



Employee Handbook

Welcome to **Greystar Healthcare Services LLC**.

This Handbook is a source of information about payroll, benefits, and procedures, along with a few general rules and policies. **This handbook is not a legal document or an employment contract.** It is for your information.

This guide cannot anticipate every situation about your employment. Greystar Healthcare Services LLC. will do its best to recognize all rights and privileges extended in this handbook - unless doing so would harm our clients or expose our company to legal liability or financial loss. Greystar Healthcare Services LLC. may need to supplement, modify, or eliminate one or more benefits, work rules, or guidelines described in this Handbook. The Company reserves the right to exercise its discretion to unilaterally make deletions from or additions to this Handbook. Greystar Healthcare Services LLC. must authorize all such changes in writing. Each employee's continued employment constitutes acceptance of such changes.

Greystar Healthcare Services LLC. is an at-will employer and employees should understand that employment is not offered, contracted, or promised for any specific length of time. Employees have the right to terminate employment at any time, with or without cause and with or without notice, and Greystar Healthcare Services LLC. has the same right.

Getting Started

A. *History of the Company*

Greystar Healthcare Services LLC. Is a Licensed Home Health Care Agency offering a full scope of services to our clients in the Rio Grande Valley and San Antonio surrounding areas.

B. *Equal Employment Opportunity*

Greystar Healthcare Services LLC. policy is to hire and promote for all jobs without regard to race, religion, color, national origin, sex, sexual orientation, marital or familial status, physical or mental disability, veteran status, or age. Decisions on employment and promotion are based solely upon an individual's qualifications, with reference to the skills and abilities of the position for which the individual is being considered.

Employees should report any perceived violations to their immediate supervisor or manager. If the immediate supervisor or manager is unavailable or is involved in some manner with the perceived violation, employees should report perceived violations to the next level supervisor or manager at Greystar Healthcare Services LLC. at (956) 462.2049.

C. *Immigration and Employment Eligibility*

In compliance with the Immigration Reform and Control Act of 1986 Greystar Healthcare Services LLC. can employ only those individuals who are authorized to work in the United States. All individuals must submit documentary proof of their identity and employment authorization. Employees will also be required to complete and sign **Immigration and Naturalization Service Form I-9**. Form I-9 requires you to attest that you are authorized to work in the job for which you are hired and that the documents you submit are genuine.

If you are authorized to work in this country for a limited period of time, before the expiration of that period, you will be required to submit proof of your employment authorization and sign another I-9 in order to remain employed by Greystar Healthcare Services LLC.

D. *Prohibited Harassment*

POLICY: The purpose of this policy is to communicate Greystar Healthcare Services LLC'S determination to:

- Provide a working environment free of discriminatory intimidation and/or sexual harassment.
- Identify complaint procedures available to employees.
- Outline disciplinary penalties that may be imposed for discriminatory or harassing conduct.

Harassment involves verbal or physical conduct that harms or shows hostility or aversion toward an individual because of his or her race, color, religion, sex, age, national origin, sexual orientation, marital or familial status, physical or mental disability, or that of his or her relatives, friends, or associates and that:

- Has the purpose or effect of creating an intimidating, hostile, or offensive working environment.
- Has the purpose or effect of unreasonably interfering with an individual's work performance.
- Otherwise adversely affects an individual's employment opportunities.

Sexual harassment Involves:

- Making unwelcome sexual advances or requests for sexual favors or other verbal or physical conduct of a sexual nature a condition of employment.
- Making submission to or rejection of such conduct the basis for employment decisions.
- Creating an intimidating, offensive, or hostile working environment by such conduct.

1. It is against Greystar Healthcare Services LLC. policy for any employee, independent contractor, or other visitor to harass any employee of Greystar Healthcare Services LLC. through the use of disparaging or abusive words or phrases, slurs, negative stereotyping or threatening, intimidating, or hostile acts that relate to race, color, religion,

sex, age, national origin, sexual orientation, marital or familial status, or physical or mental disability. This includes acts that are declared to be “jokes” or “pranks”, but that might reasonably be perceived as hostile or demeaning.

It is illegal and against Greystar Healthcare Services LLC. policy for any employee to harass another employee by making unwelcome sexual advances or requests for sexual favors or other verbal or physical conduct of a sexual nature a condition of employment; by using an employee’s submission to or rejection of such conduct as the basis for or a factor in any employment decision affecting the individual; or by creating an intimidating, hostile, or offensive work environment by engaging in such conduct.

2. Creation of an intimidating, hostile, or offensive work environment may include publishing or posting written or graphic material that criticizes or shows hostility or aversion toward an individual or group because of race, color, religion, sex, age, national origin, sexual orientation, marital or familial status, or physical or mental disability that is placed on walls, bulletin boards, or elsewhere on company property or circulated in the workplace.

The creation of an intimidating, hostile, or offensive work environment may include such actions as persistent comments on an employee’s sexual preferences or the display of obscene or sexually oriented photographs or drawings. An investigation will be conducted to determine whether certain conduct occurred and/or whether it constitutes sexual harassment based on a review of the facts and circumstances of each situation.

3. Unreasonable conduct will not be tolerated. This includes, but is not limited to, excluding employees from information regarding opportunities for advancement; denying access to information, people, or places; treating other employees as inferiors; or selecting one or a few members of a group for favorable treatment.
4. Greystar Healthcare Services LLC. will not condone any harassment or sexual harassment of employees. Moreover, Greystar Healthcare Services LLC. will not tolerate such conduct by independent contractors or other visitors. All employees, including supervisors or managers, will be subject to severe disciplinary action up to and including termination for any sexually harassing behavior.
5. When harassment is alleged, Greystar Healthcare Services LLC. will determine whether certain conduct occurred and/or whether it constitutes harassment or sexual harassment based on a review of the facts and circumstances of each situation.
6. Employees who feel victimized by harassment or sexual harassment should immediately report the alleged harassment to their supervisor or manager. If the supervisor or manager is the source of the alleged harassment, employees should report the problem to the supervisor or manager’s superior or at Greystar Healthcare Services LLC. at (956) 462.2049.
7. Supervisors or managers who receive a complaint of harassment or sexual harassment must report the complaint to Greystar Healthcare Services LLC. at (956) 462.2049.
8. A prompt and careful investigation of the matter will be conducted, questioning employees who may have knowledge of the alleged incidents or similar problems. Both the complaint and the investigative actions and findings will be documented as thoroughly as possible.
9. Employees who are dissatisfied with an investigating supervisor or manager’s resolution of a harassment or sexual harassment problem may file a complaint in accordance with Greystar Healthcare Services LLC. grievance procedures by contacting their manager or Greystar Healthcare Services LLC. at (956) 462.2049.
10. No employee will be subject to any form of retaliation or discipline for pursuing a claim of harassment or sexual harassment.

11. Greystar Healthcare Services LLC. recognizes that the issue of whether harassment or sexual harassment has occurred requires a factual determination based on all the evidence received. All Staff also recognizes that false accusations of harassment or sexual harassment can have serious effects on innocent employees. We trust that all employees will act in a responsible and professional manner to maintain a pleasant working environment free of harassment or sexual harassment.
12. Greystar Healthcare Services LLC. reserves the right to remedy inappropriate harassing or sexual harassing conduct that falls short of conduct subjecting Greystar Healthcare Services LLC. to legal liability, in a manner that is appropriate, fair, and legal, up to and including termination and to report illegal acts to the proper authorities.

General Employment Information

A. *Employee Trial Period*

Except for transfers, employment may be considered to be on a trial (introductory) basis for the first three months of employment for purposes of establishing eligibility for employee benefits

During this trial period, you and the supervisor will have an opportunity to observe and evaluate each other. You will be evaluated for such qualities as: the ability to interact with other people, attendance, professional conduct, willingness to learn, job performance and skills to name a few.

After the trial period of satisfactory performance, you will normally achieve regular full-time or part-time employment and may be eligible for employee health care benefits.

B. *New Hire Policies*

Applicants may be required to successfully pass a physical examination, or other tests considered legal and applicable. In other situations, your driving record (MVR) may be checked; you may be required to take a driver's examination and present proof of a valid driver's license and certificate of insurance issuance on your vehicle. Failure to maintain acceptable driving standards or vehicular insurance may be sufficient cause for immediate termination.

In special cases other new hire policies may be necessary for a particular job requirement. These will be added as an amendment to your "**Conditions of Employment.**"

C. *CPR Certification other Licensing Requirements*

Certain persons may be required to maintain current licensing, a current CPR card, a current TB test, or other requirements as a condition of employment. If you fail qualification or fail to maintain your license, there may be sufficient cause for discharge.

D. *Employment Categories*

Note: Since all employees are hired for an unspecified duration, these categories do not guarantee employment for any specific length of time. Employment is at the mutual consent of the employee and Greystar Healthcare Services LLC. Accordingly, either the employee or the company can terminate the employment relationship at will.

1. Full-Time Regular Employee

See the Addendum for qualification necessary to be classified as a full-time employee. The employee is entitled to available health care benefits. Regular employees can be further classified as exempt or nonexempt salaried (see below).

2. Regular Part-time Employee (Health Care Benefit Ineligible)

See the Addendum for qualification necessary to be classified as a full-time employee. Part-time employees are not entitled to receive group health insurance.

3. Temporary Employee

The employee is hired for a specific period of time, project, or assignment. The employee is paid for actual hours worked and is not eligible for benefits. Employees hired for a specific project or period of time will not experience a change in status simply because they remain in employment for a longer period of time. An employee will change from temporary to regular status only if advised of such a change in writing from the personnel department.

4. Exempt and Nonexempt Salaried Employees

Under certain conditions employees may also be classified as non-exempt or exempt salaried employees. These classifications cover the provisions of the Federal Fair Labor Standards Act or any applicable state law. Non-exempt employees are entitled to premium pay for work in excess of 40 hours in a work week. Exempt employees who qualify as executives, professional employees, administrative employees, outside salespersons, etc. may not receive overtime provisions.

5. PRN or Contracted Employees

The individual is hired on a contract basis and paid a per visit rate outlined in the Contracted Personnel Agreement. Contracted Employees are not entitled to receive group health insurance.

E. *Personal Information*

Greystar Healthcare Services LLC. maintains personnel records, which are important to you. If information on your paycheck stub is not correct, or problems arise concerning your taxes, benefits, or other matters please contact our office immediately. You should be sure that your records are always kept current. You are required to report changes in address, telephone number, number of dependents, or marital status to Greystar Healthcare Services LLC. It is your responsibility to inform Greystar Healthcare Services LLC. immediately of any such changes.

F. *Conflict of Interest*

You must inform your supervisor or Greystar Healthcare Services LLC. of any other job appointment that might interfere with your duties or assignments with the company.

G. *Safety and Accident Prevention*

Safety is a vital concern of Greystar Healthcare Services LLC. The ultimate responsibility for safety lies with you. We need your help promoting safety and the prevention of accidents by observing the following common-sense rules.

- 1. Learn your job and how to be safe in the workplace.**
- 2. Learn the location of the fire alarm boxes, extinguishers, and your duties in case of fire.**
- 3. Promptly report all unsafe or potentially hazardous conditions to your supervisor.**
- 4. Report any condition you perceive to be unsafe.**

H. *Accident/Incident Reporting*

An accident or incident must be reported to your supervisor immediately. The employee must fill out and sign the **Employee Accident/Incident Report** immediately following the occurrence of the accident or incident or as soon as the employee returns from treatment for any injury. You can obtain this report from your supervisor.

If you are involved in or are a witness to an accident or incident, you are required to provide information in order for the appropriate report to be completed. Please be aware of the importance of immediate action in reporting all details of the accident.

I. *Injury Treatment*

If you are injured on the job, Greystar Healthcare Services LLC. prime concern is to provide you with the best medical care available. If the injury is very serious or if it occurs when the closest medical provider is closed or unavailable, you need to go to the nearest emergency room. If you are not satisfied with your treatment at the clinic or hospital, report it as soon as possible so corrective action can be taken.

- **Follow-Up Treatment:** All injured employees must follow the doctor's order of treatment. Failure to do so may result in the loss of benefits.
- **Company Notification:** If the doctor orders you to take time off from work due to an on-the-job injury, you must contact your supervisor immediately. You should advise them of your progress and expected date of return.
- **Modified Duty:** Greystar Healthcare Services LLC. wants you back to work as soon as possible. If you are not able to return to your regular duty, Greystar Healthcare Services LLC. will have modified duty to offer you until you are released to regular duty by your doctor. You need to inform the treating doctor that Greystar Healthcare Services LLC. offers modified duty work that can accommodate any restrictions or limitations the doctor may suggest. By working the modified duty job, you are able to collect your regular pay amount-not a reduced percentage through workers' compensation.

J. *Performance Reviews*

Your supervisor will be observing your effectiveness in performing your work. These reviews are used to provide you with an opportunity to talk about the job and your personal goals. Performance reviews do not necessarily result in merit increases.

K. *Resignation & Two-Week Advance Notice Policy*

Employees who choose to resign from their position are required to provide a minimum of two (2) weeks' advance written notice to their supervisor, specifying their final working day. This notice ensures a smooth transition and minimizes disruptions to operations and patient care.

Failure to provide the required two-week notice will result in forfeiture of rehire eligibility. Additionally, any outstanding wages will be compensated at the Federal Minimum Wage rate per hour or per visit. Final paychecks for employees who resign may be collected in person at the job site on the regular payday or will be mailed to the most recent address on file in the employee's personnel records on the scheduled payday.

Pay and Hours

A. *Hours of work*

Various factors, such as workloads, operational efficiency, staffing needs and client working schedules, may require variations in the employee's starting and quitting times. Your supervisor will give the beginning and ending of your standard workweek to you. Punctual and consistent attendance is a condition of employment.

B. *Timekeeping for Payroll*

You must report to work no earlier than five minutes before your scheduled shift and leave no later than five minutes after it ends. It is your responsibility to ensure that your work hours are recorded accurately. If you notice any discrepancies, notify your supervisor immediately. You are required to record your own time and must never log time for another employee.

All in home providers and Skilled Nurses must use the EVV-mandated application provided during onboarding. Additionally, all nursing staff must complete nurse notes, including clock-in and clock-out times on those notes they complete. That is the official time keeping timesheet.

Failure to comply with this policy will result in nonpayment or compensation at the minimum wage rate of \$7.25 per hour or per visit.

C. *Overtime Pay*

You are to work overtime only at the request and authorization of your supervisor. Employees who qualify as administrative, executive, or professional employees within the meaning of the state and federal wage and hour laws are exempt from overtime pay and are not subject to this policy (see exempt employees above). Only non-exempt employees qualify for overtime pay. Overtime pay is based on hours worked per workweek in accordance with state and federal requirements. Employees shall record all time worked, including time worked over their normal schedule, on the timecard at the time it actually occurs. Time will be paid in hundredths of an hour. Overtime hours worked in excess of forty hours in a work week, (not in excess of 8 hours per day) and approved by your supervisor, will be paid one and one halftimes your base rate of pay per hour. Hours worked means time actually spent on the job. It does not include hours away from work due to vacation, sickness, or holiday even when these days are compensated. Unpaid sick leave, personal leave, or any other time away from work is also not considered hours worked.

D. *Payroll Deductions*

Greystar Healthcare Services LLC. may be required by law to recognize certain court orders, liens, and wage assignments (child support). Greystar Healthcare Services LLC. is required to make proper deductions from your earnings on your behalf. Amounts withheld vary according to how much you earn, your marital status, government employment regulations, and other factors. These mandatory deductions are made until the maximum amount is reached. Mandated withholdings include some of the following:

Federal Income Tax State Income Tax Social Security

Other deductions may be made from your paycheck with your permission, including:

Dependent Health Insurance Coverage Voluntary Insurance Coverage Dental Care Retirement Fund Contribution Other Services Requested by the Employee Payroll Advances
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E. *Payday*

Greystar Healthcare Services LLC's payday is determined by the agency's pay schedule, which is available on our website. Employees may also request a copy via email or in person at the office.

F. *Paid Leaves*

Greystar Healthcare Services LLC. policy for vacation, sick leave, holiday, bereavement, or other paid leaves are described in greater detail as an addendum to this handbook. In order to be eligible for these benefits, you must qualify as a regular full-time or part-time employee, and you must complete a new hire trial period. You are encouraged to schedule vacations with your supervisor and use all vacation benefits in a calendar year.

Unused sick leave benefits when available do not accumulate from year to year. Sick leave may be available only in the case of actual illness or injury and may not be applied as extra vacation. A notification from your doctor may be required before returning to work after any absence of longer than three days.

If you are eligible for sick leave, you can be reimbursed for any unused sick time upon your anniversary date. Such reimbursement will be made at your regular hourly rate of pay

G. *Absenteeism and Tardiness*

If you are going to be absent or late, you must report to your supervisor before this happens. If you fail to report to work for three consecutive scheduled working days without proper notification your supervisor will consider you to have “abandoned” your job and you will be subject to termination. Such job abandonment will be recognized as a voluntary quit and may adversely affect any unemployment benefits you seek.

H. *Leaves of Absence*

We realize that leaves of absence due to prolonged illness, accidents, or other compelling reasons are sometimes necessary. Although leaves of absence are uncommon, a leave of absence from work should be properly arranged through your supervisor. Greystar Healthcare Services LLC. has a formal request form for this purpose. The term “leave of absence” means an approved absence from work without pay for a period of time in excess of five working days.

The granting of a leave of absence, especially an extended one, does not guarantee that there will be a position available to you after the end of your leave. Each case will be treated individually and upon your return, every effort will be made to give you the best available job for which you are qualified by experience, ability, and seniority. Employees returning from a leave necessitated by medical reasons may be required to provide a doctor’s release. If you have any questions Greystar Healthcare Services LLC. will be happy to provide you with information on how to request a leave.

Pre-paid contributions to certain benefit plans for the first thirty-days of your leave of absence may be required in order to maintain continued coverage. If your leave extends more than one month you must make monthly payments for your insurance to continue.

It is the employee’s responsibility to report to work at the end of an approved leave. Failure to do so may be considered a voluntary termination of employment.

I. *Jury and Witness Duty*

You may be granted time off to serve as a juror or witness. If you are required by law to appear in court as a witness, you may take unpaid time off provided you arrange this with your supervisor in advance.

J. *Voting Time*

You are encouraged to vote in local, state and federal elections. In most instances you can vote before or after working hours. When hardships make this impractical, you may be granted time off with prior approval from your supervisor.

K. *Military and The National Guard*

As a member of the United States Military Reserve or National Guard, you may be required to take time off to meet annual minimum active training requirements. Contact your supervisor to determine how or if you will be paid for this time off.

L. *Medical and Dental Appointments*

Medical and dental appointments should be scheduled around your assigned work schedule. If this is impossible, talk to your supervisor about making special arrangements. You will not be paid for these absences.

M. *Confidentiality*

It is strictly prohibited to discuss your pay or salary information with another employee. This includes but is not limited to hourly wages, salary, bonuses, pay increases, allowances, mileage reimbursement, travel reimbursement, etc. Disciplinary measures up to and including termination can result from discussion of pay information.

General Policies

A. *Appearance*

Office Staff: Professional attire should be consistent with the normal business environment. Company issued I.D. badge to be worn when in the community representing the company or in-house event.

Field Staff: May wear any color scrubs as long as they are in good condition; wrinkle free, no stains, no fading, and clean. Company issued I.D. badges are to be worn at all times while on duty. Clean rubber sole shoes; no sandals. Long hair should be neatly pulled back to avoid contact with the client.

B. *Courtesy*

Courtesy and your attitude toward the people you come in contact with will influence the image people have of Greystar Healthcare Services LLC. - either positively or negatively. Develop an attitude of helpfulness toward your clients, fellow workers, and supervisors. Courtesy is the key to good human relations.

C. *Equipment, Medical Supplies, or Uniforms on Loan*

You are responsible for safekeeping of equipment, medical supplies or uniforms that are furnished to you. Your supervisor may require a deposit. When your employment terminates, voluntarily or involuntarily, you must return medical supplies or equipment that were loaned to you before picking up your final paycheck. This policy permits Greystar Healthcare Services LLC. to recover the cost of such items where they are furnished without a deposit and not returned upon termination of employment. All equipment **MUST** be turned in before payroll can be issued. If the items are not returned; the cost of the item will be deducted from any remaining payroll. The agency will use market price to determine cost of the item. The employee has 3 days to return the item at their expense to the agency.

D. *Care of Equipment*

You are responsible for equipment used in performing your work. Any damage or failure of this equipment is to be reported to your supervisor immediately. Equipment or supplies are to be used for clients of Greystar Healthcare Services LLC. Greystar Healthcare Services LLC. is not responsible for loss or damage to your personal property. Valuable personal items such as purses and all other valuables should not be left in areas where theft might occur.

E. *Health Safety Protection*

Periodic X-ray or laboratory tests may be required as a condition of employment. You will be informed by your supervisor of the required test(s).

An employee who exhibits inappropriate behavior, which is suggestive of being under the influence of a drug, alcohol or inhalant while on the job will be subject to a test for those items. Any employee may be required to undergo drug, inhalant, or alcohol testing if the supervisor feels there is reasonable suspicion to do so. Reasonable suspicion can be caused by an employee's actions, behavior, smell, or physical appearance. If you refuse to submit to such testing, you may be immediately disciplined, including termination.

F. *Phone Calls, Personal Mail and Visitors*

The use of business phones is limited to official company business. Local personal calls are to be kept to emergencies only. Friends and relatives should be discouraged from calling during working hours unless there is an emergency. Under no circumstance should you make or charge a long-distance call unless it is work-related and approved by your supervisor.

Good telephone etiquette is important when dealing with the public. Be courteous and confine the conversations to the subject at hand. The first representation that many people have with an office or business is through the telephone.

Do not use company stationery, stamps, postage meters or other company supplies for your personal mail. Have all of your personal correspondence sent to your home address unless you have permission from your supervisor.

Personal visits by visitors (individuals not employed by the company) to your work area may be restricted by your supervisor.

G. *Electronic Communication Policies*

With the different opportunities offered through the internet it has become necessary for companies to monitor employee's use. An employee should never use the internet for personal business while at work without the consent of their supervisor. An employee should never transmit, download, or receive inappropriate material, messages, jokes, pictures, etc. over the internet for any reason. inappropriate material may consist of but is not limited to; the use of disparaging or abusive words or phrases, slurs, negative stereotyping; pornographic pictures, cartoons, or websites. No graphic or written material that criticizes or shows hostility or aversion toward an individual or group because of race, color, religion, sex, age, national origin, sexual orientation, marital or familial status, or physical or mental disability.

An employee should hold no expectation of privacy with e-mail, Internet usage, company paid cellular phones or pagers, content on computer hard drives, etc. because such tools are company property. It is also necessary to respect copyright laws by not downloading software. An employee should always use caution when opening email from an unknown source. Check with your supervisor prior to opening links or downloading files from any unknown sources. Abuse of the internet (e-mail included) may result in disciplinary actions up to and including termination.

H. *Mediation Policy for Employee-Employer Disputes*

Greystar Healthcare Services LLC encourages the resolution of employment-related disputes through mediation before pursuing any legal action.

- Mediation will be conducted by a neutral third-party mediator agreed upon by both parties. If no agreement is reached, a mediator will be appointed by a recognized mediation organization.
- Mediation may take place in person at a mutually agreed location or virtually if necessary.
- Mediation costs will be shared equally by both parties, with each party responsible for their own legal fees and expenses.
- If mediation does not resolve the dispute within sixty (180) days of initiation, either party may pursue other legal remedies. However, mediation must be attempted before litigation or arbitration unless otherwise required by law.
- This policy does not restrict either party from seeking immediate injunctive relief in cases of harassment, discrimination, or other serious misconduct requiring urgent legal intervention.
- This clause does not alter the at-will nature of employment and is subject to applicable state and federal laws.

I. *Confidential Information*

Information given by a customer, client or a client may be privileged or confidential information. Such information is to be maintained with strict confidentiality. This may also be true for proprietary information within the company. You are encouraged to be careful in discussing with non-company people any information about the company where you work.

Any employee who reads a client's medical, dental or client's file or who has access to sensitive customer records, and discusses any material with another person, except for assigned duty, may be subject to immediate dismissal. Information about other employees is also private.

J. *Release of Company Information*

In the course of employment with Greystar Healthcare Services LLC. employees may have access to confidential information regarding the company, its customers, clients, business, and/or vendors.

Though employees may not be aware that information is sensitive or is of value to others, it is the responsibility of all employees to safeguard and maintain the confidentiality of all company information.

1. Only authorized company management personnel are permitted to give statements regarding the company to any member of the media including, without limitation, the press.
2. If an employee receives a request for information from anyone who is not an employee or a supervisor or manager known to the employee, the employee is to contact his or her immediate supervisor or manager and report the request. Employees may give the person requesting the information their supervisor or manager's name and provide the person with information regarding how to contact their supervisor or manager.
3. No inquiries about the company are to be answered by unauthorized employees electronically, in writing, on the telephone, in person, or by any other means. Some examples of people or entities that could conceivably contact an employee in an attempt to gain information are listed below, without limitation. The employee should refer these people to his or her supervisor or manager.
 - Media: Television, Radio, or Newspaper Attorney's Offices
 - United States Department of Labor (including, without limitation, its directorate of Civil Rights, its Wage and Hour Division, or the Solicitor's Office)
 - Local, State, County, or Federal Courts
 - Local, State, or County Human Relations Commissions United States Equal Employment Opportunity Commission
 - Prospective Employers seeking employment verifications and references Credit Bureaus, Banks, Mortgage Companies, other Financial Institutions Telephone Service, Copier Service and Other Vendors
 - Police Departments
 - Other similar agencies, companies, or individuals
4. Employees who have a question as to whether the information being requested applies under this policy must contact their supervisor or manager for instructions. **DO NOT VOLUNTEER, PROVIDE, OR OTHERWISE DISCLOSE ANY INFORMATION TO THIRD PARTIES.**
5. Employees should be polite and exhibit professionalism but refer the questions to their supervisor or manager.
6. Price information procedures, policies, and any other information regarding the company and its business is strictly confidential and proprietary and must not be shared with customers, competitors, vendors, their representatives, or other third parties. Discussing company information in an indiscreet or careless manner, inside or outside the company, displays poor judgment and undermines the confidence the company has placed in its employees.
7. Absent express company management approval, employees may not discuss or otherwise disclose the company's pricing policies, actual pricing, or any other company information with anyone outside the company. Talking about pricing or otherwise disclosing pricing information, especially with or to competitors, may result in damage to the company and/or a price fixing charge against the company and/or other liability.
8. Nothing in this policy should be construed to interfere with the right of appropriate law enforcement or government agencies to conduct investigations, or the cooperation of employees in investigations, within such agencies' jurisdiction. Upon request, the company will reasonably cooperate in investigations subject to the company's right to be represented by counsel in such circumstances. Employees who receive a subpoena or other form of compulsory process in their official capacity as an employee shall immediately notify their supervisor or manager.

K. *Endorsements and Tips*

Selling of merchandise or distribution of endorsement materials during working time is strictly forbidden. You may not endorse or imply endorsement of a product or service by Greystar Healthcare Services LLC. You are not to solicit or accept tips or gratuities for any related service in the course of your work duties.

L. *Travel Authorization*

If you are traveling on company business, you must have authorization from your supervisor prior to making any travel arrangements. When using your personal vehicle on company business you must have a valid driver's license and carry adequate insurance. The company is not responsible for damage to your car while on company business. Reimbursement for travel will be according to the mileage allowance schedule, which is given to you by your supervisor.

M. *Smoking*

Smoking is prohibited at work except at designated smoking areas outside the building. Do not smoke in any "No Smoking" areas. You should exercise extreme care regarding the fire hazards associated with smoking at all times. Under no circumstances should you smoke in a client's home.

N. *Refreshments*

Consumption of food or beverages may not be permitted in some areas of the company's business. You are requested to eat or drink in designated areas for this purpose.

O. *Dishonesty*

Greystar Healthcare Services LLC. considers thefts or dishonesty a serious offense. If you take company property or merchandise, it is stealing, and stealing in any form will not be tolerated.

P. *Documentation (RN,LPN/LVN)*

Greystar Healthcare enforces a strict policy requiring all medical documentation to be submitted within 24 hours of a patient visit. Non-compliance with this policy will result in payroll delays, as the documentation is treated as a timesheet, and may also lead to possible termination. If the employee fails to comply with this policy/rule they will be paid the Federal/State minimum wage of \$7.25 per hour or visit.

Q. *Electronic Visit Verification (EVV)*

Greystar Healthcare Services has a strict policy regarding the completion of Electronic Visit Verification (EVV) during visits. Staff members are required to clock in and out using the State of Texas-approved EVV system utilized by the agency. If a staff member forgets or encounters issues with the system, they must inform the office of their hours worked within 2 hours. Failure to complete the EVV will result in payroll delays, as the EVV serves as both a timesheet and verification of visit and hours worked. Staff members have up to 2 hours to report any missed clock-ins or clock-outs. If the employee fails to comply with this policy/rule they will be paid the Federal/State minimum wage of \$7.25 per hour or visit or be considered as missed visit since the employee did not follow proper policy.

Your Work Environment

A. *Greystar Healthcare Services LLC'S Rules*

You are expected to demonstrate good judgment, ethical personal behavior, and common sense. If your conduct as an employee comes into question, Greystar Healthcare Services LLC. will make an effort to resolve the matter fairly. A few of the actions that may require discipline are listed below and may result in disciplinary actions up to and including termination. The rules are not intended to limit the proper rights of anyone. They are intended to protect the rights of everyone.

- Employees are expected to be at work and ready to work at the established starting time and are expected to remain at these positions and perform their assignments until the end of their shift.
- You are not to gather on Greystar Healthcare Services LLC. premises or conduct personal business during working hours.
- Certain protective equipment, when provided by the supervisor must be properly utilized as directed. You must report all injuries or accidents to your supervisor at once.

- You must be physically and mentally capable of performing your work assignment.
- You must perform all assigned duties and fulfill your responsibilities to Greystar Healthcare Services LLC.
- You must be available for work as scheduled or requested.
- You will be responsible for all property that has been placed in your custody.
- You shall not neglect your job duties or responsibilities, nor refuse any work assigned to you.

Working Conditions

You may be exposed to infections and contagious diseases when in contact with members under a wide variety of circumstances. You may also be exposed or occasionally exposed to members elements subject to varying and unpredictable situations. The employee must be able to handle emergencies and crisis situations.

The OSHA exposure category: Category 1- Position includes task that involve exposure to blood, bodily fluids and tissues; SARS-COV-2 (COVID-19) and would require to perform a Category 1 task with appropriate Personal Protective Equipment (PPE)

Personal Protective Equipment will be issues on a case by -case bases:

The Following Conduct is prohibited:

1. Bringing firearms, weapons or ammunition of any kind, intoxicating liquors or illegal drugs, inhalants, drug paraphernalia or chemicals into the office or onto the premises of work or client's home.
2. Being on the job while under the influence of alcohol, drugs, inhalants, or intoxicants of any type.
3. Falsifying information or client forms, reports, records, including personal absence, sickness, timecards, and production records.
4. Falsely stating or making claims of injury.
5. Removing or using, without authority, property, records, or other materials of Greystar Healthcare Services LLC. Or other persons.
6. Fighting or threatening, intimidating, or coercing any visitor or employee.
7. Damaging or destroying property or wasting of materials.
8. Loitering or sleeping while on duty.
9. Refusing to follow supervisor's directions or instructions or other insubordinate conduct.
10. Violating safety or health rules or practices or engaging in conduct which creates a safety hazard.
11. Engaging in unlawful or improper conduct off the work premises or during non-working hours which affects an employee's relationship to work, fellow employees, supervisors, or Greystar Healthcare Services LLC. products, property, reputation, or goodwill in the community.
12. Leaving work before the end of the shift without the authorization of your supervisor.
13. Using Greystar Healthcare Services LLC. facilities and time for personal business, or unauthorized possession or use of Greystar Healthcare Services LLC. keys.
14. Soliciting or accepting tips from visitors or other employees.
15. Smoking in client's homes, or other restricted, posted no smoking areas.

Note: *The foregoing rules are not intended to be inclusive of the required discipline, proper standard of conduct or obligations which employees must observe at all times.*

B. Addressing Grievances

If you have a work-related problem, it should first be discussed with your supervisor so that it can be resolved quickly. If the problem is not solved, you are to contact the Greystar Healthcare Services LLC. office for assistance. At this time, you may file a written complaint within (7) calendar days in accordance with the following procedures. (If you are dismissed, you have fourteen (14) calendar days to file a written complaint.)

The details of the problem are to be outlined in writing and submitted within (7) days to Greystar Healthcare Services LLC. Your supervisor at work will provide a written response within (7) calendar days.

If this has not resulted in a satisfactory solution within fourteen (14) calendar days a meeting will be established with you, your supervisor, and the Human Resource Director of Greystar Healthcare Services LLC. to review the matter.

C. Cultural/Belief Issues

This agency welcomes caring for individuals of all cultures and backgrounds but realizes that sometimes staff and client cultural differences may present a problem. Staff is encouraged to discuss with their supervisor any

cultural/belief issues they believe may interfere with caring for a client. If a problem is perceived the supervisor will attempt to change the staffing assignment.

D. *Reporting Abuse*

1. If you suspect abuse, neglect, exploitation, or family violence of a client, contact your supervisor right away, stating clearly that you are reporting a suspected case of abuse, neglect or exploitation, and reporting at least the following:
 - Name, age, and address of client
 - Name and address of responsible person
 - The client's condition
 - The basis of your knowledge
 - Any other relevant information
2. The Supervisor must:
 - Fill out the Case Information Form completely and accurately.
 - Immediately alert the PAS Supervisor of the incident and forward the Case Information Form to him/her.
3. The PHC Supervisor must:
 - Review the Case Information Form for accuracy and completeness.
 - Decide if a joint visit is indicated and, if so, who should participate.
 - Incidents related to Family Violence shall be reported to the local law enforcement Agency.
 - Decide on appropriate follow-up action(s).
 - Notify the Administrator regarding the incident and follow-up status.
 - Offer to provide referrals to the victim for care.
4. Abuse should be reported to local authorities and HHS immediately.

E. *Ethics*

1. Any staff member, client and/or family member may initiate a written request for the ethics committee to review with concern for reprisal. (Written request does not require any specialized form, however a form is available)
2. The form may be submitted to the administrator, office manager to begin the ethic committee review process.
3. The committee will consist of no less than 3 professional members. If the complaint involves one of the committee members, the committee will:
 - request a governing board member to act in place of the involved committee member, (the committee must have at least 3 members)
 - inform the involved committee member that they will not be allowed to rule on the ethical issue
4. The committee will meet within 3 business days of receiving written request for an ethics review.
5. The committee will present their findings in a report to the administrator and governing board within 1 business day of concluding the investigation.
6. The committee will make suggestions for resolution but does not have the authority to implement any actions. The authority rests with the administrator and/or governing body.

Please refer to the Ethics Policy located in the Policy Manual, which is located in main Office



Acknowledgment of Receipt of Greystar Healthcare Services LLC

Employee Handbook

I acknowledge that I have received a copy of the Greystar Healthcare Services LLC Employee Handbook. In consideration of my employment, I affirm that I have read and agree to comply with the policies, procedures, and guidelines outlined therein.

I understand that the policies, procedures, and benefits described in this handbook are subject to change at the sole discretion of Greystar Healthcare Services LLC. The company reserves the right to modify, amend, or discontinue any policy or benefit at any time. In the event of material changes, the company will notify employees through standard communication channels, including but not limited to text messages, emails, newsletters, or telephone communications.

It is the responsibility of each employee to review company policies at least once per month to stay informed of any updates. The employee handbook is available on the company website, at the office, or upon request, a copy may be sent to the employee's email.

Translation to Spanish:

Reconozco que he recibido una copia del Manual del Empleado de Greystar Healthcare Services LLC. En consideración a mi empleo, afirmo que he leído y acepto cumplir con las políticas, procedimientos y directrices establecidas en el mismo.

Entiendo que las políticas, procedimientos y beneficios descritos en este manual están sujetos a cambios a la entera discreción de Greystar Healthcare Services LLC. La empresa se reserva el derecho de modificar, enmendar o discontinuar cualquier política o beneficio en cualquier momento. En caso de cambios materiales, la empresa notificará a los empleados a través de sus canales de comunicación habituales, incluidos, entre otros, mensajes de texto, correos electrónicos, boletines informativos o comunicaciones telefónicas.

Es responsabilidad de cada empleado revisar las políticas de la empresa al menos una vez al mes para mantenerse informado sobre cualquier actualización. El manual del empleado está disponible en el sitio web de la empresa, en la oficina o, si lo solicita, se puede enviar una copia a su correo electrónico.

Employee Name: _____

Employee Signature: _____ Date: _____