

NEW START CLHF'S

INDEPENDENT TRAINING CENTERS

Employee Handbook

October 2021

Welcome to New Start CLHF'S Independent Training Centers

On behalf of myself and your new colleagues, welcome! We are happy to have you as a new member of our team!

New Start CLHF's Independent Training Centers has earned a reputation as a leader in the industry. We are successful because of the individual contributions made by each of our employees.

You were selected to join New Start CLHF's Independent Training Centers' team because we feel you have the skills, ability, and commitment needed to help us deliver the best products and the finest service available to our patients. Since founding New Start CLHF's Independent Training Centers, we have held to a very simple philosophy: exceptional service to our patients. We want to ensure that our patient relationships continue well into the future.

We hope you will find your job challenging and rewarding and will enjoy with us the special feelings of satisfaction that comes with doing a job well.

This handbook will explain many of the benefits you will enjoy as a New Start CLHF's Independent Training Centers employee and some of the rules and regulations that enable our company to run smoothly. If you have any questions, or if there is something we can do to help you succeed and grow with us, please let us know.

I extend to you my personal best wishes for your success and career development as a member of New Start CLHF's Independent Training Centers.

Sincerely,

By: **Sian Mihal**
Administrator

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Your Employee Handbook

This handbook is designed to be a summary of personnel policies and practices as they apply to all New Start CLHF's Independent Training Centers employees. This handbook is not a contract or legal document. Its purpose is to help all employees and their supervisors understand and apply our company's policies and practices.

Please understand that circumstances may arise requiring changes in the policies, practices, and benefits described in this handbook. New Start CLHF's Independent Training Centers reserves the right to amend this handbook as it deems appropriate.

If any provision in this Employee Handbook is found to be unenforceable or invalid, it will not invalidate the entire Employee Handbook, but only that particular provision.

This Employee Handbook replaces any and all other New Start CLHF's Independent Training Centers Employee Handbooks, or other New Start CLHF's Independent Training Centers policies, whether written or oral, unless otherwise noted.

This handbook is not a contract of employment. **All employees of New Start CLHF's Independent Training Centers are employees at-will.** As provided in the Employee Acknowledgment and Agreement, nothing in this handbook creates or is intended to create a promise or representation of continued employment.

Employment at New Start CLHF's Independent Training Centers is employment at-will and may be terminated at the will of either the Company or the employee. You have the right to terminate your employment at any time, with or without cause or notice, and the Company has a similar right. Your status as an "at-will" employee may not be changed except in writing signed by the CEO of the Company. Employment at-will is the sole and entire agreement between the Company and you concerning the duration of your employment and the circumstances under which your employment may be terminated.

New Start CLHF's Independent Training Centers uses a system of binding arbitration for disputes with employees that cannot be resolved by other means, and that would otherwise be subject to resolution in court.

Mission Statement

New Start CLHF's Independent Training Centers succeeds by delivering outstanding performance.

We believe in service beyond expectation, achieved through a constant desire to anticipate and fulfill evolving patient needs.

The honesty, intelligence, and commitment of our people are vital to New Start CLHF's Independent Training Centers' mission. We share pride in the company and respect each individual's contribution at every level.

Exemplary patient relationships drive New Start CLHF's Independent Training Centers' growth and prosperity.

New Start CLHF's Independent Training Centers is dedicated to pushing the limits of excellence, standing at the forefront to provide the finest and healthiest environments attainable in the industry.

New Start CLHF's Independent Training Centers always strives to exceed its best.

What You Can Expect From New Start CLHF's Independent Training Centers

New Start CLHF's Independent Training Centers believes in creating a harmonious working relationship among all employees. In pursuit of this goal, New Start CLHF's Independent Training Centers has created the following employee relations objectives:

1. Select qualified people on the basis of skill, training, ability, attitude, and character regardless of age, sex, color, race, creed, national origin, religion, marital status, citizenship status, ancestry, sexual orientation, affectional preference, physical or mental disability, veteran status, or any other classification protected by law.
2. Promote an atmosphere in keeping with New Start CLHF's Independent Training Centers' vision, mission, and goals.
3. Respect individual rights and treat all employees with dignity and respect.
4. Maintain mutual respect in our working relationship.
5. Provide a workplace that is comfortable, orderly, and safe.
6. Provide an exciting, challenging, and rewarding workplace and experience.
7. Review wages, employee benefits, and working conditions regularly in order to be competitive in these areas and to be consistent with sound business practices.
8. Provide the employees with paid sick time off and some holidays consistent with the policy contained in this handbook.
9. Provide eligible employees with health and welfare benefits consistent with the policy contained in this handbook.
10. Promote employees on the basis of their ability and merit.
11. Keep employees informed of the progress of New Start CLHF's Independent Training Centers as well as its overall goals and objectives.
12. Assure employees, after talking with their manager, an opportunity to discuss any issue or problem with Management, to the extent practicable.
13. Take prompt and remedial action in response to complaints brought to the attention of supervisory personnel and Management, to the extent practicable.

We believe in direct access to management. We are dedicated to making New Start CLHF's Independent Training Centers a company where you can approach your manager, or any member of management, to discuss any problem or question.

What New Start CLHF's Independent Training Centers Expects from You

New Start CLHF's Independent Training Centers needs your help in making each working day as satisfying and rewarding as possible. How you interact with fellow employees and our patients, and how you accept direction, will directly affect the success of your department. In turn, the performance of one department will affect—in a positive way or a negative one—the service offered by New Start CLHF's Independent Training Centers. That is why, whatever your position, you have an important assignment: perform every task to the best of your ability. This Employee Handbook offers insight on how you can perform positively and to the best of your ability to meet—and even exceed—New Start CLHF's Independent Training Centers' expectations.

Your first responsibility is to know your own duties and how to do them promptly, correctly, and pleasantly.

You are expected to cooperate with management and your fellow employees. This includes maintaining a good team attitude.

We strongly believe you should have the right to make your own choices in matters that concern and control your life. You are encouraged to take advantage of the opportunities for personal development that are offered to you.

New Start CLHF's Independent Training Centers expects all employees to be responsible for their own actions and to maintain standards of performance and behavior that reflect our status in the industry. It is your responsibility to make sure you understand the standard of performance and behavior expected, and to conduct yourself accordingly.

We expect you to voice your opinions and contribute your suggestions to improve the quality of New Start CLHF's Independent Training Centers. We are all human, so please communicate with each other and with management.

Remember, you help create the pleasant and safe working conditions that New Start CLHF's Independent Training Centers intends for you. The result will be better performance for our company overall, and more personal satisfaction for you.

SECTION 1 EMPLOYMENT POLICIES

Equal Employment Opportunity

New Start CLHF's Independent Training Centers' continuing policy is to afford Equal Employment Opportunity to qualified individuals regardless of their race, color, sex, religion, age, creed, marital status, national origin, ancestry, physical or mental disability, sexual orientation, affectional preference, veteran status, citizenship status, or any other classification protected by law. This policy of equal opportunity encompasses all aspects of the employment relationship, including applications and initial employment, promotion and transfer, selection for training opportunities, wage/salary administration, recruiting, hiring, reassignments, sponsored training, compensation, benefits, layoff and rehires, termination of employment, recreation programs, and the application of services, retirement, seniority, employee benefit plan policies, and other terms and conditions of employment as provided by law.

Management is responsible for administering New Start CLHF's Independent Training Centers' Equal Employment Opportunity Program; developing policy statements and Equal Employment programs; and assisting in the identification of problem areas. However, it is the responsibility of each and every employee to give our policy of Equal Employment Opportunity real meaning through your full support. While managers are primarily responsible for seeing that New Start CLHF's Independent Training Centers' Equal Employment policies are implemented, all staff share in the responsibility for assuring that, through their personal actions, the policies are effective and apply uniformly to everyone.

New Start CLHF's Independent Training Centers, as part of its commitment to Equal Employment Opportunity, adheres to all city, state, and federal laws with respect to Equal Employment Opportunity.

Management for New Start CLHF's Independent Training Centers will make every effort to ensure that all supervisory personnel understand and effectively implement this policy. Supervisory employees will be evaluated on their adherence and commitment to this policy.

If any employee feels that he or she has been treated unfairly in any aspect of employment, we want to assure you that you have an opportunity to present your concerns. All complaints of discriminatory treatment in violation of this policy must be brought to the attention of Management so that an internal investigation may be undertaken promptly. At the conclusion of an investigation and/or within a reasonable time thereafter, Management will contact the employee(s) and communicate their findings, if appropriate. Any employee, including managers, involved in, or condoning discriminatory practices will be disciplined, up to and including termination.

Patient Relations

The success of New Start CLHF's Independent Training Centers depends upon the quality of the relationships between our employees, patients, owner's representatives, and the general public. Our patients' impression of New Start CLHF's Independent Training Centers and their interest and willingness to stay with us is influenced by the people who serve them. In a sense, regardless of your position, you are New Start CLHF's Independent Training Centers' ambassador. The more goodwill you promote, the more our clients will respect and appreciate you and our [products and/or services].

How you treat our patients directly affects their impression of New Start CLHF's Independent Training Centers. The actions listed here are the building blocks for our continued success.

1. Act competently and deal with clients in a courteous and respectful manner.
2. Communicate pleasantly and respectfully with other employees at all times.
3. Follow up on orders and questions promptly, provide businesslike replies to inquiries and requests, and perform all duties in an orderly manner.
4. Take great pride in your work and enjoy doing your best.

Orientation

Your first few weeks on the job are important, and starting any new job requires a period of adjustment. You will meet many people and learn new procedures, some of which may be detailed and complicated. Therefore, the pace at New Start CLHF's Independent Training Centers may be faster than the one to which you may have been accustomed.

To gain a thorough knowledge of the operations of New Start CLHF's Independent Training Centers, it is essential that you ask questions. During busy times, make a note of questions you have, and discuss them later with your manager. Please do not relay to others information that you are not certain about.

Take the initiative to learn all you can, because those who are successful in this dynamic business never stop learning and adding to their store of knowledge.

New Start CLHF's Independent Training Centers provides a brief orientation at the time you begin employment and fill out your paperwork. In addition, a formal group orientation meeting is held periodically. You will be notified as to when you should attend this meeting. However, your department is primarily responsible for ensuring that you have what you need in order to perform your job appropriately.

Immigration Law Compliance

All offers of employment are contingent on verification of your right to work in the United States. On your first day of work, you will be asked to provide original documents verifying your right to work and as required by federal law, to sign a Federal Form I-9, Employment Eligibility Verification Form.

If you at any time cannot verify your right to work in the United States, New Start CLHF's Independent Training Centers may be required to terminate your employment and take such other action as required by law.

Employee Records

Your employee records are maintained by the local management. It is important that the following information be kept up to date:

- Legal name
- Home address
- Home telephone number
- Person to contact in case of emergency
- Change of beneficiary
- Social Security number
- Driving record or status of driver's license, if driving privileges are a part of your job responsibilities
- Exemptions on your W-4 tax form
- Training certificates or licenses maintained

Please be sure to notify Management if there are any changes that affect the above, so your records can be updated accordingly.

Opportunities for Advancement

It is our policy to provide opportunities for promotion to our employees that are within our Equal Employment Opportunity guidelines. While there is no formal career development policy, the first criterion for any promotion is to consistently do a good job in your current assignment. Second, you must let your manager know you are interested in more responsibility and discuss methods for your development. Continuing your education is another positive step. Your supervisor or manager can help you explore other factors that may affect your career development.

Non-harassment Policy

New Start CLHF's Independent Training Centers strives to provide a work environment that is pleasant, professional, and free from intimidation, hostility, or other offenses that might interfere with work performance. Harassment of any sort, whether verbal, physical, or visual, will not be tolerated.

1. What Is Harassment?

Workplace harassment can take many forms. It may be, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, e-mail jokes or statements, pranks, intimidation, physical assaults or contact, or violence. Harassment may also include derogatory statements not directed to the targeted individual but taking the place within their hearing. Other prohibited conduct includes written material such as notes, photographs, cartoons, articles of a harassing or offensive nature, and taking retaliatory action against an employee for discussing or making a harassment complaint.

2. Responsibility

All employees, regardless of their position(s), have a responsibility for keeping our work environment free of harassment. Any employee who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to their immediate supervisor or Management. When Management becomes aware of the existence of harassment, it is obligated by law to take prompt and appropriate action, whether or not the victim wants New Start CLHF's Independent Training Centers to do so.

3. Reporting

Any incidents of harassment must be immediately reported to the individual's immediate supervisor or to Management.

All reports of harassment will be promptly investigated with due regard for the privacy of everyone involved. However, confidentiality cannot be guaranteed.

Any employee found to have harassed a fellow employee or subordinate will be subject to severe disciplinary action, up to and including termination. New Start CLHF's Independent Training Centers will also take any additional action necessary to appropriately remedy the situation.

Retaliation of any sort will not be permitted. No adverse employment action will be taken for any employee making a good faith report of alleged harassment.

Sexual Harassment Policy

1. Statement of Purpose and Scope

New Start CLHF's Independent Training Centers is committed to maintaining a work environment free of unlawful discrimination and harassment, and therefore, has zero tolerance for workplace sexual harassment.

Sexual harassment consists of any unwelcome conduct, whether verbal, visual, or physical, that is based upon a person's gender. Such conduct is unlawful and prohibited whenever it affects tangible job benefits, unreasonably interferes with an individual's work performance, or creates an intimidating, hostile, or offensive working environment.

Sexual harassment undermines the integrity of the employment relationship. All employees have the right to work in an environment free from unsolicited and unwelcome sexual overtures. New Start CLHF's Independent Training Centers will not tolerate any form of gender-based or sex-based discrimination, including any sexual harassment against any employee or applicant for employment. Such discrimination violates federal and state law, and New Start CLHF's Independent Training Centers' sexual harassment policy.

2. Definition

Sexual harassment consists of unwelcome sexual advances, requests for sexual favors, and other verbal, visual, and physical conduct of a sexual nature, whenever:

- a. Submission to the conduct is made either an explicit or implicit condition of employment.
- b. Submission to or rejection of the conduct is used as the basis for an employment decision affecting the harassed employee; or
- c. Harassing conduct unreasonably interferes with an employee's work performance or creates an intimidating, hostile, or offensive working environment.

3. Examples of Conduct Constituting Sexual Harassment

Sexual harassment can involve an almost infinite variety of conduct. Such examples include, but are not limited to, the following:

- a. Unwelcome physical contact with sexual overtones.
- b. Sexually offensive comments such as slurs, jokes, epithets, and innuendo.
- c. Inappropriate, repeated, or unwelcome sexual flirtations, advances, or propositions.
- d. Inappropriate or suggestive comments about another person's physical appearance, characteristics, or dress.
- e. Exchanging or offering to exchange any kind of employment benefit for a sexual concession, such as promising a promotion or raise in exchange for sexual favors; or
- f. Withdrawing or threatening the withdrawal of any kind of employment benefit for refusing to grant a sexual favor.

4. Applicability of Policy

The prohibition against sexual harassment applies to everyone—managers, supervisors, salaried and hourly workers, temporary employees, contractors, vendors, and visitors. New Start CLHF’s Independent Training Centers will not tolerate sexual harassment of any kind by anyone.

5. Reporting Sexual Harassment

Employees who believe that they have been sexually harassed should report the incident to their immediate supervisor. If you consider a discussion with your immediate supervisor inappropriate, you may bypass your supervisor and report the incident directly to Management.

Complaints of sexual harassment will be investigated thoroughly and quickly. Whenever appropriate, disciplinary action will be taken against the harassing party, up to and including termination. New Start CLHF’s Independent Training Centers will also take appropriate action to deter further sexual harassment. You will be advised of the results of the investigation and of any action taken, if appropriate.

Employees, supervisors, and managers must report any incident of sexual harassment they may observe, even if they are not the target or victim of such harassment. Such reports will be handled in the same fashion as complaints by victims of sexual harassment.

6. Confidentiality

Any allegation of sexual harassment brought by employees to the attention of their immediate supervisor or Management will be promptly investigated. Confidentiality will be maintained throughout the investigatory process, to the extent possible under the circumstances.

7. Discipline for Engaging in Sexual Harassment

Any employee found to have engaged in misconduct constituting sexual harassment will be subject to appropriate discipline, up to and including termination. Additional action may include referral to counseling, withholding of a promotion, reassignment, temporary suspension without pay, or financial penalties.

This policy is designed to protect all employees from sexual harassment in any way associated with the workplace or work environment, regardless of the identity or status of the harasser.

Although New Start CLHF’s Independent Training Centers’ ability to discipline a non-employee harasser may be limited by the degree of control, if any, that it has over the alleged harasser, any employee who believes that they have been subjected to sexual harassment should file a complaint and be assured that appropriate action will be taken.

8. Protection Against Retaliation

New Start CLHF’s Independent Training Centers will not in any way retaliate against any employee who makes a complaint of sexual harassment or against any participant in the

investigation, nor will it permit any supervisor or employee to do so. Retaliation is a serious violation of this sexual harassment policy and should be reported immediately. Any employee found to have retaliated against another employee for reporting sexual harassment will be subject to the same disciplinary action described above.

Further, any employee who makes an intentional or reckless false complaint also will be subject to the same disciplinary action described above.

Employee Absenteeism Policy

At New Start CLHF's Independent Training Centers, our philosophy on unauthorized absenteeism is this:

1. Unauthorized absenteeism is controllable.
2. A few employees cause most of the lost time.

Therefore, absence control is best achieved through individual treatment aimed at the unauthorized, chronic absentee.

We define an absence as failure to report and remain at work as scheduled; this includes late arrival at work as well as leaving early. In other words, absence includes all unauthorized time lost from the job. The only exceptions to this definition of absence are holidays, vacations, death in the immediate family, workers' compensation cases, approved leaves of absence, and days for which no work is scheduled.

You are expected to report to work on time, on a regular basis. Unauthorized absenteeism and lateness are expensive, disruptive, and places an unfair burden on other employees and your supervisor. Unsatisfactory attendance will also result in disciplinary action, including suspension and discharge. It will also have an adverse effect on any promotion considerations.

NOTE: If you are going to be late or absent for any reason, you are required to notify your supervisor as far in advance as possible. Explain why you are going to be absent and when you expect to return to work. ***It is your responsibility to ensure that proper notification is given. Asking another employee, friend, or relative to give this notification, or leaving a voice mail, is not considered proper, except under emergency conditions.***

Any employee who fails to give such notification will be charged with an unexcused absence. If an employee is absent for three (3) consecutive days without notifying New Start CLHF's Independent Training Centers, he or she is subject to disciplinary action, up to and including termination. If notice is given and New Start CLHF's Independent Training Centers does not think it justifies the absence, it will be considered unexcused.

If you are absent because of an illness for three (3) or more successive days, your supervisor may request that you submit written documentation from your doctor stating you are able to resume normal work duties before you will be allowed to return to work.

A consistent pattern of questionable absences can be considered excessive and may be cause for concern. In addition, excessive lateness or leaving early without approval will be considered a "lateness pattern" and may carry the same weight as an absence. Other factors, like the degree and reason for the lateness, will be taken into consideration.

Alcohol and Substance Abuse

New Start CLHF's Independent Training Centers prohibits at all times the unlawful manufacture, sale, distribution, use, dispensation, receipt, transportation, or possession of illegal drugs or unauthorized controlled substances on the company's premises or while engaged in business for the company off the premises.

New Start CLHF's Independent Training Centers also prohibits the unauthorized use of alcoholic beverages on the premises.

It is a violation of New Start CLHF's Independent Training Centers' policy for anyone to engage in work for the company or to report to work in any impaired or intoxicated condition or under the influence of alcohol, drugs, or illegal substances.

This policy applies to all regular and part-time employees and temporary workers of New Start CLHF's Independent Training Centers as well as to all consultants, vendors, and other individuals providing services to the company at any time on the premises or while engaged in business for the company.

After receiving a job offer, you will be required to provide a current physical/ medical examination to New Start CLHF's Independent Training Centers. This medical examination will not include a drug and alcohol test. Whenever New Start CLHF's Independent Training Centers has a reasonable suspicion that an employee is under the influence of drugs or alcohol during work time, he or she will be asked to submit to a medical examination at a laboratory designated and paid for by New Start CLHF's Independent Training Centers, to test for the presence of drugs and/or alcohol and to agree in writing to allow the results of those tests to be furnished to and used by New Start CLHF's Independent Training Centers. Examples of on-the-job conduct that creates a reasonable suspicion include, but are not limited to, slurred speech, erratic behavior, loss of balance and coordination. Employees will also be required to submit to a drug and alcohol test if the employee is involved in an accident that causes damage to property or injury to persons and the employee is suspected of being a cause of the accident. An employee who refuses to be tested, or who agrees and then tests positive, shall be subject to discipline up to and including discharge.

Certain employees in safety-sensitive jobs will be required to submit to random drug testing. If you hold such a job, you will be notified in writing if you are subject to random drug testing.

It is essential that all employees comply fully with this policy. Employees who violate this policy are subject to disciplinary action up to and including immediate discharge.

Labor Code Section 1025-28. An employee who wishes to voluntarily enter and participate in an alcohol or drug rehabilitation program will be granted unpaid leave, provided that it does not impose an undue hardship on New Start CLHF's Independent Training Centers. New Start CLHF's Independent Training Centers shall make all reasonable efforts to safeguard the privacy of the employee and his or her participation in an alcohol or drug rehabilitation program. An employee may use accrued vacation time and/or sick leave during the leave of absence.

Whether an employee can be granted a leave of absence and, if so, for how long, will depend upon the particular job that the employee holds, and the legitimate business needs of New Start CLHF's Independent Training Centers. However, New Start CLHF's Independent Training Centers will make all reasonable efforts to accommodate the employee.

Smoking Policy

As you are aware, the California Legislature enacted a law that prohibits the smoking of tobacco products in all (100 percent of) enclosed places of employment in this state. As such, New Start CLHF's Independent Training Centers policy was designed to provide a smoke-free environment for employees.

Any problems regarding this policy should be addressed to Management. Please remember to observe this policy and respect the rights of your co-workers.

Hours of Work and Compensation Issues

Employment Classification

Full-Time Employees

An employee who has successfully completed the Training Period of employment and who works at least 40 hours/per week (Administrative) or 3 day:12hr work weeks is considered a full-time employee. Full-time employees are eligible to receive New Start CLHF's Independent Training Centers' fringe benefits package. Please contact Management for details.

If you were a full-time employee and have been on an approved leave of absence, upon return you will be considered a full-time employee, provided you return to work as agreed in the provisions of your leave.

Part-Time Employees

An employee who works less than a regular 40-hour or 3 day:12hr workweek is considered a part-time employee. Please contact Management for details about fringe benefits for part-time employees.

"Non-Exempt" and "Exempt" Employees

At the time you are hired, all employees are classified as either "exempt" or "nonexempt." This is necessary because, by law, employees in certain types of jobs are entitled to overtime compensation for hours worked in excess of forty (40) hours per work week or after 8 hours worked, not including vacation, sick, or holiday hours. These employees are referred to as "nonexempt" in this employee handbook. 3 day:12hr work week employees are paid double time after 12hrs worked. Over-time up to from 40-60 hours and double time after 60hrs.

Exempt employees are supervisors, executives, managers, officers, directors, owners, and others whose duties and responsibilities allow them to be exempt from overtime pay provisions as provided by the federal Fair Labor Standards Act (FLSA) and any applicable state laws. If you are an exempt employee, you will be advised that you are in this classification at the time you are hired, transferred, or promoted.

Per Diem / Temporary Employee

A temporary employee is one who is scheduled to work a limited period of time not to exceed one (1) year. A temporary employee is not guaranteed any specified number of hours. A temporary employee will receive no benefits and will not automatically change to another status merely by working in excess of the time expected or designated. Should a temporary employee be transferred to a regular position, service credit for merit review eligibility and all benefits except group insurance shall be based on the employee's initial hire date.

Introductory Period

The first ninety (90) days of employment are an introductory period for all newly hired employees. During the introductory period, New Start CLHF's Independent Training Centers will evaluate an employee's work attitude, attendance, and ability to work with other employees and supervisors. Likewise, during this period, the employee will have the opportunity to determine if he or she is satisfied with the position and working environment. After the

satisfactory completion of the employee's introductory period, the employee becomes a regular (full or parttime) employee. Completion of the introductory period does not change or alter the at-will employment relationship. You continue to have the right to terminate your employment at any time, with or without cause or notice, and New Start CLHF's Independent Training Centers has a similar right.

Work Schedule

Work schedules for employees vary throughout the company. Operational demands may make it necessary for occasional changes in starting and ending times and in the total hours that may be needed each day and week in order to meet the varying demands of our business. Your manager will inform you of your hours, as well as how to complete weekly or daily time sheets.

To maintain efficiency, you are expected to be ready to start work at the established starting time and remain at work for the entire work period, excluding meal periods.

Should an unavoidable circumstance cause you to be late, notify your manager of your anticipated arrival time. If it is necessary for you to leave work because of a personal emergency, you must inform your manager before leaving.

Timekeeping Procedures

All employees are required to record all hours they work. You must record your entry or exit at the beginning and end of every shift and at the beginning and end of every meal period. In addition, if you leave the premises for any other reason, you must record your entry or exit upon your departure and your return. Following these procedures will ensure that you are paid accurately and on a timely basis. Unsigned timesheets will delay payment.

Employees are prohibited from engaging in any conduct to falsify their own or another employee's hours worked. Tampering, altering, or falsifying time records, or recording time on another employee's attendance roster or time record, is a serious infraction of policy and may result in disciplinary action, up to and including termination.

If you have any questions about these timekeeping procedures, please contact Management.

Overtime Pay

From time to time, it may be necessary for you to perform overtime work in order to complete a job on time. ***All overtime must be approved by your supervisor in writing.***

When it is necessary to work overtime, you are expected to cooperate as a condition of your employment. There are two types of overtime work:

Scheduled Overtime

Scheduled overtime work is announced in advance and will involve an entire department or operation. This type of overtime becomes part of the required workweek of the people who are members of the department or operation. If you need to be excused from performing

scheduled overtime, please speak with your supervisor. He or she will consider your situation and the requirements of the department or operation in deciding whether you may be excused from performing the scheduled overtime.

Incidental Overtime

Incidental overtime is not scheduled, it becomes necessary in response to extenuating circumstances. It is extra time needed to complete work normally completed during regular hours. Incidental overtime may become necessary when an illness or emergency keeps co-workers from being at work as anticipated. It may require you to return to the workplace for emergency work. The opportunity to perform incidental overtime will be given first to the employee who normally performs the task. If that employee cannot perform the overtime, the supervisor will offer the overtime to a suitably qualified person who is available to perform the overtime work.

Anniversary Date

The first day you report to work becomes your “official” anniversary date. In case you were hired on a temporary basis and converted to permanent status, your anniversary date will be the first day that you were paid by New Start CLHF’s Independent Training Centers as a regular, full-time employee. Your anniversary date is used to compute various conditions of employment and benefits described in this Employee Handbook.

Performance Appraisals

While you are urged to discuss your performance and goals with your manager informally on a regular basis, your manager will schedule a formal performance appraisal discussion with you at least once a year. Performance also may be reviewed at a time to be determined by your manager if you are being considered for promotion or transfer.

All New Start CLHF's Independent Training Centers employees are reviewed annually around the time of their anniversary dates. During the formal performance review process, your manager is encouraged to cover the following areas:

- The quality and quantity of your work
- Strengths and areas for improvement
- Attitude and willingness to work
- Initiative and teamwork
- Attendance
- Patient service orientation
- Problem solving
- Ongoing professional growth and development

A performance appraisal gives you a chance to discuss your duties and responsibilities with your manager and learn how your manager feels about the quality of your work, your progress in attaining department goals, and what will be expected of you during the next appraisal period. It gives you the opportunity to ask questions, learn about the objectives to be achieved, and explore directions for your career.

Pay Day and Your Check

The pay period at New Start CLHF's Independent Training Centers is weekly. It starts and ends Sunday at 7 a.m. Changes will be made and announced in advance whenever New Start CLHF's Independent Training Centers holidays or closings interfere with the normal pay schedule. Pay periods are the 1st- 15th and 16th through the end of the month. Pay dates are the 5th and 20th of the month, early if either date falls on a weekend or holiday landing on Monday.

Your paycheck will include earnings for all work performed through the end of the previous pay period. Your pay is subject to all deductions required by law, including federal tax, Social Security payment, and state and local income taxes, as applicable. The amount of the deductions will depend on your earnings and on the information you furnish on your W-4 form regarding the number of exemptions you claim. If you wish to modify this number, please request a new W-4 form from the Business Office. Only you may modify your W-4 form. Oral or written instructions are not sufficient to modify withholding allowances. We advise you to check your pay stub to ensure that it reflects the proper number of withholdings.

The W-2 form you receive annually reflects how much of your earnings were deducted for these purposes. Any other mandatory deductions to be made from your paycheck, such as court-ordered garnishments, will be explained whenever New Start CLHF's Independent Training Centers is ordered to make such deductions. Questions about your pay and your deductions should be discussed with your manager or the Business Office. Do not discuss your pay with co-workers.

Should there be an underpayment of any kind, we will make every effort to repay you as quickly as possible. In the event that there is an overpayment of any kind, it is your responsibility to bring this to the attention of the Business Office.

Unclaimed/Lost Paychecks

If any paycheck is not picked up by the employee within seven (7) days of the date issued, a letter will be sent to the employee's last known address stating that the employee should pick up the paycheck or give written instructions to New Start CLHF's Independent Training Centers to mail it to an address designated by the employee. Checks lost or otherwise missing should be reported immediately to Payroll so that a "stop payment" order may be initiated. Management will determine when, and if, a new check should be issued to replace a lost or missing check.

Garnishment

When an employee's wages are garnished by a court order to repay a debt that the employee has incurred, New Start CLHF's Independent Training Centers is legally bound to withhold the amount indicated in the garnishment order from the employee's paycheck. Federal and state guidelines protect a certain amount of the employee's income from being subject to garnishment.

So long as the employee's financial concerns do not interfere with the employee's performance on the job, New Start CLHF's Independent Training Centers will make the deductions and payments as required and there will be no further job-related repercussions. However, an excessive number of wage garnishment orders may lead to employee discipline, including termination, due to the administrative hardship caused to New Start CLHF's Independent Training Centers.

Time Off and Leaves of Absence

Holidays

New Start CLHF's Independent Training Centers pays full-time employees for the following holidays.

New Year's Day	January 1
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25

To be eligible for holiday pay, you must work your scheduled shift the day before and after the holiday for administrative staff and work the day of the holiday for clinical staff or 3:12 schedule.

If a Paid Holiday falls during an administrative employee on vacation the employee will be paid for Holiday Pay and will not be charged Vacation Time on that day.

Holidays falling on a Saturday will normally be observed the preceding Friday. Holidays falling on a Sunday will normally be observed on the following Monday.

Sick Leave

In California, most workers earn Paid Sick Leave to take time off work to care for themselves or a family member. Paid Sick Leave (PSL) is a permanent law in California that requires employers to provide at least 36 hours or three days off each year to most workers. This includes full-time, part-time, and temporary workers who meet these qualifications:

- Work for the same employer for at least 30 days within a year in California, and
- Complete a 90-day employment period before taking any paid sick leave

PSL can be used to:

- Recover from physical/mental illness or injury
- To seek medical diagnosis, treatment, or preventative care
- To care for a family member who is ill or needs medical diagnosis, treatment, or preventative care

Employers can choose to provide more PSL hours or days off. Employers can choose to have a PSL policy that provides all of the hours at one time, or the policy can require employees to earn the paid sick leave hours in an accrual plan. Employees under an accrual plan must earn at least one hour of paid sick leave for each 30 hours of work.

Supplemental Paid Sick Leave for COVID-19 (SPSL)

Supplemental Paid Sick Leave for COVID-19 is a new law from 2021 that required employers to provide additional paid time off for certain COVID-19 reasons. A similar SPSL law for 2022 is in effect until December 31, 2022.

Medical Leaves of Absence

Family Medical Leave Act (FMLA)

New Start CLHF's Independent Training Centers will comply with the Family and Medical Leave Act implementing Regulations as revised effective January 16, 2009. The company posts the mandatory FMLA Notice and upon hire provides all new employees with notices required by the U.S. Department of Labor (DOL) on Employee Rights and Responsibilities under the Family and Medical Act in [state the specific location within the company where the official notice is posted].

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

If you have any questions, concerns, or disputes with this policy, you must contact [insert name and contact info for appropriate person] in writing.

A. General Provisions

Under this policy, New Start CLHF's Independent Training Centers will grant up to 12 weeks (or up to 26 weeks of military caregiver leave to care for a covered service member with a serious injury or illness) during a 12-month period to eligible employees. The leave may be paid, unpaid or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy.

B. Eligibility

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

1) The employee must have worked for the company for 12 months or 52 weeks. The 12 months or 52 weeks need not have been consecutive. Separate periods of employment will be counted, provided that the break in service does not exceed seven years. Separate periods of employment will be counted if the break in service exceeds seven years due to National Guard or Reserve military service obligations or when there is a written agreement, including a collective bargaining agreement, stating the employer's intention to rehire the employee after the service break. For eligibility purposes, an employee will be considered to have been employed for an entire week even if the employee was on the payroll for only part of a week or if the employee is on leave during the week.

2) The employee must have worked at least 1,250 hours during the 12-month period immediately before the date when the leave is requested to commence. The principles established under the Fair Labor Standards Act (FLSA) determine the number of hours worked by an employee. The FLSA does not include time spent on paid or unpaid leave as hours worked. Consequently, these hours of leave should not be counted in determining the 1,250 hours eligibility test for an employee under FMLA.

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

C. Type of Leave Covered

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

- 1) *The birth of a child and in order to care for that child.*
- 2) *The placement of a child for adoption or foster care and to care for the newly placed child.*
- 3) *To care for a spouse, child, or parent with a serious health condition (described below).*
- 4) *The serious health condition (described below) of the employee.*

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

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

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

Employees with questions about what illnesses are covered under this FMLA policy or under the company's sick leave policy are encouraged to consult with the Human Resource Manager.

If an employee takes paid sick leave for a condition that progresses into a serious health condition and the employee requests unpaid leave as provided under this policy, the company may designate all or some portion of related leave taken as leave under this policy, to the extent that the earlier leave meets the necessary qualifications.

- 5) *Qualifying exigencies leave for families of members of the National Guard and Reserves when the covered military member is on active duty or called to active duty in support of a contingency operation.*

An employee whose spouse, son, daughter, or parent either has been notified of an impending call or order to active military duty or who is already on active duty may take up to 12 weeks of leave for reasons related to or affected by the family member's call-up or service. The qualifying exigency must be one of the following: 1) short-notice deployment, 2) military events and activities, 3) childcare and school activities, 4) financial and legal arrangements, 5) counseling, 6) rest and recuperation, 7) post-deployment activities and 8) additional activities that arise out of active duty, provided that the employer and employee agree, including agreement on timing and duration of the leave.

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

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

This leave may extend to up to 26 weeks in a single 12-month period for an employee to care for a spouse, son, daughter, parent or next of kin covered service member with a serious illness or injury incurred in the line of duty on active duty. Next of kin is defined as the closest blood relative of the injured or recovering service member.

D. Amount of Leave

An eligible employee can take up to 12 weeks for the FMLA circumstances (1) through (5) above under this policy during any 12-month period. The company will measure the 12-month period as a rolling 12-month period measured backward from the date an employee uses any leave under this policy. Each time an employee takes leave, the company will compute the amount of leave the employee has taken under this policy in the last 12 months and subtract it from the 12 weeks of available leave, and the balance remaining is the amount the employee is entitled to take at that time.

An eligible employee can take up to 26 weeks for the FMLA circumstance (6) above (military caregiver leave) during a single 12-month period. For this military caregiver leave, the company will measure the 12-month period as a rolling 12-month period measured forward. FMLA leave already taken for other FMLA circumstances will be deducted from the total of 26 weeks available.

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

E. Employee Status and Benefits During Leave

While an employee is on leave, the company will continue the employee's health benefits during the leave period at the same level and under the same conditions as if the employee had continued to work.

If the employee chooses not to return to work for reasons other than a continued serious health condition of the employee or the employee's family member or a circumstance beyond the employee's control, the company will require the employee to reimburse the company the amount it paid for the employee's health insurance premium during the leave period.

Under current company policy, the employee pays a portion of the health care premium. While on paid leave, the employer will continue to make payroll deductions to collect the employee's share of the premium. While on unpaid leave, the employee must continue to make this payment, either in person or by mail. The payment must be received in the Accounting Department by the ___1st_ day of each month. If the payment is more than 30 days late, the employee's health care coverage may be dropped for the duration of the leave. The employer will provide 15 days' notification prior to the employee's loss of coverage.

F. Employee Status After Leave

An employee who takes leave under this policy may be asked to provide a fitness for duty (FFD) clearance from the health care provider. This requirement will be included in the employer's response to the FMLA request. Generally, an employee who takes FMLA leave will

be able to return to the same position or a position with equivalent status, pay, benefits and other employment terms. The position will be the same or one which is virtually identical in terms of pay, benefits and working conditions. The company may choose to exempt certain key employees from this requirement and not return them to the same or similar position.

G. Use of Paid and Unpaid Leave

An employee who is taking FMLA leave because of the employee's own serious health condition, or the serious health condition of a family member must use all paid vacation, personal or sick leave prior to being eligible for unpaid leave. Sick leave may be run concurrently with FMLA leave if the reason for the FMLA leave is covered by the established sick leave policy.

Disability leaves for the birth of the child and for an employee's serious health condition, including workers' compensation leave (to the extent that it qualifies), will be designated as FMLA leave and will run concurrently with FMLA. For example, if an employer provides six weeks of pregnancy disability leave, the six weeks will be designated as FMLA leave and counted toward the employee's 12-week entitlement. The employee may then be required to substitute accrued (or earned) paid leave as appropriate before being eligible for unpaid leave for what remains of the 12-week entitlement. An employee who is taking leave for the adoption or foster care of a child must use all paid vacation, personal or family leave prior to being eligible for unpaid leave.

An employee who is using military FMLA leave for a qualifying exigency must use all paid vacation and personal leave prior to being eligible for unpaid leave. An employee using FMLA military caregiver leave must also use all paid vacation, personal leave, or sick leave (as long as the reason for the absence is covered by the company's sick leave policy) prior to being eligible for unpaid leave.

H. Intermittent Leave or a Reduced Work Schedule

The employee may take FMLA leave in 12 consecutive weeks, may use the leave intermittently (take a day periodically when needed over the year) or, under certain circumstances, may use the leave to reduce the workweek or workday, resulting in a reduced hour schedule. In all cases, the leave may not exceed a total of 12 workweeks (or 26 workweeks to care for an injured or ill service member over a 12-month period).

The company may temporarily transfer an employee to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule, in instances of when leave for the employee or employee's family member is foreseeable and for planned medical treatment, including recovery from a serious health condition or to care for a child after birth, or placement for adoption or foster care.

For the birth, adoption or foster care of a child, the company and the employee must mutually agree to the schedule before the employee may take the leave intermittently or work a reduced hour schedule. Leave for birth, adoption or foster care of a child must be taken within one year of the birth or placement of the child.

If the employee is taking leave for a serious health condition or because of the serious health condition of a family member, the employee should try to reach agreement with the company before taking intermittent leave or working a reduced hour schedule. If this is not possible, then the employee must prove that the use of the leave is medically necessary.

I. Certification for the Employee's Serious Health Condition

The company will require certification for the employee's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification will be provided using the DOL Certification of Health Care Provider for Employee's Serious Health Condition (<http://www.dol.gov/esa/whd/forms/WH-380-E.pdf>).

The company may directly contact the employee's health care provider for verification or clarification purposes using a health care professional, an HR professional, leave administrator or management official. The company will not use the employee's direct supervisor for this contact. Before the company makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the company will obtain the employee's permission for clarification of individually identifiable health information.

The company has the right to ask for a second opinion if it has reason to doubt the certification. The company will pay for the employee to get a certification from a second doctor, which the company will select. The company may deny FMLA leave to an employee who refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary to resolve a conflict between the original certification and the second opinion, the company will require the opinion of a third doctor. The company and the employee will mutually select the third doctor, and the company will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

J. Certification for the Family Member's Serious Health Condition

The company will require certification for the family member's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification will be provided using the DOL Certification of Health Care Provider for Family Member's Serious Health Condition (<http://www.dol.gov/esa/whd/forms/WH-380-F.pdf>).

The company may directly contact the employee's family member's health care provider for verification or clarification purposes using a health care professional, an HR professional, leave administrator or management official. The company will not use the employee's direct supervisor for this contact. Before the company makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the company will obtain the employee's family member's permission for clarification of individually identifiable health information.

The company has the right to ask for a second opinion if it has reason to doubt the certification. The company will pay for the employee's family member to get a certification from a second doctor, which the company will select. The company may deny FMLA leave to an employee whose family member refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary to resolve a conflict between the original certification and the second opinion, the company will require the opinion of a third doctor. The company and the employee will mutually select the third doctor, and the

company will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

K. Certification of Qualifying Exigency for Military Family Leave

The company will require certification of the qualifying exigency for military family leave. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification of Qualifying Exigency for Military Family Leave (<http://www.dol.gov/esa/whd/forms/WH-384.pdf>).

L. Certification for Serious Injury or Illness of Covered Service member for Military Family Leave

The company will require certification for the serious injury or illness of the covered service member. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification for Serious Injury or Illness of Covered Service member (<http://www.dol.gov/esa/whd/forms/WH-385.pdf>).

M. Recertification

The company may request recertification for the serious health condition of the employee or the employee's family member no more frequently than every 30 days and only when circumstances have changed significantly, or if the employee receives information casting doubt on the reason given for the absence, or if the employee seeks an extension of his or her leave. Otherwise, the company may request recertification for the serious health condition of the employee or the employee's family member every six months in connection with an FMLA absence. The company may provide the employee's health care provider with the employee's attendance records and ask whether need for leave is consistent with the employee's serious health condition.

N. Procedure for Requesting FMLA Leave

All employees requesting FMLA leave must provide verbal or written notice of the need for the leave to the HR manager. Within five business days after the employee has provided this notice, the HR manager will complete and provide the employee with the DOL Notice of Eligibility and Rights (<http://www.dol.gov/esa/whd/fmla/finalrule/WH381.pdf>).

When the need for the leave is foreseeable, the employee must provide the employer with at least 30 days' notice. When an employee becomes aware of a need for FMLA leave less than 30 days in advance, the employee must provide notice of the need for the leave either the same day or the next business day. When the need for FMLA leave is not foreseeable, the employee must comply with the company's usual and customary notice and procedural requirements for requesting leave, absent unusual circumstances.

O. Designation of FMLA Leave

Within five business days after the employee has submitted the appropriate certification form, the HR manager will complete and provide the employee with a written response to the employee's request for FMLA leave using the DOL Designation Notice (<http://www.dol.gov/esa/whd/forms/WH-382.pdf>).

P. Intent to Return to Work from FMLA Leave

On a basis that does not discriminate against employees on FMLA leave, the company may require an employee on FMLA leave to report periodically on the employee's status and intent to return to work.

California Family Rights Act (CFRA)

New Start CLHF's Independent Training Centers will not discriminate against employees as a result of the approved use of family care or medical leave or a proper request for such leave.

In general, a leave of absence is an official authorization to be absent from work without pay for a specified period of time. Eligible employees may be entitled to job-protected family or medical leave of absence if they are unable to come to work due to pressing family or medical concerns as described within this Leaves of Absence Policy. Any leaves of absence under this policy will be administered in accordance with applicable state and federal laws as follows:

1. Employees are eligible, if they have been actively employed for twelve (12) months and worked at least 1,250 hours (an average of twenty-five (25) hours per week) during those 12 months. This 12-month period "rolls back" from the date of leave to the prior 12-month period.
2. The total amount of leave taken cannot exceed 12 workweeks in any 12-month period.
3. A family leave shall be granted upon the birth or adoption of a child of the employee, or upon the serious health condition of the employee's child, spouse, parent or registered domestic partner
4. A medical leave shall be granted upon the employee's own serious health condition.
5. In appropriate circumstances, we may require you to be examined by a New Start CLHF's Independent Training Centers designated physician, at New Start CLHF's Independent Training Centers' expense.
6. In the event of a serious health condition to the employee or his or her child, spouse, parent or registered domestic partner, creating a need for unforeseeable family or medical leave, the employee must provide us with notice, as soon as practicable, of any needed time off, and a written doctor's certificate. The certification must include the date on which the health condition occurred, the probable duration of the condition, an estimate of the amount of time you need to be off work to care for the family member or for your own health condition, and confirmation that the nature of the condition warrants you to be away from work to care for yourself or your dependent.
7. Employees shall be required to give thirty (30) days advance notice in the event of foreseeable medical treatment. To assist us in arranging work assignments during your absence, we ask that you give us prior notice, to the extent possible, of an expected birth or adoption, as well as an indication, to the extent known, of your expected return date. To facilitate your return to work, we also ask that you provide us with two (2) weeks advance notification of your intended return date. Failure to do so may delay your return date.
8. Upon completion of a leave granted under this section, you shall be reinstated to your original position or an equivalent one.

9. You must use any accrued paid time off during your family care or medical leave. If the leave is related to your own serious health condition, you must use any accrued paid time off during your medical leave.
10. While on a leave of absence provided for under this policy, we will continue your group health insurance benefits under the same terms as provided to other employees, for up to a maximum of twelve (12) weeks leave during anyone (1) year period. If your leave extends beyond 12 weeks, you shall be offered the opportunity to purchase continuing coverage under state and federal COBRA continuation rules.
11. Other accumulated fringe benefits, such as retirement, paid time off, and the like, shall be preserved at the level accrued as of commencement of the leave, but shall not accrue further during any such leave period.
12. During a period of disability, you may be eligible for disability pay benefits. Please contact New Start CLHF's Independent Training Centers' Business Office for details on eligibility, benefit amounts, and other particulars.
13. If additional family care or medical leave is required, you must, prior to expiration of the family care or medical leave, submit additional certification to New Start CLHF's Independent Training Centers.
14. Should you seek a leave of absence for reasons other than described above, we will evaluate such a request on the basis of particular circumstances present at that time, including, but not limited to, your current and anticipated work responsibilities, performance, and New Start CLHF's Independent Training Centers' needs. New Start CLHF's Independent Training Centers reserves the right to refuse such a request at its sole discretion.

Disability Leave of Absence Due to Pregnancy

Under the California Fair Employment and Housing Act (FEHA), if you are disabled by pregnancy, childbirth, or related medical conditions, you are eligible to take an unpaid **[paid]** pregnancy disability leave (PDL). During your pregnancy, you may request a modification of your job duties or a transfer to a less strenuous or hazardous position, if this modification or transfer is medically advisable and can be accommodated.

The PDL is for any period(s) of actual disability caused by your pregnancy, childbirth, or related medical conditions up to four (4) months (or 88 workdays for a fulltime employee) per pregnancy. At the end of your leave, you will be reinstated in the same or an equivalent position unless your position has been eliminated because of a change in business conditions or operations.

The PDL does not need to be taken in one continuous period of time but can be taken on an asneeded basis. Time off needed for prenatal care, severe morning sickness, doctorordered bed rest, childbirth and recovery from childbirth would all be covered by your PDL. You will be required to obtain a certification from your health care provider of your pregnancy disability or the medical advisability for a job modification or transfer. Before returning to work after a disability leave of absence, a written statement from your physician, stating your ability to return to your regular duties and any limitations, is required.

You will be required to make monthly payments for your [portion of] health and dental coverage during your leave of absence. New Start CLHF's Independent Training Centers will continue to pay its share of medical and other benefits for a period of [XX] months. Failure to make timely

payment for coverage may result in cancellation of that coverage. If you wish to take an unpaid disability leave of absence, you should consult the location manager regarding continuous coverage. At your option, you can use any accrued vacation or other accrued time off as part of your PDL before taking the remainder of your leave as an unpaid leave. We may require that you use up any available sick leave during your leave. You may also be eligible for State Disability Insurance for the unpaid portion of your leave.

If you want more information regarding your eligibility for a leave, the impact of the leave on your seniority and benefits, and our policy for other disabilities, please contact the location manager.

Coordinating Pregnancy Disability Leave and CFRA Leave

Under the California Family Rights Act of 1993 (CFRA), an eligible employee may request CFRA leave of up to twelve (12) work weeks due to the birth of her child. This unpaid CFRA leave is separate and distinct from the right to take pregnancy disability leave which is explained in the preceding section of this handbook. If you are taking a leave for the birth of a child, the basic minimum duration of the leave is two (2) weeks, and you must conclude the leave within one (1) year of the birth of the child.

There is no requirement that either the employee or the child have a serious health condition to take CFRA leave. The maximum possible combined unpaid leave is four (4) months for pregnancy disability if medically required, plus twelve (12) work weeks to care for the newborn child.

If you want more information regarding your eligibility for an unpaid CFRA leave, the impact of the leave on your seniority and benefits and coordination with pregnancy disability leave, please contact the location manager.

Insurance Premium Payment During Leave of Absence

New Start CLHF's Independent Training Centers will continue to pay its share of insurance premiums for employee coverage and dependent coverage for a maximum of three (3) months while you are on a disability leave of absence. While you are on any other type of unpaid leave of absence from New Start CLHF's Independent Training Centers, you will be responsible for paying the total premiums for your coverage and that of your dependents. Failure to do so may result in loss of coverage and refusal by the insurance carrier to allow your coverage to be reinstated. Please consult with Management to set up a payment schedule.

Bereavement Leave

Recognizing that a time of bereavement is difficult, every effort will be made to ensure that a bereaved employee is able to attend to family matters. Employees should notify their manager of this situation immediately.

Absence due to a death in the immediate family will be paid to employees for up to three business days. The immediate family is the employee's parents, spouse, registered domestic partner, child, sibling, grandparents, grandchildren, or the spouse's parents, child(ren), or siblings.

Any available paid time off can be used at this time with the approval of your manager. Additional unpaid time off will be granted to allow for any arrangements associated with the death that must be made.

Funeral leave pay will only be made to employees for actual time spent away from work for the funeral or its arrangements. For example, if the death occurs at a time when work is not scheduled, payment will not be made. If a holiday or part of your vacation occurs on any of the days of absence, you may not receive paid time off in addition to paid funeral leave.

Jury Duty/Subpoenaed as Witness

Subject to applicable law, New Start CLHF's Independent Training Centers will grant employees time off **WITHOUT** pay to serve on jury duty. If you are summoned for jury duty, you should present the summons to the location manager and arrange for time off. While on jury duty, you must submit to the company a jury attendance report, signed by a court official at the end of each week of jury duty.

On any day when you are not required to report to the court, or are excused early, you are required to report to work, provided there is sufficient time remaining before the end of your regular shift to work at least two (2) full hours.

Employees who are subpoenaed as a witness shall be given time off without pay as needed. You should present a copy of the subpoena to the location manager.

National Guard or Military Leave

Employees who enter fulltime duty in the armed services shall be granted all benefit and reinstatement rights as required by applicable law, including the Veterans Reemployment Rights Act. Employees who are members of a National Guard or Military Reserve unit will be granted an unpaid leave of absence for annual military training, which is normally two (2) weeks per year. Employees who are activated for a prolonged or indefinite period of service will be granted military leave of absence without pay. You must present your supervisor with your official duty orders along with a written request for such a leave of absence. You may elect to take the time off without pay, to receive your full annual vacation benefit or to receive vacation pay only for that portion of time not covered by your military base pay.

Paid Family Leave Insurance

California's Paid Family Leave is unemployment compensation disability insurance paid by the state to workers who suffer a wage loss when they take time off work to care for a seriously ill family member or bond with a new child. Workers may receive up to six (6) weeks of benefits that may be paid over a 12-month period. Applications for Paid Family Leave must be made to the California Employment Development Department.

Paid Family Leave Insurance is a component of the State Disability Insurance (SDI) program. The SDI benefit portion compensates workers who suffer a wage loss when they cannot work

because of their own illness or injury. The Paid Family Leave benefit compensates workers who suffer a wage loss due to the need to provide care for a seriously ill family member or to bond with a new child.

The Paid Family Leave insurance program is fully funded by employees' contributions, similar to the SDI program.

Paid Family Leave insurance benefits are based on past quarterly earnings and range from a minimum of \$50 to a maximum of \$728 per week for up to six weeks for claims in 2004. For claims commencing in 2005, the maximum weekly benefit amount will be \$840.

Paid Family Leave insurance does not provide job protection or return rights. Your job may be protected if your employer is subject to the federal Family and Medical Leave Act and the California Family Rights Act. You must notify your employer of your reason for taking leave in a manner consistent with your company's leave policy.

To qualify for Paid Family Leave compensation, you must meet the following requirements:

- Be covered by State Disability Insurance (SDI) (or a voluntary plan in lieu of SDI) and have earned at least \$300 from which deductions were withheld.
- Complete your claim forms accurately, completely, truthfully, and timely.
- Supply medical information that supports your claim that the care recipient is in need of your care.
- Provide documentation to support a claim for bonding with a new child.
- Use up to two weeks of any earned but unused vacation leave if required by your employer.
- Serve a 7-day unpaid waiting period before benefits begin.

Time Off to Vote

If you do not have sufficient time outside of working hours to vote in any general or special election, you may take up to two (2) hours of paid time off to vote. Such time shall be at the beginning or end of your workday unless you and your department head mutually agree upon a different time during voting hours. Time off should be scheduled at least two (2) days in advance.

Unpaid Leave of Absence

Under emergency circumstances, for medical, personal, or other reasons, you may need to be temporarily released from the duties of your job with New Start CLHF's Independent Training Centers. It is the policy of New Start CLHF's Independent Training Centers to allow its eligible employees to apply for and be considered for certain specific leaves of absence.

Time off for any reason during a working day will count first against your allotted paid time off. Thereafter, unless specifically exempted, any time off will be without pay.

Failure to return to work as scheduled from an approved leave of absence, or failure to inform your project executive or department head of an acceptable reason for not returning as scheduled, will be considered a voluntary resignation of employment.

All requests for leaves of absence shall be submitted in writing to Management. Each request shall provide sufficient detail, including the reason for the leave, the expected duration of the leave, and the relationship of family members, if applicable.

Regular full-time employees who have completed one year of service are eligible for an unpaid personal leave of absence of thirty (30) calendar days. During that time, you will remain covered under New Start CLHF's Independent Training Centers' medical plans.

A request for a personal leave will be evaluated on a number of factors, including anticipated operational and staffing requirements during the proposed time of absence. Pending approval, you should take available paid time off prior to the effective date of the personal leave of absence.

In the case where the initial thirty calendar days are insufficient, consideration may be given for an extension of 30 more days if your manager is informed in writing.

If you are on leave for more than 30 days, you must pay the full costs of your insurance benefits. New Start CLHF's Independent Training Centers will resume payments when you return to active employment.

Victims of Domestic Violence, Sexual Assault or Other Crime

Employees who are victims of domestic violence, sexual assault, or other crime shall be given time off without pay as necessary for obtaining legal relief, including but not limited to a temporary restraining order or other injunctive relief for the employee's protection as well as his/her child's protection. Time off from work is also extended to employees who are not the victims of a crime but are related to such victims, including a spouse, child, stepchild, brother, stepbrother, sister, stepsister, mother, stepmother, father, or stepfather, or registered domestic partner.

Employees who are victims of domestic violence, sexual assault or other crime shall be given time off without pay as necessary for seeking medical attention, seeking assistance or services from a domestic violence shelter, program, or rape crisis center, obtaining psychological counseling, or participating in activities designed to ensure the victim's safety and well-being. An employee who takes time off is required to provide New Start CLHF's Independent Training Centers with reasonable advance notice unless such notice is not feasible. The employee must also provide documentation to New Start CLHF's Independent Training Centers, such as a police report indicating the employee was a victim of domestic violence; a restraining order or any other evidence certifying a court appearance; or documentation from a medical professional, health care provider, domestic violence advocate, or counselor that the employee is undergoing treatment for physical or mental injuries or abuse.

Victims of domestic violence, sexual assault or other crime may use any available vacation, personal leave, or compensatory time off while on such leave. The total time taken may not exceed twelve (12) weeks and is not in addition to unpaid time provided under the Family and Medical Leave Act (FMLA).

Visiting Child's School

Labor Code § 230.7. Any employee who is a parent or guardian of a pupil and who is requested to appear at the pupil's school pursuant to section 48900.1 of the Education Code will be granted time off without pay, provided the employee gives reasonable notice to his or her supervisor.

Any employee who is a parent, guardian, or grandparent having custody of one or more children in Kindergarten through grade 12, or attending a licensed daycare facility, may take up to a total of forty (40) unpaid hours for all such children each school year, not exceeding eight (8) hours in any calendar month of the school year, to participate in activities of the school, provided the employee gives reasonable notice to his or her supervisor. The employee can use existing vacation time for this purpose. If two (2) eligible employees want to take leave simultaneously to attend the activity of the same child, the employee who first gives notice to the employer shall be granted the time off. The second employee may take the time off at the same time only if he or she is granted permission to do so within the discretion of New Start CLHF's Independent Training Centers.

Volunteer Firefighter/Peace Officer/Rescue Personnel

A New Start CLHF's Independent Training Centers employee who is a volunteer firefighter, reserve peace officer, or emergency rescue personnel may take all necessary time off from employment to perform his/her emergency duty as a volunteer firefighter, peace officer, or rescue personnel, without compensation by New Start CLHF's Independent Training Centers.

MakeUp Time

Employees may be entitled to make up requested time off in certain circumstances, without incurring reductions to the employee's accrued sick pay. If an employee desires to take off a few hours during a workweek, the employee may request in writing to make up the time off on other day(s) during the same workweek. Approval of such requests is within the complete discretion of the Company and must be made in writing. If the request is approved, the employee generally will not receive overtime pay for such work, even if the work would otherwise create an overtime situation (such as working 10 hours on a Monday in anticipation of taking two hours off on the following Thursday; the extra two worked hours on Monday would be paid at the employee's straight time rate). If the employee works more than 11 hours in a day, including make-up time, the hours worked in excess of eleven shall be compensated at the applicable overtime rate.

The new law requires that all make-up time be documented, and the documentation should be retained for at least four (4) years. a sample format we have designed for our clients will be forwarded to you.

SECTION 2

YOUR BENEFIT PACKAGE

Medical Insurance

New Start CLHF's Independent Training Centers is committed to sponsoring a comprehensive benefits program for all eligible employees. In addition to receiving a competitive salary and having an equal opportunity for professional development and advancement, you may be eligible to enjoy other benefits that will enhance your job satisfaction. Management will provide eligible employees with booklets that describe your coverage under the Plan in detail and can answer questions you may have.

New Start CLHF's Independent Training Centers will periodically review the benefits program and will make necessary modifications in order to maintain a competitive level of benefits as well as preserve New Start CLHF's Independent Training Centers' ability to pay for its benefits program.

New Start CLHF's Independent Training Centers reserves the right to modify, add or delete the benefits it offers.

Please note that all medical insurance benefits are subject to change at any time at New Start CLHF's Independent Training Centers' discretion.

Government-Required Coverage

Workers' Compensation

All employees are entitled to workers' compensation benefits. This coverage is automatic and immediate and protects you from an on-the-job injury. An on-the-job injury is defined as an accidental injury suffered in the course of your work, or an illness that is related to performing your assigned job duties. This job-injury insurance is paid for by New Start CLHF's Independent Training Centers. If you cannot work due to a job-related injury or illness, workers' compensation insurance pays your medical bills and provides a portion of your income until you can return to work.

All injuries or illnesses arising out of the scope of your employment must be reported to your jobsite superintendent or supervisor immediately. Prompt reporting is the key to receiving timely benefits. Benefits are automatic, but nothing can happen until New Start CLHF's Independent Training Centers knows about the injury. Please have your jobsite superintendent or supervisor inform the accounting department so they can report the incident to our insurance company.

Unemployment Compensation

Depending upon the circumstances, employees may be eligible for unemployment compensation upon termination of employment with New Start CLHF's Independent Training Centers. Eligibility for unemployment compensation is determined by the Division of Unemployment Insurance of the State Department of Labor.

Unemployment compensation is designed to provide you with a temporary income when you are out of work through no fault of your own. For your claim to be valid, you must have a minimum amount of earnings determined by the State, and you must be willing and able to work. You should apply for benefits through the local State Unemployment Office as soon as you become unemployed.

Social Security

The United States Government operates a system of mandated insurance known as Social Security. As a wage earner, you are required by law to contribute a set amount of your weekly wages to the trust fund from which benefits are paid. As your employer, New Start CLHF's Independent Training Centers is required to deduct this amount from each paycheck you receive. In addition, New Start CLHF's Independent Training Centers matches your contribution dollar for dollar, thereby paying one-half of the cost of your Social Security benefits.

Your Social Security number is used to record your earnings. You are encouraged to protect your Social Security record by ensuring your name and Social Security number on your pay stub and W-2 form are correct. You may also want to make sure your earnings statement is accurate each year by requesting a Personal Earnings and Benefit Estimate Statement from the U.S. Social Security Administration by calling 1-800-772-1213, or you may access them online at www.ssa.gov.

COBRA Notification

If you are enrolled in the group health insurance plan and become ineligible because of termination, resignation, a leave of absence that extends beyond 12 weeks or reduction in work hours below the required minimum for coverage, you will receive a COBRA notification letter advising you of your rights to make a conversion to an individual policy. COBRA is covered by both federal and state law. For more specific information, contact the Human Resources Department and/or the insurance carrier providing the plan.

Keep Your Plan Informed of Address Changes

In order to protect your family's rights, you should keep the Plan Administrator informed of any changes in the addresses of family members. You should also keep a copy, for your records, of any notices you send to the Plan Administrator.

SECTION 3 RULES AND REGULATIONS

Teamwork and Service to the Patient

As you learned from our Mission Statement, excellent service to our patients is a primary goal at New Start CLHF's Independent Training Centers. Our success is a result of consistently performing beyond our client's expectations.

To perform at this level, it is essential that all New Start CLHF's Independent Training Centers' employees and departments operate as a team. Whatever your job function, you are a member of the team that services clients, because all of our jobs are related to and dedicated to that end.

As a member of New Start CLHF's Independent Training Centers' team, you do not work in a vacuum. The quantity and quality of the work you do affects your co-workers and our patients and clients. We expect you to set high standards for yourself, in the job you do, the way you communicate, and the manner in which you interact with others.

Guidelines for Conduct

Every organization requires a set of rules so that the group as a whole may operate smoothly and safely to accomplish its goals. This is particularly so at New Start CLHF's Independent Training Centers, where any failure to adhere to high standards of conduct may affect the well-being of patients. Because the safety and comfort of everyone depends on these rules, violators may be subject to discipline, up to and including discharge. We ask the cooperation of all employees of New Start CLHF's Independent Training Centers in the observance of these policies.

Additional standards of conduct are contained elsewhere in this Employee Handbook. Obviously, it is not possible to list every type of conduct that may result in disciplinary action. You should, therefore, talk to your supervisor if you are unsure of what to do in a given situation.

The following kinds of conduct are absolutely prohibited:

1. Abuse, mistreatment, or threatening of a patient or another employee, either physically, verbally, or psychologically
2. Falsification of employment application or other employee records
3. Insubordination
4. Using foul and/or abusive language
5. Gambling on company premises
6. Smoking in any unauthorized area
7. Loafing or sleeping on the job during the employee's working hours

8. Unauthorized posting or removal of bulletins or notices
9. Disregard of one's appearance, dress, or personal hygiene
10. Dishonesty
11. Commission of a crime
12. Violation of any and all safety rules
13. Clocking in or reporting time of arrival or time of departure for another employee, or requesting another employee to register time on a timecard or sheet other than your own
14. Tardiness or absenteeism or unauthorized absence by an employee from his or her workstation during an employee's working time
15. Failing to be ready to work prior to clocking in at the start of your shift
16. Failing to remain at work until after you have clocked out after the completion of your shift
17. Leaving one's work area without authorization, or interfering with the work of other employees
18. Immoral, indecent, or disorderly conduct of any nature on company premises.
19. Unauthorized use and/or possession of narcotics, dangerous drugs, or intoxicating beverages or substances, or being under the influence of intoxicants or drugs on company premises or during working hours
20. Threatening, intimidating, coercing, or fighting with another employee or a patient by word or deed, whether on or off company premises.
21. Any discourtesy, unkindness, or impatience with patients or with any member of the public visiting New Start CLHF's Independent Training Centers.
22. Possession of firearms or any other type of weapon while on company property.
23. Creating or contributing to unsafe or unsanitary condition by act or omission or engaging in "horseplay" while on company property.
24. Unauthorized possession of property belonging to New Start CLHF's Independent Training Centers, another employee, or a patient or visitor to New Start CLHF's Independent Training Centers.
25. Negligent or deliberate destruction of or misuse of property belonging to New Start CLHF's Independent Training Centers or to a patient or visitor to New Start CLHF's Independent Training Centers.
26. Failure to follow the rules concerning solicitation and/or distribution of literature.
27. Unauthorized possession, use, copying, or reading of Company records, or disclosure of information contained in such records to unauthorized persons
28. Disrespect to management, your supervisor, the patients, or visitors of New Start CLHF's Independent Training Centers
29. Any act of misconduct, incompetence, or any violation of this Employee Handbook that may, in Management's sole discretion, be grounds for disciplinary action and/or termination of employment

Identification

All New Start CLHF's Independent Training Centers employees are required to wear their I.D. badge whenever on company premises. New Start CLHF's Independent Training Centers' employees not in possession of their assigned I.D. badge must sign in/out in the visitors log at

the entrance of the facility post when entering or leaving New Start CLHF's Independent Training Centers' premises.

Discipline

It is the policy of New Start CLHF's Independent Training Centers to regard discipline as a corrective action and as an instrument for improvement rather than as punishment. Disciplinary action may include oral counseling or reprimand, written reprimand, final written warning, suspension, or discharge. However, New Start CLHF's Independent Training Centers retains the right to administer discipline as it deems necessary in each individual case. This policy is not a promise or guarantee that a specific course of discipline will be administered in every case. The use of any particular form of discipline does not change the employee's atwill relationship with New Start CLHF's Independent Training Centers.

Ethical Standards

New Start CLHF's Independent Training Centers strives to maintain the highest standards of personal and business ethics and corporate conduct. As an employee, you are required to do the same. Your daily activities on behalf of New Start CLHF's Independent Training Centers should always be carried out in an ethical and legal manner, and conflicts of interest should be avoided.

Dress Code

Please understand that you are expected to dress and groom in accordance with accepted social and business standards, particularly if your job involves dealing with patients or visitors in person. A clean and neat personal appearance bolsters your own poise and self-confidence and enhances New Start CLHF's Independent Training Centers' image.

A neat, tasteful appearance contributes to the positive impression you make on our clients. You are expected to be suitably attired and well-groomed during working hours or when representing New Start CLHF's Independent Training Centers.

General Housekeeping

New Start CLHF's Independent Training Centers provides safe and suitable working conditions for all employees. You are urged to cooperate in every way to maintain this environment:

- Workstations and desks should be left in an orderly condition at the close of the day.
- Windows, equipment and lights, coffee urns, copy machines, computers, and air exhaust systems in the smoking areas should be turned off.
- All areas of New Start CLHF's Independent Training Centers should be free of litter.

We should treat our facility as though it were our home.

Use Of New Start CLHF's Independent Training Centers Equipment

The equipment used in accomplishing your work is expensive and may be difficult to replace. Exercise care when using tools and equipment and follow all operating instructions, maintenance requirements, and safety guidelines. Report damages or deterioration of equipment immediately to the Business Office and Management.

You are responsible for all property, materials, or equipment issued to you or in your control during your employment with New Start CLHF's Independent Training Centers. Should you leave New Start CLHF's Independent Training Centers for any reason, you are required to return company property to your manager before your last day of work.

The use of employer-paid postage for personal correspondence is prohibited. Likewise, personal use of company photocopiers, facsimile (FAX) machines, and printers is forbidden.

Computer Usage Policy

During the course of your employment with New Start CLHF's Independent Training Centers, you may have access to computers, e-mail, and the Internet in order to accomplish your tasks. New Start CLHF's Independent Training Centers' computers are to be used strictly for business purposes and business communication only. New Start CLHF's Independent Training Centers retains the right to access every computer as Management sees fit. We also may, at our discretion, use tracking software that records keystrokes and a history of Web sites visited.

If your computer requires a password for access, Management will assign that password to you. This password is not to be changed without Management approval. Use of New Start CLHF's Independent Training Centers' Internet connection for any use other than business is prohibited. Violations of this policy will result in discipline, up to and including dismissal.

New Start CLHF's Independent Training Centers' computer system saves a record of all e-mails sent and received. It is important for employees to understand that there is no expectation of privacy when using New Start CLHF's Independent Training Centers' equipment.

Employees may not mention New Start CLHF's Independent Training Centers by name on their personal Web sites. Employees may not link the company Web site to any personal sites they have on the Web. Using company information or logos or mentioning products on employees' personal Web sites is prohibited.

Telephone Usage Policy

When you answer the telephone, you represent New Start CLHF's Independent Training Centers to the caller. We expect you to speak to the caller in a courteous and professional manner. Regardless of whether you are responding to an internal or external call, we want to be as service-oriented as possible. Therefore, please make every effort to assist the caller or refer the caller to the appropriate individual for assistance.

Personal use of the phone for outgoing calls should be limited to emergencies. Personal calls of short duration—i.e., 2 to 3 minutes—may be received and made at an employee's desk or workstation. No long-distance personal calls will be tolerated unless prior permission to make such a call is received from a supervisor, and the necessity is apparent.

Personal telephone call privileges are subject to change or termination at any time. For instance, if you are found spending more than just limited time on personal calls, this privilege may be withdrawn.

Company Property and the Right of Inspection

Although lockers, storage areas, desks, vehicles, and other New Start CLHF's Independent Training Centers property are made available to you for your convenience and to help you to do your job, these remain the sole property of New Start CLHF's Independent Training Centers. New Start CLHF's Independent Training Centers reserves the right to inspect all company property, as well as its contents, at any time it is deemed necessary or appropriate. Such an inspection may be conducted during, before, or after working hours by any supervisor, manager, or senior management staff personnel. Moreover, other employees may enter any employee's desk or New Start CLHF's Independent Training Centers property at any time in the performance of their job duties, for example, to attempt to locate documents.

New Start CLHF's Independent Training Centers is not responsible for any articles that are placed or left in a locker, storage area, desk, vehicle, or other company property that are lost, damaged, stolen or destroyed.

You should also be aware that the Company monitors certain areas of the facility with security cameras.

Bulletin Boards

Information regarding working hours, safety, company policies, and other matters pertaining to your employment is posted on the bulletin boards. In addition, notices of available discounts, job openings and other items of interest to employees are posted on the bulletin boards. Personal material, including ads, may be posted on available bulletin boards provided that each item is dated and removed after a reasonable time. All posted material must receive the advance approval of the location manager.

Solicitation or Distribution of Literature

Soliciting, collecting money, vending, and posting or distributing bills or pamphlets on New Start CLHF's Independent Training Centers property is prohibited. These activities are closely controlled in order to prevent disruption of company services and to avoid unauthorized implication of company sponsorship or approval. Violation of this policy will result in disciplinary action. However, this general rule is not intended to hinder or in any way curtail the rights of free speech or free expression of ideas. Therefore, such activity by employees during non-working time, including meal and rest periods, is not restricted as long as such activity does not interfere with the orderly and regular conduct of the company and is lawful, in good taste, conducted in an orderly manner, and does not create hazards or violate general good housekeeping practices.]

While activities promoting political, religious, social, and other special interest causes are prohibited, New Start CLHF's Independent Training Centers welcomes the opportunity to cooperate with national and local appeals as are made by the United Way, the Red Cross, and certain other designated charitable organizations which have been approved by the location manager. As to these limited instances, employees will be given the opportunity to contribute voluntarily to those charities, but in no case will a contribution be mandatory.

Management employees, especially supervisors, are entirely prohibited from soliciting donations or purchases from their subordinates or other employees at a lower level for any cause whatsoever.

Any person who is not an employee of New Start CLHF's Independent Training Centers is prohibited from any and all forms of solicitation, collecting money, vending, and posting or distributing bills or pamphlets on company property at all times.

Nondisclosure of Confidential Information

In the course of your employment with New Start CLHF's Independent Training Centers, you may see confidential information, such as patient lists and proposals, and/or other financial information. It is against Company policy to disclose to anyone confidential information regarding the operations of New Start CLHF's Independent Training Centers.

Because it is vital to the interest and success of the Company that business information and trade secrets be protected, certain individuals may be asked to sign a nondisclosure agreement as a condition of their employment.

Disclosure of confidential information concerning the operations of New Start CLHF's Independent Training Centers is prohibited.

Employment References

In response to requests for employment verification or information, New Start CLHF's Independent Training Centers will give only dates of employment and positions held. If you want any additional information released, you must authorize this in writing.

Personnel and Payroll Information

Each employee's name, home address and telephone number are kept by the location manager so that an employee can be reached in an emergency. Neither an employee's telephone number nor his or her address will be released to anyone outside New Start CLHF's Independent Training Centers without the employee's written permission.

Your personnel file has restricted access. You, the location manager, and management or its designated agents may have access. In the event that you wish to review your personnel file, you must do so in the presence of the location manager or designee. You may review your personnel file by making written request to the location manager. That written request will become a permanent part of your file.

You may also examine your payroll records in the presence of the location manager or designee within twenty-one (21) days of making an oral or written request to the location manager. You may request copies of your payroll records and the Company may charge you its cost for making such copies.

Criminal Background Checks

Every employee of New Start CLHF's Independent Training Centers, whether full-time, part-time, volunteer, or consultant, will be subject to a criminal background check.

As part of this background check, New Start CLHF's Independent Training Centers may request the disclosure of criminal convictions that are related to a person's job, except those which have been expunged or sealed, or are for marijuana convictions more than two years old. However, a conviction or convictions may not necessarily be an absolute bar to employment. New Start CLHF's Independent Training Centers will not request the disclosure of a person's criminal arrest record.

Please review carefully, sign, and immediately return to Management the accompanying Background Investigation Authorization, if you have not done so already. Please feel free to contact Management if you have any questions.

Credit and Investigative Reports

Employees and applicants of New Start CLHF's Independent Training Centers may be subject to credit and investigative checks. We may conduct these investigations to help us make decisions regarding hiring, firing, promotion, and reassignment. We will make such investigations only for good cause, and within the boundaries of all applicable federal and state laws, including the Fair Credit Reporting Act (FCRA).

Before conducting a credit or investigative check, New Start CLHF's Independent Training Centers will first inform you that we will be investigating your credit report. As required by law, we will obtain your written permission.

Before taking any adverse action on the basis of the report, we will provide you with a copy of your credit report and a written Summary of Your Rights Under the Fair Credit Reporting Act.

A finding of bankruptcy or bad credit alone may not necessarily bar you from employment or promotion. We will keep any findings in strict confidence and will never use credit or investigative reports to discriminate in any aspect of employment, in violation of specific discrimination laws.

Outside Employment

You may not engage in outside employment or in any other business activity that constitutes a conflict of interest or interferes with your job performance either directly or indirectly. Prior to accepting outside employment, you must advise your supervisor in writing of the name of the potential employer.

If authorization is given, but a conflict subsequently arises or you are unable to maintain a high work performance standard at New Start CLHF's Independent Training Centers as a result of your employment at the outside job, you will be required to resign your position with the outside employer as a condition of continued employment with New Start CLHF's Independent Training Centers. Failure to do so will result in immediate termination.

Employment of Relatives/Personal Relationships

Because of the potential for conflicts of interest and employee morale problems, New Start CLHF's Independent Training Centers will not employ relatives, spouses, registered domestic partners, or employees who share a significant relationship, (1) where one employee will be supervised by another, or (2) where a conflict of interest arises. Should either of these situations arise where employees are currently employed, a transfer for one of the employees involved will be considered. Should a transfer not be possible, the employees involved may be asked to voluntarily decide which one shall resign. If no voluntary resignation is forthcoming, New Start CLHF's Independent Training Centers may, entirely in its discretion, choose which employee shall be terminated. That employee shall remain eligible for rehire to a position for which he or she is qualified.

Conflicts Of Interest

New Start CLHF's Independent Training Centers recognizes the rights of all employees to engage in lawful conduct during non-working hours away from our premises. However, a conflict of interest occurs when the private interests of employees (and their immediate family members) interfere with the employee's responsibilities at New Start CLHF's Independent Training Centers. Employees are expected not to place themselves or New Start CLHF's Independent Training Centers in a position of conflict and are required to comply with New Start CLHF's Independent Training Centers' policies.

Gifts

An employee may not accept gifts of value, loans, expensive entertainment, or anything else involving personal gain that might be expected to influence his or her conduct from our patients and clients or their families, or from any business associate, vendor or other person providing goods or services to New Start CLHF's Independent Training Centers.

Public Statements and the Media

Employees do not have the authority to make public statements on behalf of New Start CLHF's Independent Training Centers to the media or to other persons without prior approval of Management. In the event that any employee is contacted by a representative of the media (i.e., newspapers, magazines, radio, television, etc.), such inquiry must be immediately referred to the President. The President has been designated as the sole spokesperson to represent New Start CLHF's Independent Training Centers to these outside interests. In the absence of the President, inquiries may be directed to the President.

It is important that employees do not engage in any discussion whatsoever with the media regarding any aspect of New Start CLHF's Independent Training Centers, New Start CLHF's Independent Training Centers operations or its employees. This includes interviews or articles regarding an employee, if New Start CLHF's Independent Training Centers is to be discussed or mentioned.

Visitors

While we are all proud of our facilities and occasionally may want to bring friends, former employees, or relatives in, personal visits cannot be permitted except by approval of the location manager or during special open house days due to liability insurance and personal safety considerations. Unauthorized persons, including unescorted business callers, will be asked to leave if they are not properly identified.

All visitors must register at the reception area or security post and wear the assigned visitor's badge for the duration of the visit. It is the responsibility of the employee being visited to ensure that the visitor is wearing a visitor badge, and that the visitor returns it upon leaving the premises.

Safety

New Start CLHF's Independent Training Centers is committed to the safety and health of all employees and recognizes the need to comply with regulations governing injury and accident prevention and employee safety. Maintaining a safe work environment, however, requires the continuous cooperation of all employees.

New Start CLHF's Independent Training Centers will maintain safety and health practices consistent with the needs of our industry. If you are ever in doubt about how to safely perform a job, it is your responsibility to ask your supervisor for assistance. Any suspected unsafe conditions and all injuries that occur on the job must be reported immediately. Compliance with these safety rules is considered a condition of employment. Therefore, it is a requirement that each supervisor make the safety of employees an integral part of her or his regular management functions. It is the responsibility of each employee to accept and follow established safety regulations and procedures.

Reporting Safety Issues

All accidents, injuries, potential safety hazards, safety suggestions, and health- and safety-related issues must be reported immediately to your supervisor. If you or another employee is injured, you should contact outside emergency response agencies, if needed. If an injury does not require medical attention, a Supervisor and Employee Report of Accident Form must still be completed in case medical treatment is later needed and to ensure that any existing safety hazards are corrected. The Employee's Claim for Worker's Compensation Benefits Form must be completed in all cases in which an injury requiring medical attention has occurred.

Federal law (the Occupational Safety and Health, or OSH, Act) requires that we keep records of all illnesses and accidents that occur during the workday. The Company requires that you report any workplace illness or injury, no matter how slight. If you fail to report an injury, you may jeopardize your right to collect workers' compensation payments as well as health benefits. The OSH Act also provides for your right to know about any health hazards that might be present on the job. Should you have any questions or concerns, contact your supervisor for more information.

Use Of Vehicles on Company Business

Personal Automobiles

You may be required to use your personal automobile on New Start CLHF's Independent Training Centers business. However, you may not drive your personal automobile on New Start CLHF's Independent Training Centers business unless you have received permission from the location manager. You must provide a copy of a current valid California driver's license, proof of insurance for at least the statutory minimums, and a current DMV driving record report. These must be kept current during your employment.

You will be reimbursed for the use of your automobile through mileage reimbursement at the prevailing rate per mile. To receive mileage reimbursement, you must log your mileage and submit an expense report to the Accounting Department.

The Company will not be responsible for any damages, parking tickets, equipment violation citations, or moving violations incurred while you are operating your car on business.

Company Vehicles

You may be entitled to drive a company vehicle on New Start CLHF's Independent Training Centers business. If so, you must provide a copy of a current valid California driver's license and a DMV record check on or before the first day of work. These must be kept current during your employment. Management may ask for a DMV record check at any time, as necessary. Management retains the right to revoke your right to drive a company vehicle for any reason, including but not limited to such things as a revoked or suspended driver's license, a moving violation or accident, or any situation that makes you uninsurable or insurable only at higher-than- standard rates. If driving a company vehicle is a condition of your employment, revocation of your right to drive a company vehicle will result in your termination from employment.

Use of Cell Phones While Driving

The use of a cell phone while driving may present a hazard to the driver, other employees, and the general public. This policy is meant to ensure the safe operation of company vehicles and the operation of private vehicles while an employee is on work time and conducting business. This policy applies to all categories of employees, whether full-time, part-time, or temporary. Violations of this policy will be grounds for discipline up to and including termination.

Employees are permitted to use hands-free cell phones to make and receive telephone calls while driving. Such calls should be kept short and should the circumstances (e.g., heavy traffic, bad weather) warrant, the employee should safely stop his or her vehicle in a location designated as an area for parking a vehicle before continuing, making, or receiving the telephone call.

Employees must adhere to all federal, state, and local rules and regulations regarding the use of cell phones while driving. Accordingly, notwithstanding company policy permitting such use, employees must not use cell phones while driving if it is prohibited by law, regulation, or other ordinance. If you are not sure whether the use of a cell phone while driving is prohibited in a particular area, please check with the human resource department.

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Workplace Violence

New Start CLHF's Independent Training Centers adopted this zero-tolerance policy for workplace violence because it recognizes that workplace violence is a growing nationwide problem that needs to be addressed by all employers. Consistent with this policy, acts or threats of physical violence, including intimidation, harassment, and/or coercion that involve or affect New Start CLHF's Independent Training Centers or that occur on New Start CLHF's Independent Training Centers' property will not be tolerated.

Acts or threats of violence include conduct that creates a hostile, abusive, or intimidating work environment for one or more New Start CLHF's Independent Training Centers employees. Examples of workplace violence include, but are not limited to, the following:

- All threats or acts of violence occurring on New Start CLHF's Independent Training Centers' premises, regardless of the relationship between New Start CLHF's Independent Training Centers and the parties involved in the incident.
- All threats or acts of violence occurring off New Start CLHF's Independent Training Centers premises involving someone who is acting in the capacity of a representative of the New Start CLHF's Independent Training Centers.
- All threats or acts of violence occurring off New Start CLHF's Independent Training Centers premises involving an employee of New Start CLHF's Independent Training Centers if the threats or acts affect the legitimate interests of New Start CLHF's Independent Training Centers.
- Any acts or threats resulting in the conviction of an employee or agent of New Start CLHF's Independent Training Centers, or of an individual performing services for New Start CLHF's Independent Training Centers on a contract or temporary basis, under any criminal code provision relating to violence or threats of violence, which adversely affect the legitimate interests of New Start CLHF's Independent Training Centers.

Specific examples of conduct that may be considered threats or acts of violence include the following:

- Hitting or shoving an individual
- Threatening to harm an individual or his or her family, friends, associates, or property
- The intentional destruction or threat of destruction of New Start CLHF's Independent Training Centers property
- Harassing or threatening phone calls
- Harassing surveillance or stalking
- Unauthorized possession or inappropriate use of firearms or weapons

New Start CLHF's Independent Training Centers' prohibition against threats and acts of violence applies to all persons involved in the Company's operation, including but not limited to New Start CLHF's Independent Training Centers' personnel, contract and temporary workers and anyone else on New Start CLHF's Independent Training Centers property. Violations of this policy by any individual on New Start CLHF's Independent Training Centers property, by any individual acting as a representative of the New Start CLHF's Independent Training Centers while off New Start CLHF's Independent Training Centers property, or by any

individual acting off of New Start CLHF's Independent Training Centers property when his or her actions affect New Start CLHF's Independent Training Centers' business interests will lead to disciplinary action and/or legal action as appropriate and will not be tolerated. No provision of this policy shall alter the at-will nature of the employment relationship at New Start CLHF's Independent Training Centers.

Every employee and every person on New Start CLHF's Independent Training Centers' property is encouraged to report incidents of threats or acts of violence of which he or she is aware. The report should be made to the location manager, the reporting individual's immediate supervisor, or another supervisory employee if the immediate supervisor is not available. Nothing in this policy alters any other reporting obligation established in New Start CLHF's Independent Training Centers' policies or in state, federal, or other applicable law.

Separation of Employment

New Start CLHF's Independent Training Centers operates under the principle of employment at-will. This means that neither you are nor New Start CLHF's Independent Training Centers has entered into a contract regarding the duration of your employment. You are free to terminate your employment at any time, with or without reason. Likewise, New Start CLHF's Independent Training Centers has the right to terminate your employment, or otherwise discipline, transfer, or change your position at any time, with or without reason, consistent with applicable state and federal law.

New Start CLHF's Independent Training Centers requests that you will give at least two (2) weeks notice in the event of your resignation.

At termination, New Start CLHF's Independent Training Centers' management may request an exit interview to discuss your reasons for leaving and any other impressions that you may have. Your insights would be helpful. Every attempt will be made to keep all information confidential.

Any property issued to you, such as computer equipment, keys, New Start CLHF's Independent Training Centers credit cards, or New Start CLHF's Independent Training Centers petty cash accounts is the property of New Start CLHF's Independent Training Centers and must be returned at the time of your termination. You will be responsible for any lost or damaged items.

According to the federal Consolidated Omnibus Budget Reconciliation Act (COBRA) of 1985 (see pages 29-31), in the event of termination of employment, or loss of eligibility to remain covered under New Start CLHF's Independent Training Centers group health insurance program, you and your eligible dependents may have the right to continued coverage under our health insurance program for a limited period of time, at your own expense. Please refer to the section on your Group Health Insurance Benefits or contact Management for more details.

Closing Statement

The management of New Start CLHF's Independent Training Centers thanks you for taking the time to thoroughly read our Employee Handbook.

Management expects everyone to abide by and follow company policies as set forth and described here. However, all employees are encouraged to bring forward their suggestions and good ideas about how New Start CLHF's Independent Training Centers can be made a better place to work, our jobs improved, and our services to our clients enhanced. When you see an opportunity for improvement, please talk it over with your supervisor. Your supervisor can help you bring your idea to the attention of the people who will be responsible for implementing it. All suggestions are valued and will be listened to.

Sincerely,

New Start CLHF's Independent Training Centers

By: **Sian Mihal**
Administrator