



CENTER FOR TREATMENT AND RECOVERY

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1. Introduction

1.1 Handbook Disclaimer

The contents of this handbook serve only as guidelines and supersede any prior handbook. Neither this handbook, nor any other policy or practice, creates an employment contract, or an implied or express promise of continued employment with the Company. Employment with CENTER FOR TREATMENT AND RECOVERY is "AT-WILL." This means employees of CENTER FOR TREATMENT AND RECOVERY may terminate the employment relationship at any time, for any reason, with or without cause or advance notice. As an at-will employee, it is not guaranteed, in any manner, that you will be employed with CENTER FOR TREATMENT AND RECOVERY for any set period of time.

The Company has the right, with or without notice, in an individual case or generally, to change any of the policies in this handbook, or any of its guidelines, policies, practices, working conditions or benefits at any time. No one is authorized to provide any employee with an employment contract or special arrangement concerning terms or conditions of employment unless the contract or arrangement is in writing and signed by the president and the employee.

1.2 Welcome Message

Dear Valued Employee,

Welcome to CENTER FOR TREATMENT AND RECOVERY! We are pleased with your decision to join our team.

CENTER FOR TREATMENT AND RECOVERY is committed to providing superior quality and unparalleled customer service in all aspects of our business. We believe each employee contributes to the success and growth of our Company.

This employee handbook contains general information on our policies, practices, and benefits. Please read it carefully. If you have questions regarding the handbook, please discuss them with your supervisor or the Program Director.

Mission Statement

To provide individuals treatment for opioid addiction in a safe, structured, caring and

confidential environment to transition into recovery while working on improving the quality of all aspects of their lives while reinforcing self-worth, respect and dignity.

Vision Statement

CTR will provide educational opportunities for staff and outreach and advocacy for medication assisted treatment within the community. In addition, all treatment will be provided in accordance with best practice and regulatory and accreditation requirements in a safe, supportive and caring environment which will position CTR as a leader in medication assisted treatment in Rhode Island.

Excellence

Our clinic is committed to provide recovery oriented and patient centered care based on best practice. We utilize CARF standards to aspire to excellence. Please offer ideas and or constructive criticism to your supervisor. Your participation in continuous improvement and acceptance of change is essential to the success of the clinic and superior treatment experience for our patients.

Welcome aboard. We look forward to working with you!

Sincerely,

Wendy M. Looker and Madeline Rosario-Almonte

1.3 Changes in Policy

Change at CENTER FOR TREATMENT AND RECOVERY is inevitable. Therefore, we expressly reserve the right to interpret, modify, suspend, cancel, or dispute, with or without notice, all or any part of our policies, procedures, and benefits at any time with or without prior notice. Changes will be effective on the dates determined by CENTER FOR TREATMENT AND RECOVERY, and after those dates all superseded policies will be null and void.

No individual supervisor or manager has the authority to alter the foregoing. Any employee who is unclear on any policy or procedure should consult a supervisor or the Program Director.

2. General Employment

2.1 At-Will Employment

Employment with CENTER FOR TREATMENT AND RECOVERY is "at-will." This means employees are free to resign at any time, with or without cause, and CENTER FOR TREATMENT AND RECOVERY may terminate the employment relationship at any time, with or without cause or advance notice. As an at-will employee, it is not guaranteed, in any manner, that you will be employed with CENTER FOR TREATMENT AND RECOVERY for any set period of time.

Regardless of any provision in this employee handbook, either you or the clinic may terminate the employment relationship at any time, for any reason, with or without cause or notice. There is nothing in this employee handbook or in any document or statement, written or oral, shall limit the right to terminate employment at-will. No officer, employee, or representative of the clinic is authorized to enter into an agreement - expressed or implied - with any employee for employment for a specified period of time unless such an agreement is in a written contract signed by the President of Center for Treatment and Recovery.

The policies set forth in this employee handbook are the policies that are in effect at the time of publication. They may be amended, modified, or terminated at any time by CENTER FOR TREATMENT AND RECOVERY, except for the policy on at-will employment, which may be modified only by a signed, written agreement between the President and the employee at issue. Nothing in this handbook may be construed as creating a promise of future benefits or a binding contract between CENTER FOR TREATMENT AND RECOVERY and any of its employees.

2.2 Immigration Law Compliance

CENTER FOR TREATMENT AND RECOVERY is committed to employing only United States citizens and aliens who are authorized to work in the United States.

In compliance with the Immigration Reform and Control Act of 1986, as amended, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with CENTER FOR

TREATMENT AND RECOVERY within the past three years, or if their previous I-9 is no longer retained or valid.

CENTER FOR TREATMENT AND RECOVERY may participate in the federal government's electronic employment verification system, known as "E-Verify." Pursuant to E-Verify, CENTER FOR TREATMENT AND RECOVERY provides the Social Security Administration, and if necessary, the Department of Homeland Security with information from each new employee's Form I-9 to confirm work authorization.

2.3 Equal Employment Opportunity

CENTER FOR TREATMENT AND RECOVERY is an Equal Opportunity Employer. Employment opportunities at CENTER FOR TREATMENT AND RECOVERY are based upon one's qualifications and capabilities to perform the essential functions of a particular job. All employment opportunities are provided without regard to race, religion, sex, pregnancy, childbirth or related medical conditions, national origin, age, veteran status, disability, genetic information, or any other characteristic protected by law.

This Equal Employment Opportunity policy governs all aspects of employment, including, but not limited to, recruitment, hiring, selection, job assignment, promotions, transfers, compensation, discipline, termination, layoff, access to benefits and training, and all other conditions and privileges of employment.

The Company will provide reasonable accommodations as necessary and where required by law so long as the accommodation does not pose an undue hardship on the business. This policy is not intended to afford employees with any greater protections than those which exist under federal, state or local law.

CENTER FOR TREATMENT AND RECOVERY strongly urges the reporting of all instances of discrimination and harassment, and prohibits retaliation against any individual who reports discrimination, harassment, or participates in an investigation of such report. CENTER FOR TREATMENT AND RECOVERY will take appropriate disciplinary action, up to and including immediate termination, against any employee who violates this policy.

2.4 Equal Employment Opportunity (Rhode Island Employees)

CENTER FOR TREATMENT AND RECOVERY is an Equal Opportunity Employer. Employment opportunities at CENTER FOR TREATMENT AND RECOVERY are based upon one's qualifications and capabilities to perform the essential functions of a particular job. All employment opportunities are provided without regard to:

- Race
- Color
- Religion
- Sex
- National origin
- Country of ancestral origin
- Age
- Sexual orientation
- Gender identity or expression
- Veteran status
- Disability
- Genetic information
- Homelessness, lack of permanent mailing address, or mailing address being that of a shelter or social service provider
- Any other characteristic protected by law

This Equal Employment Opportunity policy governs all aspects of employment, including, but not limited to, recruitment, hiring, selection, job assignment, promotions, transfers, compensation, discipline, termination, layoff, access to benefits and training, and all other conditions and privileges of employment.

CENTER FOR TREATMENT AND RECOVERY strongly urges the reporting of all instances of discrimination and harassment, and prohibits retaliation against any individual who reports discrimination, harassment or participates in an investigation of such report. CENTER FOR TREATMENT AND RECOVERY will take appropriate disciplinary action, up to and including immediate termination, against any employee who violates this policy.

2.5 Employee Grievances

It is the policy of CENTER FOR TREATMENT AND RECOVERY to maintain a harmonious workplace environment. CENTER FOR TREATMENT AND RECOVERY encourages its employees to express concerns about work-related issues, including workplace communication, interpersonal conflict, and other working conditions.

Employees are encouraged to raise concerns with their supervisors. If not resolved at this level, an employee may submit, in writing, a signed grievance to the Program Director.

After receiving a written grievance, CENTER FOR TREATMENT AND RECOVERY may hold a meeting with the employee, the immediate supervisor, and any other individuals who may assist in the investigation or resolution of the issue. All discussions related to the grievance will be limited to those involved with, and who can assist with, resolving the issue. If preferred, the employee may anonymously or in writing bring complaints or any other types of issues to the corporate compliance officer, Vicki DaPonte, in accordance with our Corporate Compliance Policies.

Complaints involving alleged discriminatory practices shall be processed in accordance with CENTER FOR TREATMENT AND RECOVERY's Sexual and other Unlawful Harassment Policy.

CENTER FOR TREATMENT AND RECOVERY assures that all employees filing a grievance or complaint can do so without fear of retaliation or reprisal.

2.6 Internal Communication

Effective and ongoing communication within CENTER FOR TREATMENT AND RECOVERY is essential. As such, the Company maintains systems through which important information can be shared among employees and management.

Bulletin boards are posted in designated areas of the workplace to display important information and announcements. In addition, CENTER FOR TREATMENT AND RECOVERY staff meetings and supervision to facilitate communication and share access to documents.

2.7 Outside Employment

We hope you will not find it necessary to find additional employment, however, employees may hold outside jobs as long as the employee meets the performance standards of their position with CENTER FOR TREATMENT AND RECOVERY. If you are planning to accept an outside position you must immediately notify your supervisor in writing.

Unless an alternative work schedule has been approved by CENTER FOR TREATMENT AND RECOVERY, employees will be subject to the Company's scheduling demands, regardless of any existing outside work assignments; this includes availability for overtime when necessary.

CENTER FOR TREATMENT AND RECOVERY's property, office space, equipment, materials, trade secrets, and any other confidential information may not be used for any purposes relating to outside employment.

2.8 Anti-Retaliation and Whistleblower Policy

This policy is designed to protect employees and address CENTER FOR TREATMENT AND RECOVERY's commitment to integrity and ethical behavior. In accordance with anti-retaliation and whistleblower protection regulations, CENTER FOR TREATMENT AND RECOVERY will not tolerate any retaliation against an employee who:

- Makes a good faith complaint, or threatens to make a good faith complaint, regarding the suspected Company or employee violations of the law, including discriminatory or other unfair employment practices;
- Makes a good faith complaint, or threatens to make a good faith complaint, regarding accounting, internal accounting controls, or auditing matters that may lead to incorrect, or misrepresentations in, financial accounting;
- Makes a good faith report, or threatens to make a good faith report, of a violation that endangers the health or safety of an employee, patient, client or customer, environment or general public;
- Objects to, or refuses to participate in, any activity, policy or practice, which the employee reasonably believes is a violation of the law;
- Provides information to assist in an investigation regarding violations of the

law; or

- Files, testifies, participates or assists in a proceeding, action or hearing in relation to alleged violations of the law.

Retaliation is defined as any adverse employment action against an employee, including, but not limited to, refusal to hire, failure to promote, demotion, suspension, harassment, denial of training opportunities, termination, or discrimination in any manner in the terms and conditions of employment.

Anyone found to have engaged in retaliation or in violation of law, policy or practice will be subject to discipline, up to and including termination of employment. Employees who knowingly make a false report of a violation will be subject to disciplinary action, up to and including termination.

Employees who wish to report a violation should contact their supervisor or Vicki DaPonte directly. Employees should also review their state and local requirements for any additional reporting guidelines.

CENTER FOR TREATMENT AND RECOVERY will promptly and thoroughly investigate and, if necessary, address any reported violation.

Employees who have any questions or concerns regarding this policy and related reporting requirements should contact their supervisor, the Program Director or any state or local agency responsible for investigating alleged violations.

2.9 Certification, Licensing and Other Requirements

Your immediate supervisor will discuss with you the requirements of your specific job. Failure to maintain your certification or licensure may result in termination.

2.10 Performance Reviews

Your performance is important to our clinic and the success of our patients. Once each year, during the month of October, your supervisor will review your job progress within our clinic and help you set an Employee Performance Plan.

Our performance review program provides the basis for better understanding between you and your supervisor with respect to your job performance, potential

and development withing the agency.

New employees will generally be reviwed at the end of their introductory period, however, that review may be in writing or verbally with your immediate superviosr.

Performance reviews do not guarantee any increase in pay. Increases in pay rate are at the sole discretion of the owners.

2.11 Job Descriptions

Each position within CTR has a written job description. The job descriptions outline the essential duties and responsibilities of th eposition. When the duties and/or responsibilities of a position change, thge job description is revised to reflect those changes. If you have any questions or wish to obtain a copy of your job description, plase see your supervisor.

As part of your orientation, you will learn about the various duties and responsibilities of your job. The clinic maintians certain expectations and standards applicable to your job position. Your supervisor will review your job description and lines of authority with you upon hire and yearly as well as in the vent of any changes in your job description.

It is expected that employees will perform additional duties and assume additinal responsibilities as directed by their immediate supevisor for the efficient operation of the clinic. In order to adjust changes in our business it may become necessary to add to, remove from or modify certain duties and responsibilities or to reassign you to another position. From time to time you may be asked to work on special projects or to assist with other work. Your cooperation and assistance in performing such additional work is expected and will be taken into account in your performance review.

2.12 Pay Raise/Bonus/Pay Advances

Depending upon your performance and CTR's profitiability, adjustments in your pay or bonuses may be made when appropriate. However, CTR does not guarantee any increase in pay or bonus to any employee.

CTR does not provide pay advances to employees. If at any time CTR decides to
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provide this service, a schedule of repayment will be worked out and deducted directly from your pay. However, should CTR make a mistake on your payroll check, we will provide you with an advance of your pay if warranted.

2.13 Social Security Number Privacy and Protection of Personal Information

To ensure to the extent practicable the confidentiality of our employees' and applicants' Social Security Numbers (SSNs) and confidential personal information, no employee may acquire, disclose, transfer, or unlawfully use the SSN or personal information of any employee except in accordance with clinic policy. The release of employee SSNs, driver's license numbers, or financial account numbers to external parties is prohibited except where required by law. Internal access to employee SSNs, driver's license numbers, or financial account numbers is restricted to employees with a legitimate business need for the information.

Employee SSNs and personal information may be collected in the ordinary course of business for the purpose of identity verification or to administer benefits and in accordance with state and federal laws. Records that include Social Security numbers and personal information will be maintained in accordance with federal and state laws.

Any documents that include employee SSNs or personal information which are to be discarded must be destroyed by shredding paper documents and running a data scrubbing program before disposing of electronic storage media.

Any violation of this policy will result in disciplinary action up to and including discharge.

Where this clinic policy and operating procedures may conflict with state law, the state law shall supersede this policy.

For more information about this policy and the clinic's operating procedures, please contact the Director.

2.14 If You Must Leave Us

Should you decide to leave your employment with us, we ask that you provide the Executive Director with at least two weeks' advance written notice. Your thoughtfulness is appreciated and will be noted favorably should you ever wish to reapply for employment with the clinic.

Employees, who are rehired following a break in service in excess of six months, other than an approved leave of absence, must serve a new initial introductory period whether or not such a period was previously completed. Such employees are considered new employees from the effective date of their reemployment for all purposes, including the purposes of measuring benefits.

Our clinic does not provide a "letter of reference" to former employees. Generally, we will confirm upon request our employees' dates of employment, salary history, and job title.

Additionally, all resigning employees should complete a brief exit interview prior to leaving. All clinic property, including this Employee Handbook, must be returned at the end of employment. Otherwise, the clinic may take action to recoup any replacement costs and/or seek the return of clinic property through appropriate legal recourse.

Lastly, should you have health insurance and leave employment in the middle of the month of which you are covered, you will be charged the full price of your health insurance for the remainder of the month on a pro rated basis.

You should notify the clinic if your address changes during the calendar year in which discharge occurs so that your tax information will be sent to the proper address.

2.15 Personal Criminal History/BCI/CORI

CTR requests that every employee be subject to a BCI check either before hire or as soon as possible after.

Employees may provide an original, stamped copy to CTR or sign a release for CTR to obtain one. Employees are responsible to notify their supervisor of any changes to their BCI and a new BCI shall be obtained.

CTR Owners/BOD will make sole determination regarding the information received and whether or not the information obtained disqualifies them from a position within our agency. This shall be documented.

CTR reserves the right to not hire or terminate employment with any person/employee who has been found guilty of possession of illegal drugs, drug trafficking, or any misdemeanor or felony charge involving drugs.

3. Employment Status & Recordkeeping

3.1 Employment Classifications

For purposes of salary administration and eligibility for overtime payments and employee benefits, CENTER FOR TREATMENT AND RECOVERY classifies employees as either exempt or non-exempt. Non-exempt employees are entitled to overtime pay in accordance with federal and state overtime provisions. Exempt employees are exempt from federal and state overtime laws and, but for a few narrow exceptions, are generally paid a fixed amount of pay for each workweek in which work is performed.

If you change positions during your employment with CENTER FOR TREATMENT AND RECOVERY or if your job responsibilities change, you will be informed by the Program Director of any change in your exempt status.

In addition to your designation of either exempt or non-exempt, you also belong to one of the following employment categories:

Full-Time:

Full-time employees are regularly scheduled to work greater or equal to 35 or greater hours per week. Generally, regular full-time employees are eligible for CENTER FOR TREATMENT AND RECOVERY's benefits, subject to the terms, conditions, and limitations of each benefit program.

Part-Time:

Part-time employees are regularly scheduled to work less than 35 hours per week. Regular part-time employees may be eligible for some CENTER FOR TREATMENT AND RECOVERY benefit programs, subject to the terms, conditions, and limitations of each benefit program. Generally speaking, employees working between 20 and 35 hours per week are eligible for pro-rated CTO, pro-rated holiday pay, bereavement leave and educational opportunities.

Per Diem:

Per Diem employees are those employees who work on an as needed basis and have no set hours with CENTER FOR TREATMENT AND RECOVERY. Per Diem

employees work as their schedule allows and for our scheduling needs. There are no benefits of any type associated with Per Diem employees.

3.2 Personnel Data Changes

It is the responsibility of each employee to promptly notify their supervisor or the Program Director of any changes in personnel data. Such changes may affect your eligibility for benefits, the amount you pay for benefit premiums, and your receipt of important company information.

If any of the following have changed or will change in the coming future, contact your supervisor or the Program Director as soon as possible:

- Legal name
- Mailing address
- Telephone number(s)
- Change of beneficiary
- Exemptions on your tax forms
- Emergency contact(s)
- Training certificates
- Professional licenses

3.3 Expense Reimbursement

CENTER FOR TREATMENT AND RECOVERY reimburses employees for necessary expenditures and reasonable costs incurred in the course of doing their jobs. Expenses incurred by an employee must be approved in advance by the Program Director.

Some expenses that may warrant reimbursement include, but are not limited, to the following: mileage costs, air or ground transportation costs, lodging, meals for the purpose of carrying out company business, and any other reimbursable expenses as required by law. Employees are expected to make a reasonable effort to limit business expenses to economical options.

To be reimbursed, employees must submit expense reports to the Program

Director for approval. The report must be accompanied by receipts or other documentation substantiating the expenses. Questions regarding this policy should be directed to your supervisor.

3.4 Termination of Employment

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Common circumstances under which employment is terminated include the following:

- **Resignation** - Voluntary employment termination initiated by an employee.
- **Termination** - Involuntary employment termination initiated by CENTER FOR TREATMENT AND RECOVERY. In most cases, CENTER FOR TREATMENT AND RECOVERY will use progressive disciplinary actions before dismissing an employee. However, certain actions warrant immediate termination.
- **Layoff** - Involuntary employment termination initiated by CENTER FOR TREATMENT AND RECOVERY for non-disciplinary reasons.
- **Retirement** - Voluntary employee termination upon eligibility for retirement.

Employees who intend to terminate employment with CENTER FOR TREATMENT AND RECOVERY, shall provide CENTER FOR TREATMENT AND RECOVERY with at least two weeks of written notice. Such notice is intended to allow the Company time to adjust to the employee's departure without placing undue burden on those employees who may be required to fill in before a replacement can be found.

Since employment with CENTER FOR TREATMENT AND RECOVERY is based on mutual consent, both the employee and CENTER FOR TREATMENT AND RECOVERY have the right to terminate employment at-will, with or without cause, at any time.

In the case of employee termination, the employee will receive their accrued pay in accordance with all federal, state and local laws.

Any employee who terminates employment with CENTER FOR TREATMENT AND RECOVERY shall return all files, records, keys, and any other materials that are the property of CENTER FOR TREATMENT AND RECOVERY.

Employee benefits will be affected by employment termination in the following manner:

- All accrued vested benefits that are due and payable at termination will be paid in accordance with applicable federal, state and local laws.
- Some benefits may be continued at the employee's expense, if the employee elects to do so, such as healthcare coverage.
- The employee will be notified of the benefits that may be continued and of the terms, conditions, and limitations of such continuation.

If you have any questions or concerns regarding this policy, direct them to the Program Director.

3.5 Recording your time

Accurately recording all of your time is required in order to be sure you are paid for all hours worked. You are expected to follow the established procedures in keeping an accurate record of your hours worked. We currently use ADP time and attendance are required to utilize this system either on your smart phone or work computer. Time must be recorded as follows:

- Immediately before starting shift
- Immediately after finishing work
- Immediately before an after any time away from work.

Staff are not permitted to record time for any other employee at any time. All employees are required to take a half hour lunch break whenever you are scheduled for an 8 hour shift. You do not need to clock in or out for your lunch period, it is automatically deducted from your pay. If your shift is longer than 8 and 1/2 hours (those beginning work at 5:00 a.m.) you must take a one hour break so that over-time is not paid. If you are scheduled for less than an 8 hour shift you may take a 20 minute break. You may not write on your time card no lunch. You are required to take lunch and must do so.

Also, when punching in or using the biometric scanner, please note the following:

- Security and front office will be paid 5:00 a.m. on weekdays and 6:30 a.m. on weekends or holidays providing they have punched in by either 5:00 a.m. or 6:30.m. If you punch in later than that you will be paid from the time you punch in.
- Nursing/Medical will be paid from 5:00 a.m on weekdays and 6:30 a.m. on weekends and holidays providing you have punched in by either 5:00 a.m. or

6:30 a.m. If you punch in later than that time you will be paid from the time you punch in.

- Clinical and Health Home Staff Will be paid from 5:25 a.m. on weekdays if you have punched in by that time. If you punch in after 5:25 .m. you will be paid from that time.
- All staff are paid until 2:00 p.m. Monday through Thursday providing you have punched out at 2:00 p.m. or later unless they are staying for "walk-in" days and will not be paid past 2:00 p.m. unless prior approval is received by the Program Director.
- All staff are expected to punch out by 1:15 p.m. on Fridays provided you have punched out at 1:15p.m. or later and will not be paid past 1:30 p.m. unless they have received prior approval by the Program Director.

Over-time will be paid for the purpose of any time over 40 hours per week when you are requested to work or when you are requested to stay by your supervisor or program director. Over-time is not permitted for the purpose of writing notes or "catch-up". It is expected those items will be completed during the normal course of business.

3.6 Attendance and Punctuality

Attendance and punctuality are important factors for your success with our clinic. We work as a team and this requires that each person be in the right place at the right time.

If you are going to be late for work or absent, notify your immediate supervisor, or the Director as far in advance as is feasible under the circumstances, but before the start of your workday.

Personal issues requiring time away from work, such as doctor's appointments or other matters, should be scheduled during your nonworking hours if possible. Please refer to unscheduled absences in the CTO policy.

If you are absent for one day without notifying the clinic, it is assumed that you

have voluntarily abandoned your position with the clinic, and you will be removed from the payroll.

4. Working Conditions & Hours

4.1 Company Hours

CENTER FOR TREATMENT AND RECOVERY is open for business from

- Monday - Friday 05:30 AM to 2:00 PM
- Saturday 07:00 AM to 09:30 AM
- Sunday 07:00 AM to 09:30 AM

. This excludes holidays recognized by CENTER FOR TREATMENT AND RECOVERY. The standard workweek is 40 hours.

Supervisors will advise employees of their scheduled shift, including starting and ending times. Business needs may necessitate a variation in your starting and ending times as well as in the total hours you may be scheduled to work each day and each week.

4.2 Emergency Closing

At times, emergencies such as severe weather, fires, or power failures can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility. The decision to close or delay regular operations will be made by CENTER FOR TREATMENT AND RECOVERY management.

When a decision is made to close the office, employees will receive official notification from their supervisor. The Company, will provide up to three days which will be paid in the event CTR closes for the day. These days are prorated according the number of hours worked in a week divided by 5. Once the three paid days are exhausted, staff may use their CTO. If any employees are required to stay on-call, you will be paid for the day. If weather conditions change allowing safe passage to work, staff will be required to show up to work and may use that time to complete paperwork and other items. If staff are called into to work and do not show, you will not be eligible to use Storm pay for that day.

4.3 Parking

CENTER FOR TREATMENT AND RECOVERY has limited parking. You may be requested to park on the street. However, CTR will do its best to seek additional parking options for employees. During the winter months CTR will do work with neighboring properties to lease space for your vehicle at our expense. However, all rules and regulations associated with the lease must be adhered to by the employee or you will forfeit your off street parking indefinitely.

4.4 Safety

CENTER FOR TREATMENT AND RECOVERY is committed to providing a clean, safe, and healthful work environment for its employees. Maintaining a safe work environment, however, requires the continuous cooperation of all employees. CENTER FOR TREATMENT AND RECOVERY and all employees must comply with all company safety requirements and training. In addition, all employees are expected to obey safety rules and exercise caution and common sense in all work activities. All employees are required to review the safety rules and sign them upon hire. To decrease the possibility of an unsafe environment the safety committee regularly meets, checks the building and grounds for safety and makes recommendations to the program director for improvement.

Employees must immediately report any unsafe conditions to their supervisor. Employees who violate safety standards, cause hazardous or dangerous situations, or fail to report or, where appropriate, remedy such situations may be subject to disciplinary action, up to and including termination of employment.

In the case of an accident that results in injury, regardless of how seemingly insignificant the injury may appear, employees must notify their supervisor.

Questions regarding this policy should be directed to your supervisor or the Program Director.

4.5 Security

The purpose of CENTER FOR TREATMENT AND RECOVERY's security policy is to protect Company assets and to maintain a safe working environment for all employees.

Facility Access:

All regular CENTER FOR TREATMENT AND RECOVERY employees will be issued a key to gain access to CENTER FOR TREATMENT AND RECOVERY facilities. Employees who are issued keys are responsible for their safekeeping. All lost or stolen keys must be reported to your supervisor as soon as possible.

Upon separation from CENTER FOR TREATMENT AND RECOVERY, and at any other time upon CENTER FOR TREATMENT AND RECOVERY's request, all keys must be returned to your supervisor.

Closing Procedures:

The last employee, or a designated employee, who leaves the office at the end of the business day assumes the responsibility to ensure that: all doors are securely locked; the alarm system is armed; thermostats are set on appropriate evening and/or weekend setting; and all appliances and lights are turned off with the exception of the lights normally left on for security purposes.

Employees are not permitted on company property after hours without prior written authorization from the Program Director.

4.6 Meal & Break Periods

In accordance with state and local laws, non-exempt employees will be provided with meal and break periods. Break periods of less than 20 minutes will be paid. Break periods lasting longer than 20 minutes will be unpaid.

All employees must be fully relieved of their job responsibilities and are not permitted to work during unpaid break and meal periods of more than 20 minutes. Any employee who is scheduled for at least 8 hours of work MUST take a lunch break.

"Cigarette breaks" are permitted and as follows: You may take one break in the morning and one in the afternoon. No more than two employees at a time can take a break together to ensure we have adequate coverage. Two employees cannot be from the same department when going out for a break to ensure adequate

coverage. CTR strongly feels that these breaks should be scheduled in your scheduler so that staff knows where you are in the event of an emergency.

CENTER FOR TREATMENT AND RECOVERY will schedule meal and break periods in order to accommodate Company operating requirements.

4.7 Meal Periods (Rhode Island Employees)

Employees are entitled to a 20-minute meal period within a 6 hour work shift and a 30-minute meal period within an 8 hour work shift. For non-exempt employees, the meal period is unpaid.

Non-exempt employees must be fully relieved of their job responsibilities and are not permitted to work during unpaid meal periods. If for any reason a non-exempt employee does not take the applicable meal period that they are provided, the employee must notify his or her supervisor immediately. Meal periods are automatically deducted and your responsibility to ensure you take them. If you have any issues arise where you cannot take a break, please see your immediate supervisor who will ensure that you receive one.

Supervisors will schedule meal periods in order to accommodate the Company's operating requirements.

4.8 Break Time for Nursing Mothers

CENTER FOR TREATMENT AND RECOVERY accommodates employees who wish to express breast milk during the workday by providing reasonable break times to do so. The Company will provide a designated room, other than a bathroom, that is shielded from view, free from intrusion from coworkers and the public and is in compliance with all other applicable laws for this purpose.

Employees who use regularly scheduled rest breaks to express breast milk will be paid for the break time. If the lactation break does not run concurrently with the employee's regularly scheduled compensated break, the lactation break time will be unpaid.

For questions related to this policy, please contact the Program Director.

4.9 Drivers License/Driving Record

Employees in positions where the operation of a motor vehicle is an essential duty of the position must present and maintain a valid driver's license and acceptable driving record to our insurer. Changes in your driving record must be reported to an Owner or your supervisor immediately. Violations of this policy may result in immediate termination of your employment.

4.10 New Employee Orientation and Onboarding

As part of your orientation, you are provided with a copy of this handbook or told where to access it on-line. After reading the handbook, please sign the receipt page and return it with your other initial hire paperwork. In addition, you will be asked to read the Initial and Annual Training booklet and complete the post-test. That will also be returned with initial hire paperwork. Your immediate supervisor will be responsible for identifying your internal and external training needs for your position. You may be paired up with a seasoned employee for the purpose of training. Your immediate supervisor will identify all of your training needs.

5. Employee Benefits

5.1 Health Insurance

CENTER FOR TREATMENT AND RECOVERY's health insurance benefits are intended to protect you and your family from financial loss resulting from hospital, surgical, or other health-related expenses.

Eligible employees may elect to begin health and dental insurance benefits after they have completed a full month of employment. Employees are responsible to pay for 25% of their health and dental coverage.

This policy provides a summary of the benefits which may be provided at the Company's discretion. Actual coverage is determined by the express terms of the plan documents. We encourage both you and your family to review the plan's Summary Plan Description (SPD) materials carefully.

If there are any conflicts between the handbook or summaries provided and the plan documents, the plan documents will control. The Company reserves the right to amend, interpret, modify or terminate any of its employee benefits programs without prior notice to the extent allowed by law.

For details on the specific health insurance plans offered through CENTER FOR TREATMENT AND RECOVERY, as well as copies of the plan documents, contact the Program Director.

5.2 Health Insurance Continuation

The Consolidated Omnibus Budget Reconciliation Act (COBRA) is a federal law that requires most employers sponsoring group health plans to offer a temporary continuation of group health coverage when coverage would otherwise be lost due to certain specific events.

Through COBRA, employees and their qualified beneficiaries have the right to continue group health insurance coverage after a "qualifying event." The following are qualifying events:

- Resignation or termination of the employee
- Death of the covered employee

- A reduction in the employee's hours
- For spouses and eligible dependents, the employee's entitlement to Medicare
- Divorce or legal separation of the covered employee and his or her spouse
- A dependent child no longer meeting eligibility requirements under the group health plan

Under COBRA, the employee or beneficiary pays the full cost of health insurance coverage at CENTER FOR TREATMENT AND RECOVERY's group rates plus an administration fee. This premium and administration fee must be received by the last day of the month before the month to be covered. i.e., the April Cobra costs must be received by March 31st to remain active.

Notification Requirements:

The employee, or family member, has the responsibility to inform the Program Director of a divorce, legal separation, or a child losing dependent status within 60 days of the event. CENTER FOR TREATMENT AND RECOVERY has the responsibility to notify the Plan Administrator of the employee's death, termination of employment, or reduction in hours.

Once the notification has been made to the Plan Administrator, the Plan Administrator will inform the employee that he or she has the right to choose continuation of coverage. If employees choose to continue coverage, CENTER FOR TREATMENT AND RECOVERY is required to provide coverage that is identical to the coverage provided under the plan to similarly situated employees or family members.

Period of Coverage:

Continuation of coverage is extended from the date of the qualifying event for a period of 18 to 36 months. The length of time for which continuation coverage is made available (i.e., the "maximum period" of continuation coverage) depends on the type of qualifying event that gave rise to the employee's COBRA rights.

An employee's continuation of coverage may be cut short for any of the following reasons:

- CENTER FOR TREATMENT AND RECOVERY no longer provides group health coverage to any of its employees
- The premium for the employee's continuation coverage is not paid in full on a timely basis

- The employee becomes covered under another group health plan that does not contain any exclusion or limitation with respect to any pre-existing condition
- The employee becomes entitled to Medicare

This policy provides a summary of health insurance continuation benefits. Actual coverage is determined by the express terms of the plan documents. We encourage both you and your family to review the plan's Summary Plan Description (SPD) materials carefully.

If there are any conflicts between the handbook or summaries provided and the plan documents, the plan documents will control. The Company reserves the right to amend, interpret, modify or terminate any of its employee benefits programs without prior notice to the extent allowed by law.

For further details on health insurance continuation available through CENTER FOR TREATMENT AND RECOVERY, as well as copies of the plan documents, contact the Program Director.

5.3 Holidays

CENTER FOR TREATMENT AND RECOVERY observes the following paid holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day
- Columbus Day
- VJ Day
- Veterans Day

Due to the nature of our business, CENTER FOR TREATMENT AND RECOVERY may require employees to work on a holiday. Employees required to work on holidays will be paid holiday pay in accordance with applicable laws. Employees are only paid Holiday pay when the Holiday falls on an actual day you were scheduled to work. All Holidays are observed on the actual day the Holiday falls on.

If you are not scheduled to work on that day, you will not be paid holiday pay. Any employee out on FML, TDI, bereavement Leave, Jury Duty or any other time off that is not being paid by CTR will not receive Holiday Pay. A Paid Holiday does not count as time worked when calculating overtime. Temporary or Per-diem employees do not receive holiday pay.

5.4 Paid Time Off (PTO)

Paid Time Off (PTO) also known as Combined Time Off (CTO) is an all-purpose time off policy for eligible employees to use for vacation (10-20 days), illness and injury (5 days), or personal business/MH (5 days). PTO combines traditional vacation and sick leave plans into one flexible, inclusive policy. PTO is payable in the same manner as the regular salary and is subject to the same withholding elections. For further clarification, you are provided two weeks paid vacation and one week sick time, however, you do not have to specify why you are using your PTO/CTO.

Employees in the following employment classification(s) are eligible to earn and use PTO as described in this policy: Full-time and part-time employees (20 hours through 35 hours) All PTO/CTO is calculated based on regular number of hours worked per week, not the number of hours you work on a specific day and accrued on a weekly basis.

Upon entering an eligible employment classification, employees will begin to earn PTO according to the following schedule which begins on 1/1/19:

- After 0 year(s) of service employees are eligible for 20 PTO Days.
- After 5 year(s) of service employees are eligible for 25 PTO Days.
- After 10 year(s) of service employees are eligible for 30 PTO Days.

Paid time off is paid at your base pay rate at the time of the absence. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differential.

Any missed days of work must be covered by PTO before requesting unpaid leave. Unpaid leave may only be granted after all PTO has been exhausted and is at the discretion of the Program Director.

Employees with an unexpected need (i.e. sudden illness or emergency) to request PTO should notify their direct supervisor as early as possible. Employees must

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also contact their direct supervisor on each additional day of absence.

Work-related accidents and illness are covered by Workers' Compensation Insurance, pursuant to the requirements of the laws in the state(s) in which CENTER FOR TREATMENT AND RECOVERY operates. The PTO policy outlined above does not apply to those illnesses or injuries that are covered by an applicable Workers' Compensation policy.

Paid time off may accrue for all employees up to 120 hours. Once any employee reaches 120 hours PTO accrual will cease until the hours accrued fall below 120.

5.5 Bereavement Leave

Bereavement leave provides paid time off for eligible employees in the event of a death in their immediate family. Employees in the following employment classification(s) are eligible for bereavement leave: Full-time and part-time employees

An immediate family member for purposes of CENTER FOR TREATMENT AND RECOVERY's bereavement leave policy includes the following:

- Spouse
- Child (including foster children and step-children)
- Parent (including legal guardian and step-parent)
- In-laws (including mother and father-in-laws and brother and sister-in-laws)
- Grandparent
- Grandchild
- Sibling
- Same-sex partner

Eligible employees are entitled to up to 3 days paid time off for a death in the immediate family, please note the time paid is based on the number of hours you work in a week, not the number of hours you work on any given day.

Because of the deep impact that death can have on an individual or a family, additional unpaid time off may be granted on a discretionary basis. Such arrangements must be approved by the employee's supervisor.

To be eligible for paid time off for bereavement, employees are expected to notify

their supervisors at the earliest opportunity so that the supervisor can try to arrange coverage for the employee's absence. In addition, CENTER FOR TREATMENT AND RECOVERY may require verification of the need for the leave.

5.6 Military Leave

CENTER FOR TREATMENT AND RECOVERY grants employees time off for service, training and other obligations in the uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA) and any other applicable state law.

All employees requesting time off for military service must provide advance notice to their immediate supervisor, unless military necessity prevents such notice or it is otherwise impracticable. Continuation of health insurance benefits is available during military leave subject to the terms and conditions of the group health plan and applicable law.

Employees are eligible for reemployment for up to five years from the date their military leave began. The period an individual has to apply for reemployment or report back to work after military service is based on time spent on military duty and on applicable law. For reinstatement guidelines, contact the Program Director.

Employees who qualify for reemployment will return to work at a pay level and status equal to that which they would have attained had they not taken military leave. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

CENTER FOR TREATMENT AND RECOVERY complies with all rights and protections under all applicable state laws granting time off for service, training and other obligations in the uniformed services. This includes, but is not limited to, benefits entitlement and continuation, notice and recertification requirements, and reemployment application requirements.

Questions regarding this policy should be directed to the Program Director.

5.7 Family Military Leave (Rhode Island Employees)

Employees may be eligible to take up to 15 days of leave when their spouse or child

is ordered to active duty for a period of more than 30 days. With the exception of sick leave and disability leave, employees must exhaust available accrued paid time off prior to taking unpaid family military leave.

To be eligible, an employee must have been employed by CENTER FOR TREATMENT AND RECOVERY for at least 12 months, and have performed at least 1,250 hours of service during the 12-month period immediately preceding leave.

If family military leave will consist of 5 or more consecutive workdays, employees must provide 14 days advance notice of their need for leave. Employees taking family military leave for less than 5 consecutive work days must provide as much advance notice as practical. When possible, employees should consult with their supervisor to schedule the leave so that it does not unduly disrupt CENTER FOR TREATMENT AND RECOVERY's operations.

Employees must be prepared to provide CENTER FOR TREATMENT AND RECOVERY with certification from the proper military authority to verify the employee's eligibility for family military leave.

Employees should consult with the Program Director to discuss continuing benefits during family military leave.

Upon expiration of the leave, an employee will generally be reinstated to his or her position with equivalent seniority, benefits, pay and other terms and conditions of employment.

5.8 Jury Duty

CENTER FOR TREATMENT AND RECOVERY encourages employees to fulfill their civic responsibilities when called upon to serve as a juror. Employees must provide their immediate supervisor with a copy of their jury summons as soon as possible so that the supervisor may make arrangements to accommodate their absence.

Employees on jury duty must report to work on workdays, or parts of workdays, when they are not required to serve. Either CENTER FOR TREATMENT AND RECOVERY or the employee may request an excuse from jury duty if it is determined that the employee's absence would create serious operational

difficulties.

Employees may use PTO/CTO for jury duty.

5.9 Workers' Compensation

Employees who are injured on the job at CENTER FOR TREATMENT AND RECOVERY are eligible for Workers' Compensation benefits. Such benefits are provided at no cost to employees and cover any injury or illness sustained in the course of employment that requires medical treatment.

Employees who sustain work-related injuries or illnesses must notify their supervisor immediately so that CENTER FOR TREATMENT AND RECOVERY can notify the workers' compensation insurance carrier as soon as possible. Our Insurance carrier is Beacon Mutual Insurance at 888-886-4450. Information regarding Worker's Comp. is located in the breakroom on the bulletin board.

Lost time or medical expenses incurred as a result of an accident or injury which occurred while an employee was on the job will be compensated for in accordance with workers' compensation laws. This protection is paid for in full by CENTER FOR TREATMENT AND RECOVERY. No premium is charged for this coverage and no individual enrollment is required. CENTER FOR TREATMENT AND RECOVERY will provide medical care and a portion of lost wages through our insurance carrier.

All job-related accidents or illnesses must be reported to an employee's supervisor immediately upon occurrence. Supervisors will then immediately contact the Program Director to obtain the required claim forms and instructions.

5.10 Temporary Disability Benefits and Caregiver Leave (Rhode Island Employees)

Employees who are unable to work because of a non-work related injury or sickness may be eligible for the state's Temporary Disability Insurance benefits (TDI).

To be medically eligible for TDI benefits, an employee must have a Qualified Healthcare Provider certify that the employee is unable to work for at least 7 consecutive days. Other eligibility requirements such as earnings requirements for TDI benefits are established by the State of Rhode Island. Applications for TDI

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benefits should be filed as soon as possible to avoid delays in payment to the employee.

Temporary Caregiver Leave

Under the states' Temporary Caregiver Insurance (TCI) program, eligible employees may take up to four weeks of leave during a benefit year (52 weeks) to:

- Bond with a newborn child or a child newly placed for adoption or foster care with the employee or domestic partner; or
- Care for a child, parent, parent-in-law, grandparent, spouse, or domestic partner who has a serious health condition.

Notice

When the need for TCI leave is foreseeable, employees must provide at least 30 days written notice to the Program Director prior to the intended start of the leave.

Benefits Continuation

During TCI leave, Company will maintain any existing employee health benefits for the duration of the leave as long as the employee continues to pay his or her share of the cost of the health benefits.

Wage Replacement Benefits

Eligible employees may receive up to four weeks of wage replacement benefits through the state's TCI program. Earnings requirements for TCI benefits are established by the state. Applications for TCI benefits should be filed with the state as soon as possible to avoid delays in payment to the employee.

Return to Work

Under most circumstances, an employee is entitled, upon return from leave, to be restored to the position he or she held when the leave started, or to a comparable position with regard to all terms and conditions of employment.

Relationship with Federal Family and Medical Leave and Other Leave Policies

Generally, employees entitled to leave under the federal Family and Medical Leave Act and/or the Rhode Island Parental and Family Medical Leave Act may be required to take TCI leave concurrently with any leave taken under those acts.

Questions Regarding TDI and TCI

Employees who are interested in additional information about TDI benefits or the TCI program provided by the State of Rhode Island should contact the Program Director.

5.11 Pregnancy Accommodation Policy (Rhode Island Employees)

Employees who are limited in their abilities to perform their jobs because of pregnancy, childbirth, and related medical conditions may request a reasonable accommodation as is necessary.

CENTER FOR TREATMENT AND RECOVERY will provide eligible employees with reasonable accommodations as long as the accommodation does not impose an undue hardship on the Company. Reasonable accommodations include, but are not limited to:

- More frequent or longer breaks
- Break time and private non-bathroom space for expressing breast milk
- Time off to recover from childbirth
- Suitable seating or the acquisition or modification of equipment
- Temporary transfer to a less strenuous or hazardous position
- Job restructuring
- Light duty or assistance with manual labor
- Modified work schedules

Employees should be prepared to discuss the need and probable duration, if known, for the accommodation requested. Reasonable accommodations over and above what is identified and paid in previous policy are not paid by CTR.

If an employee takes leave as an accommodation, the leave is unpaid; however, employees may use accrued paid time off for this purpose. To the extent allowed by law, leave taken under this policy runs concurrently with leave provided under other relevant laws. Upon expiration of leave taken under this policy, an employee will generally be reinstated to her position with equivalent seniority, benefits, pay and other terms and conditions of employment.

The Company will not retaliate against an employee who requests or uses a reasonable accommodation under this policy. Employees should speak with the

Program Director to discuss their need for reasonable accommodation or for questions regarding this policy.

5.12 Leave of Absence

Under special circumstances, full-time employees who have completed one year of employment may be granted a leave of absence without pay. The granting of this type of leave is normally for compelling reasons and is dependent upon the written approval of the Director and adequate coverage for the department for which you are working.

Leave may not exceed 30 days during which time no benefits will accrue. In addition, you will be responsible for the full premium of your health and dental benefits with CTR.

We will make reasonable efforts to return you to the same or similar job which you held prior to your leave of absence subject to our staffing and business requirements.

5.13 Storm Time

CTR will provide up to three days per year storm time in the event the clinic is closed during a day you were scheduled to work for all full-time and part-time (20 hours or more). Storm time shall be calculated by total number of hours worked per week divided by 5 for all regular full time and part time employees who work 20 hours or more per week. For example, if you work 24 hours per week, you will be paid 4.75 hours for that day regardless of the number of hours you were scheduled to work.

5.14 Paid Sick Leave (Rhode Island Employees)

Eligible employees are entitled to paid sick leave under the Healthy and Safe Families and Workplaces Act.

Eligible Employees:

Full and part time employees who work a minimum of 20 hours per week.

Basic Leave Entitlement:

Eligible employees may use accrued paid sick leave for the following reasons:

- Their own or a family member's mental or physical illness, medical diagnosis, or preventive care;
- Closures at their workplace or their child's school due to a public health emergency;
- When they, or a family member, have been instructed to isolate themselves because they have, or may contract, a communicable disease; and
- Medical attention, counseling, or other services needed for the employee or their family member to recover from domestic violence, sexual violence or stalking.

Accrual and Carryover:

Please see policy on PTO/CTO.

Notice:

To the extent possible, employees must make a good faith effort to provide reasonable advance notice of their need for leave under this policy. Employees should make reasonable efforts to schedule leave so that it does not unduly disrupt CENTER FOR TREATMENT AND RECOVERY's operations.

After three consecutive days, employees may be asked to provide reasonable documentation of their need for leave.

Benefits and Pay:

During paid sick leave, employees are compensated at their regular hourly rate. Leave under this policy will not constitute a break in the employee's continuous service for the purpose of CENTER FOR TREATMENT AND RECOVERY benefits and seniority.

Job Restoration:

Upon expiration of the leave, employees will generally be reinstated to their position with equivalent seniority, benefits, pay and other terms and conditions of employment.

6. Employee Conduct

6.1 Standards of Conduct

CENTER FOR TREATMENT AND RECOVERY's rules and standards of conduct are essential to a productive work environment. As such, employees must familiarize themselves with, and be prepared to follow, the Company's rules and standards.

While not intended to be an all-inclusive list, the examples below represent behavior that is considered unacceptable in the workplace. Behaviors such as these, as well as other forms of misconduct, may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal/possession of property
- Falsification of timekeeping records
- Possession, distribution, sale, transfer, manufacture or use of alcohol or illegal drugs in the workplace
- Fighting or threatening violence in the workplace
- Making maliciously false statements about co-workers
- Threatening, intimidating, coercing, or otherwise interfering with the job performance of fellow employees or visitors
- Negligence or improper conduct leading to damage of company-owned or customer-owned property
- Violation of safety or health rules
- Smoking in the workplace
- Sexual or other unlawful or unwelcome harassment
- Excessive absenteeism
- Unauthorized use of telephones, computers, or other company-owned equipment on working time. Working time does *not* include break periods, meal times, or other specified periods during the workday when employees are not engaged in performing their work tasks.
- Unauthorized disclosure of any "business secrets" or other confidential or non-public proprietary information relating to the Company's products, services, customers or processes. *Wages and other conditions of employment are not considered to be confidential information.*

This policy is not intended to restrict an employee's right to discuss, or act together to improve, wages, benefits and working conditions with co-workers or in any way

restrict employees' rights under the National Labor Relations Act.

Other forms of misconduct not listed above may also result in disciplinary action, up to and including termination of employment. If you have questions regarding CENTER FOR TREATMENT AND RECOVERY's standards of conduct, please direct them to your supervisor or the Program Director.

6.2 Disciplinary Action

Disciplinary action at CENTER FOR TREATMENT AND RECOVERY is intended to fairly and impartially correct behavior and performance problems early on and to prevent reoccurrence.

Disciplinary action may involve any of the following: verbal warning, written warning, suspension with or without pay, and termination of employment, depending on the severity of the problem and the frequency of occurrence. CENTER FOR TREATMENT AND RECOVERY reserves the right to administer disciplinary action at its discretion and based upon the circumstances.

CENTER FOR TREATMENT AND RECOVERY recognizes that certain types of employee behavior are serious enough to justify termination of employment, without observing other disciplinary action first.

These violations include but are not limited to:

- Workplace violence
- Harassment
- Theft of any kind
- Insubordinate behavior
- Vandalism or destruction of company property
- Presence on company property during non-business hours
- Use of company equipment and/or company vehicles without prior authorization
- Indiscretion regarding personal work history, skills, or training
- Divulging CENTER FOR TREATMENT AND RECOVERY business practices or any other confidential information
- Any misrepresentation of CENTER FOR TREATMENT AND RECOVERY to a customer, a prospective customer, the general public, or an employee

6.3 Confidentiality

CENTER FOR TREATMENT AND RECOVERY takes the protection of Confidential Information very seriously. "Confidential Information" includes, but is not limited to, computer processes, computer programs and codes, customer lists, customer preferences, customers' personal information, company financial data, marketing strategies, proprietary production processes, research and development strategies, pricing information, business and marketing plans, vendor information, software, databases, and information concerning the creation, acquisition or disposition of products and services.

Confidential Information also includes the Company's intellectual property and information that is not otherwise public. Intellectual property includes, but is not limited to, trade secrets, ideas, discoveries, writings, trademarks, and inventions developed through the course of your employment with CENTER FOR TREATMENT AND RECOVERY and as a direct result of your job responsibilities with CENTER FOR TREATMENT AND RECOVERY. *Wages and other conditions of employment are not considered to be Confidential Information.*

To protect such information, employees may not disclose any confidential or non-public proprietary information about the Company to any unauthorized individual. If you receive a request for Confidential Information, you should immediately refer the request to your supervisor.

The unauthorized disclosure of Confidential Information belonging to the Company, and not otherwise available to persons or companies outside of CENTER FOR TREATMENT AND RECOVERY, may result in disciplinary action, up to and including termination of employment. If you leave the Company, you may not disclose or misuse any Confidential Information.

Confidentiality is also of the utmost importance to maintain for all of our patients. Please refer to educational materials, policies and the federal register regarding 42 CFR part II.

This policy is not intended to restrict an employee's right to discuss, or act together to improve, wages, benefits and working conditions with co-workers or in any way restrict employees' rights under the National Labor Relations Act.

Questions regarding this policy should be directed to the Program Director.

6.4 Personal Appearance

The purpose of CENTER FOR TREATMENT AND RECOVERY's personal appearance policy is to ensure a safe and sanitary workplace for all employees. CENTER FOR TREATMENT AND RECOVERY strives to maintain a professional working environment that promotes efficiency, positive employee morale and promotes a professional image. During business hours or when representing CENTER FOR TREATMENT AND RECOVERY, employees are expected to use common sense and good judgment in order to meet the goals of this policy.

Generally, employees should wear appropriate clothing, observe high standards of personal hygiene, and dress and groom themselves according to the requirements of their positions. While not intended to be an all-inclusive list, the examples below are considered appropriate workplace attire:

- Slacks
- Blouses
- Button-down shirts
- Khaki pants

If management designates "casual days," an employee's casual dress must still be clean, neat and project a professional image.

Generally, employees should maintain a clean and neat appearance and should refrain from wearing stained, wrinkled, frayed, or revealing clothing to the workplace. Employees are urged to use their discretion when determining what is appropriate to wear to work. Employees who wear inappropriate attire to work may be sent home to change their clothing. In addition, all employees are to maintain good personal hygiene.

CENTER FOR TREATMENT AND RECOVERY understands that in certain situations, the Company may need to make exceptions to this policy based on an employee's religion, disability, or other characteristic protected under federal, state or local law. In accordance with all applicable laws, the Company will make every effort to provide reasonable accommodation as necessary unless doing so would cause an undue hardship on CENTER FOR TREATMENT AND RECOVERY.

Questions regarding appropriate workplace attire should be directed to your

supervisor or the Program Director.

6.5 Workplace Violence

CENTER FOR TREATMENT AND RECOVERY strictly prohibits workplace violence, including any act of intimidation, threat, harassment, physical violence, verbal abuse, aggression or coercion against a coworker, vendor, customer, or visitor.

Prohibited actions, include, but are not limited to the following examples:

- Physically injuring another person
- Threatening to injure another person
- Engaging in behavior that subjects another person to emotional distress
- Using obscene, abusive or threatening language or gestures
- Bringing an unauthorized firearm or other weapon onto company property
- Threatening to use or using a weapon while on company premises, on company-related business, or during job-related functions
- Intentionally damaging property

All threats or acts of violence should be reported immediately to your supervisor or security personnel. Employees should warn their supervisors or security personnel of any suspicious workplace activity that they observe or that appears problematic. Employee reports made pursuant to this policy will be kept confidential to the maximum extent possible. CENTER FOR TREATMENT AND RECOVERY will not tolerate any form of retaliation against any employee for making a report under this policy.

CENTER FOR TREATMENT AND RECOVERY will take prompt remedial action, up to and including immediate termination, against any employee found to have engaged in threatening behavior or acts of violence.

6.6 Drug & Alcohol Use

CENTER FOR TREATMENT AND RECOVERY is committed to maintaining a workplace free of substance abuse. No employee is allowed to consume, possess, sell, purchase, or be under the influence of alcohol or illegal drugs, as defined by

federal law, on any property owned by or leased on behalf of CENTER FOR TREATMENT AND RECOVERY, or in any vehicle owned or leased on behalf of CENTER FOR TREATMENT AND RECOVERY.

The use of over-the-counter drugs and legally prescribed drugs is permitted as long as they are used in the manner for which they were prescribed and provided that such use does not hinder an employee's ability to safely perform his or her job. Employees should inform their supervisor if they believe their medication will impair their job performance, safety or the safety of others, or if they believe they need a reasonable accommodation when using such medication.

CENTER FOR TREATMENT AND RECOVERY will not tolerate employees who report for duty while impaired by the use of alcohol or drugs. All employees should report evidence of alcohol or drug abuse to their supervisor or the Program Director immediately. In cases in which the use of alcohol or drugs creates an imminent threat to the safety of persons or property, employees are required to report the violation. Failure to do so may result in disciplinary action, up to and including termination of employment.

As a part of our effort to maintain a workplace free of substance abuse, CENTER FOR TREATMENT AND RECOVERY employees may be asked to submit to a medical examination and/or clinical testing for the presence of alcohol and/or drugs. Within the limits of federal, state, and local laws, CENTER FOR TREATMENT AND RECOVERY reserves the right to examine and test for drugs and alcohol at our discretion.

As a condition of your employment with CENTER FOR TREATMENT AND RECOVERY, employees must comply with this Drug & Alcohol Use Policy. Be advised that no part of the Drug & Alcohol Use Policy shall be construed to alter or amend the at-will employment relationship between CENTER FOR TREATMENT AND RECOVERY and its employees.

Employees found in violation of this policy may be subject to disciplinary action, up to and including termination of employment.

6.7 Sexual & Other Unlawful Harassment

CENTER FOR TREATMENT AND RECOVERY is committed to a work environment in which all individuals are treated with respect. CENTER FOR TREATMENT AND

RECOVERY expressly prohibits discrimination and all forms of employee harassment based on race, color, religion, sex, national origin, age, disability, military or veteran status, or status in any group protected by state or local law.

Sexual harassment is a form of discrimination and is prohibited by law. For purposes of this policy sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when this conduct explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work performance, or creates an intimidating, hostile, or offensive work environment. Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or, (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

Sexual and unlawful harassment may include a range of behaviors and may involve individuals of the same or different gender. These behaviors include, but are not limited to:

- Unwanted sexual advances or requests for sexual favors.
- Sexual or derogatory jokes, comments, or innuendo
- Unwelcomed physical interaction
- Insulting or obscene comments or gestures
- Offensive email, voicemail, or text messages
- Suggestive or sexually explicit posters, calendars, photographs, graffiti, or cartoons
- Making or threatening reprisals after a negative response to sexual advances
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters
- Verbal sexual advances or propositions
- Physical conduct that includes touching, assaulting, or impeding or blocking movements
- Abusive or malicious conduct that a reasonable person would find hostile, offensive, and unrelated to the Company's legitimate business interests
- Any other visual, verbal, or physical conduct or behavior deemed inappropriate by the Company

Harassment on the basis of any other protected characteristic is also strictly prohibited.

Complaint Procedure:

CENTER FOR TREATMENT AND RECOVERY strongly encourages the reporting of all instances of discrimination, harassment, or retaliation. If you believe you have experienced or witnessed harassment or discrimination based on sex, race, national origin, disability, or another factor, promptly report the incident to your supervisor. If you believe it would be inappropriate to discuss the matter with your supervisor, you may bypass your supervisor and report it directly to:

Vicki DaPonte

82 Pond Street

401-727-1287

Any reported allegations of harassment or discrimination will be investigated promptly, thoroughly, and impartially.

Any employee found to be engaged in any form of sexual or other unlawful harassment may be subject to disciplinary action, up to and including termination of employment.

Retaliation Prohibited:

CENTER FOR TREATMENT AND RECOVERY expressly prohibits retaliation against any individual who reports discrimination or harassment, or assists in investigating such charges. Any form of retaliation is considered a direct violation of this policy and, like discrimination or harassment itself, will be subject to disciplinary action, up to and including termination of employment.

6.8 Telephone Usage

CENTER FOR TREATMENT AND RECOVERY telephones are intended for the sole use of conducting company business. Personal use of the Company's telephones and individually owned cell phones during business hours is prohibited except in emergencies. In addition, long distance phone calls which are not strictly business-

related are expressly prohibited.

Any employee found in violation of this policy will be subject to disciplinary action, up to and including termination of employment.

6.9 Personal Property

Employees should use their discretion when bringing personal property into the workplace. CENTER FOR TREATMENT AND RECOVERY assumes no risk for any loss or damage to personal property.

Additionally, employees may not possess or display any property that may be viewed as inappropriate or offensive on CENTER FOR TREATMENT AND RECOVERY premises.

6.10 Use of Company Property

Company property refers to anything owned by the company: physical, electronic, intellectual, or otherwise. The use of company property is for business necessity only.

When materials or equipment are assigned to an employee for business, it is the employee's responsibility to see that the equipment is used properly and cared for properly. However, at all times, equipment assigned to the employee remains the property of the Company, and is subject to reassignment and/or use by the Company without prior notice or approval of the employee. This includes, but is not limited to, computer equipment and data stored thereon, voicemail, records, and employee files.

CENTER FOR TREATMENT AND RECOVERY has created specific guidelines regarding the use of company equipment. Below is a list of employee responsibilities and limitations with regards to company property.

Personal use of company property:

Company property is not permitted to be taken from the premises without proper

written authority from company management.

Company Tools:

All necessary tools are furnished to employees in order to assist them in their required duties. Each employee is, in turn, responsible for these tools. Tools damaged or stolen as a result of an employee's negligence will, to the extent permitted by federal, state and local law, be charged to the employee.

Any keys that are provided to you are considered company tools. Please use care with these items to ensure you do not lose them. Loss of keys should be reported immediately to your supervisor. In the event the keys cannot be located and lock(s) need to be changed you may be charged for the lock change fee as well as the fee to make the appropriate number of copies needed for staff.

Care of Company Property:

Office areas should be kept neat and orderly and all equipment should be well-maintained. The theft, misappropriation, or unauthorized removal, possession, or use of company property or equipment is expressly prohibited.

Any action in contradiction to the guidelines set herein may result in disciplinary action, up to and including termination of employment.

6.11 Smoking

CENTER FOR TREATMENT AND RECOVERY provides a smoke-free environment for its employees, customers, and visitors. Smoking is prohibited throughout the workplace and on the premises by any employee, patient or visitor. Also prohibited is smokeless tobacco products such as snuff and ecigarettes and Vape's. Smoking is prohibited in your individual vehicle. We have adopted this policy because we have a sincere interest in the health of our employees and in maintaining pleasant working conditions. Also, smoking is not allowed in the rented parking lot unless you are in your vehicle. Smoking breaks should be taken to ensure that there is adequate coverage in every department at all times. No more than two individuals shall go on a smoking break together at any time. You are allowed one smoking break in the am and one in the pm along with your lunch period. Please schedule accordingly.

Because we care for your health, CTR will assist you monetarily with smoking cessation including, paying co-pay for medication such as chantix or wellbutrin up to \$35 per month or acupuncture at a reimbursement rate of \$20 per session. You are responsible for submitted all receipts to the Program Director for out of pocket costs related to smoking cessation activities.

6.12 Visitors in the Workplace

To ensure the safety and security of CENTER FOR TREATMENT AND RECOVERY and its employees, only authorized visitors are permitted on Company premises and in Company facilities.

All visitors must enter through the main reception area and sign in and out at the front desk. In addition, all visitors must read and sign the statement of confidentiality. All visitors are also required to wear a “visitor” badge while on CENTER FOR TREATMENT AND RECOVERY premises. Authorized visitors will be escorted to their destination and must be accompanied by a representative of the Company at all times.

6.13 Computer, Email & Internet Usage

Computers, email, and the Internet allow CENTER FOR TREATMENT AND RECOVERY employees to be more productive. However, it is important that all employees use good business judgment when using CENTER FOR TREATMENT AND RECOVERY’s electronic communications systems (ECS).

Standards of Conduct and ECS

CENTER FOR TREATMENT AND RECOVERY strives to maintain a workplace free of discrimination and harassment. Therefore, CENTER FOR TREATMENT AND RECOVERY prohibits the use of the Company’s ECS for bullying, harassing, discriminating, or engaging in other unlawful misconduct, in violation of the Company’s policy against discrimination and harassment.

Copyright and other Intellectual Property

Respect all copyright and other intellectual property laws. For the Company’s protection as well as your own, it is critical that you show proper respect for the laws

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governing copyright, fair use of copyrighted material owned by others, trademarks and other intellectual property, including the Company's own copyrights, trademarks and brands. Employees are also responsible for ensuring that, when sending any material over the Internet, they have the appropriate distribution rights.

CENTER FOR TREATMENT AND RECOVERY purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, CENTER FOR TREATMENT AND RECOVERY does not have the right to reproduce such software for use on more than one computer. Employees may only use software according to the software license agreement. CENTER FOR TREATMENT AND RECOVERY prohibits the illegal duplication of software and its related documentation.

ECS Guidelines

The following behaviors are examples of previously stated or additional actions and activities under this policy that are prohibited:

- Sending or posting discriminatory, harassing, or threatening messages or images about coworkers, supervisors or the Company that violate the Company's policy against discrimination and harassment.
- Stealing, using, or disclosing someone else's code or password without authorization.
- Pirating or downloading Company-owned software without permission.
- Sending or posting the Company's confidential material, trade secrets, or non-public proprietary information outside of the Company. *Wages and other conditions of employment are not considered confidential material.*
- Violating copyright laws and failing to observe licensing agreements.
- Participating in the viewing or exchange of pornography or obscene materials.
- Sending or posting messages that threaten, intimidate, coerce, or otherwise interfere with the job performance of fellow employees.
- Attempting to break into the computer system of another organization or person.
- Refusing to cooperate with a security investigation.
- Using the Internet for gambling or any illegal activities.
- Sending or posting messages that disparage another organization's products or services.
- Passing off personal views as representing those of CENTER FOR

TREATMENT AND RECOVERY.

Privacy and Monitoring

Computer hardware, software, email, Internet connections, and all other computer, data storage or ECS provided by CENTER FOR TREATMENT AND RECOVERY are the property of CENTER FOR TREATMENT AND RECOVERY. Employees have no right of personal privacy when using CENTER FOR TREATMENT AND RECOVERY's ECS. To ensure productivity of employees, compliance with this policy and with all applicable laws, including harassment and anti-discrimination laws, computer, email and Internet usage may be monitored.

This policy is not intended to restrict an employee's right to discuss, or act together to improve, wages, benefits and working conditions with co-workers or in any way restrict employees' rights under the National Labor Relations Act.

Violations of this policy may result in disciplinary action, up to and including termination of employment. Questions or concerns related this policy should be directed to your supervisor or the Program Director.

6.14 Company Supplies

Only authorized persons may purchase supplies in the name of CENTER FOR TREATMENT AND RECOVERY. No employee whose regular duties do not include purchasing shall incur any expense on behalf of CENTER FOR TREATMENT AND RECOVERY or bind CENTER FOR TREATMENT AND RECOVERY by any promise or representation without express written approval.

6.15 Care of Client Records

To provide the best care for our clients it is critical that we maintain accurate and current client records. Client records should be returned to the designated chart area following documentation. Client records may not be removed from the premises for any reason.

Client records should be handled with care and not disfigured in any way.

Falsification of client records is strictly prohibited and prohibited by federal and state laws and regulations.

Occasionally, clients or other physicians will request copies of clinic records. Under no circumstances will requests for client records be fulfilled unless prior legally permissible authorization is provided. Place the documentation of such authorization in the client's file. Releases of information for non-routine circumstances are to be reviewed by your supervisor, the Executive Director or designated staff member.

Our clinic has policies and procedures regarding HIPAA, and 42 CFR, compliance and you are expected to follow them. Failure to follow our policies and procedures may result in disciplinary action up to and including discharge. When a release of information is revoked by a client, it must also be retained in the medical record versus removing it. If the release of information is revoked, we must document when it was in effect, for what specific purpose(s) and when it was revoked.

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6.16 Access to Personnel Files

Employees may inspect their own personnel files, up to three times each calendar year, when seven business days' advance notice has been given. All files used to determine employee qualifications, promotions, additional compensation, discharge or disciplinary action are available to the employee upon written request. The inspection must be made in the presence of a clinic representative. Employees are not permitted to make copies of or remove the personnel file from the business premises. The clinic may charge reasonable fees for supplying copies of requested documents.

For more information, contact the Executive Director.

6.17 Computer Software Licensing

The clinic purchases or licenses the use of various computer software programs. Neither the clinic nor any of the clinic's employees have the right to duplicate this computer software or its related documentation. Unauthorized duplication of computer software is a federal offense, punishable by up to a \$250,000 fine and up to five years in jail.

The clinic does not condone the illegal duplication of software. You must use the software in accordance with the license agreement. This policy applies not only to individual desktop computers and laptops but to local area networks as well.

Employees learning of any misuse of software or related documentation within the clinic shall notify a member of management. Employees who reproduce, acquire or use unauthorized copies of computer software will be subject to discipline, up to and including discharge.

6.18 Patient and Public Relations

Our clinic's reputation is built on excellent service and quality work. To maintain this reputation requires the active participation of every employee.

The opinions and attitudes that clients have toward our clinic may be determined for a long period of time by the actions of one employee. It is sometimes easy to take a client for granted, but if we do we run the risk of losing not only that client, but his or her associates, friends or family who may also be clients or prospective clients.

Each employee must be sensitive to the importance of providing courteous treatment in all working relationships.

6.19 Non-Solicitation

The clinic believes employees should have a work environment free from interruptions of a non-work related nature, as work time is for work. When you are to be working you should focus on your duties and not engage in activities that would interfere with your own work or the work of others. For the purpose of this policy, solicitation includes, but is not limited to, for collection of any debt or obligation, for raffles of any kind or chance taking, or for the sale of merchandise or business services, the attempt to sell any product or service (e.g. selling or collecting for Tupperware®, Avon® products, churches, schools, Girl Scout cookies, etc). Such interruptions can be both detrimental to the quality of work and efficiency, and may not be respectful of others job responsibilities and right not to be interrupted.

Employees may not engage in solicitation for any purpose during his/her work time, which includes the working time of the employee who seeks to solicit and the employee who is being solicited. Although solicitation is not encouraged, it is permitted as long as it is limited to the employee's break and lunch time and kept out of active working areas. Nothing in this policy is intended to restrict an employee's statutory rights.

6.20 Distribution

Distribution of any type (materials, goods, etc.) is prohibited in work areas at any time, whether or not the employees are on working time. Non-employees are prohibited from distributing materials to employees on clinic premises at any time. Inappropriate literature is prohibited, e.g. literature that violates the clinic's non-harassment and discrimination policies; items of a defamatory nature, items that include threats of violence, unprotected literature of a political nature that is highly inflammatory and likely to disrupt facility discipline and order or safety. Nothing in this policy is intended to restrict an employee's statutory rights.

6.21 Care of Equipment and Company Property

You are expected to demonstrate proper care when using the clinic's property and equipment. No property may be removed from the premises without the proper authorization of management. If you lose, break or damage any property, report it to your immediate supervisor at once.

6.22 Visitors

If you are expecting a visitor, please notify your immediate supervisor. All visitors must sign in and out at the reception area. Visitors are not allowed in any area the clinic without prior permission of your immediate supervisor. Visitors must be accompanied by an authorized employee at all times. Under no circumstances will visitors be allowed in confidential, unauthorized or potentially hazardous areas.

6.23 Internet Usage and

As a growing clinic, we recognize the need to stay on the cutting edge of technology. This is one of the reasons we allow employees to have access to the Internet.

The Internet is intended for business use only. Use of the Internet for any non-business purpose, including but not limited to, personal communication or solicitation, purchasing personal goods or services, gambling and downloading files for personal use, is strictly prohibited.

Our clinic's policies against sexual and other types of harassment apply fully to Internet usage, including the use of instant messaging programs. Violations of those policies are not permitted and may result in disciplinary action, up to and including discharge. Therefore, employees are also prohibited from displaying, transmitting and/or downloading sexually explicit images,

messages, ethnic slurs, racial epithets or anything that could be construed as harassment or disparaging to others.

Consistent with applicable federal and state law, the time you spend on the Internet may be tracked through activity logs for business purposes. All abnormal or inappropriate usage will be investigated thoroughly. For business purposes, management reserves the right to search and/or monitor the clinic's Internet usage and the files/transmissions of any employee without advance notice and consistent with applicable state and federal laws. Employees should expect that communications that they send and receive by the Internet will be disclosed to management. Employees should not assume that communications that they send and receive by the Internet are private or confidential.

Employees learning of any misuse of the Internet shall notify a member of management.

Violation of this policy may result in disciplinary action up to and including discharge.

6.24 Acceptable Use of Electronic Communications

This policy contains guidelines for Electronic Communications created, sent, received, used, transmitted, or stored using clinic communication systems or equipment and employee provided systems or equipment used either in the workplace, during working time or to accomplish work tasks. "Electronic Communications" include, among other things, messages, images, data or any other information used in e-mail, instant messages, voice mail, fax machines, computers, personal digital assistants (including Blackberry, iPhone, iPad, tablet, smart phone or similar devices), text messages, pagers, telephones, cellular and mobile phones including those with cameras, Intranet, Internet, back-up storage, information on a memory or flash key or card, jump or zip

drive or any other type of internal or external removable storage drives. In the remainder of this policy, all of these communication devices are collectively referred to as “Systems.”

Employees may use our Systems to communicate internally with co-workers or externally with clients, suppliers, vendors, advisors, and other business acquaintances for business purposes.

All Electronic Communications contained in clinic Systems are clinic records and/or property. Although an employee may have an individual password to access our Systems, the Systems and Electronic Communications belong to the clinic. The Systems and Electronic Communications are accessible to the clinic at all times including periodic unannounced inspections. Our Systems and Electronic Communications are subject to use, access, monitoring, review, recording and disclosure without further notice. Our Systems and Electronic Communications are not confidential or private. The clinic's right to use, access, monitor, record and disclose Electronic Communications without further notice applies equally to employee-provided systems or equipment used in the workplace, during working time, or to accomplish work tasks.

Although incidental and occasional personal use of our Systems that does not interfere or conflict with productivity or the clinic's business or violate policy is permitted, personal communications in our Systems are treated the same as all other Electronic Communications and will be used, accessed, recorded, monitored, and disclosed by the clinic at any time without further notice. Since all Electronic Communications and Systems can be accessed without advance notice, employees should not use our Systems for communication or information that employees would not want revealed to third parties.

Employees may not use our Systems in a manner that violates our policies including but not limited to Equal Employment Opportunity, No Harassment, Confidentiality of Client Matters, Care of Client Records, Protecting Client and Clinic Information, Non-Solicitation, Distribution, Electronic and Voice Mail Monitoring, and Internet Usage. Employees may not use our Systems in any way that may be seen as insulting, disruptive, obscene, offensive, or harmful to

morale. Examples of prohibited uses include, but are not limited to, sexually explicit drawings, messages, images, cartoons, or jokes; propositions or love letters; ethnic or racial slurs, threats of violence or bullying, or derogatory comments; or any other message or image that may be in violation of clinic policies or federal, state or local law.

In addition, employees may **not** use our Systems:

- To download, save, send or access any discriminatory or obscene material;
- To download anything from the internet (including shareware or free software) without the advance written permission of the Executive Director;
- To download, save, send or access any site or content that the clinic might deem “adult entertainment;”
- To access any “blog” or otherwise post a personal opinion on the Internet or our Intranet (see Social Media policy);
- To solicit employees or others;
- To attempt or to gain unauthorized or unlawful access to computers, equipment, networks, or systems of the clinic or any other person or entity;
- In connection with any infringement of intellectual property rights, including but not limited to copyrights; and
- In connection with the violation or attempted violation of any law.
- To visit social media such as facebook, my space, Instagram or any other social media website unless it is a part of your job duties.

An employee may not misrepresent, disguise, or conceal his or her identity or another’s identity in any way while using Electronic Communications; make changes to Electronic Communications without clearly indicating such changes; or use another person’s account, mail box, password, etc. without prior written approval of the account owner and without identifying the actual author.

Employees must always respect intellectual property rights such as copyrights and trademarks. Employees must not copy, use, or transfer trade secrets or proprietary materials of the clinic or others without appropriate authorization.

All Systems passwords and encryption keys must be available and known to the clinic. Employees may not install password or encryption programs without the written permission of the Executive Director. Employees may not use the passwords and encryption keys belonging to others.

Numerous state and federal laws apply to Electronic Communications. The clinic will comply with applicable laws. Employees also must comply with applicable laws and should recognize that an employee could be personally liable and/or subject to fine and imprisonment for violation of applicable laws.

This policy does not limit an employee's rights under Section 7 of the National Labor Relations Act. Nothing in this policy is meant to restrict an employee's right to discuss the terms and conditions of his/her employment during non-working hours using non-clinic systems.

Violations of this policy may result in disciplinary action up to and including discharge as well as possible civil liabilities or criminal prosecution. Where appropriate, the clinic may advise legal officials or appropriate third parties of policy violations and cooperate with official investigations. We will not, of course, retaliate against anyone who reports possible policy violations or assists with investigations.

If you have questions about the acceptable use of our Systems or the content of Electronic Communications, ask your immediate supervisor for advance clarification.

6.25 Social Media

The clinic has in place policies that govern use of its own electronic communication systems, equipment, and resources which employees must follow. We encourage you to use good judgment when communicating via social media.

“Social media” includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else’s web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with the clinic, as well as any other form of electronic communication.

The same principles and guidelines found in the clinic's Employee Handbook policies apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow employees or otherwise adversely affects clients, vendors, suppliers, people who work on behalf of the clinic or its legitimate business interests may result in disciplinary action up to and including immediate discharge.

The following is a general and non-exhaustive list of guidelines you should keep in mind:

1.

1. Always be fair and courteous to fellow employees, clients, vendors, suppliers or people who work on behalf of the clinic. Also, keep in mind that you are more likely to resolve work related complaints by speaking directly with your co-workers rather than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparages clients, employees, vendors, or suppliers, or that might constitute

harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, age, gender, national origin, color, disability, religion or any other status protected by federal, state or local law or company policy. Inappropriate postings that may include discriminatory remarks, harassment, retaliation, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including immediate discharge.

2. Make sure you are always truthful and accurate when posting information or news. If you make a mistake, correct it quickly. Be open about any previous posts you have altered. Use privacy settings when appropriate. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. The Internet is immediate, nothing that is posted ever truly "expires." Never post any information or rumors that you know to be false about the clinic, fellow employees, clients, vendors, suppliers, people working on behalf of the clinic or competitors.

3. Maintain the confidentiality of clinic trade secrets and proprietary or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications.

4.
 1. Do not create a link from your blog, website or other social networking site to the clinic's website without identifying yourself as a clinic employee.

2. Express only your personal opinions. Never represent yourself as a spokesperson for the clinic. If the clinic is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of the clinic, fellow employees, clients, vendors, suppliers or people working on behalf of the clinic. If you do publish a blog or post online related to the work you do or subjects associated with the clinic, make it clear that you are not speaking on behalf of the clinic. It is best to include a disclaimer such as “The postings on this site are my own and do not necessarily reflect the views of Center for Treatment and Recovery”.

3. You must refrain from using social media while on working time or while using equipment we provide, unless it is work-related as authorized by the Executive Director, or other member of management; or consistent with the Acceptable Use of Electronic Communications Policy.

4. Do not use any clinic email addresses to register on social networks, blogs or other online tools utilized for personal use, unless you have prior approval from management or the President.

5. Please remember that social media is a far reaching communication tool. Any posting, even a generic one that does not mention our clinic by name could be considered inappropriate and grounds for disciplinary action.

Employees are encouraged to report violations of this policy. The clinic prohibits retaliation against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including immediate discharge.

Employees should not speak to the media on the clinic's behalf without contacting the President. All media inquiries should be directed to them.

If you have questions or need further guidance, please contact the Executive Director.

5.

6.26 Personal Hygiene

While proper hygiene promotes professionalism within our clinic and a favorable image to our clients, it also helps us maintain a sterile environment.

Employees are expected to maintain the highest standards of personal cleanliness and present a neat, professional appearance at all times.

6.27 Protecting Patient and Practice Information

Protecting client and clinic information is the responsibility of every employee. You may be required to sign a non-compete and/or a nondisclosure agreement as a condition of your employment, in accordance with state and federal law.

Due to the nature of our business, client and clinic confidentiality is strictly enforced. Do not discuss the confidential business of our clients or clinic or proprietary business matters, or share confidential, personal employee information with anyone who does not work for our clinic, such as friends, former employees, family members, members of the media, or other business entities. Discussions regarding confidential client or clinic business with other employees are also prohibited, unless it is a necessary work-related function.

Confidential information does not include information pertaining to the terms and conditions of an employee's employment. Nothing in this policy is designed to limit an employee's rights under Section 7 of the National Labor Relations Act.

All telephone calls regarding a current or former employee's position/compensation with our clinic must be forwarded to the Executive Director.

The clinic's address shall not be used for the receipt of personal mail.

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6.28 Document Retention

The clinic maintains a formal document retention policy and procedure. Your immediate supervisor will explain how that policy applies to you and the work that you perform. You must retain all work products in the manner required and for the time period required by our policy. Never destroy or delete any work product until the retention periods specified by the clinic's policy have been satisfied. Failure to comply with the clinic document retention policy and procedure may result in discipline up to and including discharge.

6.29 Conflicts of Interest/Code Of Ethics

A clinic's reputation for integrity is its most valuable asset and is directly related to the conduct of its officers and other employees. Therefore, employees must never use their positions with the clinic, or any of its clients, for private gain, to advance personal interests or to obtain favors or benefits for themselves, members of their families or any other individuals, corporations or business entities.

The clinic adheres to the highest legal and ethical standards applicable in our business. The clinic's business is conducted in strict observance of both the letter and spirit of all applicable laws and state and federal regulations, the integrity of each employee is of utmost importance.

Employees of the clinic shall conduct their personal affairs such that their duties and responsibilities to the clinic are not jeopardized and/or legal questions do not arise with respect to their association or work with the clinic.

6.30 Contact with the Media

All media inquiries regarding the clinic and its operations must be referred to the President. Only the President is authorized to make or approve public statements on behalf of the clinic. No employees, unless specifically designated by the President, are authorized to make statements on behalf of or as a representative of the clinic.

6.31 Office Supplies

Our clinic maintains a stock of basic office supplies such as pens, paper clips, staples, note pads, etc. used on a day-to-day basis by employees. All office supplies will be provided to you by your immediate supervisor.

If you need additional items not regularly stocked, please speak to your immediate supervisor to place a special order.

All office supplies are for business use only and should not be removed from the office for non-business use. Violations of this policy may result in disciplinary action up to and including discharge.

6.32 Infection Control

To protect employees who may reasonably anticipate being occupationally exposed to blood and other potentially infectious materials during work tasks, our clinic has instituted an Infection Control Program.

Briefly, our program includes an employee exposure determination, information and training about bloodborne pathogens, the availability of hepatitis B vaccinations, Universal Precautions, engineering controls, safe work practices, personal protective equipment and housekeeping measures to help reduce the risks of occupational exposure. Procedures to be used following an exposure incident and necessary record keeping are also included. These matters are discussed in our written Infection Control Plan, which is available to you in accordance with the plan.

Further information about our Infection Control Policies are in the Policy and Procedure Manual.

6.33 Hepatitis B Vaccine

As required by OSHA regulations and for your protection, it is recommended you be vaccinated against Hepatitis B.

day of work. Under certain circumstances as provided by OSHA standards, the vaccine may not be made available.

If you choose not to be vaccinated, you must sign a *Hepatitis B Vaccination Declination* form. The vaccine will be made available to those employees who initially decline, but later decide to accept the vaccine.

6.34 Workplace Violence

Violence by an employee or anyone else against an employee, supervisor or member of management will not be tolerated. The purpose of this policy is to minimize the potential risk of personal injuries to employees at work and to reduce the possibility of damage to clinic property in the event someone, for whatever reason, may be unhappy with a clinic decision or action by an employee or member of management.

If you receive or overhear any threatening communications from an employee or outside third party, report it to your immediate supervisor at once. Do not engage in either physical or verbal confrontation with a potentially violent individual. If you encounter an individual who is threatening immediate harm to an employee or visitor to our premises, contact an emergency agency (such as 911) immediately.

All reports of work-related threats will be kept confidential to the extent possible, investigated and documented. Employees are expected to report and participate in an investigation of any suspected or actual cases of workplace violence and will not be subjected to disciplinary consequences for such reports or cooperation.

Violations of this policy, including your failure to report or fully cooperate in the clinic's investigation, may result in disciplinary action, up to and including discharge.

6.35 Workplace Searches

To protect the property and to ensure the safety of all employees, clients and the clinic, the clinic reserves the right to conduct personal searches consistent with state law, and to inspect any packages, parcels, purses, handbags, brief cases, lunch boxes or any other possessions or articles carried to and from the clinic's property. In addition, the clinic reserves the right to search any employee's office, desk, files, locker, equipment or any other area or article on our premises. In this regard, it should be noted that all offices, desks, files, lockers, equipment, etc. are the property of the clinic, and are issued for the use of employees only during their employment. Inspection may be conducted at any time at the discretion of the clinic.

Persons entering the premises who refuse to cooperate in an inspection conducted pursuant to this policy may not be permitted to enter the premises. Employees working on or entering or leaving the premises who refuse to cooperate in an inspection, as well as employees who after the inspection are believed to be in possession of stolen property or illegal substances, will be subject to disciplinary action, up to and including discharge, if upon investigation they are found to be in violation of the clinic's security procedures or any other clinic rules and regulations.

6.36 Good Housekeeping and Office Decor

Maintaining a clean and pleasant working environment is everyone's responsibility. The clinic asks that employees help maintain high standards by keeping their work area organized and clean.

Food should not be stored in offices. If food is brought into the office it should be stored in the designated break room or refrigerator in the break room. The break room area is the cleaning responsibility of everyone and should be cleaned daily.

Office décor shall be professional and appropriate. Employees shall not decorate their offices with décor that may be considered offensive or excessive in its message. All decorations should be approved by the Director.

6.37 Weapons in the Workplace

Possession, use or sale of weapons, firearms or explosives on work premises, while operating clinic machinery, equipment or vehicles for work-related purposes or while engaged in clinic business off premises is forbidden except where expressly authorized by the clinic and permitted by state and local laws. This policy applies to all employees, including but not limited to, those who have a valid permit to carry a firearm.

Employees who are aware of violations or threats of violations of this policy are required to report such violations or threats of violations to their immediate supervisor immediately.

Violations of this policy will result in disciplinary action, up to and including discharge.

6.38 In an Emergency

Your immediate supervisor should be notified immediately when an emergency occurs. Emergencies include all accidents, medical situations, bomb threats, other threats of violence, and the smell of smoke. If your immediate supervisor is unavailable, contact the nearest clinic official.

Should an emergency result in the need to communicate information to employees outside of business hours, your immediate supervisor or the Executive Director will contact you. Therefore, it is important that employees

keep their personal emergency contact information up to date. Notify your immediate supervisor or the Executive Director when this information changes.

When events warrant an evacuation of the building, you should follow the instructions of your immediate supervisor or any other member of management. You should leave the building in a quick and orderly manner. You should assemble at the pre-determined location as communicated to you by your immediate supervisor to await further instructions or information.

Please direct any questions you may have about the clinic's emergency procedures to the Health and Safety Officer or your immediate supervisor.

6.39 Substance Use and Abuse

The clinic has vital interests in ensuring a safe, healthy and efficient working environment for our employees, their co-workers and the clients we serve. The unlawful or improper presence or use of controlled substances or alcohol in the workplace presents a danger to everyone. For these reasons, we have established as a condition of employment and continued employment with the clinic the following substance abuse policy.

The clinic has implemented a drug testing program in compliance with local, state and federal laws. Employees are prohibited from reporting to work or working while using illegal or unauthorized substances. Employees are prohibited from reporting to work or working when the employee uses any controlled substance, except when the use is pursuant to a doctor's orders and the doctor advised the employee that the substance does not adversely affect the employee's ability to safely perform his or her job duties. Employees shall notify the Director when on a prescription that may cause a positive urine screen.

In addition, employees are prohibited from engaging in the unlawful or unauthorized manufacture, distribution, sale or possession of illegal or unauthorized substances and alcohol in the workplace including: on clinic paid time, on clinic premises, in clinic vehicles, or while engaged in clinic activities. Our employees are also prohibited from reporting for duty or remaining on duty with any alcohol in their systems. Employees are further prohibited from consuming alcohol during working hours, including meal and break periods. This does not include the authorized use of alcohol at clinic-sponsored functions or activities.

State regulations will dictate termination of employment for any drug related charge.

Your employment or continued employment with the clinic is conditioned upon your full compliance with the foregoing substance abuse policy. Any violation of this policy may result in disciplinary action, up to and including discharge. Furthermore, any employee who violates this policy who is subject to discharge, may be permitted in lieu of discharge, at the clinic's sole discretion, to participate in and successfully complete an appropriate treatment, counseling or rehabilitation program as recommended by a substance abuse professional as a condition of continued employment and in accordance with applicable federal, state, and local laws.

Consistent with its fair employment policy, the clinic maintains a policy of non-discrimination and reasonable accommodation with respect to recovering addicts and alcoholics, and those having a medical history reflecting treatment for substance abuse conditions. We encourage employees to seek assistance before their substance or alcohol use renders them unable to perform their essential job functions or jeopardizes the health and safety of themselves or others. The clinic will attempt to assist its employees through referrals to rehabilitation, appropriate leaves of absence and other measures consistent with the clinic's policies and applicable federal, state or local laws.

The clinic further reserves the right to take any and all appropriate and lawful actions necessary to enforce this substance abuse policy including, but not

limited to, the inspection of clinic issued lockers, desks or other suspected areas of concealment, as well as an employee's personal property when the clinic has reasonable suspicion to believe that the employee has violated this substance abuse policy.

This policy represents management guidelines. For more information, please speak to your immediate supervisor.

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6.40 Receipt of Employee Handbook/At Will Employment

This is to acknowledge that I have received a copy of Center for Treatment and Recovery Handbook and I understand that it contains information about the employment policies and practices of the clinic. I agree to read and comply with this Employee Handbook. I understand that the policies outlined in this Employee Handbook are management guidelines only, which in a developing business will require changes from time to time. I understand that the clinic retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to the employees and the clinic. I understand that this Employee Handbook supersedes and replaces any and all prior Employee Handbooks and any inconsistent verbal or written policy statements.

I understand that except for the policy of at-will employment, the clinic reserves the right to revise, delete and add to the provisions of this Employee Handbook at any time without further notice. All such revisions, deletions or additions to the Employee Handbook will be in writing and will be signed by the President of the clinic. I understand that no oral statements or representations can change the provisions of this Employee Handbook.

I understand that this Employee Handbook is not intended to create contractual obligations with respect to any matters it covers and that the Employee Handbook does not create a contract guaranteeing that I will be

employed for any specific time period.

THIS CLINIC IS AN AT-WILL EMPLOYER. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THIS EMPLOYEE HANDBOOK, THE CLINIC OR I MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE. NOTHING IN THIS EMPLOYEE HANDBOOK OR IN ANY DOCUMENT OR STATEMENT, WRITTEN OR ORAL, SHALL LIMIT THE RIGHT TO TERMINATE EMPLOYMENT AT-WILL. NO OFFICER, EMPLOYEE OR REPRESENTATIVE OF THE CLINIC IS AUTHORIZED TO ENTER INTO AN AGREEMENT—EXPRESS OR IMPLIED—WITH ME OR ANY EMPLOYEE FOR EMPLOYMENT FOR A SPECIFIED PERIOD OF TIME. ANY AGREEMENT TO EMPLOYMENT FOR A SPECIFIED PERIOD OF TIME WILL BE PUT INTO WRITING AND SIGNED BY THE PRESIDENT OF THE CLINIC.

I understand that this Employee Handbook refers to current benefit plans maintained by the clinic and that I must refer to the actual plan documents and summary plan descriptions as these documents are controlling.

I have read and understand the Paid Time Off (CTO) Policy in this Employee Handbook.

Initials _____ Date _____

I also understand that if a written contract is inconsistent with the Employee Handbook, the written contract is controlling.

If I have questions regarding the content or interpretation of this Employee Handbook, I will ask the Executive Director or a member of management.

NAME _____

DATE _____

EMPLOYEE

SIGNATURE _____

7. Timekeeping & Payroll

7.1 Attendance & Punctuality

Absenteeism and tardiness place an undue burden on other employees and on the Company. CENTER FOR TREATMENT AND RECOVERY expects regular attendance and punctuality from all employees. This means being in the workplace, ready to work, at your scheduled start time each day and completing your entire shift. Employees are also expected to return from scheduled meal and break periods on time.

All time off must be requested in writing, in advance, as outlined in the Company's Paid Time Off (PTO) policy. If an employee is unexpectedly unable to report for work for any reason, he or she must directly notify their supervisor as early as possible, and preferably prior to their scheduled starting time. It is not acceptable to leave a voicemail message with a supervisor, except in extreme emergencies. In cases that warrant leaving a voicemail message or when an employee's direct supervisor is unavailable, a follow-up call must be made later that day.

If an illness or emergency occurs during work hours, employees should notify their supervisor as soon as possible.

Employees, who are going to be absent for more than one day, should contact their supervisor on each day of their absence. CENTER FOR TREATMENT AND RECOVERY reserves the right to ask for a physician's statement in the event of a long-term illness (three consecutive days), or multiple illnesses or injuries.

If an employee fails to notify their supervisor after three consecutive days of absence, CENTER FOR TREATMENT AND RECOVERY will presume that the employee has voluntarily resigned. CENTER FOR TREATMENT AND RECOVERY will review any extenuating circumstances that may have prevented him or her from calling in before the employee is removed from payroll.

Should undue or recurrent absence and tardiness become apparent, the employee will be subject to disciplinary action, up to and including termination of employment.

This policy is not intended to restrict an employee's right to discuss, or act together to improve, wages, benefits and working conditions with co-workers or in any way restrict employees' rights under the National Labor Relations Act.

7.2 Timekeeping

It is the Company's policy to comply with applicable laws that require records to be maintained of the hours worked by our employees. Every employee is responsible for accurately recording time worked.

In addition to recording arrival and departure time, non-exempt employees are required to accurately record the start and end of each meal period as well as any departure for non-work related reasons.

CENTER FOR TREATMENT AND RECOVERY strictly prohibits non-exempt employees from working off the clock for any reason. All time spent working must be logged and accounted for; this includes time spent using electronic devices for work-related purposes.

Vacation days, sick days, holidays, and absences for jury duty, funeral leave or military training must be specifically recorded by all employees.

It is the responsibility of all employees to submit and approve their time records each week.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action up to and including termination of employment.

7.3 Paydays

CENTER FOR TREATMENT AND RECOVERY employees are paid on a Weekly basis. In the event that a regularly scheduled payday falls on a holiday, employees will be paid on the day preceding the holiday, unless otherwise required by state law. All employees are paid on Thursdays.

Paychecks will not, under any circumstances, be given to any person other than the employee without written authorization. Paychecks may also be mailed to the employee's listed address or, upon advance written authorization, deposited directly into an employee's bank account. Employees who elect payment through direct

deposit will receive an itemized statement of wages when the Company makes direct deposits.

In the event of employee termination, the employee will receive their accrued pay in accordance with applicable federal, state and local laws.

7.4 Payroll Deductions

CENTER FOR TREATMENT AND RECOVERY makes deductions from employee pay only in circumstances permitted by applicable law. This includes, but is not limited to, mandatory deductions for income tax withholding and Social Security and Medicare contributions as well as voluntary deductions for health insurance premiums and other related contributions. When employee's wages are garnished by a court order, CTR is legally bound to withhold the amount indicated in the garnishment order from the employee's paycheck until such amount is paid in full and/or released.

If you believe that an improper deduction has been made from your pay, raise the issue with the Program Director immediately. CENTER FOR TREATMENT AND RECOVERY will promptly investigate. If the investigation reveals that you were subjected to an improper deduction from pay, you will be reimbursed promptly.