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Employee Handbook

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Welcome to Century Rehabilitation!

On behalf of the management team of Century Rehabilitation, I hope your service here will prove to be both long-lasting and rewarding.

When you become an employee of Century, you become a valued member of our team. Because of this, we work very hard to provide you with the best possible working conditions, pay, benefits, and to establish a work environment which will enable you to reach your maximum personal and professional potential. Our commitment to you means that we are continually working to improve these areas.

In this Handbook, you will find information regarding company policies, benefits and operational practices for both our clinical and administrative employees. When using this Handbook, notations will accompany sections pertinent only to certain groups of employees. Unless otherwise noted, summaries apply to all employees.

I encourage you to discuss any questions you may have about our policies and procedures with your Supervisor. Policies may be amended or deleted from time to time at the discretion of the Company.

Again, I welcome you as an employee of Century Rehabilitation. I wish you a challenging and rewarding career.

Sincerely,



Richard K. Pellerin
President/CEO



Mission of Century Rehabilitation

Century Rehabilitation continually strives for excellence in Therapy, Staffing, and Consulting by utilizing the highest level of quality and ethics.

EMPLOYMENT POLICIES

Century Rehabilitation Employee Handbook

This handbook is intended to serve as a summary description of the policies, practices, and employee benefits for all Century Rehabilitation (herein, “Century”) employees. It is not a contract, expressed or implied, nor does it guarantee employment for any specific duration. Either you or Century may terminate this relationship at any time, for any reason, with or without notice.

This handbook summarizes some, but not necessarily all, of the basic Human Resource policies in effect related to employment at the time of issue. Century reserves the right to modify policies at any time it deems necessary and will make every effort to communicate any revisions as soon as possible. Where the handbook differs from new or revised policies and practices later adopted by Century, the new or revised policy will prevail.

Please read this handbook carefully and refer to it frequently. The employee is responsible to adhere to all policies contained within, whether the employee reads the handbook or not. Similarly, the employee agrees to abide by all policies regardless if the employee agrees to Century’s policies. Failure to follow policies may result in disciplinary action, up to, and including termination. You can obtain additional information or clarification about other benefits and/or policies of Century from your Supervisor or Human Resources.

This handbook is considered confidential property of Century and is intended solely for Century employees.

Changes in Policy

Century Rehabilitation will always operate in good faith with its employees in regards to communicating policies. However, the competitive environment and other conditions of this business are constantly changing. Therefore, Century Rehabilitation expressly reserves the maximum amount of discretion, permitted by law, to administer, interpret, discontinue, review, modify, and change any of its respective benefits, policies, and plans, including those covered in this handbook, at any time with or without prior notice. Employees will be notified about such changes by notices posted on the Portal and/or written memo. Changes shall become effective on the dates determined by the Company. You may not rely on policies that have been amended and replaced.

No supervisor, manager, or representative of Century Rehabilitation has the authority to alter the foregoing.

Century Rehabilitation Employee Portal

The Company-wide Intranet Portal is a business tool that helps us to work smarter, be more productive, and save money. Using the latest technology to gather information and tools from around



the Company, the Portal makes information readily accessible. You can access the Portal by logging on to <http://www.centuryrehab.com>.

Other points of interest on the Portal – it is the place where annual benefit enrollment occurs; serves as a People Search Directory to find colleague’s phone numbers; access to your personal data information to make any necessary changes; training and self-learning courses; read Company news; and so much more!

“At Will” Employment Relationship

It is understood and intended that all employees are and will be employed on an “at will” basis. Century may at any time, with or without cause or prior notice, warning, or disciplinary action, terminate the employment relationship with any individual.

Similarly, each employee has the right to sever his/her employment relationship with Century at any time for any reason. However, as a professional courtesy and in the interest of not compromising patient care, Century requests a thirty (30) day resignation notice to remain in favorable rehire status. The COO may waive this request based on the needs of our patients, our clients, and the professional relationship with the employee.

Equal Employment Opportunity

Equal Employment Opportunity has been, and will continue to be, a fundamental principle at Century, where employment is considered upon personal capabilities and qualifications without discrimination based on race, color, religion, sex, age, national origin, disability, or any other protected characteristic, as established by law.

This policy of Equal Employment Opportunity applies to all policies and procedures relating to recruitment, hiring, compensation, benefits, termination, and any/all other terms and conditions of employment.

Discrimination will not be tolerated at Century. Appropriate disciplinary actions may be taken against any employee willfully violating this policy. Employee questions or concerns should be referred to the Human Resources Department.

Accommodation of Individuals with Disabilities

“The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation. It also mandates the establishment of TDD/telephone relay services. The current text of the ADA includes changes made by the ADA Amendments Act of 2008 (P.L. 110-325), which became effective on January 1, 2009.” – www.ada.gov.

Century is committed to complying with all applicable provisions of the Americans with Disabilities Act (“ADA”). It is our policy not to willfully discriminate against any otherwise qualified employee or applicant with regard to any terms or conditions of employment because of an individual’s disability or perceived disability, so long as the employee can perform the essential functions of the job with or



without reasonable accommodations. Century will provide reasonable accommodations to a qualified individual with a disability, as defined by the ADA, who has made the Company aware of his/her disability, provided that such accommodation does not constitute an undue hardship on the Company.

Employees with a disability who believe they need a reasonable accommodation to perform the essential functions of their job should contact Human Resources.

Procedure for Requesting an Accommodation

Requests for reasonable accommodations should be submitted to Human Resources as soon as the need is discovered by the employee. Upon receipt of the request, a member of Human Resources and your supervisor will meet with you to discuss and identify the precise limitations resulting from the disability and the potential accommodation that the Company might make to help overcome those limitations.

Century will determine the feasibility of the requested accommodation considering various factors including, but not limited to, the nature and cost of the accommodation, the availability of tax credits and deductions, outside funding, the Company's overall financial resources and organization, and the accommodation's impact on the operation of the Company, including its impact on the ability of other employees to perform their duties.

Century will inform the employee of its decision within a reasonable timeframe that allows proper assessment of the disability and requested accommodation. If the accommodation request is denied, the employee may write a request for appeal, explaining the reasons for the request. If the request on appeal is denied, that decision is final.

The ADA does not require Century to make the best possible accommodation, to re-allocate essential job functions, or to provide personal use items (i.e., eyeglasses, hearing aids, wheelchairs, etc.) An employee or job applicant who has questions regarding this policy or believes that he or she has been discriminated against based on a disability should notify Human Resources. All such inquiries or complaints will be treated as confidential to the extent permissible by the law.

Immigration Law Compliance

Within three business days of being hired, all employees must complete Section I of the US Department of Justice Immigration and Naturalization Service Form I-9. Authority for collecting information on this form is in Title 8, US Code, §1:324A, which requires employers to verify employment eligibility of individuals. Employees will be required to provide documentation that establishes identity and employment eligibility. Failure to provide documentation upon hire may result in termination.

H1Bs

Century Rehabilitation does, on occasion, utilize employees with an H1B work status where it is difficult to staff with domestic workers. Notifications will be posted prior to and after processing an H1B applicant and all legal documentation will be processed through the Corporate Human Resources and Legal departments.



Workplace Harassment Policy

Century Rehabilitation will not tolerate verbal or physical conduct by any employee that harasses, disrupts, or interferes with another's work performance or which creates an intimidating, offensive, or hostile environment based on race, color, gender, age, national origin, disability, religion, genetic information, or any other protected class.

Sexual harassing conduct in the workplace, whether committed by supervisors or non-supervisory personnel is also prohibited. Such conduct includes, but is not limited to: a) sexual flirtations, touching, advances or propositions; b) verbal abuse of a sexual nature; c) graphic or suggestive comments about an individual's dress or body; d) sexually degrading words to describe an individual; e) displaying sexually suggestive objects or pictures, including nude/semi-nude photographs in the workplace; f) other similar offensive conduct.

Each supervisor has a responsibility to maintain the work place free of any form of harassment based on race or national origin. Harassment based on race or national origin includes, but is not limited to: a) verbal abuse of a racial or national origin nature; b) slurs or epithets about an individual's race or national origin; c) jokes that belittle or make fun of an individual's race or national origin; d) distribution of literature or material which is degrading of any race or national origin.

Any employee who believes the actions or words of another employee constitute unwelcome harassment has a responsibility to report as soon as possible to his/her immediate supervisor. If the complaint is due to the behavior of the direct supervisor, employee may report to the next person in the chain of command. At any time, the employee may report directly to Human Resources. Supervisors who receive complaints should notify Human Resources immediately, who will then oversee the investigation. Where Human Resources cannot be directly involved in the investigation, an impartial party will be assigned the task of following through with the investigation.

All complaints of harassment will be taken seriously and investigated promptly and thoroughly. Confidentiality will be held as much as possible, except where addressing another is necessary for the purpose of an impartial investigation.

Century expressly prohibits any form of retaliatory action against any employee for filing a bona fide complaint under this policy or for assisting in a complaint investigation. However, if after investigating any complaint of harassment or unlawful discrimination, the Company determines that the complaint is not bona fide or that an employee has provided false information regarding the complaint, disciplinary action up to and including termination may be taken against the individual(s) who filed the complaint or gave the false information.

In all cases, the employee filing the complaint will be advised of the findings and conclusion. Any employee, supervisor or manager who is found after appropriate investigation and subsequent review by Human Resources to have engaged in harassment of another employee will be subject to appropriate disciplinary action, up to and including termination.

Discrimination and Harassment Complaint Procedure

It is the responsibility of each member of management to create an atmosphere free of discrimination and harassment, sexual or otherwise. In addition, it is the responsibility of each employee to respect the rights of co-workers, clients, patients, and visitors to our facilities.



If an employee believes he/she has experienced harassment or believes he/she has been treated in an unlawful discriminatory manner, the employee is to report immediately to their direct supervisor or Human Resources. If the complaint is due to the supervisor, the employee may file with the next person in the chain of command or Human Resources.

All employees are invited to go directly to Human Resources with any complaints should they feel uncomfortable approaching members of their chain of command.

Supervisors who receive notification of a complaint should notify Human Resources immediately.

1. Within 72 hours of receipt of the complaint, Human Resources will open an investigation ensuring confidentiality to the fullest extent possible that will also allow an impartial investigation.
2. Human Resources, and/or its delegate, will conduct the investigation, and involve legal counsel as necessary to protect the investigatory file to the maximum extent possible under the attorney-client privilege.
3. Human Resources, and/or its delegate, will ensure that statements of the complainant, alleged offender, and all witnesses are documented thoroughly. The investigation will be conducted in a thorough, objective manner and will be considerate of the rights and emotions of all parties involved.
4. The employee accused of discriminating or harassing behavior may be subject to suspension with or without pay, pending the result of the investigation, as allowed by the Fair Labor Standards Act (FLSA).
5. The investigation should be private and confidential to the greatest extent possible. However, no employee is promised or should expect complete, strict, or absolute confidentiality. All parties involved in the investigation will be afforded an opportunity to make a statement.
6. Once the investigation is concluded, Human Resources will review all information, and involve legal counsel where needed to decide appropriate course of conduct, with respect to the alleged offender. If allegations are proven to be accurate, the offender will be subject to disciplinary action, up to and including termination. Any actions determined necessary as the result of the investigation will be performed within one week of the conclusion of the investigation unless extenuating circumstances prohibit immediate action.

Conflict of Interest

While it is not possible to describe all potential conflicts of interest that may arise in the course of doing business. Therefore, staff members should review possible conflicts of interest with their supervisor.

Employees may not give, offer or promise, directly or indirectly, anything of value to any representative of an "Outside Business," where "Outside Business" is defined as "any person, firm, corporation, or government agency that sells or provides a service to, purchases from, or competes with Century." Examples of violations include holding an ownership or financial interest in an Outside Business, accepting gifts, money, or services from an Outside Business and/or having outside employment with a customer, supplier, or competitor, or having a significant financial interest with one of these entities.

Employees must refrain from any activity or having any financial interest that is inconsistent with



the Company's best interest. Furthermore, employees should refrain from activities, investments or associations that compete with Century, interferes with one's judgment concerning Century's best interests, or exploits one's position with Century for personal gains.

Employment of Relatives

Family members and/or the "significant other" of employees may be considered for employment or promotion based on their qualifications. However, no staff member may be permitted to directly supervise or remain in the chain of command of any family member and/or significant other, where it may be perceived an opportunity for favoritism or creates the potential for adversely affecting work performance.

Drug and Alcohol Policy

It is the policy of Century Rehabilitation to create and maintain a drug free workplace. The use of controlled substances is inconsistent with the behavior expected of employees, subjects all employees and our patients to unacceptable safety risks, and undermines Century's ability to operate effectively and efficiently. Century will maintain a strict adherence to prohibiting the manufacture, distribution, possession, sale, or use of a controlled substance in the workplace. Such conduct is also prohibited during non-working hours to the extent that it impairs an employee's ability to perform on the job or threatens the reputation for integrity of Century.

All Employees may be subjected to a drug screen at random, after an accident, for reasonable suspicion or at any time deemed necessary. Failure to submit to such testing will lead to discipline, up to and including termination.

Personnel Information

All personal and employment-related information completed during the course of employment with Century becomes a permanent part of a personnel file. All files remain the property of Century.

Licensure and Certification

Licensed and certified employees of Century must furnish copies of all required degrees, certifications, licenses, transcripts, etc., and Century must validate the same before any offer of employment will be extended. The employee is responsible for renewing the license on a timely manner and a copy of the validation of the license must be in the employee's Corporate employee file. This evidence of renewal becomes part of the permanent personnel record. Reimbursement of State Licensure(s) will be paid after the employee completes their first 90 days.

Personnel Disciplinary Action

Employees are expected to conduct themselves in accordance with the expectations and values of the Company. Employees are hired under "at will" and employment is not guaranteed. Additionally, it can be terminated at any time by either the Company or the employee, with or without reason and/or notice. Century reserves the right to follow a system of progressive disciplinary action or, in some cases, terminate employment without following progressive measures of correction.

Our progressive disciplinary system involves four steps:

1. Verbal Warning



2. First Written Warning
3. Final Written Warning
4. Termination

There are many factors involved in determining the appropriate response to unsatisfactory job performance. Therefore, it is no possible to adopt a uniform process, as the severity of misconduct, work history, length of service, and response to previous counseling may be considered in determining the type of correction action taken with any given situation. Century reserves the right to utilize the disciplinary process at its own discretion.

Disciplinary Actions will be discussed and the forms will be signed by the employee, the immediate supervisor, and sent to the corporate office where it will be housed in the employee's personnel file. Completed Disciplinary Action forms remain the property of Century Rehabilitation.

Century reserves the right to impose periods of probation for any employee as the Company deems necessary.

Following a 12-month period of each disciplinary action, the action will be dismissed.

Termination

Because your employment with the Company is "at-will", either you or the Company can terminate the employment relationship at any time, for any reason or no reason at all, with or without notice. The primary categories Century uses for terminating employees are voluntary and involuntary with all reasons for termination falling under one of these primary categories:

Voluntary – A written notice of thirty (30) days is requested as a professional courtesy to our patients and our clients. PTO may not be substituted for notice of resignation. The employee will be expected to work as scheduled during the notice period and no PTO can be used while in resignation status. PTO will not be paid out upon the employee leaving the company.

Involuntary – Involuntary termination occurs if the Company initiates an employee's termination. This can occur without advance notice, for any or no reason. Some reasons for the involuntary termination may include: insubordination, falsification of employment records, absenteeism, theft, mistreatment or disrespect of any employee, visitor, members of the public, client, and/ or violation of any policies and rules or Code of Ethics. Involuntary termination could also occur as a result of a client's request for an employee to be removed from a facility or as a result of a reduction in staff.

PTO will not be paid out upon the employee leaving the company either voluntarily or involuntarily.

The Company reserves the right to withhold the final pay as pre-approved by the employee in writing, to satisfy any outstanding financial obligation incurred by the employee with the Company, including but not limited to cell phone expenses and insurance premiums, unless prohibited by Federal or State law.



Retirement

Retirement is considered a special form of resignation. Employees will be asked to provide a letter to the Company signed, dated, and stating when their intended retirement date will be. The courtesy of as much advanced notice as possible is appreciated.

Exit Interview

Should you decide to leave the employment of the Company, Human Resources will attempt to schedule a voluntary exit interview. The intent of this interview will be to improve the quality of work life, to identify problems and to advise you of your benefits after termination.

Employment References

Employment references for current or former employees will only come from the Corporate Human Resources department. Only the dates of employment, title, and rehire status will be verified.

Where any financial, government, or other agency should need to verify employment, references will only be done with a written approval signature from the employee prior to the request. If you know an inquiry is going to be made, please let Human Resources know as soon as possible.



PTO POLICY

Paid Time-Off (PTO) hours will be used for all time away from work, including sick days, vacation, and holidays. PTO will begin accruing upon date of hire for full- and part-time employees. There is no waiting period to begin using accrued PTO. However, employee may only use hours accrued. Employee may not use PTO time not yet earned. Approval of time off does not automatically qualify as PTO. A manager may approve a request for leave but if employees does not have enough accrued PTO hours to cover request, the leave will be unpaid. PTO cannot be used simultaneously with hours worked on given day nor can it be used to extend into overtime.

Recognized Company Holidays

Century Rehabilitation recognizes the following holidays, which require the use of PTO if not working or flexing (flex time does require manager approval):

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

Holiday Coverage Policy

If an employee wants to use PTO for any of the days listed above, it is the employee's responsibility to arrange the appropriate coverage. All patients must be seen according to physicians' order. On Thanksgiving Day and Christmas Day, we will work with the facilities to accommodate time off requests. However, patient and facility needs will come first before granting time off.

PTO Accrual

Full- and part-time employees will accrue PTO time based upon the following accrual schedule:

0-5 years of service: accrual rate is 0.0808 per regular hours worked (approximately 21 days), with a maximum of 168 total PTO hours. (Assumption of 8 hours x 21 days = 168 maximum accrual hours)

5 years of service and over: accrual rate is .1 per regular hours worked (approximately 26 days), with a maximum of 208 (Assumption of 8 hours x 26 days = 208 maximum accrual hours)

Employee will accrue PTO based on these rates until the maximum number of PTO hours have been accrued. No more hours will be accrued beyond the maximum amount. However, as the employee uses accrued PTO, hours will again start accruing until maximum has been reached.

Century Rehabilitation views PTO as a benefit to our employees and strongly encourages employees to utilize their PTO.

Employees will start a new calendar year with the total accrued hours from the previous year and will accrue hours up to the maximum amount from the previous year total.



PTO is not accrued for travel, PTO, leave of absence, or overtime hours.

Employees can check their PTO accrual balances by logging in to ADP and following these steps: Select MYSELF, Time Off, Time Off Balances.

PTO Usage

Every effort will be made to grant the PTO time requested; however, PTO cannot interfere with company operations. Holiday and vacation PTO requests must be submitted and approved by your Area or Regional Director at least one month in advance. PTO requested immediately before or after a Holiday for sickness may be contingent upon a written doctor's excuse. If conflicts arise in requests for PTO time, timing of the request and seniority can be considered by the manager to grant PTO.

A sixty (60) day notice must be given for any request of PTO exceeding five (5) days.

PTO hours requested to cover sick days are subject to supervisor's approval. A doctor's excuse may be required for any unplanned absences. If a doctor's excuse is requested and not provided, PTO may not be approved.

PTO may be used in half-hour increments. Supervisor reserves the right to require employee to use PTO for unapproved time away from the facility (ex: leaving early, coming in late, taking extended lunch time without prior approval).

If an employee does not have any available PTO, they will not be paid for time away from work. This will apply to both exempt (salaried) and non-exempt (hourly) employees. Salaried employees will be deducted if PTO is unavailable.

In cases where employees are called off at no fault of their own, Century reserves the right to allow the employee to supplement weekly hours with PTO. The number of hours of PTO used for the week cannot exceed 40 hours and cannot incur overtime.

Termination

PTO will not be paid out upon an employee leaving the Company either voluntarily or involuntarily.

PTO cannot be used in lieu of working through their resignation. No PTO time can be used after notice of resignation has been given.

Any negative balances of PTO will be taken from the employee's last check upon termination.

PTO will not be paid out in a change of status (e.g.: going from FT to PRN).

In the event that Century has been given notice of contract termination by a facility operator, only PTO requests that were approved and scheduled in ADP before the notice of contract termination will be allowed.

Century Rehabilitation, at the corporate level, reserves the right to use discretion in all decisions regarding PTO.



EMPLOYEE BENEFITS

The following is a basic outline of the benefits offered through Century Rehabilitation of Texas.

Full-Time Benefit Eligible Class: Full Time Status with a minimum of 30 or more hours per week.

Full-Time Benefit Eligible New Hire/Change in Status Waiting Period: Coverage will be effective 1st of the month on or after one month from date of hire.

Group Health: Century Rehabilitation provides full-time, benefit eligible employees the option to enroll a Dual Option Health plan following effective 1st of the month on or after one month from date of hire. Consult with your Benefit Handbook and Summary Benefits of Coverage for complete details.

Century offers:

- Group Dental (Voluntary)
- Group Vision (Voluntary)
- Employee Paid Life (Voluntary)
- Retirement (Voluntary)
- Basic Life (Employer Paid)
- Employee Assistance Program (Employer Paid)

Please consult your Benefit Handbook and Summary Benefits of Coverage for complete details.

Family and Medical Leave Act (FMLA)

FMLA requires employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees. Employees are eligible if they have worked for a covered employer for at least one year, for 1,250 hours over the previous 12 months, and if at least 50 employees are employed by the employer within 75 miles. Employees may be covered for the following reasons:

- For incapacity due to pregnancy, prenatal medical care or child birth
- To care for the employee's child after birth, or placement for adoption or foster care
- To care for the employee's spouse, son or daughter, or parent who has a serious health condition
- For a serious health condition that makes the employee unable to perform the employee's job
- Because of any qualifying exigency arising out of the fact that an employee's spouse, son, daughter, or parent is a covered military member on active duty or who has been notified of an impending call or order to active duty status for deployment to any foreign country in the regular or reserve components of the Armed Forces, including the National Guard or Reserves.

Under FMLA, an employer may discharge an employee who has been out on leave for more than 12 weeks.

For further information on your FMLA rights, please refer to the Employee Portal online or consult with Human Resources.

Continuation of Benefits (COBRA)

The Consolidated Omnibus Budget Reconciliation Act (COBRA) is a federal law that requires most employers sponsoring group health plans to offer temporary extension of health coverage under certain circumstances in which the coverage would otherwise end. This is called "continuation coverage".



Through COBRA, employees and their eligible dependents may have the right to continuation coverage under the Company's group health insurance program at their own cost for a maximum period of 18 to 36 months (length of time dependent on the qualifying event) after the qualifying event. Qualifying events are:

- The death of a covered employee
- The termination of an employee
- A reduction in the employee's hours, so that the employee or dependent is ineligible for coverage
- The divorce or legal separation of the covered employee and his or her spouse
- For spouses and eligible dependents, the employee's entitlement under Medicare
- A dependent child who marries or reaches the limiting age under the plan, thereby ceasing to be a "dependent" under the terms of the plan

Employees or an eligible dependent must report a qualifying event to Human Resources within 60 days after the date the event occurs.

COBRA continuation is limited to those employees and/or dependents under specific events such as when eligible to receive Medicare benefits. For more information, contact the Human Resources Department.

Bereavement Leave

This policy applies to all full-time employees. PRN, PT, or temporary employees are not eligible for paid bereavement leave.

Whenever an employee suffers the loss of someone in their immediate family, (spouse, parent, child, sibling), a bereavement period of up to three consecutive scheduled days off from work with pay may be granted.

Employees will be paid only for those scheduled workdays within the leave period. Bereavement days that are taken off must be consecutive.

If the deceased is someone not defined as an immediate family member above, the employer's supervisor may exercise discretion in granting leave. Leave under these circumstances shall be unpaid unless PTO is used and shall not be considered under the "Bereavement" policy.

Bereavement leave is not intended to be an automatic award of time off if such time is not needed or lost.

Employees will be paid up to a maximum of one shift (up to 8 hours) per day as bereavement pay. If the employee normally is scheduled to work an extended shift (10 hours, 12 hours, etc.), the employee may use PTO to compensate for the additional hours normally worked.

An employee should notify his/her immediate supervisor as early as possible so that any necessary accommodations can be made to ensure the continued smooth operation of the department. The employee may be required, at the discretion of the supervisor, to submit proof of death, such as an obituary or death certificate.

Final approval of bereavement is at the discretion of the Corporate Director of Human Resources, upon proper submittal of bereavement ticket.



Jury Duty

Full-time employees will be paid for a maximum of three (3) days of jury duty leave during a 12-month period. The jury duty summons must be furnished as soon as it is received.

Upon receipt of notification from the state or federal government courts of an obligation to serve on a jury or to act as a court witness, the employee should notify his/her supervisor and Human Resources. Employees appearing as a plaintiff, defendant or for non- subpoenaed court appearance will not receive paid time off. PTO of unpaid time should be used for these instances.

Professional License

Century Rehabilitation will reimburse the employee for the annual cost of their state professional license. Employees requesting reimbursement should submit a ticket for reimbursement through our ticket system. If an employee receives reimbursement for licensure and resigns within the first three months of employment, the cost of the licensure will be deducted from the final paycheck. No licensure funds will be distributed after an employee's written resignation has been received.

Workers' Compensation

For all employees, regardless of location:

If you are injured or become ill on the job, you must immediately notify your supervisor and complete the appropriate incident/injury reports. This ensures that you can receive appropriate medical treatment. Failure to follow all procedures set forth by Century and/or your treating physician may result in the appropriate workers' compensation report not being filed in accordance with the law, which may jeopardize your right to benefits in connection with the injury or illness. Not complying with physician's orders or work orders from Century, including requests for drug testing, could lead to disciplinary action, up to and including termination.

For employees in Texas:

Century has elected not to obtain workers' compensation insurance coverage. As an employee of a non-covered employer, you are not eligible to receive workers' compensation benefits under the Texas Workers' Compensation Act. To provide for payment of your medical expenses and for partial salary continuation in the event of a work-related accident or illness, you are covered by employer funded workers' compensation insurance. The amount of benefits payable and the duration of payment depend upon the nature of your injury or illness. In general, however, all medical expenses incurred in connection with an injury or illness are paid in full, and partial salary payments are provided beginning with the fourth consecutive day of your absence from work. Partial salary payments are only paid if the employee is restricted from work by a treating physician. Employees must abide by any and all modified restrictions set forth by their treating physicians.

Unemployment Compensation

The Company pays the full cost of unemployment insurance premiums to cover all employees for unemployment compensation.

Orientation Program

Century Rehabilitation wants all employees to understand how they are expected to contribute to



the objectives of the company. To help our employees become better acquainted with Century, an orientation program will be provided which will cover such things as the organization, its purpose, goals and objectives, policies and procedures, job description and benefit programs.

You are encouraged to ask questions and seek clarification on issues discussed during orientation. When you complete your orientation, a copy of the acknowledgment of your attendance and understanding will be placed in your personnel file.



WAGES, TIME REPORTING, AND PAY PRACTICES

Scheduled pay days are set for the 10th and the 25th of each month. Payroll for the 10th will encompass the 16th to the end of the month. Payroll on the 25th will encompass the 1st to the 15th of that month. If the pay day falls on a Saturday, employees will be paid on Friday. If the pay day falls on a Sunday, employees will be paid on the Monday following.

Direct Deposit

Century requires that all current employees receive salary/hourly payments from the company by electronic deposit. Electronic deposit assures that an employee's paycheck is in their checking or savings account on payday, even if they are sick or on vacation. Electronic deposit offers enhanced paycheck security and operational efficiencies. Therefore, electronic deposit is mandatory for all employees within 60 days of hire.

To ensure accurate pay information, employees should complete their online New Hire Information and return the documents to Human Resources within 48 hours of receipt. Paychecks cannot be issued until all forms of employment have been completed and returned.

Employment Classifications

It is Century's policy to comply with Federal FLSA standards on classifications of employees. For purposes of salary administration and eligibility for overtime payments and employee benefits, employees are classified as:

- Full-time Regular Employees – Employees hired to work at least 30 hours per work week on a regular basis. Such employees may be “exempt” or “nonexempt”, as defined below.
- Part-time Employees – Employees hired to work at least 20 hours per work week, but less than 30 on a regular basis.
- PRN Employees – Employees hired to fill in for vacations, leaves of absence, or projects of a limited duration. This group of employees are on an “as needed” basis and do not receive benefits.
- Temporary Employees – Employees hired with the understanding that their employment with the company will be terminated after the agreed period of time has expired. With written approval, temporary employment may be extended. Temporary employees may be “exempt” or “nonexempt”.
- Nonexempt – Employees who are required to be paid overtime at the rate of time and one half their regular rate of pay for all hours worked beyond forty (40) hours in a work week, in accordance with applicable Federal wage and hour laws.
- Exempt – Employees who are not required to be paid overtime, in accordance with applicable Federal, State, or local law. Executives, professional employees, outside sale representatives, and employees in certain administrative or computer-related positions are typically exempt.

Time Reporting

Century will comply with all applicable laws that require records to be maintained of the hours worked by our employees. To ensure that accurate records are kept, all employees are required to record time worked, absences, and any leave time in the ADP time-card via the ADP time clock in each Century managed facility by the end of the same business day. Employees are expected to clock out for lunch breaks, extended breaks longer than 15 minutes, and for any time away from the facility.



Exempt employees, who are otherwise scheduled off on a normal work day, may not perform work without prior consent of their supervisor as exempt employees must be appropriately compensated for work time.

Falsification of a time record is a breach of company policy and is grounds for disciplinary action, up to and including termination.

Drive Time Compensation

Century Rehabilitation considers travel which is “incidental” and time spent commuting (traveling between home and work) time that is not compensable. Time spent by an employee in traveling as part of his or her “principal activity” (i.e. travel between facilities only if going directly to and from facility without making personal stops or taking an extended break) will be paid at the negotiated rate agreed upon by the employee and Manager. Managers have the discretion to modify travel time if in question.

Pay to employees for travel time is only applicable to non-exempt (hourly) employees, not to exempt (professional or managerial) employees.

Drive time paid for extraordinary commutes or other reasons must be presented by the manager and approved by Human Resources and/or COO.

Overtime

Non-Exempt employees, who are authorized to work overtime, will receive one and a half times their regular rate of pay for all hours worked in excess of forty (40) hours per work week. Our work week begins at 12:00 a.m. on Sunday and ends at 11:59 p.m. on the following Saturday.

Employees are not allowed to work without being paid. All overtime MUST be pre-approved and at no time should an employee perform work duties “off the clock”.

Paycheck Deductions

The government requires certain deductions be made from each paycheck for income taxes and Social Security. Century will comply with all Federal and State payroll laws. With the exception of court ordered deductions, your signature is required before any deduction can be made by the company.

Attendance – Absenteeism and Tardiness

Regular attendance is essential for the efficient operation of the Company. When it is necessary that an employee is late or absent, the appropriate manager must be notified a minimum of two (2) hours prior to the start of the shift. Employee may not have a friend or family member contact the manager. If the manager cannot be reached, contact the Regional Manager or the corporate office. A doctor’s excuse may be required at the manager’s discretion for unscheduled absences. Excessive absenteeism may result in disciplinary action, up to and including termination. Excessive absenteeism is defined as unexcused occurrences three (3) or more times a year.

Transfers

Whenever possible, we promote from within the Company. Express your interest in transfer to your



Supervisor, who will obtain information on openings available elsewhere in the Company. When transferring from one location to another, our seniority date and all benefits for which you may be eligible will be transferred with you.

Travel Expense Reimbursement

Prior authorization of expenses is required. Expenses are approved and reimbursed at the discretion of the CEO of Century. Reimbursable expenses could include travel, meals and tips, lodging, automobile rental or personal auto mileage, and other similar direct expenses.

All expenses must be reported on an Expense Report form with all documentation and all receipts must be submitted within 30 days from the date the approved expense was incurred. Failure to submit within the required time period will result in non-reimbursement.

Traveling Employees Defined

A Traveler is an employee that travels away from their home to work a temporary assignment.

Payments to Traveling Employees

Payments to traveling employees may include:

- A taxable hourly Rate or Salary
- Fully furnished housing
- Housing/Meals Stipend
- Travel Reimbursements

Housing/Meals Stipends

The housing/meals stipend offered by Century is based upon the GSA per diem rates for rural areas in the Continental United States (CONUS). Stipends may be taxable, partially taxable or non-taxable, depending upon the nature of the assignment and the employee's tax status.

To qualify for a non-taxed Housing/Meals Stipend, a Traveler must meet the tax guidelines set by the IRS, which includes an adequate accounting of the expenses to Century in the form of adequate records. IRS requirements involve such elements as the duration of the assignment and the existence of a permanent tax home. Listed below are some of the considerations that qualify a traveler for non-taxed stipends.

Duration of Assignment

An assignment must be less than a year in length in order to qualify for non-taxed stipends. If the duration of an assignment exceeds a year, stipends may continue to be paid, but will be taxed. Travelers are expected to return to their tax home regularly to work full time or as a PRN.

Distance from Tax Home

The work assignment must be a sufficient distance away from their permanent home that an overnight stay is required to accomplish their work (typically greater than 50 miles).

Tax Home

A Traveler must return to their tax home regularly to work in order to qualify for non-taxed stipends.

If a Traveler works in the same general area for longer than a year, the area where they are working



is considered to be their tax home, and they no longer qualify for tax-free stipends. This is true even if they maintain a separate family home that is more than 50 miles away. Therefore the duration of assignments is critical. For example, if a Traveler works in a facility for 6 months, then works in another facility 15 minutes away for another 9 months, the IRS will consider that general area to be the permanent tax home, and will disallow non-taxed reimbursements even if the Traveler maintains a separate Family home more than 50 miles away from both facilities.

Breaks in Service

Work assignments at the tax home should equal or exceed 3 months in duration during service breaks.

In Summary

There is a three-factor threshold test to qualify as a traveler.

- The Traveler performs part of their business in the area of their main home and uses that home for lodging while doing business in that area.
- The Traveler has living expenses at their main home that are duplicated because their business requires them to be away from that home.
- The Traveler hasn't abandoned the area where their claimed home is located, they have a family member living at the main home, or they often use that home for lodging.

If the Traveler satisfies all three factors, they qualify for non-taxed Stipends while on traveling assignments. If they satisfy only two requirements, they may qualify for tax-free stipends depending on the facts and circumstances. If they satisfy only one requirement, they are an itinerant worker, their tax home is wherever they work, and they cannot deduct travel expenses.

Possible Added Taxes and Penalties

If the IRS determines that a worker has inappropriately received non-taxed stipends, the employee may face significant added taxes and penalties.

Valuable Resources

IRS Publication 463 (2014)

<http://www.irs.gov/taxtopics/tc511.html>

www.traveltax.com

Consult with a Tax Specialist

Employees should consult with an income tax professional to determine the appropriate treatment of stipends and cost reimbursements.



WORKPLACE INFORMATION POLICIES

Personal Appearance

All employees should dress in a professional manner. Low, closed-toe, casual shoes should be worn by clinical staff. Clogs are not appropriate because of ankle instability. A smock or uniform coat with your therapy insignia is acceptable. Denim is not appropriate for direct-care employees. Your name tag must be worn and visible at all times. Excessive jewelry, including facial piercings are not acceptable and staff should have appropriately trimmed fingernails. All hair color should be as close to a natural color as possible. Our client or facility may have additional requirements.

Confidentiality

During the course of work, employees will frequently become aware of information of a personal or confidential nature regarding patient or employees within the Company. This information must be kept in strictest confidence and not be discussed with anyone. Information regarding a patient shall be given out only by authorized personnel and only on a “need to know” basis. Century will uphold all HIPAA laws to the fullest extent and will discipline any violation up to and including termination.

Smoke-Free Workplace

Century desires to be a smoke-free workplace for our employees, our patients, and our visitors. Therefore, smoking of cigarettes, cigars, and e-cigarettes/vaping is allowed only in designated areas as defined by facility policy.

Nursing Mothers

A nursing mother has the right to a private, non-bathroom place where the employee will not be disturbed while expressing milk. Under the FSLA provision, a non-exempt employee is entitled to a “reasonable break time” to express breast milk each time she has the need, for up to one year following the child’s birth.

Solicitation

Solicitation by employees is prohibited. Charitable fundraising will be permitted only with the prior consent of the Chief Operations Officer or Chief Executive Officer. At no time shall an employee solicit a patient or visitor for any purpose.

Anniversary Date

Your anniversary date is the actual date you began working with Century and is a permanent part of your personnel record. It is used in determination of seniority and eligibility of benefits. If you leave the company and are rehired, a new anniversary date is established at the time of rehire. PRN employees who have not worked in a 6-month timeframe are inactive but are eligible for rehire.

Cooperation With Investigations

From time to time, the facility where the employee works may face problems such as (but not limited to) theft, dishonesty, destruction of property, or alcohol or drug use. Should any unfortunate act occur, you are expected to fully cooperate in any investigation as a condition of employment. If you have concerns about meeting this expectation, you can discuss with your supervisor or Corporate Human Resources.



Our Philosophy on Unions

It is our policy to remain non-union. We believe that every person is an individual who is entitled to be treated with dignity and respect and must be permitted to speak for themselves. We believe that our employees are entitled to fair wages and benefits, and we have always done our best to be competitive. We also believe that intelligent and mature individuals can work together to solve their own problems. In this open atmosphere of communication, we do not believe in the necessity for a union in our organization.

Conflict Resolution and Complaint Procedure

We realize that on occasion, you may have to communicate about a complaint or problem that comes up during the course of your work. Usually, issues can be cleared up with the involvement of your supervisor. However, sometimes these disputes require resolution through a more formal procedure.

Taking this into consideration, we have a conflict resolution and complaint procedure to assist in finding an amicable resolution. In the event of a conflict or complaint, we recommend the immediate supervisor be consulted first and a chain of command process follow. However, at any point in time, for any reason, an employee deems it uncomfortable to approach the supervisor, he or she may reach out to the Corporate Human Resources Department.

Human Resources will guide all processes for resolving formal complaints and conflicts and will enforce the final decision. For further information on this process, please contact Human Resources.

Gratuities

Under no circumstances shall employees accept gratuities (in tips or gifts) from patients, guests, family members, or other employees for services rendered.

Media Contacts

Should you be contacted by a member of the press, please direct those inquiries to the Director of Public Relations at the corporate office.

Civic and Social Affairs

You are encouraged to participate in civic affairs, but political activities may not be conducted on the premises, nor may you identify yourself as a representative of Century in any type of political activity or involvement, including but not limited to a newspaper or magazine. Social activities of employees (including off-duty employees) should not be conducted in work areas.

Weapons

Century does not allow employees to carry any weapon on their person while in the facility or on the facility property, even with permit.

Social Media

Employees may not use company property to create, maintain, view, download, or otherwise participate in social media, such as Facebook nor during work hours. Employees may not post any material or information that violates the privacy rights of patients or staff. Employees may not post



any material or information that intentionally or inadvertently discloses any business practices or compromises the integrity of operations.

Employees may not use the name of Century to endorse or promote any product, opinion, cause, or political candidate. If your post or entry identifies or mentions Century Rehabilitation and/or any subsidiary, you must also identify yourself by your real name and state in a prominent way that any entries or posts express your personal view and are not written on behalf of either. Employee is personally responsible for any postings made and can be held accountable for any statements deemed to be defamatory, obscene, harassing, discriminating, retaliatory in nature, violate privacy rights or include confidential or copyrighted information. Employees are not prohibited from discussing opinions but are encouraged to exercise professional discretion. However, employees are expected to remain professional and consider that the Internet is a public vehicle for all communications made.

There is no tolerance for violation of patient rights, either by deliberate identification or assumed. Employees will be terminated immediately for discussing patients or posting pictures of patients online.

Telephones/Cell Phones

Cell phones are not permitted in patient care areas unless expressly permitted by the Regional Manager. Employees may not use their phone to call or text while in the presence of patients, visitors, or families. Cell phones should be kept with personal belongings, away from patient care areas.

Telephones play an important role in our business and must be restricted to business use. Personal calls, whether received or made, on the office telephone should be made or received only when absolutely necessary and the conversation kept as brief as possible. Should a long distance call become an absolute necessity, it should be billed to your home number or prior arrangements made with the Company Controller for reimbursement. Telephone records are subject to review by management. Century reserves the right to monitor any call at any time.

Employees must adhere to all Federal, State, and/or local laws, rules and regulations in regards to the use of cell phones while driving. Employees should not use their cell phone while driving on company business. If the need arises to use the cell phone and there is no option to pull over and park, a hands-free phone should be used, only if allowable by law. Under no circumstance are Century employees allowed to place themselves at risk or violate the law to fulfill business needs.

Violation of this policy will subject an employee to disciplinary action, up to and including termination.

Company Property

During the course of employment, it may be necessary to be issued property such as laptops, cell phones, computers, printers, credit cards, etc. It is the employee's responsibility to maintain this property in good condition and return the property, upon separation from the company, in the same condition. Employees should take care to not allow damage to the property while it's in their possession. Repair costs will be deducted from the employee's paycheck(s). Failure to return company owned equipment or returning damaged property will result in appropriate payroll deductions to cover replacement or repair expenses in the employee's final paycheck.



Company Credit Cards

Should the employee be issued a company credit card for any reason, care should be given to treat it as if it were the employee's own. The employee is responsible for submitting receipts in a timely manner according to policy. Employee is responsible for any transactions not supported by a receipt or not authorized. Deductions will be made from payroll checks to satisfy unpaid, unauthorized charges. The credit card should be surrendered upon request and/or at end of employment.

Personal Property

While every effort is made to ensure a safe and secure workplace, personal items, such as cash and personal property, should never be left unattended and Century assumes no responsibility for personal property of employees.

Communication Policy

Employees needing access to information systems will be provided the information systems necessary for conducting business. Employees are expected to adhere to proper use of all information systems, including but not limited to the telephone, e-mail, fax, Internet, Intranet, voice mail, and computer software. Employees are permitted use of company owned property to access information for business purposes and must comply with company policy regarding its use.

All information systems, including those listed above, are owned and operated by the Company and are to be used for business of the Company. Employees should have no expectation of privacy of any correspondence, messages or information processed or contained by the information systems. Century reserves the right to all information processed through these systems and may retain, archive, and monitor at any time with or without knowledge or permission of the employee.

Email addresses are issued upon hire and/or when the need is identified. The company retains the right to all emails and may monitor as desired. E-mail communications must be written following customary business practices and are considered official internal Company communications, which may be subject to summons in legal proceedings.

Company information systems may not be used as a forum to promote any personal causes or for illegal activities. Offensive or improper messages or opinions, transmission of sexually explicit images, messages, cartoons, or other such items, or, messages that may be construed as harassment or disparagement of others based on race, color, age, national origin, religion, sex, or any other status protected under applicable Federal, State, or Local laws are also prohibited on the Company's information systems.

Employees shall not attempt to gain access to another employee's personal information systems and messages. Employees must not share personal passwords with other passwords and must supply complete access to all information systems to management upon end of employment.

Retention of Terminated Employees' Records

The retention periods for terminated employees' and applicants' records and compliance reports are as follows:



Pre-employment records:

- Resumes, applications and related employment materials, including interview records and notes, for applicants not hired: 3 years.
- Resumes, applications and related employment materials, including interview records and notes, for employees: 4 years after date of termination.
- Background checks, drug test results, driving records, company employment verifications, letters of reference and related documents: 5 years.

Employee records:

- Terminated employee I-9 Forms: The later of 3 years from date of hire or 1 year following termination of employment.
- Compensation, job history and timekeeping records: 4 years after termination.
- FMLA and USERRA and related leave records: 3 years after termination.
- Performance appraisal and disciplinary action records: 4 years after termination.
- Benefit records: 6 years after the filing date of the documents, based on the information they contain, or 6 years after the date on which such documents would have been filed but for an exemption or simplified reporting requirement.
- Disputed issues (records relating to issues 2 years after resolution of dispute involving external agencies or parties, wage-hour investigation by DOL, EEOC charge, arbitrations, court actions, etc.), OSHA and employee safety records: 5 years after termination.
- Workers' compensation claims: 30 years after date of injury/illness.

Compliance reports and records:

- State New Hire reports: 1 year after report was filed.
- EEO-1: 2 years after report was filed.
- Annual Affirmative Action plans: 2 years after close of AAP year.
- OSHA 300/300A: 5 years after posting.
- Form 5500: 6 years after report was filed.
- Federal/state tax reports: 4 years after report was filed.



EMPLOYEE CODE OF CONDUCT

This code of conduct provides guidance and helps us follow ethical and legal standards. These obligations apply to our relationships with clients, residents, physicians, third-party payors, vendors, consultants, and each other. This code of conduct does not represent a change from Century Rehabilitation's prior practices, but is a recordation and compilation of these practices. The code of conduct is available for clients, residents, physicians, and independent contractors.

It is the intent of Century Rehabilitation to comply in good faith and to the best of its ability with State and Federal laws, and ethical standards. More detailed guidance can be found in Century Rehabilitation's policies and procedures. When an employee is unsure whether an activity or practice is illegal or inappropriate, the employee should not "guess" the correct answer. Employees will not be penalized for asking compliance-related questions. Century Rehabilitation strives to create a culture in which every individual is comfortable asking questions about how to conform their job duties to the Compliance Program.

This Code of Conduct summarizes Century Rehabilitation's commitment to meet ethical standards and comply in good faith and to the best of its ability with laws, statues and regulations in the following areas:

1. Quality Rehabilitation Care Services

We will:

- Use professional skill and judgment when providing rehabilitative services
- Provide high quality services in accordance with applicable federal and state regulatory requirements and standards of care
- Provide individualized rehabilitative and/or habilitative to each resident on caseload
- Provide services that improve, slow the decline, or maintain each resident's highest practicable medical, mental and psychosocial needs, based on the comprehensive and accurate, discipline-specific, assessment and plan of care
- Document services on the day they were provided, in a complete and accurate way
- Continually work to improve the quality of the services we provide

2. Residents Rights

We will:

- Promote the resident's right to a dignified existence with freedom of choice, self-determination, and reasonable accommodation of individual needs
- Provide treatment without discrimination of individual needs
- Provide treatment without discrimination as to race, color, religion, sex, national origin, disabilities, gender identity, source of payment, sexual orientation, or age
- Provide considerate and respectful care in a clean and safe environment
- Provide residents information in order to make intelligent decisions about their care. This includes information about Century Rehabilitation and its policies and procedures
- Respect residents' right to make their own healthcare decisions if able. We will consult with the family and/or durable power of attorney on behalf of residents who are unable to make their own decisions, when necessary

3. Billing and Coding Integrity

We will:

- Not knowingly engage in any form of improper up-coding of any service
- Ensure billing and/or coding work is accurate, timely, and complies with:



- Federal and State laws and regulations
- Federal, state, and third party payor requirements
- Client policies and procedures
- Century Rehabilitation's policies and procedures
- Ensure no false, fraudulent, inaccurate or fictitious claims are submitted to clients for billing. No falsification of medical, time or other records will be tolerated.
- Promptly investigate and correct any billing issues, if errors are discovered
- Maintain complete and thorough medical and billing records
- Be knowledgeable of billing policies and procedures established by government programs and private third party payors

4. Business Practices

We will conduct Century Rehabilitation's business affairs with integrity, honesty and fairness, and without conflict or personal interests.

Records

We will:

- Keep accurate records used in the ordinary course of business.
- Not make false or artificial or misstatements. It is Century's policy that an employee will be subject to disciplinary action if Century reasonably concludes that the report of wrongdoing was knowingly fabricated, distorted, exaggerated or minimized to either injure someone else or to protect herself/himself or others
- Document facts truthfully and accurately. We will not purposefully conceal or fail to document any relevant information within the medical record
- Immediately notify the Compliance Officer upon receipt of an inquiry or request for documentation or medical records from any source other than the Nursing Facility staff or Management company

Gifts

We will:

- Not accept gifts or benefits in exchange for patient referrals
- We will not provide gifts to residents or potential residents that could induce the resident to obtain our services

Conflicts of Interest

We will:

- Not enter into any joint venture, partnership, or other risk sharing arrangement with a potential or actual referral source unless the arrangement has been reviewed and approved by Century Rehabilitation's legal counsel
- Avoid any activity that conflicts with the interests of Century Rehabilitation, its clients, and their patients

Kickbacks and Referrals

It is against State and Federal law to pay or give anything of value to an individual, provider, or vendor to induce reward referrals. We will follow the following standards of conduct:

- Century Rehabilitation will not pay incentives to employees, contractors, physicians, suppliers, vendors, or other referring parties based on the number of Federal or State health care program beneficiary referrals

Confidentiality

We will:

- Ensure the confidentiality, integrity, and availability of all protected health information, electronic or otherwise
- Immediately notify the Compliance Officer of any potential privacy or security breaches involving protected health information



- Protect residents' rights to privacy and confidentiality of their rehabilitation and medical records in accordance with HIPAA and state law
- Refrain from engaging in unauthorized review or disclosure of medical records

Employee Screening

- Century Rehabilitation will not employ individuals who have been excluded from participation in Federal or State health care programs; convicted of crimes of neglect, violence, abuse, theft, dishonesty, financial misconduct, or other offenses relevant to the job for which they are applying; who do not have an active license and/or certification (when applicable)
- Century Rehabilitation will periodically conduct employee screens. Employees have an ongoing duty to notify Century Rehabilitation if their qualifications or employment eligibility changes. Century Rehabilitation will not contract with any party that is excluded from participating in Federal or State health care programs. Periodic vendor screens will be conducted.

5. Ethical Culture

We will:

- Perform our duties in good faith and to the best of our ability
- Refrain from illegal conduct in personal and business matters
- Participate in compliance training
- Immediately report all suspected violations of the law, this Code of Conduct, the Compliance Program, or any Century Rehabilitation policy or procedure to the Compliance Officer by email, by calling the corporate compliance hotline, or by US mail



PATIENTS' BILL OF RIGHTS

In our effort to provide quality health care, it must be remembered that our patients rely on us for many of their needs. Therefore, it is particularly important that each employee consider the rights of the patients and conduct himself/herself appropriately.

You are expected to be helpful, courteous and ethical in all situations. Name badges must be worn at all times to ensure patients have an opportunity to know who is responsible for their care. Patient care will always take priority and all employees will protect the interests of their patients at all times. Century will not tolerate physical, mental, sexual, or emotional abuse, mistreatment, or neglect of a patient.

All Patients are extended the right:

1. To be informed of their rights and of the policies and procedures governing patient conduct and duties.
2. To be informed of services available, charges for these services, and estimated "out-of-pocket" expenses.
3. To be informed by a physician of their medical condition unless the physician orders otherwise and documents it; afforded an opportunity to take part in planning their medical treatment; and be given a choice of participating in experimental research.
4. To be transferred or discharged only for medical reasons, for their own welfare or that of other patients, for non-payment of charges, or failure to adhere to policies and procedures (except as prohibited by Medicare) and to be given reasonable advance notice so transfer or discharge is done in an orderly way; and that these actions are documented.
5. To be encouraged and assisted during their stay to exercise their rights as a patient and a citizen, and be given the opportunity to voice grievances and to recommend changes in policies, and services to staff, or through someone outside of the facility, without restraint, interference, coercion, discrimination or reprisal.
6. To be in charge of their personal financial affairs; or, if they give the facility written permission to handle their affairs, be given at least a quarterly accounting of financial transactions.
7. To be free from mental and physical abuse, from chemical and physical restraints (except in emergencies) unless ordered in writing by their physician or specified and limited periods of time, or when necessary to protect patient from injury to self or others.
8. To be assured of confidential treatment of personal and medical records; of their release only to authorized persons or organizations, except when transferred to another health care facility, when required by law and when a third party payment contract is in effect.
9. To be treated with consideration, respect, and full recognition of dignity and individuality, including treatment and caring for personal needs.
10. To be free from performing services for the facility unless the services are part of the care plan.
11. To associate and communicate privately with persons of their choice and send and receive personal mail unopened, unless the physician documents otherwise.
12. To meet with and take part in social, religious, and community activities at their own discretion, unless the physician documents otherwise.
13. To retain and use personal clothing and possessions as space permits, unless it infringes on the rights of other patients or the physician documents otherwise.
14. To be assured privacy, if married, when visited by his/her spouse; and be permitted to share a room if both are in-patients, unless the physician documents otherwise.

All rights and responsibilities specified above devolve to the patient's guardian, next of kin, sponsoring agent or representative payee (except when the annex is representative payee) when any



of these conditions exist:

1. Patient is adjudicated incompetent in accordance with State Law.
2. Patient is found by his physician to be medically incapable of understanding these rights.
3. Patient exhibits a communication barrier that prevents understanding.



SAFETY AND SECURITY POLICIES

Accidents to Employees While on Duty

Accidents are to be reported to your supervisor at once. Failure to do so may cause an accident of an employee to be covered. Safety is everyone's responsibility. All employees should do all they can to work safely and avoid accidents and injuries.

1. All employees are expected to report or correct, if possible, any unsafe working condition.
2. An employee injured while working must report the incident immediately to the Regional Manager. **Report must be made within 24 hours of the incident and faxed to Human Resources at 1-225-291-2221.**
3. In the event the injury is so severe that such report is not possible, a 911 call is to be made immediately.
4. When the supervisor/manager learns of the accident, he/she must complete an Incident Report.
5. The injured employee will be sent to the nearest industrial medical clinic for treatment.
6. An injured employee may wish to see his/her own physician for a workplace-related injury.
7. If an injured employee is prevented from returning to work due to a work-related injury, the physician treating the employee must provide a report to this effect.
8. When the injured employee is returned to work, a Return to Work Authorization must be provided by the treating physician.

In the event the employee is being treated by his/her own physician, Century reserves the right to have the employee examined by an approved industrial medical provider before allowing the employee to return to work.

Where possible, if an employee is unable to safely resume to his or her assigned duties, alternative placement may be provided during the employee's recovery period.

Evacuation Plan for Fire/Disaster/Emergency

You are required to become familiar with the procedures and regulations to be followed in the event of fire or disaster, and should fully understand the role you play in an emergency. You must know how and what to do. Always be on the alert for fire or smoke. Know the location and operation of fire-fighting equipment in your department. Keep calm if you do see fire or smoke, and follow the Emergency Plan for your facility. A copy of the Fire, Disaster and Evacuation Plan is located in each facility location. All employees shall periodically familiarize themselves with the contents of this Plan, and are required to attend in-service sessions for this purpose as needed.

Infection Control

Infection control is the responsibility of each employee. You will receive annual information relating to infection control. Listed below are ways that you can help adhere to infection control procedures when working with or near a patient who has an infection:

