington Court is guided by a sense of genuine caring, respect, and integrity. We believe in the dignity of the individual and always strive to promote the well-being and maximum independence of our residents.

2. Employment At-Will

Carrington Court operates under Utah regulations which designate all employment as “at will.” Nothing contained in this Manual should be construed as creating a contract guaranteeing employment for any specific duration. Either you or Carrington Court may terminate the employment relationship at any time, with or without cause or prior notice, unless you have entered into a written agreement otherwise.

3. Equal Employment Opportunity

Carrington Court is an equal opportunity employer and makes all employment decisions without regard to race, color, age, religion, sex, marital status, disability, national origin, sexual orientation, or military or veteran status. In addition, we comply with all applicable State and Local laws governing non-discrimination in employment.

Decisions concerning employment are based strictly on an individual's qualifications and ability to perform the job under consideration, the comparative qualifications and abilities of the other applicants or employees, and the individual's past performance within the organization. Employment decisions include, but are not limited to: recruitment, hiring, promotions, salary or other compensation, benefits, transfers, discipline, layoffs, termination and training.

If you believe that an employment decision has been made that does not conform with management's commitment to equal opportunity, the matter should be brought promptly to the attention of Human Resources. Your complaint will be thoroughly investigated. There will be no retaliation against any employee who files a complaint in good faith, even if the result of the investigation produces insufficient evidence to support the complaint.

4. Americans with Disabilities Act

As an equal opportunity employer, Carrington Court prohibits any form of discrimination against people with disabilities. This is in accordance with the Americans with Disabilities Act of 1990 (ADA), which prohibits discrimination against persons with disabilities in hiring as well as in all terms and conditions of employment.

Carrington Court will make every effort to implement reasonable accommodations to ensure equal opportunity in the application process, to enable employees to perform essential functions

of the job and to enjoy the same level of benefits and privileges of employment as are enjoyed by employees without disabilities. In order for a person to obtain the protection offered by the ADA, an individual must have a physical or mental impairment that substantially limits one or more major life activities, have a record of such impairment or be regarded as having such impairment.

Qualified individuals with disabilities may make requests for reasonable accommodations to Human Resources. On receipt of an accommodation request, Human Resources may meet with the requesting individual to discuss the disability and request from the individual written notification from a medical professional detailing the nature of the disability, or take any other steps necessary to identify the precise limitations resulting from the disability in order to determine the feasibility of the requested accommodation.

Any employee impaired by a disability will be permitted to continue active employment as long as the employee is able to perform all essential job functions, with or without reasonable accommodation (as determined by Carrington Court in conjunction with the attending physician), is not contagious under normal workplace conditions, and can meet acceptable levels of performance established by Carrington Court. Human Resources will review each case on an individual basis, and reasonable job-related accommodations will be made when appropriate and possible in accordance with Federal, State and Local laws. Precautions may be taken to guarantee that an employee's condition does not represent a health risk and/or safety threat to other employees.

5. Immigration Law Compliance

Carrington Court complies with the Immigration Reform and Control Act of 1986 by employing only United States citizens and non-citizens who are authorized to work in the United States. All employees are asked on their first day of employment to provide original documents verifying the right to work in the United States and to sign a verification form required by federal law (INS Form I-9). If an individual cannot verify his/her right to work within three days of hire, Carrington Court may terminate employment.

6. Workplace Harassment Policy

Carrington Court is committed to providing a work environment that maintains employee equality, respect and dignity. In keeping with this commitment, Carrington Court maintains a strict policy prohibiting any form of unlawful employee harassment based on race, color, religion, sex, national origin, sexual orientation, age, disability, status as a Vietnam era or special disabled veteran, or status in any group protected by State or Local law. Harassment, whether verbal, physical or environmental, and whether in the workplace or in outside work-sponsored settings, is unacceptable and will not be tolerated.

Sexual harassment is illegal under federal, state and local laws, and applies equally to men and women. It is defined in the EEOC Guidelines promulgated in 1980 as any unwelcome sexual advance, request for sexual favor, and other verbal or physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an

individual's employment, (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment. These behaviors may include, but are not limited to: subtle or overt pressure for sexual favors; derogatory or vulgar statements regarding one's sexuality or gender; unnecessary touching, patting, pinching or attention to innuendoes, suggestions or jokes; turning work discussions into sexual topics; or displaying sexually suggestive visual materials.

If you believe that you have been subjected to or have witnessed any form of harassment, you should immediately contact an appropriate manager, supervisor or Human Resources staff. The complaint will be immediately and thoroughly investigated in a professional manner. There will be no retaliation against any employee who files a complaint in good faith or who assists in providing information relevant to a claim of harassment, even if the investigation produces insufficient evidence to support the complaint. If the facts and results of the investigation substantiate the complaint, then the appropriate corrective and/or disciplinary action will be taken up to, and including, termination.

Confidentiality will be maintained throughout the investigatory process to the extent practicable and appropriate under the circumstances, to protect the privacy of persons involved. Investigation may include interviews with the parties involved, and where necessary, individuals who may have observed the alleged conduct or who may have relevant knowledge.

This policy applies to all employees (managers, supervisors and staff), whether related to conduct engaged in by fellow employees, supervisors, or someone not directly connected to Carrington Court (e.g., outside vendors, consultants, clients, etc.). Carrington Court will make every reasonable effort to ensure that its entire population is familiar with this policy and is aware that every complaint received will be investigated and resolved appropriately. Carrington Court encourages reporting of all perceived incidents of sexual harassment, regardless of who the offender may be. Every employee is encouraged to raise any questions or concerns with Human Resources.

If it is determined that inappropriate conduct has occurred, Carrington Court will act promptly to eliminate the offending conduct, and will take such action as is appropriate under the circumstances. Such action may range from counseling to termination of employment, and may include such other forms of disciplinary action, as Carrington Court deems appropriate under the circumstances and in accordance with applicable law.

In addition to the above, if you believe you have been subjected to sexual harassment, you may file a formal complaint with the appropriate government agency. Using our complaint process does not prohibit you from filing a complaint with these agencies.

The headquarters office of the U.S. Equal Employment Opportunity Commission (EEOC) is located at: 1801 L Street, N.W., Washington, D.C. 20507. They can be contacted at: Phone: (202) 663-4900; TTY: (202) 663-4494. To be automatically connected with the nearest EEOC

field office, call: Phone: 1-800-669-4000; TTY: 1-800-669-6820. For additional information, you may visit their website: <http://www.eeoc.gov/>.

Utah Labor Wage Commission: 160 East 300 South, 3rd Floor, Salt Lake City, Utah, 84114. They can be contacted at: Phone: (801) 530-6801; Email: wcu@utah.gov.

Persons who engage in prohibited discrimination or harassment will be subject to appropriate discipline up to and including termination of employment.

7. Substance Abuse

Substance abuse is a serious problem adversely affecting the lives of millions of Americans, corporate profits, organizational effectiveness, and our nation's ability to compete in the world economy. The Drug-Free Workplace Act of 1988 imposes certain obligations upon employers to respond to substance abuse problems.

Carrington Court recognizes alcohol and drug abuse as potential health, safety and security problems. Carrington Court expects all employees to assist in maintaining a work environment free from the effects of alcohol, drugs or other intoxicating substances. Compliance with this substance abuse policy is made a condition of employment.

Carrington Court prohibits employees from the unlawful manufacture, possession, use, distribution or purchase of un-prescribed drugs and intoxicants on Company premises and from working under the influence of alcohol, illegal drugs or intoxicants during working hours. While Carrington Court cannot control your behavior off the premises, on your own time, we certainly encourage you to behave responsibly and appropriately at all times. All employees are required to report to their jobs in appropriate mental and physical condition, ready to work.

Any violator of this substance abuse policy will be subject to disciplinary action up to and including termination of employment.

Carrington Court may require all employees as a condition of continued employment to undergo random drug testing. All Company required drug testing will be paid by Carrington Court. Refusal to consent to such a test may result in disciplinary action up to and including dismissal.

8. Employment Practices

a. Classification of Employees

It is the policy of Carrington Court to categorize the status of employees to make distinctions in benefits and conditions of employment among employees, and to create or facilitate a better understanding of employment relationships within Carrington Court. These categories are for administrative purposes only and are not intended to outline any employment guarantees or contracts. Each employee will be classified according to the terms of employment and number of regularly scheduled hours of work.

- i. **Probationary Employee** – The first 90 days of employment are considered a probation/orientation period. This period provides you with the opportunity to demonstrate your ability, dedication and skills required to perform the job for which you were hired. Carrington Court believes that this period of time is adequate for employees to adapt to our work environment and for Carrington Court to determine if you are suited for the position you were hired to fill. The successful completion of this period should not be construed as a guarantee of employment for any specific duration, an expectation of an increase in compensation or as establishing a termination standard.

If a supervisor determines that an employee cannot render a “satisfactory” rating in their job during the probationary period, the supervisor may recommend termination prior to the actual last day of the employee’s probation. During probation, employment may be terminated without explanation or obligation at any time.

- ii. **Full-Time Employee** - Employees who work a minimum of 30 hours per week are considered to be full time. A look back period will be utilized to ensure that employee is meeting the minimum of 30 hours per week. Such full-time employees are eligible for benefits after applicable requirements for length of service have been met.
- iii. **Part-Time Employee** - Regular Part-Time employees include employees who work fewer than 30 hours per week on a continuous basis. Regular Part-Time employees are not eligible for benefits (unless otherwise noted below).
- iv. **PRN (as needed) Employee** – PRN employees may be irregularly scheduled, and/or on an “on-call” status. PRN employees must work a minimum of 2 full shifts per month, to remain eligible for employment. PRN employees can become regular part- or full-time employees if desired/needed. PRN employees are not eligible for benefits, including accruing PTO.
- v. **Temporary Employee** – Temporary employees are hired for a stated period of time or until a specific job is completed. Temporary employees are not eligible for benefits.
- vi. **Exempt/Non-Exempt Employee** - Exempt salaried employees are classified as Executive, Administrative, Professional, Management or Sales as defined by the Fair Labor Standards Act (FLSA). Employees in these categories are not subject to the overtime provisions of the FLSA.

Prior to placing an employee in an exempt status, the Executive Director will review the individual’s duties and responsibilities and confirm that they meet

the requirements as set forth by the Fair Labor Standards Act and that minimum salary requirements have been met.

Non-exempt salaried employees are defined as those individuals who do not fall into the above categories and are subject to the overtime provisions of FLSA (see Overtime Pay). Employees classified as non-exempt generally work in non-supervisory, non-professional or non-administrative capacities.

vii. Independent Contractors - Consultants, freelancers or independent contractors are not employees of Carrington Court. The distinction between employees and independent contractors is important because employees may be entitled to participate in Carrington Court's benefits programs, while independent contractors are not. In addition, Carrington Court is not required to withhold income taxes, withhold and pay social security and Medicare taxes, or pay unemployment tax on payments made to an independent contractor.

*****If your status changes from temporary or part-time to full-time, you are considered hired on the date you become a full-time employee for purposes of calculating eligibility for benefits that require full-time employment for eligibility purposes.*****

b. Employment Requirements

To comply with the State of Utah Assisted Living regulations, Carrington Court requires the following items as a condition of employment:

- All Staff must:
 - Provide proof of a current TB (tuberculosis) skin test within the first two weeks of employment. Skin testing shall be exempted for all employees with known positive reactions to skin testing. These employees may provide current chest x-ray test documentation to satisfy the TB testing requirement.
 - Provide proof of current Food Handler's Permit within two weeks of employment, and keep it current thereafter.
 - Provide current documentation to complete I-9 requirements by the first day of work.
 - Provide a copy of current CPR and First Aid certification within one month of hire date.
 - Maintain current certification throughout employment. Current copies of certification must be continually submitted to place in personnel file.
 - Have their fingerprints taken by a live scan system within 15 days of hire (If not already in the states DACs database).
 - Undergo and pass a BCI (criminal background investigation) as required by the Bureau of Health Facility Licensing. If there is a record of a felony or any misdemeanor or conduct that disqualifies an individual from working in an assisted living community, as defined and decided by the Utah Department of Health, the employee will be terminated immediately.

- Receive a company name badge (which Carrington Court and the State require to be worn while on duty). If a name badge is lost or stolen during employment one will be ordered at the cost of \$10.00, which will be deducted from employee's paycheck.
- **All CNA Staff** Receive a radio headset which is required to be used with the company radios. If a radio headset is lost or stolen during employment one will be ordered at the cost of \$20.00, which will be deducted from employee's paycheck.
- In Addition, Direct Care Staff Must Also:
 - Provide a copy of current C.N.A. certification within four months of hire date.
 - All staff required to be licensed must provide a copy of the current license. Such licenses must be kept current, and continually submitted to place in the personnel file.
- Carrington Court will pay for and/or reimburse employees for obtaining their TB test (including chest x-ray if deemed necessary), CPR and First Aid Certifications (renewal only), Background Check, a name badge, and a radio headset (CNAs only).
 - Employees who quit within ninety days of hire will have the cost of the above listed items deducted from their final paycheck (if Carrington Court paid for or reimbursed for obtaining such items). The total is roughly \$193.00. (Roughly \$223.00 for CNAs due to cost of radio headset).
 - Employees who quit within six months of hire will have the cost of the CPR and First Aid Certifications, and Background check deducted from their final paycheck (if Carrington Court paid for or reimbursed for obtaining such items). The total is roughly \$119.00

9. Health Policy

a. Health Inventory

Upon hiring, all employees will complete a health inventory which shall obtain each employee's history of the following:

- Conditions that predispose the employee to acquiring or transmitting infectious disease.
- Conditions which may prevent the employee from performing certain assigned duties satisfactorily.
- History of immunizations.
- Date of employee's most recent TB (tuberculosis) test, and any follow-up (if needed).

All infectious and communicable diseases reportable by law shall be reported by the facility to the local health department in accordance with R386-702-2.

b. General Guidelines to Protect the Health of Employees and Residents

All staff will be familiar with the following guidelines:

Always wash your hands after using the restroom. Use disposable towels to dry hands.

- Keep fingernails trimmed and clean under the nails on a regular basis.
- Always cover the mouth and nose when coughing, sneezing, or blowing your nose.
- Always wash hands before handling and preparing food or setting the tables.
- Always take soiled linen, clothes, etc. directly to the laundry room to be cleaned.
- Clean linen and towels must be stored in the linen closet only.
- Any employees preparing and serving food must first obtain a current Food Handler's Permit. No one will be allowed into the kitchen without a current Food Handler's Permit.
- Employees who are or might be contagious or infectious are to not report to work. Proper notification guidelines must be followed.

c. Clean Air/Smoking Policy

To ensure the safety and health of all employees, Carrington Court has implemented a tobacco use policy. State and Federal health and regulatory agencies have recognized that tobacco smoke is harmful to the health and well-being of smokers and non-smokers especially those with allergies, respiratory or cardiovascular diseases. All employees have a right to be protected from the toxic effects and discomfort caused by exposure to second hand smoke.

Therefore, the use of tobacco products is not permitted inside the facility. Use of tobacco is permitted only in designated areas at least 25 feet from any building. Those locations will be posted and provided with a receptacle. All smokers shall maintain a clean smoking area (pick up cigarette butts, matches, etc).

Employees who are aware of other employees violating this policy should contact their direct supervisor or the Executive Director who will investigate the accusation.

d. Alcohol and Drug Safety Policy

i. Purpose

As a team of employees, we are committed to a safe, drug free work environment where everyone is free from the use of drugs, alcohol, and other job-impairing substances.

We have an obligation to our co-workers and those whom we come into contact within our facilities to ensure a safe and healthy work environment. To meet this obligation, and to further our commitment to promote high standards of safety,

employee performance, productivity, health, and reliability, Carrington Court and all employees will act according to the following policy.

ii. Scope

This policy covers all employees of Carrington Court and supersedes any previous Carrington Court policy dealing with drugs and alcohol. In an attempt to provide a safer working environment, the policy places restrictions on working or being on company property or on company business while “under the influence” and / or in the possession of alcohol or drugs. The policy also authorizes drug and alcohol testing, as well as reasonable personal property searches, under a broad range of circumstances. The policy mandates specific levels of cooperation by all employees in the application and enforcement of the policy.

iii. Prohibition Against Drugs and Alcohol

Employees shall not:

- Report to work with any measurable amount of a controlled substance or intoxicant in their system.
- Use alcohol, illegal drugs, or controlled substances on company premises or on company time, including rest and lunch periods.
- Possess, distribute, sell, manufacture, transfer, or receive any alcohol, controlled substance (drugs), or any other substances which may impair job performance or pose a hazard to the safety and welfare of the residents, employer or other employees (including drug paraphernalia) on company premises or on company time.
- Use medically prescribed drugs which can impair job performance without first reporting the drugs to the employee’s immediate supervisor and providing proper authorization from a physician to work while using such prescribed drugs.
- Abuse prescription or over-the-counter drugs in a manner that could, in Carrington Court’s sole discretion, be reasonably expected to impair job performance or safety of the employee or other employees.

iv. Drug and Alcohol Testing Guidelines

- 1. Periodic At-Will Testing** – Carrington Court may require urine and/or blood sample testing (or other common tests) of any employee for alcohol and/or drugs without notice, at any time during normal working hours.
- 2. Frequency of Testing** – Random testing will be conducted on an ongoing basis. Employees will be chosen at random and required to submit to a drug screen of management’s choice without prior notification. An employee who is chosen for one testing pool will not be excluded from the possibility of being

reselected in subsequent testing pools. This means that any one employee can be chosen at random many times during any one calendar year.

3. Accident Testing – Any employee directly involved in or contributing to an accident (or near-miss incident which could have resulted in an accident) involving company property damage, or resulting in personal injury may be tested.

4. Probable Suspicion – Any employee observed to have changes in performance, appearance, behavior, speech, the odor of alcohol, etc. will constitute a reasonable suspicion/cause and will be tested.

- Probable suspicion testing will be performed, normally, only after the covered employee's appropriate supervisors have reviewed all information, facts, and circumstances leading to and supporting the apparent reasonable suspicion.
- The decision to test shall be based on a reasonable and demonstrated belief that the employee is using a prohibited drug, or alcohol, on the basis of specific, current physical behavior, or performance indicators of probable drug or alcohol use.
- The supervisors shall document all findings in writing which form the basis to warrant testing. The report shall include the appropriate dates and times of the reported incidents, reliable and credible sources of information, and the rationale leading to the test.
- Although reasonable cause testing does not require certainty, mere "empty hunches," are not sufficient to meet this standard. Evidence of repeated errors on the job, regulatory or company violations, unsatisfactory time and attendance patterns, etc., if coupled with a specific immediate event that indicates probable alcohol or drug use, could provide additional cumulative evidence to support a decision to test an employee based upon reasonable suspicion.
- Any employee tested under this portion of the policy will be suspended without pay until the results of the test have been received.
- If the test is negative, the employee will be fully reinstated.
- If the test is positive, the guidelines in this policy for positive drug test results will be followed.

5. **Positive Drug Test** – If a test comes back positive, the employee will be terminated immediately. In the case of an applicant that has been offered a position, a positive test result will render the offer of employment null and void.
6. **Invalid Urine/Blood Sample** – If a urine/blood sample is determined to be invalid or unreliable by the clinic or testing laboratory, the employee will be required to retest and provide a new specimen without notice.
7. **Urine/Blood Sample Re-Testing** – The employee or potential employee, at their expense, will be allowed to have a SAMHSA certified lab retest the original sample submitted to the initial testing facility. If the test proves negative, the original sample will be submitted at company expense, to a third licensed testing facility. The result of the third test will be deemed to be controlling.
8. **Refusal to Submit to Drug and Alcohol Testing** – Refusal to submit to drug and alcohol testing when requested and as authorized by this policy shall be treated as a positive test result for all purposes under this policy.
9. **Effects of Termination Due to Positive Drug Screen** – Any such employee will not be eligible for reconsideration of employment for a period of six months. Each employee's record will show termination due to violation of Carrington Court's drug and alcohol safety policy.
10. **Property Searches** – Carrington Court reserves the right to carry out reasonable inspections and/or searches of all property located on company premises for alcohol, controlled or illegal substances, or any other substances which may impair safe job performance, based on reasonable suspicion. If the property to be searched belongs to an employee, the search will normally take place in the presence of the employee as well as at least two management or supervisory personnel. Any search of employee property must normally be based on reasonable suspicion, as determined by Carrington Court in its sole discretion. If controlled or illegal substances are discovered on company property, without the benefit of proper prescription, local law enforcement officials may be notified.

11. Additional Provisions –

It is the responsibility of every employee to:

- Read, understand, and abide by all terms of this policy.
- Encourage other employees who suffer from substance abuse to seek voluntary assistance.
- Report use, possession, sell, delivery, receiving of, or trafficking of any controlled substance by any employee while on company premises or company time.
- Report any employee who appears (or that they know to be) impaired while on Carrington Court's premises or company time.
- Cooperate fully in any investigation or other action undertaken pursuant to this policy.
- Understand that failure to comply with the terms of this list may result in disciplinary action up to and including termination.
- Any actual or attempted tampering or altering in any way with any company drug or alcohol test will result in immediate termination.
- The provisions of this policy shall not operate to the exclusion of any other company policy. Behavior or actions that constitute violations of other company policies or rules may result in appropriate disciplinary action separate from this policy.
- The results and records of alcohol and drug testing will become the sole property of Carrington Court.

10. Employment Procedures

a. Orientation and Training

To help you become familiar with Carrington Court, your assigned responsibilities, and the skills required for efficient job performance, Carrington Court may periodically conduct orientation and training programs. In order to keep you informed and up to date on changes that may affect your position, additional continuing education and/or training programs may be encouraged and/or required.

b. In-Service Training

State of Utah Assisted Living Regulations mandates that on-going training is provided to every employee. The subjects of in-services include, but are not limited to:

- Principles of Good Nutrition
- Principles of Good Housekeeping and Sanitation

- Principles of Providing Personal and Social Care
- Proper Procedures in Assisting Residents with Medications
- Recognizing Early Signs of Illness and Determining When There is a Need for Professional Help
- Accident Prevention
- Communication Skills
- First Aid and CPR
- Resident's Rights
- Reporting of Resident Abuse
- Special Needs of the Dementia/Alzheimer's Resident
- Core Competency

Carrington Court will provide in-service training every month (generally on the last Wednesday of the month, but occasionally earlier. In November and December, the in-service is usually before Thanksgiving and Christmas. Each month's schedule will show each employee exactly which day the in-service will be on for that month). In-service meetings are mandatory. Employees not on duty will be paid for time spent in the meeting.

Failure to attend at least 10 out of the 12 monthly in-service meetings a year may result in disciplinary action up to and including dismissal. If you do have to miss an in-service you can make up for not being there by watching the recorded meeting or reading its contents and taking a quiz.

c. Personnel Files

All personnel files are the property of the facility. Any employee wishing to view their file must put the request in writing and receive approval from the Executive Director. Copies of a personnel file cannot be released without the consent of the Executive Director and written request from the employee. When requesting a copy of their file, the employee can designate which items to be copied. However, the office manager or Executive Director will be responsible for making the copies. A list of items copied will be signed by the office manager/ Executive Director and employee. Personnel files will be retained for a minimum of three years after termination of employment.

d. Change in Employee's Personal Status

All changes in employee's personal status as they relate to the employment record and payroll practices should be reported to your Executive Director immediately. Such changes could include but are not limited to:

- Change in Dependents
- Change in Name
- Change in Marital Status
- Change in Address or Telephone Number
- Change in Dependents Covered by Healthcare

e. Confidentiality Policy

Company information is confidential to Carrington Court and its employees. Confidential business information should not be discussed or relayed to outside or unauthorized persons, including past employees. Confidential information for this purpose includes but is not limited to information relating to: names and personal data regarding residents, current or previous employees, company owners and management, sales and financial reports, customer and vendor information, product information, operating processes and procedures, company policies, and trade secrets. Any breach in confidentiality can be cause for immediate termination.

If approached by persons outside Carrington Court such as sales people, telephone solicitors, lending institutions, former employees, prospective employees, customers, vendors, media or government representatives, who request such information, employees are to notify their department head and/or forward the request to the Executive Director.

f. Outside Inquiries on Employees

Outside companies may have occasion to contact supervisors or department managers for information concerning former or current company employees.

Such calls may be seeking reference or credit checks or other personal information. Accordingly, supervisors should refrain from answering any such inquiries and forward all request for information to the Executive Director. Failure to comply with this policy may result in disciplinary action against the supervisor or department manager creating the infraction.

g. Employee Referral for Employment

Refer a friend or acquaintance to work at Carrington Court and if they get hired and pass their 90-day evaluation you will receive \$50.00 bonus on your next paycheck! The perspective employee must disclose that you referred them on their online application when it is first completed online.

h. Employment of Relatives

Carrington Court is willing to consider the employment of qualified relatives of employees as long as such employment does not, in the opinion of Carrington Court's Executive Director, create actual or perceived conflicts of interest. For purposes of this policy, "relative" is a spouse, child, parent, sibling, grandparent, grandchild, aunt, uncle, first cousin, or corresponding in-law or "step" relation. Carrington Court will exercise sound business judgment in the placement of related employees in accordance with the following guidelines:

- Individuals who are related by blood or marriage may be permitted to work at Carrington Court, provided that no direct reporting or supervisory/management relationship exists. That is, no employee is permitted to work within the "chain of command" of a relative such as that one relative's work responsibilities, salary, or career progress could be influenced by the other relative.

- No relatives are permitted to work in the same department or in any other positions in which Carrington Court's Executive Director believes an inherent conflict of interest may exist.
- Employees who marry while employed are treated in accordance with these guidelines. That is, if, in the opinion of Carrington Court's Executive Director, a conflict or an apparent conflict arises as a result of the marriage, one of the employees will be transferred at the earliest practical time.

i. Employee Grievance Procedure (Open-door Policy)

In consideration that a dispute, complaint, or problem may arise periodically concerning work conditions, policies, and practices, or decisions made by company representatives that affect an employee's job, Carrington Court has established the following Employee Grievance Procedure. It is the intent of this policy to afford employees an open-door policy to address any concerns, question, or ideas about their employment conditions. Carrington Court is desirous of solving problems in a prompt, objective, and confidential manner, free from any concern over reprisal or recrimination.

If a grievance arises, follow the procedure described here for bringing your grievance to management's attention.

Step One: Discuss the grievance with your immediate supervisor. Provide a description of the situation, the nature of your concern, and your perception of a remedy. If a satisfactory solution cannot be reached, or if the nature of the grievance deems it inappropriate to discuss with the supervisor, the employee should proceed directly to Step Two.

Step Two: Request a meeting with the Executive Director. In an effort to resolve the grievance, the Executive Director will consider the facts try to resolve the situation. You will receive a response to your grievance as soon as possible.

Step Three: If you are not satisfied with your Executive Director's decision, and you wish to pursue the grievance further, you may prepare a written summary of your concerns and request that Carrington Court's owners review the matter.

Carrington Court does not tolerate any form of retaliation against employees availing themselves of this procedure. The procedure should not be construed, however, as preventing, limiting, or delaying Carrington Court from taking disciplinary action against an individual, up to and including termination, in circumstance where Carrington Court deems disciplinary action appropriate.

j. Telephone Use

Employees are expected to restrict their use of company phones, for personal calls, to emergency use only while on duty. Personal calls, both outgoing and incoming, should concern matters of emergency that cannot wait until after working hours to be discussed. Such personal calls should be as brief as possible. Outgoing calls should be made during

breaks or at meal times. Personal long-distance phone calls charged to Carrington Court are prohibited.

k. Cell phones and Image Capturing Devices

The use of personal cell phones, for personal calls, texting, or instant messaging is restricted to emergency use only while on duty. Cell phones can be used for company communication with supervisors, fellow employees, vendors, and other service providers.

If a text needs to be sent to a nurse, doctor, or anyone on the Administration team about a resident then it is company policy to only use the first name and the initial of the last name of the resident.

Cell Phones with cameras or other image capturing or recording devices are strictly prohibited from being used to take a picture or record a video of a resident. If a resident looks great or is doing something memorable (but still appropriate and dignified) and you think it should be captured in a picture or a video for scrapbooking or marketing then find the Activity Director or the company camera and take a picture or video, which will stay here as company property and only be used in marketing if consented to by the family and resident as documented on the Photo Consent Form in each residents file.

You may take a picture of a wound to send to a nurse or doctor, provided the picture is of the wound, not the whole person. Violations of these policies can lead to various forms of discipline up to and including dismissal.

l. Company Equipment

The equipment and tools necessary for company business operations are expensive and might be difficult to replace. When using this equipment, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Employees are expected to notify their supervisor when equipment, machines, or tools appear to be damaged, have defects, or need repairs. The improper, careless, negligent, destructive or unsafe operation of equipment or vehicles can result in disciplinary action, up to and including dismissal.

Company equipment such as telephones, copy machines, faxes, computers, postage meters, etc. are to be used for business purposes only and are not available for personal use, except where authorized in advance by appropriate managerial personnel.

m. Radios and Headsets

Each employee whose position requires the use of a radio, e.g. Administration, CNAs, Med Techs, etc. most always have said radio on and be using a headset, for confidentiality and noise reasons. The use of a headset is a not a choice but is required. Carrington Court will provide your first headset. If lost or stolen a replacement will be ordered at the cost of \$20.00 (deducted from employee's paycheck).

n. Off-Duty Conduct/Other Employment

Generally, Carrington Court regards the off-duty activities of employees to be their own personal matter rather than that of Carrington Court. However, certain types of off-duty activities by employees represent the potential of a material business concern to Carrington Court and for that reason employees should not engage in, or be associated with illegal conduct, the nature of which may adversely affect Carrington Court, or the employee's ability to carry out their employment responsibilities.

Employees may engage in off-duty employment, provided that:

- The employment does not conflict with the employee's work schedule, duties, and responsibilities;
- The employment does not create a conflict of interest or incompatibility with company employment;
- The employment does not create a detrimental effect upon the employee's work performance with Carrington Court.
- The employment does not involve conducting business during hours of employment with Carrington Court
- The employment does not involve the use of confidential or proprietary information of Carrington Court or its customers.

Self-employment is considered off-duty employment and falls under the same conditions as other off-duty employment, with the addition of the restriction that employment does not involve ownership of a private business that is incompatible with an employee's position.

An employee's authorization to engage in off-duty employment may be revoked at any time, at the sole discretion of Carrington Court where it is determined that it is in the best interest of Carrington Court to do so. Such revocations will generally be based upon a finding that the conditions set forth herein have not been met.

o. Employment by Resident

Employees may not be employed by our residents. For these purposes, employment is defined as receiving money or goods in exchange for services or help rendered by a facility employee during working or non-working hours. Employees shall not purchase items for residents using resident's funds. Employees are also prohibited from using his/her automobile to provide transportation for residents. This policy is instituted for the protection of Carrington Court and of our employees.

p. Gifts or Gratuities

The practice of accepting gifts or gratuities is not only unnecessary and undesirable, but also contrary to the public interest served by our Company. Employees are prohibited from accepting gifts or gratuities from residents or their families. Employees are discouraged from accepting gifts or gratuities from outside vendors, or any other party that may pose a conflict of interest in the scope of Carrington Court's operations. If you

are given a gift or gratuity from a vendor or an outside party immediately notify your supervisor. Gifts or payment for referral to an outside vendor are prohibited.

q. Security

Employees leaving the building with shopping bags, backpacks, or parcels may be required to have their packages inspected by administrative staff.

All emergency exit doors are to be locked from the outside.

Lobby doors are to be locked at 10:00 p.m. each evening, and unlocked at 5:45 a.m. each morning.

Evening and night visitors will need to use the paging button located at the entrance of the building. Staff will need to ask for identification from visitors, determine who they wish to visit, and seek clearance from the resident prior to admitting the late-night visitor.

Employees other than those specifically designated by the Executive Director are NOT ALLOWED TO ACCEPT RENT PAYMENTS or discuss rental or service charges or credits with residents. Please pass all these types of resident inquiries on to a member of Administration.

Employees are not to allow family, visitors, or guests access to an absent resident's room without authorization from the resident. Work done by employees in a resident's room should be done when residents are present, if possible. Failure to follow these procedures could result in disciplinary action, up to and including dismissal.

r. Employee Visitors

Employees must recognize that Carrington Court may have a legal liability for the actions of persons invited to Carrington Court by employees.

Therefore, it becomes necessary for Carrington Court to establish this policy, the intent of which restricts business hours and work location visitation (excluding suppliers, vendors, applicants, business associates, and customers).

Friends, relatives, or other unauthorized persons will not be permitted to visit an employee during working hours or at work locations without the permission of supervisory personnel. Should such advance notice not be practical or possible, employees will be expected to exercise good judgment in their handling of an unforeseen visit, and should inform the visitor of Carrington Court's policy. If warranted by the nature of an unforeseen visit, the employee may request taking an authorized, uncompensated and unscheduled break from work off of company property.

This restriction includes conducting personal business by telephone during business hours, but does not restrict necessary delivery of meals or messages to employees. Visits

for the purpose of touring Carrington Court, the employee's work location, or other reasons not specified must be approved by supervisory personnel.

If someone is picking-up an employee after work, please ask him/her to wait for you in the car outside of the building.

s. Soliciting

It is against company policy for employees or outside individuals to sell products on the facility premises. Example: Avon, Tupperware, Jewelry, Candles, etc. Exceptions to this rule include company approved vendors.

t. Personal Property

Any lost or found articles should be reported to the administrative office. Carrington Court cannot be responsible for your personal property, and therefore we recommend that you keep personal items in your locker in the employee break room.

Keys assigned to employees are the property of Carrington Court and are not to be loaned to another person, including other employees. Copying of company keys is strictly prohibited. Make note of any proper transfer of keys, as designated by the Executive Director, in the communication book. Assignment of narcotics keys, room keys, and other building keys is to be done by the Executive Director or someone designated by the Executive Director, and will utilize the Key Distribution Form in the Employee Packet.

u. Employee Parking

Carrington Court must provide access to the building for emergency personnel and equipment any time an emergency occurs. In order to comply, all staff members are to refrain from parking in front of the facility at any time, except for Graveyard shift between September and March of each year, they need to park under the carport so that snowplows can plow the parking lot.

Employees are to park in the parking areas designated for staff. Parking stalls located near the front entrances of the facility are for public/visitor parking, and no employees shall park there.

v. Emergency Plan

All employees shall be familiar with the following information:

- The Executive Director or designee will be responsible for all decisions during an emergency. If the Executive Director is not on the premises when an emergency arises, he/she will make every effort to report to the facility, relieve subordinates, and take charge.
- Emergency phone numbers are posted.
- In the event of an emergency, the resident care staff will place phone calls in this order:
 - Dial 911 or other appropriate emergency personnel

- Contact Executive Director or designee
- Contact the resident family or responsible party after speaking to the Executive Director or designee.
- Personnel on duty will be required to help the Executive Director as requested to:
 - Evacuate all residents
 - Check the building to verify that all residents are evacuated
 - Keep residents calm following evacuation
 - Provide resident care for immediate needs
 - Work with the emergency crews as needed
 - Contact resident families
 - Gather resident medications and other emergency supplies

w. On-The-Job Injuries

Any employee injured while performing job related activities must:

- Complete an Employee Incident Report Form at the time of the injury.
- Give the original Employee Incident Report to the Assistant Director or Executive Director.
- First report of injury must be filed by employer within 7 days of being notified of injury or accident. Failure to notify employer of injury or accident could delay your receiving appropriate benefits.
- If you seek medical attention, you must first go to one of the approved clinics or hospitals (list can be provided by any member of Administration.)
- Referral to a specialty clinic or physician will be made if deemed necessary.
- Keep a member of Administration or the Executive Director apprised of your condition. Copies of all medical records, work releases, work restrictions, etc. must be provided to the a member of Administration or Executive Director, who is responsible for filing Worker's Compensation claims.
- Light duty can be provided however, it may not be in the same department where the employee is normally assigned. If the employee does not accept the light duty assignment, job retention is not guaranteed.
- If the injured employee is required to be off work, a leave of absence can be approved for up to 12 weeks. While on LOA, it is the employee's responsibility to pay the full monthly cost for voluntary deductions such as medical insurance, life insurance, etc. Failure to pay these premiums will result in a termination of coverage. Employer contribution will not apply during a leave of absence.
- Employee's return to normal work duties will not be allowed until a release is given by the attending physician.
- If the employee does not return to work after being released by their physician, job retention will not be guaranteed.

WHAT TO DO WHEN AN ACCIDENT OCCURS

Carrington Court is committed to providing a safe and healthy workplace for our employees. Preventing injuries and illnesses is our primary objective. But, as we all know, accidents do happen. If you are injured while on the job, you should get appropriate first aid or emergency medical treatment as soon as possible.

STEPS TO FOLLOW AFTER AN INJURY/ACCIDENT

- Notify your supervisor immediately, who in-turn will notify the Executive Director who will help talk with the employee to determine if medical attention is desired and needed. Do not go and seek medical attention without being first instructed where to go.
- Fill out Employee Incident Report (Regardless if injury seems minor).
- Make sure all information is correct.
- If injury is minor but requires first aid, receive first aid
- If you need to be seen by a physician, you need to go to the following Industrial Medicine Urgent Care Facilities if it is a non-emergency that took place during the day.

IHC WorkMed
1091 S Jordan Pkwy, Suite #500
South Jordan, UT 84095
385-887-7200

IHC WorkMed
201 E 5900 S #100
SLC, UT 84107
801-288-4900

If the injury occurred in the evening and neither of the IHC WorkMeds's are available you can go to one of the following Extended Hours Urgent Care Facilities:

Sandy InstaCare
9493 S 700 E
Sandy, UT 84070
801-523-2483

West Jordan Instacare
2655 W 9000 S
West Jordan, UT 84084
801-256-6399

If it is a medical emergency, please go to one of the following hospitals:

Riverton Hospital
3741 West 12600 South,
Riverton, UT 84065
801-285-4000

IMC Medical Center
5121 South Cottonwood
Murray, UT 84157
801-507-7000

x. Employee Standards

Carrington Court has adopted specific standards for employee conduct. Carrington Court's business will be conducted in accordance with applicable local, state, and federal laws. Carrington Court expects employees to comply with these standards. Violators

may be subject to termination and will be obliged to defend, at their own expense, any related criminal charges.

Each employee should consult with their supervisor whenever he/she is in doubt about a proposed action's compliance with these standards.

The following is a sample of actions that are prohibited and may result in discipline including termination:

- Theft or inappropriate removal or possession of company or resident property
- Falsification of time-keeping records
- Disregard for confidentiality of resident information
- Soliciting money from residents or families
- Accepting gifts or gratuities from residents, resident families, or vendors.
- Discussing hourly pay with another employee
- Filing false injury claims or reports
- Disregard for resident safety
- Working under the influence of alcohol or illegal drugs
- Possessing, distributing, transferring, selling, or using illegal drugs or alcohol in the work place or in employer owned vehicles and equipment
- Fighting or threatening violence in the workplace
- Behaving in a boisterous or disruptive manner
- Behaving in a negligent manner, resulting in harm to others, or damage to company or resident property
- Insubordination
- Violation of safety or health issues
- Disrupting business operations
- Injuring, damaging, or unnecessarily exposing Carrington Court's reputation, business, or employees
- Expressing disrespect to residents
- Violating company policy
- Failure to perform job responsibilities and tasks satisfactorily
- Smoking in prohibited areas
- Sexual or other unlawful harassment
- Possession of dangerous or unauthorized materials, such as weapons, explosives or firearms in the work place
- Repetitive or unauthorized absenteeism
- Unauthorized use of telephones, internet, fax, mail system, or other company owned equipment
- Unauthorized disclosure of business "secrets" or confidential information
- Failure to attend mandatory in-service meetings
- Other infractions determined to be detrimental by the management of Carrington Court

The above should not be construed as a complete listing of infractions that can result in employee discipline. All managers will be responsible for the enforcement of these

standards, including necessary distribution to ensure employee knowledge and compliance.

y. Employee Dress Code

Carrington Court's image with its residents and within the business community is a product of the actions and behavior of its staff members individually and collectively. Positive attitude, courteous demeanor, and personal appearance are key factors in creating and maintaining a favorable image. Carrington Court expects neat, clean, and tasteful dress and grooming.

In order to promote a professional business image while maintaining a comfortable and productive working environment, Carrington Court has outlined a dress code below. If there are any questions about what is not acceptable, please ask your immediate supervisor or Executive Director.

Only on special occasions determined by the Executive Director can there be any exceptions to the dress code policy. Carrington Court reserves the right to alter this policy at its discretion.

Employees clothing should be clean, neat, and pressed. Name badges are to be worn at all times on the right or left side of the employee's upper garment. Employees must look professional. Excessively tight fitting or skin revealing clothing is unacceptable. Wrinkled or stained clothing is unacceptable.

Tattoos and Piercings: Jewelry must be professional and conservative. No lip or eyebrow piercings are allowed. Nose piercings are allowed only in the form of a stud with a secure backing. Visible tattoos must be covered.

Unacceptable Attire:

Levis, jeans or low riding pants

Shorts and Capri's

Tank tops, tube tops, crop tops, spaghetti straps, low cut or see-through shirts

Flip flops, casual sandals, combat boots, and hiking boots

Slogans on shirts, caps or hats

Office Personnel:

Should dress in business casual. This would include trousers or dress pants, skirts, dresses, and blouses. Skirts cannot be shorter than 3" above the knee. Shoes should be business-like. No tennis shoes, crocs, etc.

Nursing Personnel:

Scrub tops and bottoms are required. Dangling jewelry and large rings are discouraged. Fake fingernails are not allowed. Long hair should be pulled back and secured. Shoes should be comfortable walking shoes, no open toes.

Kitchen Personnel:

Approved and assigned uniform accompanied by black pants (with no visible logos or writing) are required. Hair needs to be tied back, and head should be covered with a company issued uniform hat or hair net. No open toed shoes allowed. Fake fingernails are not allowed nor is fingernail polish to be worn. No jewelry is allowed, including dangling and/or hoop earrings, bracelets, necklaces, etc. No lip or eyebrow piercings are allowed. Nose piercings are allowed only in the form of a stud with a secure backing. All other earrings need to be in the form of a stud with a secure backing. If at any time a piercing should become infected it will need to be covered with appropriate materials. The only ring you are permitted to have is a wedding band without any diamonds or stones. Gum, tobacco, and cigarettes are not allowed in the kitchen. Gloves (powder-free) must be worn when preparing and serving food.

Kitchen personnel are expected to wash hands twice when returning from the restroom or from a smoke break.

z. Employee Meal Policy

Carrington Court will provide employee meals to each employee on shift. We provide an average number of employee meals based on past data on the number of employee meals eaten per day. In the circumstance that there is not enough food for all employee meals it is important to remember that this is a privilege, not a right.

11. General Payroll Practices

a. Hours of Work and Work Schedules

Each of the departments within Carrington Court has regularly scheduled shifts. Deviations, including working longer than your shift's scheduled time, from the scheduled shift times must be approved in-advance by your manager. Carrington Court recognizes the work week at starting at 10:00 p.m. Friday evening, and ending at 9:59 p.m. the following Friday evening. Overtime is any time over 40 hours during any recognized work week, not a pay period.

Work schedules are posted at least one week in advance. Should you be unable to work as scheduled, YOU are responsible for finding your own replacement. However, ALL changes to the schedule must be approved by the Care Coordinator or Executive Director.

b. Overtime

i. Non-Exempt Employees:

For employees classified as non-exempt (hourly employees), forty hours constitutes a full workweek for purposes of overtime pay calculations. All time worked in excess of forty hours constitutes overtime hours, and will be paid at a rate one-and-a-half times the employee's regular rate. The Executive Director must approve all overtime hours in advance.

ii. Exempt Employees: Managers, Administrators, Sales Employees, and other professionals, defined as “exempt” (salaried employees) under the Fair Labor Act, may from time to time find it necessary to work longer than the normal working day or put in more than the customary forty hours per week in order to effectively carry out their duties and responsibilities. When exempt employees find the need to put in extra time to meet certain deadlines or to complete certain projects, they should consider it to be within the normal scope of their responsibilities and should not expect extra compensation for such time.

Any exempt employee who finds it necessary to work longer than the normal working day, or more than the customary forty hours a week in order to effectively carry out their duties and responsibilities on a regular basis, should discuss the situation with the Executive Director. Any paid overtime for exempt employees must be pre-approved by the Executive Director in writing.

c. Employee Breaks

Carrington Court requires and allows one ½ hour unpaid break for every 8-1/2-hour shift. Carrington Court provides a break schedule to coordinate the breaks so that C.N.A. staff is not all going to break at the same time. Employee meals provided by Carrington Court are to be eaten while continuing to answer call lights and perform other work-related tasks.

Carrington Court allows a 10-minute, paid break per four hours worked. These breaks are to be taken before or after patient meal times and after the dining room is cleaned. Employees (especially C.N.A.’s) shall take breaks separately so that there is adequate coverage on the floor and patient care is not compromised.

Employees wishing to take smoke breaks must do so only during one of the allotted 3 breaks.

d. Pay Periods and Payroll Distribution

Employees are paid bi-weekly in arrears. This means that employees are paid for time worked one week after the close of the given pay period. Paydays will be every other Friday, and paychecks are made available no later than 2:00 p.m. If at any time an employee wishes to authorize any other person to receive his or her paycheck, the employee must submit a written authorization to the Executive Director.

Carrington Court uses an electronic payclock system. Each time an employee clocks in or out of the system it shows you a running tally of the hours already worked in the pay period. Each employee is required to ensure that their tallied hours are accurate. If an employee’s tallied hours are incorrect, they can meet with their manager to discuss and complete the necessary time care error forms to have their timecard corrected. An electronic timesheet can be printed at any time for an employee upon request.

If it is determined that a paycheck was paid with errors, the timesheet will be reviewed. Any error created by the accounting or administration departments will be corrected

immediately. Errors created by missed clock-in/clock-outs or an oversight by the employee will be corrected in the following pay period (if applicable, as determined by the Executive Director).

e. Lost Checks/Paychecks

Once issued, employees bear the sole responsibility for their paychecks and reimbursement checks. Employees who lose, misplace, or have their paychecks stolen can get a replacement check. However, replacement checks will not be issued until the accounting department can verify that the previously issued check has not cleared the bank. Also, the employee will be responsible for the stop payment fees on the prior check, and that amount will be deducted from the newly issued check.

f. Time clock

The time clock is provided to accurately record hours worked. It is every employee's responsibility to clock in at the beginning of their shift and clock out at the end of their shift. Failure to do so could result in a loss of pay. If you leave the building during the day for personal appointments, lunch, etc, you must clock out when you leave and clock back in when you return.

You MAY NOT clock in more than 7 minutes BEFORE your scheduled shift begins, nor later than 7 minutes AFTER your scheduled shift ends. The time clock system rounds this 14-minute window to the nearest quarter hour, giving you the ability to be up to 7 minutes early or 7 minutes late without it affecting your time. Any variance from this requires you to complete a Timecard Error Form to provide written explanation of why you have deviated from your scheduled shift.

If you forget to clock in or out, you MUST complete a Timecard Error Form so that your correct hours can be manually entered into the time clock. You must have a co-worker sign our form to verify the time you should have clocked in and/or out. If an employee misses a clock in or clock out and has not adequately filled out a Timecard Error Form, the time stated on the timesheet will be the only time paid.

Employees who chronically (more than once in consecutive time periods) miss clock-ins and clock-outs, will be deducted ½ hour of time paid for every clock in/out that must be manually adjusted by the Assistant Director or Executive Director.

If you work a double shift, you need to clock out at the end of your first shift, and then clock right back in. Failure to do so can cause a misread of information, and an error on the timecard.

There is no clocking in and out for other employees. Failure to comply can result in immediate termination.

g. Salary Deductions

All mandatory deductions (and withholdings), such as Federal Income Tax, Social Security, and state, city and/or local income tax will be withheld automatically from your

paycheck. Such deductions taken from your paychecks are for the same period as time worked.

All authorized voluntary payroll deductions, such as for health insurance, disability, other employee benefits and other deductions, as arranged with Human Resources, will be withheld automatically from your paycheck. The amounts deducted from your pay for authorized voluntary payroll deductions represent one-half of your monthly contribution for each item.

h. Garnishment of Wages

Carrington Court will honor wage garnishments as required by State and Federal statutes. Any employee issues or disagreements with wage garnishments will have to be addressed with the issuing agency and not the management or Accounting Department of Carrington Court

i. Pay Advances

Carrington Court will not issue early paychecks or pay advances for personal reasons.

j. Reimbursement of Employee-Incurred Expenses

Carrington Court will reimburse employees for PRE-APPROVED out-of-pocket expenses which are necessary for the performance of the business. A bona fide receipt must accompany each request for reimbursement.

k. Employee Pay Rates

Employee pay rates vary between departments and according to experience, tenure, and employee standing.

Each employee's rate of pay is to remain confidential. Anyone discussing or sharing pay rate information can be subject to immediate termination.

l. Evaluations

To ensure that you perform your job to the best of your abilities, it is important that you be recognized for good performance and that you receive appropriate suggestions for improvement when necessary. Consistent with this goal, your performance will be evaluated by your supervisor on an ongoing basis. You will also receive periodic written evaluations of your performance.

After completing your required 90-day probationary period for all newly hired employees, you will receive an employee evaluation. You will also be given annual evaluations beginning twelve months from your hire date. If you are doing a satisfactory job, and have provided all the necessary paperwork/certifications, you may be eligible for a pay increase. However, employee evaluations are not a guarantee of a pay increase.

When performing an evaluation, your supervisor will take into consideration attendance records, in-service attendance, status of paperwork/certifications, ability to perform job

duties as outlined in the job description, adherence to facility policies, overall attitude and ability to work with co-workers, as well as your job performance. Any comments made on your evaluation by your supervisor or other company representatives regarding your performance or future should not be construed as a promise or guarantee since circumstances, performance, and business conditions may change.

If you have not received a performance review in accordance with the above time frames, it is your responsibility to notify your supervisor and the Human Resources Department about this matter.

m. Salary Reviews and Pay Increases

Salary reviews are separate from performance reviews and are used to monitor and adjust the total compensation package for each employee.

All approved pay increases will be effective the first day of the pay period following the approval date of the pay increase.

n. Transfers and Promotions

In an effort to match you with the job you are most suited for, and because of the dynamic and changeable nature of our industry, you may be transferred from your current job. This may be either at your request or as a result of a decision by Carrington Court. Reasons for transfer may include, but are not necessarily limited to: fluctuations in department workloads or production flow, more efficient utilization of personnel, increased career opportunities, personality conflicts, reasons of health, or other personal situations.

Most job openings that are intended to be filled from within Carrington Court will be communicated to the current staff. The Management of Carrington Court does reserve the right, however, to transfer or promote an employee without making known the availability of that position. Temporary transfers may be made at the discretion of Carrington Court management.

12. Benefits

Carrington Court strives to provide the best, most equitable and cost-effective benefits for employees in recognition of the influence employment benefits have on the economic and personal welfare of each employee. Employees should likewise recognize that the total cost to provide the benefit program described herein is a significant supplement to each employee's pay and should therefore be viewed as additional compensation.

Carrington Court reserves the right to design provisions and to add, eliminate, or in other ways modify any discretionary benefits and applicable premiums when and where it is deemed in Carrington Court's best interest to do so. Whenever an amendment is made to any of Carrington Court's benefits programs, the respective policy will be made known to all plan participants in accordance with requirement of applicable law. NOTE: If information in this policy guide and

our summary plan descriptions contradicts information in these master contracts or master plan documents, the master contracts/documents shall govern in all cases.

Participation in various benefit plans does not alter the employment-at-will policy. Any rights you might have under the various plans do not constitute a contract for continued employment.

Any questions regarding the benefits package should be directed to the Human Resource Department or the Executive Director.

a. Insurance Programs

The following sections present an overview of the principal benefits available, but the availability and the amount of such benefits may be governed by and determined solely by the legal documents involved, if any. This Manual does not constitute such a legal document. Carrington Court offers medical, dental, and vision coverage for eligible employees and their eligible dependents. These programs are administered by a major medical insurance carrier or health maintenance organization (HMO). An employee contribution for coverage will be deducted from the employee's salary based on their benefit selections. Your Summary Plan Description (SPD) contains more details about these plans. Please refer to the specific SPD that governs each of the plans, for more details. In the event of any conflict between the information contained in this Manual and in Carrington Court's SPDs, the SPDs shall govern. These plans are subject to change at Carrington Court's discretion. Additionally, the amount that you may be required to contribute towards the premiums for any of these plans may be changed at Carrington Court's discretion.

- i. **Waiting Period:** Full-time and exempt employees are eligible to participate in the various insurance programs offered by Carrington Court on the first of the month following their 60-day anniversary of employment. Annually there will be an Open Enrollment period. If you decline to participate in these programs on your initial eligibility date, you may request entry into the plan during Open Enrollment or Special Enrollment (described below).
- i. **Employee Contributions:** Carrington Court's benefit package is contributory; that is, you are responsible for a portion of the premium for your benefits. A portion of the premium, up to a maximum per month is contributed by Carrington Court. Your contributory cost is deducted from your paycheck.
- ii. **Late Applicants:** At the time you are hired, you are given an opportunity to elect certain benefits. If you waive participation in any of those programs for either yourself or your eligible dependents, you will only be allowed to apply for entry into the various Plans during Open Enrollment.

- iii. **Open Enrollment:** The open enrollment period allows employees to add or change their benefits coverage. Applications for Medical and Dental Insurance may be submitted during this period. Changes, additions and other elections made during Open Enrollment will take effect on the effective date following the Open Enrollment period. Once you have made a change, you cannot change that selection until the next Open Enrollment period (except in the case of a major life status change; see Special Enrollment).
- iv. **Special Enrollment:** A Qualifying Event, such as certain life status changes--marriage, birth or adoption of a child or involuntary loss of medical and/or dental coverage, etc.--allow entry into these Plans as long as application for coverage is made within 30 days of the Qualifying Event. For specific details regarding Special Enrollment please refer your Summary Plan Description.
- v. **Health Insurance:** Carrington Court offers a medical plan for eligible employees. Please refer to the Medical Summary Plan Description for an explanation of the plan benefits and limitations.
- vi. **Dental Insurance:** Carrington Court offers a dental plan for eligible employees. Please refer to the Dental Summary Plan Description for an explanation of the plan benefits and limitations.
- vii. **Vision Insurance:** Carrington Court offers a Vision plan for eligible employees. Please refer to the Vision Summary Plan Description for an explanation of the plan benefits and limitations.
- viii. **Supplemental Insurance:** As a full-time employee, you are eligible to purchase supplemental insurance for yourself and your dependents at group rates. Supplemental Insurance is a voluntary benefit and is employee specific. If you have elected this coverage, please refer to the plan SPD for eligibility requirements, plan limitations and additional information.
- ix. **COBRA:** If you resign or are terminated from Carrington Court, or if your work hours are reduced and this event makes you or your dependents no longer eligible to participate in one of our group health insurance plans, you and your eligible dependents may have the right to continue to participate for up to eighteen months at your (or your dependent's) expense.

Your eligible dependents may also extend coverage, at their plans in the event of your death, divorce, legal separation, or enrollment for Medicare benefits, or

when a child ceases to be eligible for coverage as a dependent under the terms of the plan. The eighteen-month continuation coverage period provided in the event of your termination or reduction in working hours may be extended to thirty-six months for your spouse and dependent children if, within that eighteen-month period, you die or become divorced or legally separated, you enroll on Medicare, or if a child ceases to have dependent status.

If you or your eligible dependents elect to continue as members of Carrington Court's plans, you will be charged the applicable premium charged to Carrington Court by our carriers. The premium is subject to change if the rates charged to Carrington Court increase or decrease.

Continuation coverage may end, however, if any of the following events occur: 1) failure to make timely payments of all premiums; 2) assumption of coverage under another group health plan, which does not exclude or limit coverage provided to you on account of a preexisting medical condition unless the preexisting condition does not apply due to the Health Insurance Portability and Accountability Act; or 3) Carrington Court's termination of its group health plans.

For further information regarding continuing or converting your group health insurance benefits, please contact the benefits administrator.

- x. **Status Change:** If your status changes from temporary or part-time to full-time, you are considered hired on the date you become a full-time employee for purposes of calculating eligibility for medical, dental, vision, life, short-term and long-term disability and other benefits that require full-time employment for eligibility purposes.

b. Paid Time Off

Carrington Court permits both full-time and part-time employees, not PRN or temporary employees, to take Paid Personal Time Off (PTO). Carrington Court defines PTO to include both Sick Leave and Vacation Time.

Planned paid leave requests must be submitted to the immediate supervisor and the Assistant Director in writing at least by the 15th day of the month, prior to the month in which you are requesting time off, unless otherwise approved. The supervisor and/or Assistant Director will approve or disapprove each request depending on the impact on the particular shift. Employees will not be allowed to go negative in PTO hours. The Assistant Director or Executive Director will only approve time off in special circumstances when an employee does not have any PTO hours remaining/available. This will be considered time off without pay. Excessive time off without pay could adversely affect an employee's job status.

Hourly employees begin accruing PTO time on the first day of employment, and it is considered accrued at the close of each pay period. Salaried Employees will have PTO pro-

rated for the rest of the year, the first year they are hired. Any accrued PTO time is not available for use until an employee has completed their 90-day probationary period. If an employee is terminated or quits within this 90-day probationary period all accrued PTO will be forfeited. When an employee that has worked longer than 90 days, but less than a year, is terminated whether voluntarily or non-voluntarily all accrued PTO will be forfeited. When an hourly employee that has worked longer than a year is voluntarily terminated and successfully and honorably completes their two-week notice then any accrued PTO will be paid out. When a salaried employee that has worked longer than a year is voluntarily terminated and successfully and honorably completes their two-week notice then PTO will be pro-rated from the beginning of the year to the date of separation and paid out to the employee. When an employee that has worked longer than a year is non-voluntarily terminated all PTO will be forfeited. Hours earned are based on actual hours worked (excluding overtime).

Hourly Employees can earn a maximum of 56 hours (one week and 2 days) per year for the first year. Employees can earn a maximum of 80 hours (two weeks) per year for the second and third year. On the fourth year and all subsequent years thereafter, employees can earn a maximum of 120 hours (three weeks) per year.

Salaried Employees receive 80 hours (2 weeks) of PTO the first year, 100 hours (2 ½ weeks) for the second year, and 120 hours (3 weeks) for the third and fourth year. On the fifth year, salaried employees will receive 140 hours (3 ½ weeks) of PTO for that year and each subsequent year. On the fifth and subsequent years, the Director of Nursing will receive 160 hours (4 weeks) of PTO. The Executive Director will receive 180 hours (4 ½ weeks) of PTO each year.

Hourly employees may roll over 24 hrs of PTO at the end of each calendar year. Salaried employees may roll over 40 hours. Any additional PTO at the end of the year will be lost if not used.

c. Carrington Court's Holidays

Carrington Court recognizes the following holidays:

- New Year's Day
- Easter
- Memorial Day
- Independence Day
- Pioneer Day
- Labor Day
- Thanksgiving Day
- Christmas Day

If you are a salaried employee, you will receive a day off with pay at your regular rate for each holiday observed by Carrington Court. If the holiday falls on a Saturday, then the holiday will be observed on Friday and if it falls on a Sunday then it will be observed on Monday.

Hourly employees required to work during Carrington Court's observed holidays will be compensated at a rate of one and a half times their regular rate of pay. Any employee that works on Christmas Day will receive double pay for the hours worked. This applies to Christmas Day only, and no other holidays. Carrington Court will do its best to alternate working on holidays, so that as many employees as possible can have some of the holidays off of work.

d. Bereavement

When a death occurs in an employee's family, the following Bereavement Table indicates the amount of paid working days all regular full-time employees may use, to attend the funeral or make funeral arrangements. The pay for time off will be prorated for a part-time employee if the funeral occurs on a scheduled work day. Carrington Court may require verification/documentation of the need for the leave.

		1st 3 years	After 3 full years	After 5 full years
Immediate Family	spouse, parents, children, siblings	2	3	5
Extended Family	stepparents, stepchildren, grandparents, father-in-law, mother-in-law, brother-in-law, sister-in-law, son-in-law, daughter- in-law, or grandchild	1	2	3

Immediate and Extended Family Defined for Bereavement Leave:

Immediate family members are defined as an employee's spouse, parents, children, or siblings.

Extended family members are defined as an employee's stepparents, stepchildren, grandparents, father-in-law, mother-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law, or grandchild.

Additional Time Off:

Carrington Court understands the deep impact that death can have on an individual or a family, therefore additional non-paid time off may be granted. The employee may make arrangements with his or her supervisor for additional unpaid days off in the instance of the death of an immediate family member. Additional unpaid time off may be granted depending on the circumstances such as distance and the individual's responsibility for funeral arrangements. Employee's may also use available PTO for additional time off.

13. Absence from Work

a. Attendance and Punctuality

Employees of Carrington Court are expected to assume diligent responsibility for their attendance and promptness. All employees of Carrington Court provide a service to the residents of the facility. This service is essential to the continued operation of the facility and meeting the needs of our residents. It is important for each employee to report to work on time and to maintain a good attendance record. Carrington Court recognizes that circumstances beyond your control may cause you to be absent from work for all or part of a day. However, unauthorized absence or tardiness may result in disciplinary action. You are expected to report to work when scheduled. If you are unable to report for work, your manager should, whenever possible, be notified in advance. In the event your immediate supervisor is unavailable, you must speak with a manager. Leaving a message with another staff member or on voicemail does not constitute an accepted notification of absence.

If you are unable to work because of illness, you must notify your supervisor or your department head a minimum of four hours prior to the beginning of your scheduled shift (having a spouse or other family member or friend make notification to your supervisor is not an acceptable notification). However, in an emergency situation when prior notification is not possible, the employee should notify their supervisor as soon as possible. If an absence is due to illness or accident, Carrington Court reserves the right to require appropriate medical documentation. **In regards to any and all situations, the responsibility of shift coverage remains with the employee. If the employee is unable to find shift coverage, they are expected to fill the shift.**

Employees are also expected to keep their supervisor informed of the progress of recovery and the estimated time until they can return to work.

Unexcused absences for a period of two or more consecutive scheduled shifts will be treated as a voluntary resignation. Two unexcused absences in a six-month period can be grounds for termination.

Current accrued Personal Time Off (PTO) will be used first to cover excused absences. You will be compensated for authorized absences according to the provisions described in this Manual. Authorized absences beyond your accrued Personal Time Off (PTO) will be without compensation.

You are expected to be at your workstation at the beginning of each business day. If you are delayed, you must call your manager and state the reason for the delay. Again, you must speak directly with a manager. Regular delays in reporting to work will result in managerial action, loss of pay for the time not worked, and/or termination.

b. Family Medical Leave of Absence

Carrington Court recognizes the occasional need for time away from work to participate in early child rearing and the care of family members who have serious health conditions.

This policy is intended to assist employees of Carrington Court in better balancing those family needs with workplace demands.

The policy allows eligible employees to take reasonable leaves of absence (for a total of up to twelve weeks unpaid leave) for the birth, adoption, or placement of a foster child; for the care of a spouse, child, or parent who has a serious health condition; or because the employee is unable to perform the functions of his/her position due to a serious health condition. A leave of absence without pay may also be granted for good cause other than those outlined above when the reasons for such absences are acceptable to Carrington Court and consistent with the requirements of operations.

The provisions of this policy will not supersede any federal, state, or local law that provides greater employee leave benefits and rights than are offered by this policy.

To take advantage of this unpaid leave absence, Eligible Employees must be employed by Carrington Court at least twelve (12) months and have worked at least 1250 hours of service during the twelve-month period prior to the request.

Additional Policies Regarding FMLA:

Leave need not be paid. However, PTO time may be substituted without limitation, for any FMLA-qualifying purpose.

Carrington Court designates leave (or portions) as FMLA-qualifying or not based on information obtained from the employee. Once paid leave is designated as FMLA leave, the employee will be notified immediately. If Carrington Court requires paid vacation be substituted for unpaid leave, or that leave shall be counted as FMLA leave, the designation shall be made at the time the employee requests or gives notice of the leave (or as soon thereafter as it is determined that the leave is FMLA qualified). This designation shall be made before the leave starts, unless sufficient information is available, but never after the leave ends, leave may also be retroactively designated, but never after the leave ends.

The employee's group health plan coverage shall continue on the same conditions as if continuously employed and the same benefits shall be maintained. If the leave is paid, employees pay their premiums in the manner customarily used (payroll deduction). If the leave is unpaid, the insurance premium is due from the employee at the same time as if by payroll deduction, or by prepayment in advance.

After FMLA leave, an employee shall return to the same or equivalent position, with equivalent benefits, pay, and other terms and conditions of employment. Upon return to work, an employee shall be allowed a reasonable opportunity to fulfill all job qualifications. ADA may govern situations where a physical or mental condition impacts abilities.

An employee may need to be temporarily transferred to another position to better accommodate the recurring periods of leave. The alternate position shall have equivalent pay and benefits.

Employee Notice of FMLA Leave:

If need for leave is foreseeable, the employee shall give at least 30 days advance notice if the need is for birth, placement for adoption or foster care, or planned medical treatment for a serious health condition. If a 30-day notice is not practical, notice must be given as soon as both possible and practical under the circumstances.

c. Personal Leave of Absence

Personal leave not otherwise covered in this Manual may be considered at Carrington Court's discretion, for justifiable reasons in cases where an extended period of time away from your job may be in the best interest of both you and Carrington Court. A request for such a leave should be requested through your manager. All available PTO must be used before a Leave of Absence goes into effect.

If such leave is granted and you do not return to work within three days of your expected date of return, your absence will be treated as a voluntary resignation and your employment will be terminated.

Carrington Court cannot guarantee that your position will be held open for you. Every effort will be made to restore you to your former position or to a position comparable in status and rate of pay. However, circumstances may change, making it impossible or unreasonable to reinstate you at the same level.

During an approved leave of absence, voluntary deductions are the responsibility of the employee. Such deductions include: health, dental, and disability premiums. Any contribution made by the employer will not be continued during a leave of absence. Failure to pay these premiums could result in a loss of coverage.

d. Military Service, Jury and other Civic Duties

- i. **Jury Duty** - Carrington Court encourages employees to fulfill their civic duties. To that end, employees will be allowed leave to serve on a jury, if summoned. We request that you bring in a copy of your summons notice as soon as you receive it, so that we may keep it on file. Carrington Court will make no attempt to have your service on a jury postponed except when business conditions necessitate such action.

Jury Duty can last from one day, to several days, to several months or more. During this time you will be considered on a leave of absence and will be entitled to continue to participate in insurance and other benefits as if you were working. Any time off will not be compensated by Carrington Court unless PTO time is used. While serving on Jury Duty, you are expected to call in to your supervisor periodically to keep him/her apprised of your status.

- ii. **Witness:** An Employee called to appear as a witness (subpoena) will be permitted time off to appear, but without pay. Employees will be permitted to use accrued vacation time when appearing as witnesses.
- iii. **Voting:** Carrington Court encourages all employees to vote. Most polling facilities for elections for public office are scheduled to accommodate working voters. Carrington Court, therefore, requests that employees schedule their voting for before or after their work shift.
- iv. **Military Service:** It is Carrington Court policy to support the United States, and in that regard, those of its employees who are members of the armed forces or military reserves. Carrington Court will grant unpaid leave as may be required in order to enable its employees to comply with required reservist activities. Employees may use accrued vacation for this purpose.

Military leaves will be granted in accordance with applicable laws and regulations of the United States, and such laws and regulations will control such matters as re-employment or continuation of benefits.

v. **Religious Observance**

Federal and State equal opportunity laws generally require employers to accommodate the religious beliefs of employees, but do not require them to provide paid leave. Carrington Court respects your religious beliefs, and therefore, will allow employees who require additional time off to use PTO to do so. This leave must be requested through the department manager two weeks prior to the event.

14. **Medication and Narcotics Policy**

Due to the nature of our business, narcotics are on-site, and require heavy regulation and control. The following rules apply to all staff:

- Narcotics are to be within sight of the medication aide or to be locked up at all times.
- Most narcotics are PRN (as needed). The resident for whom a narcotic is prescribed must be able to verbalize that they want the medication, or signs and symptoms requiring dispensing must be documented before the PRN narcotic is dispensed.
- All narcotics must be ordered by a physician and written on the M.A.R.
- All medications, including narcotics, must be signed for when the medication is taken by the resident. All narcotics need to be signed out on the M.A.R. and the narcotic sheet with the time given. Resident response to medication as well as perceived effectiveness must be documented as well.
- Staff must observe the resident take the medication/narcotic, and cannot leave the resident's side until it is determined that the narcotic/medication was adequately ingested.

- All unused, outdated, or expired narcotics must be disposed of. When disposing of narcotics, two people must witness the wasting and document it. The R.N. or Executive Director must be included in the wasting procedure.
- All narcotic medications need to be counted at each shift change by an aide going off shift and an aide coming on shift. If the count is off at any time, the R.N. or Executive Director must be notified.

15. Resident Abuse, Neglect, and Misappropriation of Property

Definitions: Definitions of Abuse, Neglect, and Misappropriation of Property:

Abuse: means the willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain, or mental anguish.

- Verbal abuse is defined as the use of oral, written, or gestured language that willfully includes disparaging and derogatory terms to resident or their families, or within their hearing distance regardless of their age, ability to comprehend, or disability.
- Sexual abuse is defined as, but not limited to, sexual harassment, sexual coercion, or sexual assault.
- Physical abuse is defined as hitting, slapping, pinching, and kicking. It also includes controlling behavior through corporal punishment.
- Mental abuse is defined as, but not limited to, humiliation, harassment, threats of punishment, or withholding of treatment or services (deprivation).
- Involuntary seclusion is defined as a separation of a resident from other residents or from his/her room (with or without a roommate) against the resident's will, or the will of the legal representative.

Neglect: Means the failure to provide goods and services necessary to avoid physical harm, mental anguish, or mental illness.

Misappropriation of Resident Property: means the deliberate misplacement, exploitation or wrongful, temporary, or permanent use of a resident's property without the resident's consent.

Policy: Carrington Court does not permit residents to be subjected to physical, emotional, or verbal abuse, neglect, or misappropriation of property by anyone including: facility staff, other residents, consultants, volunteers, staff of other agencies serving the resident, family members, legal guardians, sponsors, friends, or other individuals.

Potential employees will be screened for a history of abuse, neglect, or mistreating residents by obtaining information from previous employers, current employers, and checking with the appropriate licensing boards and registries.

Employees will receive training regarding abuse, neglect, and misappropriation of property through orientation and at least annually, through in-service training. Prevention measures are also in place which provides residents, families, and staff information related to reporting and handling concerns and grievances.

Identification of potential events and/or allegations of abuse, neglect, or misappropriation will be thoroughly investigated and reported with corrective action taken depending on the results of the investigation. During the investigation, residents will be protected from further harm. The person alleged to have committed the act will be put on a suspension without pay pending Administrative investigation. If allegation is validated, employee discipline up to and including discharge may be invoked. In response to a completed investigation, the facility management will respond by analyzing the occurrence to determine what changes are needed, if any, to prevent further occurrences.

Procedure: If you have reason to believe that abuse, neglect, or misappropriation of resident property is or has taken place, you must report it to the Executive Director or R.N. immediately. They will immediately investigate and make a report, as may be required under Utah State law, to report to Adult protective Services, nearest law enforcement, or Ombudsman. They will also assure the resident(s) is protected from harm during the investigation.

Should the investigation reveal that suspected or actual abuse, neglect, or misappropriation of property occurred, the Executive Director or R.N. must report such finding to the resident's responsible party and to the appropriate governmental agency as required by current state law. The bureaus include: The Utah Department of Health, Bureau of Licensing, Adult Protective Services, and Ombudsman. The report must include, but not limited to: name of the resident involved, date and time incident occurred, circumstances surrounding the incident, location of the incident, names of witnesses, name(s) of person(s) alleged to have committed the act, recommendations for corrective action, and any other information that may be pertinent or requested.

16. Resident Rights

All employees shall use their best efforts to ensure that all residents receive the following resident rights:

1. The right to be treated with respect, consideration, fairness and full recognition of personal dignity and individuality.
2. The right to be transferred, evicted, or discharged only in accordance with the terms of the signed agreement.
3. The right to be free of mental and physical abuse, and chemical and physical restraints (excluding half side rails and bed canes when used in accordance with facility policies regarding the use of such items).

4. The right not to do work for the facility without compensation. The right to perform work with facility's consent as long as service plan is put in affect the resident agrees to work and arrangement of service plan.
 5. The right to privacy for visits with family, friends, clergy, social workers, ombudspersons and advocacy representatives during reasonable hours.
 6. The rights to share a room with a spouse if both are residents. The shared space is with both spousal consent and consent of responsible authority for both residents.
 7. The right to privacy when receiving personal care or services.
 8. The right to keep personal possessions and clothing as space permits.
 9. The right to participate in religious and social activities of the resident's choice.
 10. The right to send and receive mail unopened and to have reasonable access to telephones both to make and receive personal calls.
 11. The right to be fully informed, prior to the time of acceptance and during stay, of services available in the facility and of related charges, including any services not covered by the facility's basic fee.
 12. The right to arrange for the residents own medical and personal care.
 13. The right to have a resident's family or responsible person informed by the facility of significant changes in a resident's condition or need, including cognitive, medical, physical, or social.
 14. The right to have family or responsible person to take resident out of facility at any time. This does not prohibit the establishment of house rules such as locking the doors at night for the protection of the residents and employees.
 15. The right to voice grievances and recommend changes in policies and services to the facility administrative staff and /or outside representatives of choice without restraint, discrimination or reprisal. The right to be informed of complaint or grievance procedures.
 16. The right to be encouraged and assisted throughout the period of stay to exercise resident as well as citizen rights.
 17. The right to manage and control personal cash resources. The facility will not handle a resident's cash resources or valuables.
 18. The right to have confidentiality maintained with respect to resident's records. However, resident records may be examined by the Department of Health to establish compliance with licensure requirements.
 19. The right to obtain personal records within 24 hours upon written or oral request.
 20. The right to obtain at no cost photocopies of resident records within two working days.
 21. The right to be fully informed about care and treatment or any changes in care treatment that may affect resident's well being.
 22. The right to be fully informed in language and manners that the resident understands the following:
 - Medical condition
 - Right to refuse treatment
 - Right to formulate Advance Directives in accordance with UCA Section 75-2-
- 1101
23. The right to refuse to participate in experimental research.
 24. The right to private space for resident groups or family groups.
 25. The right to organize or participate in resident groups in the facility.

26. The right for resident's family to meet in facility with families of other residents.
27. The right to have the Executive Director provide assistance to respond to resident's request that results from group meetings.
28. Facility personnel or visitors may attend resident group or family group meetings only at the group's invitation.
29. Resident/responsible party may file a complaint with the State Long Term Care Ombudsman at 468-2854 or County Government Center 2001 South State #S1500, Salt Lake City, Utah 84190, or any other advocacy group concerning resident abuse, neglect, or misappropriation of resident property in the facility.