



TEAM MEMBER HANDBOOK

Complete Care

Welcome!

As a team member of Complete Care, you are an important part of a team effort. We hope that you will find your position with Complete Care rewarding, challenging, and productive.

Because our success depends upon the dedication of our team members, we are highly selective in choosing new members of our team. We look to you and the other team members to contribute to the success of Complete Care.

This team member handbook is intended to explain the terms and conditions of employment of all full-time, part-time, and temporary team members. Written employment contracts or agreements between Complete Care and some individuals may supersede some of the provisions of this handbook.

This handbook summarizes the policies and practices in effect at the time of publication. This handbook supersedes all previously issued handbooks and any policy or benefit statements or memoranda that are inconsistent with the policies described here. Your Manager, Supervisor, Director or the Human Resource Director will be happy to answer any questions you may have.

Complete Care has prepared this Handbook to provide team members an overview of the company policies, benefits, and rules. It is intended to familiarize team members with important information about the organization, as well as information regarding their own rights and responsibilities. Although it is not a contract, it is important that all team members read, understand, and follow the provisions of this Handbook, and any amendments that may follow from time to time.

It is not possible to anticipate every situation that may arise in the workplace nor to provide information that answers every possible question. The owner always reserves the right to interpret the company's policies and procedures and decide how they apply in certain circumstances. Complete Care is an ever growing and changing organization and as such, we reserve the right to add, modify, or delete any information in this handbook, or the policies and procedures on which it may be based, at any time. We will always make team members aware of all changes to our policies, procedures, and handbook as soon as possible and in writing or via a new version of this handbook which will be dated and signed by you as the team member upon receipt of the change. It is our hope that through our policies, procedures, and handbook that we promote a safe, equitable, friendly, efficient, caring, and enjoyable work environment that complies with federal and state laws and regulations.

We are proud of the history and reputation of Complete Care and that of our health care providers in providing quality health care and service to our patients by improving quality of life beyond any reasonable expectation. We recognize that this level of service cannot be provided without the dedication and talent of quality team members. Team members should always feel comfortable making suggestions for any improvements that will promote improved service to patients and/or a more positive employer/team member relationship. By working together, we hope that we can share with our team members a sincere pride in the workplace and in the services that we are all here to provide.

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Chapter 1. Introductory Policies

A. Our Mission Statement

Our mission at Complete Care is to assist and encourage people to pursue health; through complete social, mental, and physical wellbeing. Through the specialties of chiropractic, primary care, massage, nutrition, exercise, lifestyle coaching, physical therapy, and education, we strive to provide the highest quality of health care and to become a beacon and sanctuary for people wishing to pursue health naturally and give them the liberty to choose a better, longer life. **Our purpose is to improve quality of life beyond any reasonable expectation.**

Our services include a non-surgical, non-pharmacological primary approach to health care. While medications and prescriptions are sometimes necessary, we work to provide health care that emphasizes the body's natural ability to heal given the proper support. Use of prescriptions is generally only encouraged short term with emphasis on patient education regarding lifestyle changes; however, some patients may require ongoing medical support in conjunction with education on lifestyle and behavior modification.

Complete Care fosters a supportive work environment where team members are encouraged to achieve their highest potential while maintaining work-life balance.

Our Core Values are Excellence, Fun, Astonish, Inspire, Health Centered, Innovate and Liberty.

B. Service Excellence Standards

Our focus is our patients, and the following standards are intended to ensure excellent service to our patients. While this is not an exhaustive list, it simply provides a framework for our expectations.

1. We stand to greet every incoming patient with warmth and a friendly smile and acknowledge all patients, team members and guests within 10ft.
2. We respond promptly and courteously to the individual needs of our patients and colleagues.
3. We learn something unique about each patient, using their name whenever possible to genuinely personalize the experience and foster a long-term relationship.
4. We conduct ourselves in a manner that is respectful and supports a positive working and healing environment.
5. We use proper telephone etiquette by consciously answering each call with a smile prior to picking up the phone.
6. If a patient experiences a problem, we apologize for their inconvenience and work quickly to resolve it.
7. We maintain a professional appearance and a clean, organized work area.
8. When patients need directions within the clinic, we escort them whenever possible rather than verbal only directions.
9. We put workplace and patient safety first to maintain and protect our assets.
10. We consistently demonstrate our standards of service excellence with every patient, every time.

Our goal is to ensure that we are doing what is reasonable and necessary to render the highest quality service and healthcare to our patients. We expect our team members to convey a warm, cheerful and friendly professional attitude at all times when representing Complete Care. Failure to follow Complete Care Service Excellence Standards could lead to discipline, up to and including termination of employment.

C. Statement of At-Will Employment Status

Unless otherwise stated in an unexpired employment agreement or contract, Complete Care personnel are employed on an at-will basis. Employment at-will means that the employment relationship may be terminated, with or without cause and with or without advance notice at any time by the team member or Complete Care. Nothing in this handbook shall limit the right to terminate at-will employment. No manager, supervisor, or team member of Complete Care has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment on other than at-will terms. Only the owner or Clinic Director of Complete Care has the authority to make any such agreement, which is binding only if it is in writing.

D. Integration Clause and the Right to Revise

This team member handbook contains the employment policies and practices of Complete Care in effect at the time of publication. All previously issued handbooks and any inconsistent policy statements, or memoranda are superseded; however, nothing in this Handbook shall supersede any current employment agreement.

Complete Care reserves the right to revise, modify, delete, or add to any and all policies, procedures, work rules, or benefits stated in this handbook, except for the policy of at-will employment. However, any such changes will be in writing and signed by the owner or Clinic Director of Complete Care.

Any written changes to this handbook will be distributed to all team members so that team members will be aware of the new policies or procedures. No oral statements or representations can in any way alter the provisions of this handbook.

Nothing in this team member handbook or benefit plan descriptions creates or is intended to create a promise or representation of continued employment for any team member.

E. Acknowledgment of Receipt

The Acknowledgement of Receipt, located at the end of this Handbook, must be signed and returned to the Human Resource Director on your first day of employment with Complete Care or with each new version distributed to staff. Written employment contracts between Complete Care and some individuals may supersede some of the provisions of this handbook.

F. Equal Employment Opportunity/Unlawful Discrimination

Complete Care is an equal opportunity employer and makes employment decisions on the basis of merit. We want to have the best available persons in every job. Complete Care policy prohibits unlawful discrimination based on race, color, creed, gender, religion, marital status, family relationship, registered domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition including genetic characteristics, sexual orientation, military duty or veteran status, employment status, or any other consideration made unlawful by federal, state, or local laws. It also prohibits unlawful discrimination based on the perception that anyone has any of those characteristics or is associated with a person who has or is perceived as having any of those characteristics. All such discrimination is **unlawful**.

Complete Care is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to **all** persons involved in Complete Care operations and prohibits unlawful discrimination by any team member of Complete Care, including owner, managers, directors, supervisors, providers and coworkers.

In addition, Complete Care prohibits unlawful discrimination by or against patients, vendors, independent contractors, and others with whom we come into contact while performing work-related duties for Complete Care.

1. Disability Accommodation

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, Complete Care will seek to make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or a team member unless undue hardship would result.

Any applicant or team member who requires an accommodation in order to perform the essential functions of the job or to engage in the application process should contact the Human Resource Director with day-to-day personnel responsibilities and request such an accommodation.

For current team members, upon request, Complete Care will conduct an investigation to identify the barriers that interfere with the equal opportunity of the team member to perform his or her job. Complete Care may provide the position description to the team member and ask him or her to obtain the help of his/her health care provider in identifying limitations and potential accommodations. Working together with the team member and, if necessary, his/her health care provider, Complete Care will identify possible accommodations, if any, that will allow the team member to perform the essential functions of his or her job. If the accommodation is reasonable and will not impose an undue hardship, Complete Care will make the accommodation.

2. Religious Accommodation

Complete Care will make every effort to accommodate a team member's religious beliefs and practices, provided such accommodation is possible without undue hardship on the company. Please notify the Human Resources Director if you have a scheduling or other request related to religious observances.

G. Unlawful Harassment

Complete Care is committed to providing a work environment that is respectful and free from unprofessional behavior. Disrespectful and/or unprofessional behavior are specifically prohibited, and may lead to discipline, up to and including termination of employment.

Unlawful harassment goes beyond "mere" disrespect and lack of professionalism, and Complete Care is obligated to address harassment separately. Complete Care policy prohibits harassment based on pregnancy, childbirth or related medical conditions, race, religious creed, color, gender, national origin or ancestry, physical or mental disability, medical condition, marital status, military duty or veteran status, registered domestic partner status, age, sexual orientation or any other basis protected by federal, state or local law or ordinance or regulation. **All such conduct violates Company policy.** Complete Care anti-harassment policy applies to all persons involved in the operation of Complete Care and prohibits harassment, disrespectful or unprofessional conduct by any team member of Complete Care, including owner, directors, managers, supervisors and providers as well as by or toward vendors, patients, independent contractors and any other persons with whom Complete Care team members come into contact in the course of performing their duties for Complete Care. It also prohibits unlawful harassment based on the perception that anyone has any of those characteristics or is associated with a person who has or is perceived as having any of those characteristics.

Prohibited harassment, includes, but is not limited to, the following behavior:

1. Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments.
2. Visual displays such as derogatory and/or sexually oriented posters, photography, cartoons, drawings or gestures.
3. Physical conduct including assault, unwanted touching, intentionally blocking normal movement or interfering with work because of sex, race or any other protected basis.
4. Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss and offers of employment benefits in return for sexual favors.
5. Retaliation for reporting or threatening to report harassment; and
6. Communication via electronic media of any type that includes any conduct that is prohibited by state and/or federal law, or by company policy.

H. Reporting Discrimination or Harassment

If you believe you have been subjected to any form of unlawful discrimination and/or harassment, or if you have observed behavior that you believe is unlawful discrimination or harassment, submit a written complaint to your supervisor or the person with day-to-day supervision. Your complaint should be specific and should include the names of the individuals involved and the names of any witnesses. If you need assistance with your complaint, or if you prefer to make a complaint in person, contact the Human Resource Director.

Complete Care will investigate all complaints and will attempt to protect the confidentiality of the complaining party, witnesses, and others involved to the extent practicable and consistent with Complete Care legal obligation to conduct a thorough investigation and take appropriate remedial action, if necessary.

If Complete Care determines that unlawful discrimination and/or harassment has occurred, effective remedial action will be taken to commensurate with the severity of the offense. Appropriate action also will be taken to deter any future discrimination or harassment. Complete Care will not retaliate against any team member for filing a complaint and will not knowingly permit retaliation by management team members or co-workers. Complete Care encourages all team members to report any incidents of discrimination or harassment **immediately** so that complaints can be quickly and fairly resolved. Team members also should be aware that the Federal Equal Employment Opportunity Commission and the Oregon Bureau of Labor & Industries Civil Rights Division investigate and prosecute complaints of prohibited discrimination or harassment in employment. If you think you have experienced or observed discrimination, harassment, or retaliation, you may file a complaint with the appropriate agency.

Unlawful Retaliation: Complete Care encourages all team members to immediately report, in writing, any incidents of discrimination, harassment, or any other type of unlawful conduct in the workplace to any Complete Care Director, Manager or Supervisor, the Owner or the Human Resources Director of Complete Care so that complaints can be quickly and fairly resolved. Complete Care will not retaliate against any team member for making or filing a complaint, or for offering evidence, statements, or testimony in support of any complaint. In addition, Complete Care will not knowingly tolerate or permit retaliation by management, team members, or co-workers.

Applicable law also prohibits retaliation against any team member by another team member or Complete Care for using this complaint procedure or for filing, testifying, assisting, or participating in any manner in any investigation, proceeding, or hearing conducted by a governmental enforcement agency. Additionally, Complete Care will not knowingly permit any retaliation against any team member who complains of prohibited discrimination, harassment, or retaliation or who participates in an investigation.

Reports of retaliation will be investigated and addressed appropriately in the same manner as reports of discrimination or harassment.

Complete Care is required under the Oregon Workplace Fairness Act (OWFA) to provide all employees with the following information: In most cases, an employee who is the victim of workplace discrimination, retaliation or sexual assault has five years after the occurrence of the alleged unlawful employment practice to bring a claim against the employer under ORS 659A.030, 659A.082 or 659A.112. (Note that the statutes of limitation to bring other claims under state or federal law may be much shorter.) Complete Care is prohibited by law from requiring a current or former employee to enter into: (a) a non-disclosure or non-disparagement agreement that prohibits the employee from disclosing or discussing workplace discrimination, harassment, or sexual assault; or (b) a no-rehire agreement, after an employee has made a claim of discrimination, harassment, or sexual assault, or assisted such a claim in any way (e.g., by providing truthful testimony). An employee who claims to be aggrieved by workplace discrimination activities prohibited by this policy or the law may voluntarily request to enter into a nondisclosure, non-disparagement, or no-rehire agreement (e.g., in exchange for compensation), and the employee will have at least seven days to revoke such an agreement. Under the OWFA and this policy, the following terms have the following meanings:

- A non-disclosure agreement is any agreement by which one or more parties agree not to discuss or disclose information regarding any complaint of work-related harassment, discrimination, or sexual assault.
- A non-disparagement agreement is any agreement by which one or more parties agree not to discredit or make negative or disparaging written or oral statements about any other party or Complete Care.
- A no-rehire provision is an agreement that prohibits an employee from seeking reemployment with Complete Care and allows a company to not rehire that individual in the future.

All employees, job applicants, clients and contractors are encouraged to document any incidents of discrimination, harassment, assault, or other activities prohibited by this policy.

Chapter 2. Employment Policies and Practices

A. New Hires

The first 90-days of continuous employment at Complete Care is considered a probationary period. During this time, you will learn your responsibilities, get acquainted with fellow team members and determine whether you are happy with your job. Also, during this time, your supervisor will closely monitor your performance.

At any point during these 90-days, either party may decide to end your employment at Complete Care. You are not guaranteed employment for the entire 90-days. The team member or Complete Care may terminate the employment, at will, at any time during or after the introductory period, with or without cause or advance notice.

If Complete Care determines that the designated Introductory Period does not allow sufficient time to thoroughly evaluate the team member's performance, the Introductory Period may be extended for a specified period. There is no guarantee of continued employment at the completion of the extended Introductory Period.

Upon completion of the trial period, your Supervisor will review your performance. If s/he finds your performance satisfactory and decides to continue your employment, s/he will advise you of any improvements expected from you. At this time, you may express suggestions to improve Complete Care's efficiency and operations.

Completion of the introductory period does not entitle you to remain employed by Complete Care for any definite period of time. Your status as an at-will team member does not change—the employment relationship may be terminated with or without cause and with or without advance notice, at any time by you or the Company.

B. Orientation

New team members will receive their orientation to Complete Care by the Human Resource Director and their Supervisor and any applicable key members of the company during the introductory period. This information is intended to familiarize the new team member with the medical centers and its policies and to enable him/her to learn the duties and responsibilities of his/her assigned position. Complete Care Human Resource Director and your direct Supervisor will conduct the General Orientation, which will acquaint the new team member with the following:

1. The History and Mission of Complete Care.
2. The Service Excellence Standards.
3. Personnel policies and procedures.
4. Team member benefits and incentives.
5. Completion of necessary payroll information and forms.
6. Employment Eligibility Verification (I-9) form.
7. Trial period (1st 90 days of employment).
8. Standard of conduct and job performance.
9. Job description.
10. Introduction to staff and providers. (Supervisor)
11. New Team member Orientation Checklist. (Supervisor)
12. Customer Service and Company Culture (Culture Curator)

Department Orientation will be conducted by a supervisor, manager, or key staff member designee within the new team member's department and will include the following:

- a. Description of job duties and responsibilities.
- b. Performance standards.
- c. The importance of the team member's duties as they relate to effective patient care.
- d. On-the-job training.

C. Regular Team Members

Team members who have completed their introductory period of employment should be denoted as "regular" team members. Such team members may be either full-time or part-time. The distinction between full-time and part-time depends upon the number of hours that a team member works per work week.

D. Full-Time Team Members

Regular full-time team members are regularly scheduled to work at least 30 hours per week. Full-time team members may be non-exempt, salaried non-exempt or salaried exempt. Full-time, non-exempt team members are paid hourly. All non-exempt team members are subject to overtime rules and regulations. Exempt team members are salaried and governed by the Fair Labor Standards Act and Oregon law. Salaried non-exempt team members are subject to overtime rules and regulations as well. Regular full-time team members are eligible for team member benefits described in this Handbook the first of the month following 60-days of employment (this is prior to the team member's completion of the Introductory Period).

E. Part-Time Team Members

Part-time team members are those who are regularly scheduled to work less than 30 hours per week but more than 20 hours. Part-time team members may be assigned a work schedule in advance or may work on an as-needed basis. Following completion of the introductory period, regular part-time team

members are eligible for some, but not all, team member benefits described in this Handbook. All non-exempt team members are subject to overtime rules and regulations.

F. Part-Time Team Members (working less than 20 hrs/wk)

Part-time team members, working less than 20 hours per week are those who are regularly scheduled to work less than 20 hours per week. These Part-time team members may be assigned a work schedule in advance or may work on an as-need basis. Regular part-time team members working less than 20 hours per week are not eligible for benefits, holiday pay, 401k, etc. as described in this Handbook. All non-exempt team members are subject to overtime rules and regulations.

G. Temporary Team Members

Temporary team members are those employed for short-term assignments. Short-term assignments will generally be periods of three months or less, however, such assignments may be extended. Temporary team members are not eligible for team member benefits except where mandated by applicable law.

H. Job Duties

During the introductory period, your supervisor will explain your job responsibilities and the performance standards expected of you. Be aware that your job responsibilities may change at any time during your employment. From time to time, you may be asked to work on special projects or to assist with other work necessary or important to the operation of your department or Complete Care. Your cooperation and assistance in performing such additional work is expected and appreciated.

Complete Care reserves the right, at any time, with or without notice, to alter or change hours or job responsibilities, reassign or transfer job positions, or assign additional job responsibilities.

I. Work Schedules

Team Members are expected to have flexibility with their work schedules and make themselves available and able to work on some evenings and some Saturdays and or Sundays, as scheduled. Non-Exempt Team Members will be paid any overtime for hours worked in excess of 40 per work week. Complete Care considers the work week to be from Sunday through the following Saturday.

Exchanging work schedules with other team members is discouraged. However, if it is necessary to exchange schedules, notify your supervisor via a written Time Off Request, who may authorize an exchange if possible. Work schedule exchanges generally will not be approved for mere convenience or if the exchange will result in disruption of or interference with normal operations or will result in additional overtime. The requesting team member and the person they are exchanging the work schedule with must both complete and sign a Time Off Request form and have it signed/approved by their supervisor prior to the dated shift change.

J. Meal and Break Periods

All non-exempt team members are entitled to periodic rest break periods during their workday. If you are a non-exempt team member, you will be paid for all such break periods and you will not clock out. Your supervisor will advise you of the time and duration of your breaks and you are expected to return to work promptly at the end of any rest break.

Generally, you will be entitled to one (1) 10-minute rest break for every four (4) hours you work (or major fraction thereof, which is defined as two (2) hours). If you work more than six (6) hours and up to 10 hours in a workday, you will receive one (1) rest break during the first half of your shift and one (1)

rest break during the second half of your shift. If you work more than 10 hours and up to 14 hours, you will be entitled to an additional paid 10-minute rest break.

If you work more than six (6) hours in a workday, you are also entitled to an *unpaid* meal period of at least 30 minutes. If you work more than 14 hours, you are entitled to a second, *unpaid* meal period of at least 30 minutes. You must clock out for your meal period. Your supervisor will advise you of the scheduling of your meal period. You must not perform any work during your meal period, and you must stop working for at least 30 full, consecutive minutes.

All rest breaks and meal periods must be taken away from the regular work area. You may leave the premises for your meal periods.

Team members are prohibited by Oregon law from skipping breaks in order to adjust their schedule (i.e., take a longer meal period, leave early, etc.).

If for any reason you do not take the applicable rest breaks and/or meal periods, you must notify your supervisor immediately.

K. Timekeeping Requirements

All non-exempt team members are required to record time worked via a computerized payroll system. Team members must check in and record their time at the beginning and end of each work period, including the lunch break. Team members also must record their time whenever they leave the building for any reason other than for business purposes. Any changes on the electronic timecard as well as any overtime *must* be approved by a supervisor prior to working the additional overtime hours and prior to payroll processing. Signing in for another team member, allowing another team member to clock in or out for you, or altering our timekeeping system will not be tolerated.

Tardiness in reporting to work must be reported to your supervisor immediately. Tardiness in returning from lunch breaks must be communicated to your supervisor as well. Make-up time, at the Supervisor's discretion, may be made up within the workday the tardiness occurs.

L. Payment of Wages

Team members of Complete Care are paid semi-monthly or monthly; on the 1st and the 15th or on the 1st or the 15th, for the pay period covering the 9th through the 24th and the 25th through the 8th respectively. Salary exempt staff can elect to be paid monthly on either the 1st or the 15th of each month or semi-monthly. Work weeks are defined as Sunday at 12:01 am through Saturday at midnight. If a regular payday falls on a specific holiday as designated by the company or on a weekend, team members will be paid on the preceding workday when possible.

Note that providers are paid once per month on the 15th for earnings the month prior, pursuant to their employment agreements.

Payment of bonuses and incentives based on monthly financial statements are made on the mid-month pay date of the following month.

Paychecks are mailed to the team members home or mailing address direct from our payroll processing company. If there is an error on your check, please report it immediately to the Human Resource Director. Positive or negative adjustments to payroll checks will be made as soon as possible but no later than the next pay period, except as otherwise required by law.

Oregon state law requires an employer to accept and process a legal garnishment. Should this occur, the Human Resource Director will provide the team member with a copy of the information received.

If there is a change in your residence, home telephone number, marital status, or any other personal information, please notify the Human Resource Director as soon as possible so that your records can be updated.

M. Advances

Complete Care will permit one payroll advance every 12 months to each requesting employee. The payroll advance amount granted will not exceed 75% of the employee's earnings to date in the current pay period. Employees are allowed to repay the advance in up to the following consecutive three (3) pay periods. Employees must be past their Introductory Period to be eligible for a payroll advance.

N. Overtime

As necessary, team members may be required to work overtime. For purposes of determining which hours constitute overtime, only actual hours worked in a given workweek will be counted. Complete Care will attempt to distribute overtime evenly and accommodate individual schedules. All overtime work must be authorized in advance by your supervisor. Failure to obtain authorization to work overtime can lead to termination of employment. Complete Care provides compensation for all overtime hours worked by Non-Exempt Team members in accordance with state and federal law as follows:

"All hours worked in excess of 40 hours in one workweek will be treated as overtime. The workweek begins each Sunday at 12:01 am and ends the following Saturday at midnight."

There also may be other circumstances for which you may be entitled to overtime. A poster describing your rights can be found in the all-team member break rooms and/or common areas.

Exempt team members may work hours beyond their normal schedules, as work demands require. No overtime compensation will be paid to exempt team members.

Inadvertent Deductions from Exempt Team member's Pay

Salaried exempt team members are not compensated based on the number of hours they work. Instead, they are expected to work as many hours as are necessary to get the job done, consistent with operational needs and, as applicable, individual employment agreements. For this reason, Complete Care will not reduce a salaried team member's predetermined compensation for: any partial-day absence; any partial-week absence occasioned by the company or its operating requirements, including holidays and partial-week shutdowns; or because of variations in the quality of work performed. If the salaried exempt team member has paid time off, this will be applied before unpaid time out of work.

Complete Care prohibits any deduction from an exempt team member's pay that is not consistent with payment on a salary basis as defined under the federal Fair Labor Standards Act. If an exempt team member believes that any such deduction has been made, the team member should immediately report the matter to management.

O. Personnel Records

You have a right to inspect certain documents in your Personnel File, as provided by law. Team members are allowed to inspect all documents related to the team member's qualifications for employment, promotion, additional compensation, termination, or discipline per ORS 652.750. You may add your version of any disputed item to the file.

Complete Care management and human resources personnel will not disclose personnel information other than on a need-to-know basis to supervisors, and will not provide such information to outside parties without your written authorization, except as follows: Complete Care will verify your current or past employment status and position(s) held upon inquiry, and Complete Care will cooperate with

requests from authorized law enforcement or local, state or federal agencies conducting official investigations.

You have the right to obtain copies of your personnel records under Oregon law. Complete Care can charge you a reasonable fee for these copies. Please contact the Human Resource Director for more information.

P. Team Member References

All requests for prior or current employment references or verifications of employment *must* be directed to the Human Resource Director. No other Manager, Supervisor or team member is authorized to release references for current or former team members. Complete Care policy as to references for team members who have left Complete Care employment is to disclose *only* the dates of employment and the title of the last position held. If authorization is disclosed in writing, Complete Care will also provide a prospective employer with the information on the amount of salary or wage last earned.

Q. Performance Evaluations

Team members will receive periodic Performance Reviews. Your immediate Supervisor and/or the owner or designee will conduct the review. This evaluation will be discussed with you. Your first performance evaluation will be after completion of your 90-day Introductory Period. After that review, performance evaluations will be conducted annually, on or around the anniversary date of your employment with Complete Care. The frequency of Performance Evaluations may vary depending upon length of service, job position, past performance, changes in job duties or recurring performance problems. Of course, management may review your performance at any time.

Your performance evaluations will include factors such as the quality and quantity of the work you perform, your knowledge of the job, your initiative, your work attitude and your attitude toward others. The Performance Evaluation should help you become aware of your progress, areas for improvement and objectives or goals for future work performance. Positive performance evaluations do not guarantee increases in salary or promotions. Salary increases and promotions are solely within the discretion of the Owner, Clinic Director and your Supervisor and can depend upon many factors in addition to performance.

After the review you will be required to sign the evaluation report in order to acknowledge that it has been presented to you and discussed with you by your supervisor and/or the Owner or Clinic Director, and that you are aware of its contents.

R. Open-Door Policy

Suggestions for improving the company are always welcome. At some time, you may have a complaint, suggestion or question about your job, your working conditions or the treatment you are receiving. Your good-faith complaints, questions and suggestions also are of concern to management. We ask that you take your concerns first to your supervisor, following these steps:

1. As soon as possible, but within a week of the occurrence, bring the situation to the attention of your immediate Supervisor. Our goal is generally to respond within 5 working days after investigating and to provide a solution or explanation in a reasonable and timely manner.
2. If you are uncomfortable bringing the problem to your immediate supervisor, or the problem persists or you are not satisfied with your immediate supervisor's response, you may put it in writing and present it to the Human Resource Director who will investigate. Again, our goal is generally to provide a response within 15 working days or in a reasonable and timely manner. It is recommended that you bring the matter to the Human Resource Director as soon as possible after you believe that your immediate Supervisor has failed to resolve the matter.

3. If the problem is not resolved, you may present the problem in writing to the Clinic Director or Owner of Complete Care who will attempt to reach a final resolution as soon as possible.

This procedure, which we believe is important for both you and the practice, cannot result in every problem being resolved to your satisfaction. However, Complete Care values your input and you should feel free to raise issues of concern, in good faith, without the fear of retaliation.

S. Employment of Relatives

Relatives of team members may be eligible for employment with Complete Care only if individuals involved do not work in a direct supervisory relationship. The Company defines “relatives” as wife, husband, son, daughter, mother, father, brother, brother-in-law, sister, sister-in-law, son-in-law, daughter-in-law, mother-in-law, father-in-law, aunt, uncle, niece, nephew, stepparent or stepchild of the individual. Present team members who marry or become registered domestic partners will be permitted to continue working in the job position held only if they do not work in a direct supervisory relationship with one another.

T. Conflicts of Interest

Situations of actual or potential conflict of interest are to be avoided by all team members. Personal or romantic involvement with a patient, competitor, supplier or subordinate team member of Complete Care, which impairs a team member’s ability to exercise good judgment on behalf of Complete Care, creates an actual or potential conflict of interest.

Supervisor/subordinate romantic or personal relationships also can lead to supervisory problems, possible claims of sexual harassment and morale problems. These types of relationships are therefore discouraged and may subject a team member to disciplinary action, up to and including termination where a conflict of interest is determined.

In addition, soliciting or accepting gifts or favors from patients, vendors, or other third parties with whom Complete Care has a business or contractual relationship is generally prohibited, unless (a) the gift or favor is very small in value and (b) you did not ask for the gift or favor. Examples of prohibited solicitation include asking a patient to sponsor you for a charitable event or to purchase fund raising items for your child’s school or seeking a job for yourself or a friend or family member or soliciting Company team members or patients to work for you or another employer.

If a gift or favor is offered and you are unsure whether you may accept it, please check with your supervisor or Human Resources Director immediately.

U. Reductions in Force (RIFs)

Under some circumstances, Complete Care may need to restructure or reduce its work force. If it becomes necessary to restructure our operations or reduce the number of team members, Complete Care will attempt to provide advance notice, if possible, so as to minimize the impact on those affected. If possible, team members subject to layoff will be informed of the nature of the layoff and the foreseeable duration of the layoff, whether short-term or indefinite.

In determining which team members will be subject to layoff, Complete Care will take into account, among other things, operation and requirements, the skill, productivity, ability and past performance of those involved and also, where feasible, the team member’s length of service. In the event of a RIF, Complete Care will comply with any applicable laws regarding notice.

V. Involuntary Termination and Discipline

Violation of Complete Care policies and rules may warrant disciplinary action. Complete Care may, in its sole discretion, utilize whatever form of discipline is deemed appropriate under the circumstances, up to and including termination of employment. The form and the severity of discipline are determined in each individual case.

W. Voluntary Termination

A team member who voluntarily resigns his/her employment or fails to report to work for 3 consecutively scheduled workdays without notice to, or approval by his/her supervisor, will voluntarily terminate employment with Complete Care. All Complete Care-owned property (keys, uniforms, identification badges, communicators, credit cards, etc.) must be returned immediately upon termination of employment.

X. Bridging of Time

Complete Care will give credit to team members previously employed by the Company, provided the break in service does not exceed 3 months, or 6 months for sick leave. The break in service time will be deducted from the team member's original service date for purposes of the following:

- Seniority date
- PTO accrual
- Retirement

Team members whose break in service is less than the 60-day waiting period for health benefits will be reinstated into the health benefit plan in which they were enrolled prior to their termination.

Chapter 3 Standards of Conduct

A. Prohibited Conduct

The following conduct is prohibited and will not be tolerated by Complete Care and may be grounds for termination. This list of prohibited conduct is illustrative only; other types of conduct injurious to security, personal safety, team member welfare and Complete Care operations are also prohibited.

1. Falsification of employment records, employment information or other Complete Care records, or other dishonesty in work-related communications.
2. Theft or deliberate or careless damage of any Complete Care property or the property of any team member or patient.
3. Provoking a fight, fighting, or intimidating or threatening another person, during working hours, on Complete Care property, or in work-related communications.
4. Participating in horseplay or practical jokes (that are not company orchestrated) on Complete Care time or on Complete Care premises. Carrying firearms or any other weapons on Complete Care premises or when performing work-related duties or attending work-related functions.
5. Engaging in criminal conduct while at work and/or related to patient care or conviction of a crime occurring at any time if the crime involves vulnerable persons (elder abuse, child abuse, sexual assault, etc.).
6. Insubordination, including but not limited to failure or refusal to obey the instructions of a supervisor or member of management.
7. Unreported absence of three (3) consecutive scheduled workdays, unless excused by the circumstances.
8. Failure to observe working schedules, including failure to take legally required rest and

- lunch periods, working overtime without authorization, refusing to work assigned overtime, or unreasonable failure to notify a supervisor when unable to report to work.
9. Sleeping or malingering on the job.
 10. Reckless or dangerous behavior, or other violation of any safety policies.
 11. Violation of Complete Care Confidentiality policy, HIPAA policy and/or Computer Use policy, except for disclosures expressly permitted by federal and state law.
 12. Working while impaired.
 13. For providers, loss of license, credentials, privileges, ability to become or remain insured or other requirements for providing health care.
 14. Food, gum or beverages outside of designated areas. Or, in unapproved containers or vessels.
 15. Selling or soliciting personal or unapproved products or services to team members or patients while on the premise of any facilities.
 16. Disparaging comments made to another about Complete Care or any of its staff, providers or admin.
 17. Under no circumstances are tips (gratuities) to be solicited nor accepted from patients. Tips are not usual nor customary in a medical setting whereby third-party insurances companies are often being billed which strictly prohibit this.

B. Drug and Alcohol Use

Complete Care is concerned about the use of alcohol, marijuana, illegal drugs, or controlled substances as it affects the workplace. Use of these substances, whether on or off the job can detract from a team member's work performance, efficiency, safety, and health, and therefore seriously impair the team member's value to the Company. In addition, the use or possession of these substances on the job constitutes a potential danger to the welfare and safety of other team members and exposes the Company to the risks of property loss or damage, or injury to other persons.

Furthermore, the use of prescription drugs and/or over-the-counter drugs also may affect a team member's job performance and may seriously impair the team member's value to the Company.

The following rules and standards of conduct apply to all team members either on Company property or during the workday (including meals and rest periods). Behavior that violates Company policy includes:

1. Possession or use of an illegal or controlled substance.
2. Being impaired at work by alcohol, marijuana, illegal drugs, controlled substances (including prescribed drugs), or over-the-counter medication. See below for more information about medication use.
3. Driving for work-related purposes while under the influence of alcohol, marijuana, illegal drugs, controlled substances, or any medication that impairs your ability to drive safely.
4. Distribution, sale, or purchase of an illegal or controlled substance while on the job.

Violation of these rules and standards of conduct will not be tolerated. Complete Care also may bring the matter to the attention of appropriate law enforcement authorities.

In order to enforce this policy, Complete Care reserves the right to conduct searches of Company property or team members and/or their personal property, and to implement other measures necessary to deter and detect abuse of this policy. A team member's personal property stored on company property, including but not limited to lockers, packages, purses and backpacks, may be inspected upon reasonable suspicion of unauthorized possession of Complete Care property or reasonable suspicion that other evidence of unlawful conduct is contained in team members personal property stored on company property.

A team member's conviction on a charge of illegal sale or possession of any controlled substance while off Company property will not be tolerated because such conduct, even though off duty, reflects adversely on Complete Care. In addition, the Company must keep people who sell or possess controlled substances off Company premises in order to keep the controlled substances themselves off the premises.

This policy does not prohibit team members from the lawful use and possession of prescribed medications including those that are listed as controlled substances or over-the-counter medications. However, the company has an obligation to ensure a safe working environment for all team members, and to prohibit team members from working in an impaired state.

If you are taking medication you should consult with a health care professional about the medication's effect on your ability to safely perform the job, or affect the safety or well-being of others, and must notify a supervisor of work restrictions immediately before starting or resuming work.

At all times your medical privacy will be respected. Unless you are seeking an accommodation for a disabling condition, or requesting medical leave, you will not be asked to disclose any information about the medical condition, the name of the medication, etc.

A team member may maintain on company premises prescription drugs, including medications that are listed as controlled substances and over-the-counter medication, provided:

- The drugs have been legally prescribed for the team member's use (if the medication is prescribed rather than over the counter); and
- The team member is taking the prescription drugs as prescribed or the over-the-counter medication in accordance with the medication directions.

Marijuana

Cannabis in any form is an illegal controlled substance under Federal law, but it has been decriminalized under state law for both medicinal and recreational purposes in Washington, Oregon, Colorado, and Alaska (and for medicinal use only in about sixteen other states). Oregon and Washington law clearly state that (1) employers may still impose drug-free workplace policies for marijuana (i.e., zero tolerance), and (2) the use of marijuana in the workplace is not a "reasonable accommodation" required under state or Federal disability laws.

Treatment for Dependency

Complete Care will encourage and reasonably accommodate team members with alcohol or drug dependencies to seek treatment and/or rehabilitation. Team members desiring such assistance should request a treatment or rehabilitation leave. The Company is not obligated, however, to continue to employ any person whose performance of essential job duties is impaired because of drug or alcohol use, nor is the Company obligated to re-employ any person who has participated in treatment and/or rehabilitation if that person's job performance remains impaired as a result of dependency. Additionally, team members who are given the opportunity to seek treatment and/or rehabilitation, but fail to successfully overcome their dependency or problem, will not automatically be given a second opportunity to seek treatment and/or rehabilitation. This policy on treatment and rehabilitation is not intended to affect the Company's treatment of team members who violate our policies or Standards of Conduct. Rather, rehabilitation is an option for a team member who acknowledges a chemical dependency and voluntarily seeks treatment to end that dependency.

A leave of absence for treatment is a qualifying absence under the Oregon Family Leave Act. Some or all of the costs of treatment may be covered by our group insurance provider if team member has elected coverage, but at all times the team member is responsible for all such costs.

Drug Testing

Complete Care requires pre-employment testing and testing based on reasonable suspicion that a team member is working while impaired. Reasonable suspicion includes staggered gait, slurred speech, odor of alcohol or marijuana, strange behavior or excessive absenteeism with no other reasonable explanation, report of use or impairment at work, or a workplace accident that reasonably could have been caused by impairment. Complete Care will exercise caution in accepting a report as the basis of a drug test and will ensure the report comes from a credible source and/or is supported by independently observed evidence.

Complete Care will pay for all drug tests, and for time lost to take the test. A team member may be suspended from work without pay pending the results of the drug test. Drug test results will remain confidential to the extent practicable, and only shared with supervisor and human resources staff with a need to know. Refusal to submit to a drug test, or tampering with lab specimens, will be grounds for termination.

A team member who fails a drug test may be terminated or, at Complete Care's sole discretion, may be allowed to continue employment conditioned upon signing a last chance agreement. A last chance agreement will, at a minimum, require that the team member participate in treatment, authorize communication with treatment providers, demonstrate compliance with all the terms of the treatment plan, and be subject to random drug tests during the term of the agreement.

C. Punctuality and Attendance

As a team member of Complete Care, you are expected to be punctual and regular in attendance. Any tardiness or absence causes problems for your fellow team members and your supervisor and compromises patient care. When you are absent, others must perform your workload, just as you must assume the workload of others who are absent.

The expectations in this section relate only to absences (include tardy arrival and leaving early) that are not protected by law. Absences due to medical leave, sick leave, workers compensation, disability accommodation, or concerted activity that are protected by law are not considered unexcused, and such absences will not count as "occurrences" for purposes of determining excessive absenteeism. However, team members must follow the notice procedures outlined below wherever possible, in addition to notice procedures outlined in the applicable sections of this Handbook for protected leave. As stated in the applicable sections, team members may be required to bring a doctor's note to the Human Resources Director for absences exceeding three consecutive scheduled workdays.

Subject to the exceptions above, team members are expected to report to work as scheduled, on time and prepared to start work, and to remain at work for their entire work schedule, except for meal periods or when required to leave on authorized Complete Care business. Late arrival, early departure or other absences from scheduled hours are disruptive and must be avoided—again, except as specifically permitted by law and/or this Handbook. Each team member will be given an "occurrence" each time a team member misses their regularly scheduled workday or leaves their assigned shift without prior scheduling. ***The accumulation of nine (9) occurrences in any consecutive 12-month period is grounds for termination of employment.*** Disciplinary action, which may lead up to and include employment termination, may start when the 3rd occurrence in a three-month period of time is recorded. Team members will be given a verbal warning at their 3rd occurrence, a written warning at their 6th occurrence and their final written warning at 8 occurrences (with termination resulting with the 9th absence).

Team members will receive occurrences as follows:

- If a team member misses a regularly scheduled shift, they will receive 1 occurrence
- If a team member fails to call in, an hour before the beginning of their shift, the employee will

receive 2 occurrences

- If a team member arrives more than 15 minutes late (excessive tardiness is addressed separately) even with notice, they will receive a ½ occurrence
- If a team member works a partial shift but leaves the for the remainder of the day, they will receive a ½ occurrence
- If the team member receives 3 occurrences over the course of a rolling 3-month period, the team member will receive verbal warning.
- If a team member misses three (3) regularly scheduled consecutive shifts, a doctor's note is required however, the team member will only receive 1 occurrence.

Tardiness in reporting to work at the beginning of your scheduled day or after breaks must be reported by the team member. Make-up time, at the Supervisor's discretion, may be made up within the workday the tardiness occurred, however under no circumstances may a team member skip a required rest break or shorten a meal period to make up for tardiness.

Complete Care requires that you call your supervisor a minimum of one hour prior to the start of your scheduled shift if you are unable to report for work on any particular day. If you call less than one hour before your scheduled time to begin work, you will be considered tardy for that day. In all cases of absence or tardiness, team members must provide their supervisor with an honest reason or explanation. Team members are requested to inform their supervisor of the expected duration of any absence. Absent extenuating circumstances, you are requested to call in on any day you are scheduled to work and will not report to work. ***Team members must speak directly with their supervisor if at all possible; Messages left on a voicemail or text messages are NOT acceptable unless the supervisor cannot be reached via telephone.***

Excessive absenteeism or tardiness (whether excused or not) will not be tolerated. Excessive absenteeism or tardiness will be determined according to the circumstances involved in each instance. Continuing patterns of absences or tardiness - regardless of the exact number of days - may warrant disciplinary action up to and including termination. Even one unexcused absence or tardiness may be considered excessive. Again, protected absences will not be included in any calculation of "excessive absenteeism."

If you fail to report for work without any notification to your Supervisor and your absence continues for a period of three days, Complete Care will consider that you have abandoned your employment and have voluntarily terminated, unless there is evidence that your failure to show up and/or make contact was for a legally-protected reason and you were unable to contact Complete Care.

D. Personal Standards and Dress Code

In the interest of presenting a professional image to our patients, we ask that all team members observe good habits of grooming and personal hygiene. Team members are expected to wear clothing appropriate for the nature of our clinics and offices and the type of work performed. We promote professionalism in all that we do. Therefore, it is important that we represent ourselves in a highly professional way as team members.

The general principles of these standards are: (1) Uncompromising levels of cleanliness are the responsibility of every team member; (2) Take pride in and care of your personal appearance; (3) Avoid clothing that can create a safety hazard.

Everyone is responsible for conveying a professional image by adhering to Company Grooming Standards. Use of perfume/cologne in moderation is permitted however, staff are encouraged to be mindful of patient and co-worker sensitivities to chemicals and strong odors. If perfume/cologne is in excess as determined by a supervisor, manager or owner, the team member may be sent home and asked to return without the strong odor.

Hair Presentation:

- No extreme hairstyles or hair color
- Hair color must be one that could be grown naturally
- Hair must be neat and clean
- When working directly with patient care, long hair must be tied back to avoid patient contact during patient care and procedures

Fingernails:

- Nails must be kept at a natural, conservative length
- No fingernail jewelry
- All back-office staff that have direct patient contact may not wear fake, acrylic or gel acrylic nails in adhering to health and safety guidelines and best practices

Clothing:

All Clothing Must Be:

- Dependent upon job duties as outlined below; an issued uniform and/or appropriate business or business casual attire
- Worn with a name tag at all times on the left upper torso over the heart, for any staff having direct patient contact
- Clean, wrinkle free
- Undergarments must not be visible through the uniform

Reception, Billing, Medical/Chiropractic Assistants, LMT's and Lab Staff:

Complete Care will provide both black and Bahama colored top and bottom scrubs (one set in each color) to each team member. Staff may wear approved long sleeve shirts under their company issued scrubs (black or white only) however, jackets, sweaters, hoodies, sweatshirts, etc. are not permitted to be worn over the company issued scrubs, unless approved by or issued by the company. The Lab Director/MLT may wear scrubs and/or a lab coat.

MD's, DO's, DC's, PA's, FNP's, PT's:

Complete Care will provide black and Bahama colored top and bottom scrubs for the provider if elected to wear during heavy procedure days. White lab coats provided by the company with Complete Care are optional and all uniforms must be kept clean and stain free by the provider. Business or Business Casual is appropriate. Jeans, polo's, t-shirts, leggings, yoga pants, sneakers or tennis shoes are not appropriate. Slacks, dress shoes, button shirt with or without tie, knee length skirts, blouses and dress pants are appropriate examples.

Directors, Clinic Managers, Health Coaches, Sales & Marketing Staff:

Business or business casual attire should be worn. Jeans, polo's, t-shirts, leggings, yoga pants, sneakers or tennis shoes are not appropriate. Slacks, dress shoes, button shirt with or without tie, knee length skirts, blouses and dress pants are appropriate examples.

Jewelry:

- Jewelry must be kept minimal and conservative in nature
- No pins/brooches or any other attachment other than name tags are to be worn on company issued scrubs unless issued by the company for service or product promotions.

Team members wearing multiple ear piercings should always err on the side of professionalism and appear conservative in nature. If team member jewelry of any sort is disruptive in nature to patients or co-workers, team member will be asked to remove them. Team members may not wear gauges of any size in their ears.

Team members will be allowed to wear nose jewelry only if they meet the following criteria:

- (1) Nose piercing may be worn; stud/post only. *Nose rings are not allowed*
- Nose piercing jewelry may not be larger than 1-2mm in size (2mm and under are the only sizes that will be allowed and are the most discreet size post available)
- Posts may not extend or show beyond a team member's nostril
- Nose stud/posts must only be silver/gold in color; no specific designs will be allowed
- No other facial piercings are allowed

Tattoos:

Team members are allowed to have exposed tattoos with the exception of the following which are prohibited:

- Depictions or symbols of blood or violence
- Images displaying nudity or lack of clothing inappropriate for the workplace
- Images displaying symbols associated with racism, bigotry or any other form of discrimination
- Images displaying sexual acts
- Vulgar or offensive language
- Innuendo of any of the above prohibited images
- If team members currently have tattoos of this nature, they are required to keep them covered at all times.
- Hand, face and neck tattoos are prohibited. Existing Team Members (grandfathered in) already having neck tattoos must keep them covered at all times. Team Members with hand tattoos hired before this policy are grandfathered in but may not obtain additional hand tattoos or enlarge those they already have. Team Members having face tattoos such as lipliner, lip color, eyeliner or eyebrows are allowed only if they appear natural in color. This is the only exception to face tattoos allowed.

Make-up:

- Make-up must be applied tastefully and not excessive

If any part of this policy conflicts with your religious practices, or causes problems with a medical condition, please notify Human Resources to discuss a waiver or other accommodation.

E. Patient Relations

Team members are expected to be polite, courteous, prompt and attentive to every patient, family member, and co-worker. When a situation arises where the team member does not feel comfortable or capable of handling the problem, the Supervisor should be called immediately. More detailed description of our service standards can be found at the front of this Handbook.

F. National Labor Relations Act / Concerted Activity, Oregon Wage Disclosure Law

The National Labor Relations Act (NLRA) permits non-supervisory team members to work together to improve working conditions. This is referred to as "concerted activity."

At times, concerted activity may include raising concerns and even complaints about an employer and disclosing certain working conditions such as compensation and workplace policies. These concerns and disclosures may take place privately with other co-workers, or publicly, including through email, social media, etc. In addition, Oregon law protects the right of team members to discuss wages, except where the team member has obtained the information through his or her job duties.

Nothing in this Handbook is intended to interfere with the rights under the NLRA and/or Oregon law. On the other hand, employers do have the right to prohibit team members from disclosing trade secrets and other confidential and proprietary information, and from taking certain actions in connection with reference to the employer (such as illegal conduct, or the use of profanity or threats of violence), even where such conduct occurs in conjunction with concerted activity. Also, keep in mind that not every “rant” is by itself concerted activity. Rather, the law protects the right of team members to work together for the purpose of improving their working conditions.

Complete Care supports its team members’ rights under applicable law and will not knowingly impede those rights. The policies in this Handbook should be read together with a team member’s rights under the NLRA and Oregon law to understand your rights and the legitimate limitations on public statements related to and/or referring to Complete Care.

G. Confidentiality

Each team member is responsible for safeguarding confidential information obtained in connection with his or her employment. In the course of your work, you may have access to confidential information regarding Complete Care, its suppliers, its patients, or fellow team members. Except as specifically permitted under the NLRA and/or Oregon law, it is your responsibility to in no way reveal or divulge any such information to third parties unless it is necessary for you to do so in the performance of your duties. Disclosure of confidential information to other Complete Care team members should be on a “need-to-know” basis. Any breach of this policy will not be tolerated, and legal action may be taken by Complete Care, in addition to disciplinary action. All team members must read and sign the complete Confidential Information Agreement attached to this Handbook.

Complete Care is a provider of medical services, subject to the provisions of HIPAA. All Complete Care team members will receive training regarding HIPAA requirements, and will be required to sign a HIPAA agreement, confirming that they understand and will comply with all related provisions of the law, to protect patients’ individually identifiable health information.

Complete Care will not discriminate or retaliate against any team member because the team member has in good faith reported what they believe to be a violation of state or federal law or regulation. You are encouraged to discuss perceived violations with management.

Defend Trade Secrets Act of 2016 (DTSA) Required Notice:

Immunity: The DTSA ensures that no team member will be held criminally or civilly liable under any Federal or State trade secret law for the disclosure of a trade secret that is made:

- In confidence to Federal, State, or local government official, either directly or indirectly, or to an attorney; and
- Solely for the purpose of reporting or investigating a suspected violation of law; or
- In a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal.

Use of Trade Secret Information in Anti-Retaliation Lawsuit: A team member who files a lawsuit for retaliation by an employer for reporting a suspected violation of law may disclose a trade secret to the attorney of the team member and use the trade secret information in the court proceeding, if the team member:

- Files any document containing the trade secret under seal; and
- 5.3.2.2. Does not disclose the trade secret, except pursuant to court order.

H. Business Conduct and Ethics

No team member may accept a gift or gratuity (except as outlined earlier in this manual) from any patient, vendor, supplier or other person doing business with Complete Care as it may give the appearance of influence regarding their business decision, transaction or service. Please discuss expenses paid by such persons for business meals or trips with Complete Care in advance.

I. Conducting Personal Business

Complete Care understands that, at times, staff must conduct limited personal business during working hours, and is willing to accommodate such personal use to a limited degree. However, if conducting personal business interferes with a team member's work performance during his or her scheduled work hours, creates a threat to Complete Care, or otherwise violates the policies in this Handbook, it is not allowed.

Team members may not conduct personal business (for their own separate outside business) or business for another employer during their scheduled working hours.

The prohibition on *personal business* does not apply to rest and meal periods, or the time before your workday starts or after your workday ends.

Performing *work for another employer* is strictly prohibited using any company computers or other equipment, at any time.

J. Use of Company Computers, Internet Access, and E-mail

An electronic mail (e-mail) system is maintained by Complete Care in order to facilitate practice business. All messages sent, received, composed, and/or stored on this system are the property of Complete Care.

Complete Care provides all of its team members with Internet access so that they can obtain up-to-date information useful to them for the performance of their job functions and duties.

All company computers, communications equipment, and the information and data stored on such computers and equipment ("Electronic Systems") are the property of Complete Care.

As used in this Handbook, the term Electronic Systems includes the equipment (desktop and laptop computers, iPads, land line telephones and cell phones, pagers, fax machines, copy machines, etc.), software loaded onto such equipment, and internet and intranet access.

For company-owned equipment, all the information stored on the equipment is the property of the company. For personal equipment used for work purposes, all work-related information stored on the equipment is company property. Information stored on equipment includes but is not limited to email, voicemail, text messages, photos and videos stored on the equipment, internet history, downloads, and electronic documents and information.

The company maintains its Electronic Systems to assist in the conduct of its business, and except as otherwise provided in this policy, these Electronic Systems are to be used for business purposes only.

The company has the right to and may monitor any and all aspects of the Electronic Systems, including email, voicemail, and text messages, to ensure compliance with its policies, within the limits of the law. Team members should not have any expectation of privacy in anything they create, send or receive on company Electronic Systems, and accessing company Electronic Systems (EMR, E-mail, servers, etc.) through personal computers, cell phones, tablets or any personal electronic device is strictly prohibited outside of Providers and/or Admin Team Members.

The Electronic Systems may sometimes and with prior approval be used for personal use during non-working time, but neither business nor personal use of the company's Electronic Systems is private, and the company's Electronic Systems and all use of it may be monitored, accessed, reviewed, and disclosed by the company at any time.

All Complete Care Electronic Systems are subject to the rules in this policy.

The following rules apply to all communication, documents, and information created or accessed on Complete Care Electronic Systems, and all communications, documents and information created or accessed on personal equipment that is directed to a team member, patient, or vendor of Complete

Care and/or created or accessed in the course of performing work for Complete Care.

- No software or files should be downloaded from non-organization sources via the Internet (or any other public network). Complete Care Network Personnel must approve any modifications or Additions made to the Electronic Systems.
- Users are prohibited from downloading or viewing illegal or pirated information or software.
- Passwords transmitted or used online should be of different variation from those used within organization.
- Complete Care prohibits team members from using the company Internet access to visit sites that are pornographic, sexually explicit, racial or ethnically biased, harassing, or otherwise violate our Discrimination and Harassment policies.
- For all communications using the company's Electronic Systems, or using personal electronic systems to communicate with team members, patients, or vendors:
 - Team members are prohibited from transmitting communications that are harassing, discriminatory, contain pornography or obscenity, or otherwise contain unlawful material. Team members receiving such communications should immediately notify their supervisor.
 - Team members are prohibited from transmitting communications that are defamatory, abusive, threatening, or intimidating, or contain profanity.
 - Team members are prohibited from transmitting trade secrets or other Confidential Information subject to the Confidential Information Agreement each team member signed, except as specifically permitted by law. See NLRA and Oregon law policy for specific exceptions.
 - Communications with patients, vendors, and other health care providers outside Complete Care must be respectful, polite, and welcoming, and must avoid statements that may be offensive.

"Communications" include emails, telephone calls, text messages, voicemail messages, faxes, and printed communications. See Social Media policy for related information about communicating with third parties outside Complete Care through social media.

- Users should not use Electronic Systems to transmit passwords or any other authentication information for Complete Care systems.
- Users should not use Electronic Systems to transmit chain letters.
- Users should save any E-mail attachments with .exe, .vbs, or .com to their hard drive and should scan the file using virus detection software prior to opening or executing the file.
- Users should never E-mail or otherwise transmit any attachment that is suspected of being a virus.

Violation of this policy may lead to discipline, up to and including termination of employment. In addition, if a team member commits an unlawful or criminal act, and/or discloses trade secrets or other confidential information, Complete Care may take legal action, including but not limited to filing criminal charges and/or seeking injunctive relief, as appropriate.

K. Personal Use Limited

As stated above, the Electronic Systems, all data, information, and communications created, sent, and/or received on the Electronic Systems, and internet access through the Electronic Systems, are provided to team members to assist them in conducting business and are generally not for team members' personal use. Complete Care understands that, at times, personal use of the Electronic Systems is necessary or useful and is willing to accommodate such personal use to a limited degree. However, personal use of the Electronic Systems that interferes with a team member's work performance during his or her scheduled work hours, creates a threat to Complete Care, or otherwise violates the policies in this Handbook, is not allowed.

As also stated above, personal use of the Electronic Systems is limited to rest and meal periods, and (for exempt salaried staff) before and after work.

Internet use brings the possibility of breaches to the security of confidential Complete Care information. Internet use also creates the possibility of contamination to Complete Care system via viruses. For this reason, under no circumstances may Complete Care Electronic Systems be used to download any incoming non-work-related data (downloads of files, applications, or documents not related to company business).

L. Social Media

The internet maintained by Complete Care is not to be used for accessing, posting or communicating on personal Social Media sites at any time. While team members may use their personal smart phones during breaks for such interaction, it is prohibited at any time on Complete Care internet unless specifically approved in advance or job related to marketing, networking and outreach for the company. Complete Care discourages team members from sharing with patients, or asking patients to join any personal social media addresses such as Facebook, LinkedIn, Twitter, etc. Patient privacy and confidentiality is to be maintained at all times during and after employment with Complete Care, as required by HIPAA and other privacy laws

M. Personal Phone Calls

Personal phone calls are to be made and accepted only during the team member's personal time or rest breaks. Team members are discouraged from accepting incoming calls on Complete Care phone line as such calls interrupt the service, we offer our patients. Messages received by Complete Care for team members will be passed to team members at breaks or the end of the day (with the exception of emergency messages).

N. Cell Phone Use

Cell phone use, including but not limited to calling and texting is prohibited during working hours by all staff other than Providers and Administrative Staff. Use of personal cell phones (or smart watches, iWatch, etc.) should be limited to breaks and lunch periods unless there is an emergency. Cell phone ringers should set to silent during working hours. Team members are prohibited from using cell phone cameras or video recorders on the premises of Complete Care except when specifically taking pictures/videos in support of concerted activity (See NLRA section) or specific Admin Team approved Culture Engagement Events or for two-factor notification events when accessing outside entity patient data record systems. Even when taking pictures in support of concerted activity, team members must engage in such activity during non-working time (*i.e.*, during breaks), and must not take pictures/videos or use any such pictures/videos in a way that:

- Violates the privacy of patients, co-workers, or anyone else on the premises (*i.e.*, pictures in waiting rooms, patient rooms, dressing areas, or restrooms, or where individually identifiable health information is visible in the picture/video).
- Violates Complete Care discrimination and harassment policies.
- Interferes with the work of providers or other Complete Care team members.
- Discloses or risks disclosing Complete Care confidential or proprietary information (See Confidentiality Agreement).

It is improper and illegal to contact patients from Complete Care after termination of employment with Complete Care and such illegal contact can result in disciplinary action against professional licensed team members by the governmental licensing agencies, and/or injunctive relief by court order, and/or civil damages. See Attachment 2 for additional information. This prohibition relates to contact with a patient in his/her role as a patient (that is, contact related to the provision of medical services by Complete Care or any other medical care provider, patient history, prognosis, treatment, etc.). This section does not prohibit social contact between people who were formerly in the relationship of medical care provider and patient.

Chapter 4: Operational Considerations

A. Employer Property

Lockers, desks, pagers and other equipment and supplies that are Complete Care property must be maintained according to Complete Care rules and regulations. They must be kept clean and neat and are generally to be used only for work-related purposes. Equipment must be used with care and according to the manufacturer's instructions. Complete Care reserves the right to charge a team member with the cost of replacement or repair for intentional damage or damage caused by reckless or careless use.

Complete Care reserves the right to inspect all Complete Care property to ensure compliance with its rules and regulations, without notice to the team member and/or in the team member's absence. Prior authorization must be obtained before any Complete Care property may be removed from the premises, other than pagers, cell phones, and other equipment specifically intended for use off-site. Any use of company supplies for personal use is illegal and considered theft; this includes but is not limited to postage, files, printing, paper, toiletries, etc. Items intended for promotional use and authorized by a supervisor are excluded.

B. Off-Duty Use of Facilities

Team members are prohibited from being on Complete Care premises or making use of Complete Care facilities while not on duty or not expressly requested or required to be onsite. Team members are expressly prohibited from using Complete Care facilities, property or equipment for personal use, except for minor or incidental use during breaks and before and after the workday.

C. Team Member Property

Team members are strictly prohibited from storing personal property on company premises (i.e., vehicles, computers, exercise equipment, lawn equipment, etc.) as this is a liability for the company.

D. Lost and Found

Money, clothing, and all other valuables should not be left in areas where a theft might occur. Complete Care is not responsible for personal lost or stolen property. Team members are encouraged to use the team member lockers for personal items such as purses and jackets.

E. Security

The security of facilities as well as the welfare of our team members requires that every individual be constantly aware of potential security risks. You should immediately notify your supervisor when unknown persons are acting in a suspicious manner, in or around the facilities, or when keys, security passes or identification badges are stolen, lost or misplaced.

F. Health and Safety

Every team member is responsible for the safety of him- or herself as well as others in the workplace. To achieve our goal of maintaining a safe workplace, everyone must be safety conscious at all times.

All new team members will receive a Safety Manual and related training. In addition, in compliance with Oregon law, and to promote the concept of a safe workplace, Complete Care Safety Committee holds safety meetings quarterly. At our meetings, we will work together to identify and correct workplace hazards and unsafe practices. Team members contribute by alerting management regarding any unsafe situations or hazards they notice.

Team members are expected at all times to comply with all the safety rules and policies in this Handbook and in the Safety Manual, and to use good judgment for all situations not specifically governed by safety rules and policies. Horseplay, reckless behavior, misuse of equipment, and other dangerous activities are prohibited.

All team members are covered by workers' compensation insurance through Complete Care. It provides medical care, disability income, rehabilitation and death benefits for any team member suffering from a qualified work-related injury while employed with this company, in accordance with state laws.

If you should sustain an injury or suspected injury while on the job, you are required to notify the Human Resource Director immediately. The Human Resource Director will then evaluate your injury or suspected injury and assist you in securing appropriate medical assistance.

As soon as practically possible, but in no case later than 24 hours following your injury or suspected injury, you are required to complete an accident report documenting the circumstances surrounding the incident. You may obtain this report from the Human Resource Director.

Maintaining a safe workplace is our shared responsibility!

G. Smoking Policies

This is a smoke free environment. Smoking is not allowed on Complete Care premises (this includes the entire property boundary) outside nor inside the buildings including public areas and restrooms. In addition, pursuant to Oregon law, smoking is not allowed outside the building within 10 feet of windows, doors, or vents. Please be especially attentive to the sensitivities of patients or fellow team members who may object to smoking odors. All team members are expected to abide by the grooming standards listed in this handbook.

H. Housekeeping

All team members are expected to keep their work areas clean and organized. Common areas such as lunchrooms, locker areas, and restrooms should be kept clean by those using them. Please clean up after meals. All dishes and space used are to be cleaned completely by each Team Member prior to leaving breakroom. As a general consideration of fellow team members, leave the space better off than when you found it. Dispose of trash properly. Do not leave food in company refrigerators or on company countertops where they can rot or cause odors. Burning of candles or open flame of any type are strictly prohibited.

I. Parking

Team members must park their vehicles in permissible public areas in the vicinity of Complete Care property. Team members may not use parking areas specifically designated for customers, vendors or patients. Complete Care is not responsible for any loss or damage to team member vehicles or contents at any time.

J. Solicitation and Distribution of Non-Work-Related Literature

In order to ensure efficient operation of Complete Care business and to prevent annoyance to team members, it is necessary to control solicitations and distribution of non-work-related literature on Complete Care property.

Complete Care has established rules applicable to all team members governing solicitation or distribution of written material and entry onto the premises and work areas. All team members are expected to comply strictly with these rules. Any team member who is in doubt concerning the application of these rules should consult with his or her supervisor immediately.

As stated elsewhere in this Handbook, the NLRA protects the right of non-supervisory team members to engage in concerted activity, which may include distributing information, soliciting contributions to support the concerted activity, and related actions. Nothing in this policy is intended to interfere with those rights. As permitted under the NLRA, the only limitation placed on such activity is that team members must engage in such activity during non-working time (including breaks) and must be careful not to interfere with other team members' working time when legitimately engaging in concerted activity. Our rules regarding distribution and solicitation of non-work-related causes are as follows:

1. No team member shall solicit or promote support for any cause, other employer, company or organization during his or her working time or during the working time of the team member or team members at whom such activity is directed.
2. No team member shall distribute or circulate any written or printed material in work areas at any time, or during his or her working time or during the working time of the team member or team members at whom such activity is directed, unless it is directly related to the work being performed by the team member.

“Working time” for purposes of this policy does not include rest break or meal breaks, or time before clocking in or after clocking out for the day. “Work areas” does not include break rooms or areas where patients or other third parties are not likely to be present.

3. Under no circumstances will non-team members be permitted to solicit or to distribute written material for any purpose on Complete Care property.
4. Team members may engage in concerted activity using company email accounts, bulletin boards, and other company communications methods, so long as they observe the restriction regarding solicitation only during non-working time and ensure that such solicitation/distribution (a) contains no discrimination or harassment; (b) contains no threats, profanity, obscenity, or defamation; and (c) refrains from disclosing confidential information other than as specifically permitted by law (See NLRA and Oregon Law section).
5. Team members may “fundraise” or solicit for specific approved items by leaving information in one of the company breakrooms and these materials may stay in the team member break room areas for a reasonable amount of time (generally one week) and the fundraising items must align with our company's values. As such, no items may be solicited for sale for fundraising or any other purpose, that are contrary to our company values of healthy living. Examples of prohibited items would be cookie dough, popcorn and candy bar sales as these items do not promote a healthy lifestyle. If you have any questions about the appropriateness of an item, please speak to the Office Manager of work location. At no time should team members be conducting these fundraising activities during working hours or while on the clock.

6. Team members are prohibited from selling or suggesting products or services sold directly or indirectly by team members to patients. MLM, homemade crafted items, personal businesses, etc. are prohibited from being referenced, solicited or suggested to patients or team members during working hours.

K. Ergonomics

Complete Care is subject to Oregon/OSHA ergonomics standards for minimizing workplace repetitive motion injuries. The Company will make necessary adjustments to reduce exposure to ergonomic hazards through modifications to equipment and processes and team member training. Complete Care encourages safe and proper work procedures and requires all team members to follow safety instructions and guidelines.

Complete Care believes that reduction of ergonomic risk is instrumental in maintaining an environment of personal safety and well-being and is essential to our business. We intend to provide appropriate resources to create a risk-free environment.

L. Workplace Violence

Complete Care has adopted the following workplace violence policy to ensure a safe working environment for all team members. Complete Care has a zero tolerance for acts of violence and threats of violence. Without exception, acts and threats of violence are not permitted. All such acts and threats, even those made in apparent jest, will be taken seriously, and will lead to discipline up to and including termination. Possession of weapons on Company premises and at Company-sponsored events is strictly prohibited.

It is every team member’s responsibility to assist in establishing and maintaining a violence-free work environment. Therefore, each team member is expected and encouraged to report any incident which may be threatening to you or your co-workers or any event which you reasonably believe is threatening or violent. You may report an incident to any supervisor or manager. A threat includes, but is not limited to, any indication of intent to harm a person or damage Company property. Threats may be direct or indirect, and they may be communicated verbally or nonverbally. The following are examples of threats and acts that shall be considered violent – this list is in no way all-inclusive:

Example	Type of Threat
Saying, “Do you want to see your next birthday?”	Indirect
Writing, “Team members who kill their supervisors have the right idea.”	Indirect
Saying, “I’m going to punch your lights out.”	Direct
Making a hitting motion or obscene gesture	Nonverbal
Displaying weapons	Extreme
Stalking or otherwise forcing undue attention on someone, whether romantic or hostile	Extreme
Taking actions likely to cause bodily harm or property damage	Acts of violence

M. Team Meetings

Complete Care has regularly scheduled Community meetings. These meetings are important to the

efficient operation of the clinic. All team members are encouraged but not required to attend these regularly scheduled meetings. Community occurs monthly or quarterly, and all staff are encouraged to attend to hear about team member recognition for the month prior, important company information and company sponsored food and fun for all team members. While Complete Care encourages team members to share their opinions on what they see as potential problem areas, offer solutions and/or areas to improve our quality of service, Community is usually reserved to celebrate our successes as a company and team. Team members will be paid for their attendance time

N. Team Member Health Conduct

Team members should be scheduled or checked in for appointments at Complete Care by another team member. All team members are required to pay copays, according to their policy benefits, at the time of service. When being seen as a patient at Complete Care, team members are considered a patient not a team member. Staff will perform their functions in a professional and appropriate manner, and you will be treated as a patient. Please do not engage in “hallway treatment” by interrupting physicians, providers or other medical staff to ask personal medical questions. Although we recognize that it is advantageous to work at Complete Care, we ask that you follow the same procedures as patients regarding your personal medical care.

Team members (and their immediate family members living in the same household as the Team Member) are offered a 50% discount on any balance from deductible or coinsurance when payment in full is made within 30 days of the first statement. At the end of the 30-day payment period, if the team member needs to enter a payment agreement due to balance owing, they will still be able to qualify for the 50% discount ONLY if they enter into a payroll-deduction payment plan within the next 10 days. Voluntary payment arrangements will not be able to receive the 50% team member discount. Any team member with a past due balance greater than 6 months will be required to set up a payroll deduction plan. Any remaining team member balance will be deducted from final paycheck upon termination of employment, within lawful limits

Team members may not access or handle their own medical chart or other related Complete Care documents. In addition, if a team member has access to accounts (computer or paperwork), s/he is not authorized to make any transactions or other manipulation of any accounts on their own behalf, or on behalf of family members, personal friends, or any other persons to which s/he has an established relationship.

Should you have any questions, please ask the Clinic Director or Office Manager/Supervisor.

Chapter 5. Team Member Benefits/Leaves of Absence

A. Roster of Benefits

Complete Care offers the following benefits to eligible team members:

- Insurance
 - Medical Insurance
 - Dental Insurance
 - Vision Insurance
 - 125 Cafeteria Plan
 - 401k

- Workers Compensation
- Paid Holidays
- Paid Time Off
- Continuing Education Reimbursement (where applicable and approved)
- Family and Medical Leave (OFLA, FMLA)
- Military Leave
- Jury Duty
- Domestic Violence Leave
- Crime Victim Leave
- Exit Interview

Note: Complete Care cannot guarantee that any particular benefit will remain without change from year to year. Please contact the Human Resource Director for specific guidelines and eligibility requirements.

B. Insurance

1. Medical, Dental and Vision Insurance

Complete Care provides comprehensive medical, dental and vision insurance plans for each team member who 1) is scheduled to work and regularly works a minimum of 30 hours per week, 2) is deemed insurable with Complete Care group plans. Insurance will be effective on the first of the month following 60 days of full-time employment, i.e., of at least 30 hours/week.

A medical plan is currently offered to all eligible team members (once eligible) with 70% of the team member only premium paid by the Employer and the remaining 30% of the team member only premium paid by the team member via pre-tax payroll deduction.

Dental and Vision coverages are offered however 100% of the premiums are paid by the Team member via pre-tax payroll deductions.

In all cases, coverage of dependents is the team member's responsibility. The premium will be paid through an authorized pre-tax payroll deduction program that will be deducted from the team member's paychecks. Premiums will be deducted every pay period and are pro-rated based on 24 or 12 pay periods per year dependent upon team members pay frequency.

Complete Care cannot guarantee benefits will remain without change from year to year due to constant change in insurance premiums and allowances. In the event of an increase in medical insurance premium rates, Complete Care will notify team members as soon as practicable.

2. Life Insurance

Complete Care provides life insurance, accidental death and dismemberment insurance for eligible employees that work a minimum of 30 hours per week. This insurance is for \$25,000 coverage for Life Insurance. The premium is fully paid for by Complete Care. This benefit is effective on the first day of the month following 60 days of full-time employment.

3. Supplemental Benefits

Supplemental benefits are made available to all benefit eligible employees through AFLAC. These

benefits are voluntary, elected and paid for 100% by the employee through a pre-tax or taxed payroll deduction.

4. **Workers Compensation**

At no cost to you, you are protected by Complete Care Workers' Compensation insurance policy while employed by Complete Care. The policy covers you in case of occupational injury or illness. In the event of occupational injury or illness, contact your supervisor and/or the Human Resources Director immediately for your health and safety, to fill out the necessary forms and to comply with specific rules and regulations.

C. Holiday Benefit

Upon completion of 60 days continuous employment and favorable orientation period full and part-time (scheduled and working at least 20 hours per week) team members may be eligible for the following (6) company paid and observed holidays:

1. New Year's Day - January 1st
2. Memorial Day – Last Monday in May
3. Independence Day - July 4th
4. Labor Day – First Monday in September
5. Thanksgiving Day - Fourth Thursday in November
6. Christmas Day - December 25th

Unpaid Holidays: The day after Thanksgiving Day is not a designated company holiday, but Complete Care may choose to be closed. Team members may take this as a non-paid day off if the clinics are open or as a paid day off with an appropriate approved time off request using accrued PTO if they choose. Additionally, Complete Care will evaluate Christmas Eve and New Year's Eve as to whether the clinic will be closed any portion of those days. If closed, these days are all non-paid days off and again, Team members may choose to use accrued PTO time for these days.

Veterans Day is not a designated Holiday, but Complete Care will provide time off for Veterans Day if the team member (a) meets the definition of "veteran" as defined by Oregon law and (2) requests the day off with at least three weeks' notice. Complete Care will respond to the team member's request at least 14 days prior to Veterans Day. If Complete Care determines that providing time off on this date would cause significant economic or operational disruption or undue hardship, the Company will discuss the issue with the team member and allow the team member another day in honor of their military service.

To be eligible for a holiday benefit, the team member must be regularly scheduled to work on the day on which such holiday is observed and will receive holiday pay equal to the average number of hours the team member has worked over the preceding 90 days prior to the holiday and under no circumstances will holiday pay exceed 8 hours. If one of the company paid holidays listed above falls on a Saturday or a Sunday and the company does not close the clinics in observance of the holiday on the Friday prior or Monday following the holiday, holiday eligible team members may request holiday paid time off via a TOR form with their supervisor for the Friday prior or the Monday after the holiday or they may just take the straight time holiday pay for the holiday that falls on the weekend (receiving holiday pay but not taking a day off). In any scenario where the holiday falls on a weekend, holiday pay eligible team members will be paid out the holiday pay in the same pay period as the holiday falls and this cannot be used at a later time.

Holiday pay will be calculated based on the team member's straight time pay rate (as of the date of the holiday) times the average number of hours the team member has worked over the preceding 90 days prior to the holiday (not to exceed 8 hours of holiday pay). Part Time team members eligible for holiday pay will receive pro-rated holiday pay based on scheduled/worked hours and Full-Time eligible team

members will receive no more than 8 hours of holiday pay. If a team member is scheduled to regularly work 10 hours on the day the holiday is observed, the team member may take 2 hours of PTO or take the other two hours as unpaid time. Additionally, in order to receive holiday pay, the Team Member must work their regularly scheduled shift prior to and their regularly scheduled shift after the holiday to be eligible to receive the benefit.

Paid time off for holidays will not be counted as hours worked for the purposes of determining overtime.

Staff members on an unpaid leave of absence for any reason are not eligible for holiday pay.

D. Paid Time Off

All full-time and part -time (worked 20 hours per week or more) team members will be eligible to earn and use paid time off (PTO) beginning on their first day of work.

- 40 hours of PTO are front loaded for **all** team members on their date of hire and on all subsequent years PTO will be loaded on the team member's anniversary date.
- All team members are expected to take their PTO annually, however 40 hours of PTO time will be allowed to be carried over from year to year.
- Medical staff are encouraged to schedule their PTO time in accordance with the Provider's vacation schedule. When it is possible to take the full work week off (the same week provider is out) an additional 8 hours of PTO will be granted to the team member.
- When Providers are away from the clinic the Practice Manager will determine if medical staff will be scheduled to work or take unpaid time off.
- Team members terminating employment with Complete Care will receive any unpaid PTO time if they have surpassed their 90-day probationary period and have submitted and fulfilled two-weeks' notice when terminating employment voluntarily.

PAID TIME OFF SCHEDULE

All full and part time team members scheduled and working at least 20 hours per week will receive paid time off according to the following schedule:

- 1st year of employment = 40 hours paid vacation
- Years 2 through 5 = 2 weeks paid vacation
- Years 5 through 10 = 3 weeks paid vacation
- Years 10+ of employment = 4 weeks paid vacation

A "week" is based on the average team member work week schedule. For example, all full and part-time team members are front loaded with 40 hours of PTO at their date of hire. After the first year of employment, all full-time team members will be front loaded with 2 weeks of PTO. For example, a team member who works 32 hours per week will be front loaded 64 hours of paid time off during their second year of employment. Part time team members scheduled and working 20 hours or less per week will always only have 40 hours of PTO available to them each year on their anniversary date regardless of length of employment.

It is the goal of Complete Care to ensure that paid time off is taken in a timely and organized manner. It is imperative that we maintain appropriate staffing levels to ensure excellence in patient care. To achieve this goal the following procedures will be followed for PTO requests:

1. When requesting planned PTO days off please fill out and submit a Time Off & Leave Request form to your supervisor according to the process outlined below. It will be signed and returned to you indicating whether it was approved or denied.

Planned PTO requests may or may not be approved for the dates and times requested by the team member. It is at the company's sole discretion to approve such time, due to previously approved time off for co-workers, seniority, business needs, etc.

2. At the beginning of each calendar year, we request that all team members submit their planned PTO request forms. These forms should be submitted to your supervisor no later than the 15th of January of each year.

The Supervisor will review all factors, requests and protocols relating to this policy when approving/denying these requests. This process should be completed by the 31st of January of each calendar year.

The Supervisor will start by reviewing the first week of each PTO request. In the event of a conflict, seniority will be the deciding factor in approving the first week.

3. Additional weeks will be approved on a first come first served basis.
4. Team members may carry over up to 40 hours of PTO from one anniversary year to the next; any PTO in excess of the 40 hours that have not been used will be forfeited.
5. Any PTO time not requested by the 15th of January must be requested at least 2 weeks in advance, unless approved by the Clinic Director with the exception of Providers and LMT's listed below – must submit 6 weeks in advance so as to avoid rescheduling patients.
6. Departments will be as follows for the purposes of PTO planning:
 - a. Providers (requests for time off must be submitted a minimum of 6 weeks in advance)
 - b. CA / MA back-office support staff
 - c. Reception
 - d. Lab
 - e. Billing
 - f. Health Coaches
 - g. Administration
 - h. LMT (same as Providers above; 6 weeks' notice in advance must be submitted)
7. Emergency time off will need to be reported to your immediate supervisor before you leave. A Time Off & Leave Request form should be filled out and submitted upon return. Keep in mind that some emergencies may qualify for Sick Leave, Family and Medical Leave under OFLA and/or FMLA, and/or disability leave, so it is important to share the reason for the need for leave with your supervisor or Human Resources.
8. In the event someone must leave their workstation and their position is not one that requires immediate coverage it is still imperative that your immediate supervisor be notified as soon as possible. This process will ensure that you have the proper clearance and that each staff member is adhering to the policies.

Exceptions to the PTO request policy may be made with the approval of the Clinic Director.

E. Personal Leave of Absence

This section applies to personal leaves of absence not otherwise covered by disability laws, medical

leave laws, sick leave laws, or other legally mandated leave laws.

Complete Care may grant unpaid leaves of absence to team members at its discretion. Requests for personal leaves should be limited to unusual circumstances requiring an absence of *longer than 2 weeks*. Approval of personal absences of shorter duration is not normally treated as a leave of absence but are considered excused absences without pay. It is important to request any leave *in writing* as far in advance as possible. Please keep in touch with your supervisor or the Human Resources Director during your leave by making contact at least once per week and give prompt notice if there is any change in your return date. If your leave expires and you have not contacted your supervisor or Human Resource Director, it will be assumed that you do not plan to return to work and that you have terminated your employment. Upon return from a leave of absence, you will be offered the same position held at the time of leaving, if available. If this position is not available, a comparable position will be offered. If neither the same nor a comparable position is available, your return to work will depend on job openings existing at the time of your scheduled return. There are no guarantees of reinstatement, and your return will depend on your qualifications for existing openings.

Complete Care does not continue to pay premiums for insurance coverage for team members on discretionary leaves of absence. However, the team member may self-pay the premiums under the provisions of COBRA. The Human Resource Director can give the team member additional information on this subject. Complete Care complies fully with all applicable state and federal leave laws.

F. Bereavement Leave

All benefit-eligible team members may be granted absent time with pay for up to three (3) days when their immediate family is affected. Such absences shall be approved for the death of an immediate family member which is to include: team member's parents, spouse, brother, sister, children, spouse's parents, brother-in-law, sister-in-law, and nieces and nephews, grandparents or grandchildren of team member or spouse. Team member must have completed their 90-day probationary period prior to the absence to be eligible for bereavement pay. This designated leave is in addition to unpaid bereavement leave provided by the Oregon Family Leave Act, and any paid sick leave that can be applied to any such OFLA-bereavement leave.

G. Continuing Education Reimbursement

Team members are generally responsible for personally maintaining all aspects of their ability to work including meeting continuing education requirements for licensure and/or certification.

There may be times when a continuing education course, licensure or certification is in the best interest of both the team member and Complete Care; reimbursement to the team member for the cost of such educational courses may be provided on a case-by-case basis, at the sole discretion of the Clinic Director and/or Owner. Reimbursement may take the form of allowing time off to attend the educational activity during normal working hours without loss of PTO or other leave time, and/or reimbursement of reasonable expenses.

When reimbursement is agreed upon for an educational course, such reimbursement only occurs upon successful completion of the course and is provided in direct proportion to the hours worked; for example, a full-time team member may be compensated at the rate of 100% while a team member who works only two days per week may be compensated at the rate of 40%. Exceptions may be provided at the discretion of the Clinic Director and/or Owner. If the company chooses to pay for or reimburse a team member for training, continuing education, licensure, certification, etc. and the team member leaves employment with the company for any reason prior to one year from the date of payment, the team member will be required to reimburse the company on a pro-rated basis.

H. Outside Educational Programs & Recreational Activities Reimbursement

It may be necessary or desirable for team members to attend training programs, seminars, conferences, lectures, meetings or other outside activities for the benefit of Complete Care or the individual team members. Where attendance is required by Complete Care, customary and reasonable expenses will be reimbursed upon submission of proper receipts. Customary and reasonable expenses generally may include registration fees, materials, meals, lodging, transportation and parking. Reimbursement policies regarding these expenses must be discussed with your supervisor and/or the physician-owners in advance.

Team member attendance at outside activities required by Complete Care will be considered hours worked for non-exempt team members and will be compensated in accordance with normal payroll practices.

For any external activities that are not required by Complete Care but are requested by a team member, reimbursement of costs may be available, at Complete Care sole discretion, after consideration of the criteria below:

- The team member must submit a written request detailing all relevant information, including date, hours, location, cost, expenses, and nature, purpose and reason for attendance.
- The team member's Supervisor and/or the physician-owners will provide prior written approval. Such approval may be granted or withheld depending on business needs, the team member's performance and standing, seniority, and whether the educational activity is likely to assist the team member in his/her work and/or career goals.

Voluntary attendance at educational activities not required by Complete Care is not compensable time.

Complete Care or its insurer will not be liable for the payment of workers' compensation benefits for any injury that arises out of a team member's voluntary participation in any off-duty recreational, social, or athletic activity that is not required by Complete Care and is not part of the team member's work-related duties.

I. Paid Sick Leave

Complete Care complies with all requirements of the Oregon Sick Leave law. Team members are entitled to use front loaded PTO beginning on the 1st day of employment.

Team members are entitled to up to 40 hours of paid sick leave per year (PTO). Paid sick leave will be paid at the team member's hourly wage. For exempt team members, the hourly rate will be determined by assuming a 40-hour workweek or based upon your weekly scheduled hours. Payment for sick leave will be made no later than the payday for the next regular payroll period after the sick leave was taken. Team members may use their 40 hours PTO that is front loaded on their date of hire or anniversary date for sick time annually.

Use

Sick leave may only be used for the following purposes:

1. An absence that qualifies under the Oregon Family Leave Act ("OFLA"), including a serious health condition of the team member or his/her family member, pregnancy disability leave, parental leave, and bereavement leave. (See Family and Medical Leave section below).

2. The team member's own illness or injury (even if the condition does not qualify as a "serious health condition"), or treatment for illness or injury.
3. To care for a member of a team member's immediate family with illness or injury (even if the condition does not qualify as a "Serious Health Condition" under OFLA) or assist the family member in obtaining treatment for illness or injury.
4. Preventative care for the team member or a member of the team member's immediate family.
5. Domestic violence/sexual assault/harassment/stalking leave (see policy below).
6. Public health emergency (i.e., closure of CHHH or the school or childcare of team member's child by order of a public health agency, or order by public health agency that team member may not be at work due to health condition).
7. Oregon Sick Leave Act has permanently added the following additions including evacuation orders, air quality, and heat. Employees are entitled to use their sick leave: when their home or workplace is under a level 2 or 3 emergency evacuation order ("SET" or "GO"), when a public official determines that the air quality index or heat index is high enough that continued exposure would be unhealthy (it's too smoky or too hot).

"Immediate family" is defined as noted in the section on Family and Medical Leave in this Handbook.

As with OFLA, team members must attempt to schedule anticipated sick leave in a manner that does not unduly disrupt the operations of the Company.

Team members may use their front-loaded PTO for sick leave as explained above, for vacation time, doctor's appointments, etc. The 40 hours is made available to all team members, full or part time, annually as Paid Time Off and may be used for sick leave.

Notice

For anticipated use of sick leave (e.g., routine doctor's appointment, surgery), team members must submit written requests for time off to their supervisor or Human Resources 10 days in advance.

For unanticipated sick leave, a team member must follow the regular attendance policies for notifying Complete Care (see previous policy in this Handbook). If the team member is incapacitated, notice by the team member's designated emergency contact or other person will be accepted.

In the case of a continuing illness, the team member must contact his or her supervisor, or Human Resources, on no less than a weekly basis to keep the Company apprised of the approximate date of the ability to return to work.

J. Family and Medical Leave

Complete Care complies with the federal Family and Medical Leave Act of 1993 (the FMLA) and the Oregon Family Leave Act (OFLA).

The FMLA and OFLA provide up to 12 weeks of unpaid, job-protected leave every 12 months to eligible team members for qualifying conditions.

OFLA provides additional unpaid, job-protected leave, as follows. OFLA provides up to 12 weeks additional leave for disabling pregnancy- or childbirth-related conditions. OFLA also provides an additional 12 weeks of sick childcare for those team members who have already taken 12 weeks of parental leave (for the birth, adoption, or foster placement of a child). Parental leave must be taken all at one time.

In order to determine the “12-month period” in which the leave entitlement occurs, Complete Care uses a calendar year. In other words, every January 1 after you become eligible for medical leave, you will be entitled to the full amount of family and medical leave until December 31. Unused leave under OFLA does not roll over from year to year.

Team members taking medical leave will be required to use any available paid time off concurrently with their medical leave.

When OFLA provides greater rights than the FMLA, OFLA applies.

Eligibility:

To be eligible under the FMLA, you must have worked for the company for at least one year and for 1,250 hours over the previous 12 months.

To be eligible under OFLA, you must have been on the payroll for at least 180 days and worked an average of 25 hours per week in the 180 days prior to taking medical leave. (Note that the 25 hour/week requirement does not apply to parental leave).

Qualifying Health Conditions

Minor injuries and illnesses, and routine medical appointments, usually do not qualify for medical leave, although they may qualify for Sick Leave. Because Complete Care is required to track and record all medical leave entitlement and use, it is essential that you provide information to Human Resources about any absence that may qualify for Sick Leave and/or family and medical leave, so that we may provide medical leave request forms, if appropriate, and ensure that you receive all protected leave to which you are entitled.

Family and medical leave is available under FMLA for the following absences:

- The addition of a child to the family through birth, or of a minor child through adoption or placement by foster care (“parental leave”). For purposes of parental leave involving adoption or foster placement, the child must be under the age of 18 or a dependent adult child who is disabled.
- Obtaining prenatal care, or absence due to pregnancy complications or pregnancy disability that makes the pregnant team member unable to perform the functions of her job.
- A “serious health condition” of the team member or the team member’s family member (see definition below).
- Qualifying exigency leave: Leave when family member who is in the military service, including Armed Forces and National Guard, is called to duty, to prepare for deployment.
- Military caregiver leave: Up to 26 weeks to care for team member’s family member who is in the military service and is injured or becomes ill in the line of duty.

OFLA also provides coverage for the serious health condition of the team member or the team member’s family member, as provided under FMLA, and in addition provides coverage for the

following absences:

- Under OFLA, a team member taking parental leave may take some parental leave for the birth of a child and then take the remainder of the parental leave later in the same leave year.
 - The remainder must be taken all at once, unless intermittent leave is pre-approved by Complete Care.
- Under OFLA, pregnancy disability leave may be taken for “any illness, injury or condition related to pregnancy or childbirth that disables the team member from performing any available job duties.”
 - Pregnancy disability leave may continue after childbirth, for recovery from childbirth, prior to beginning parental leave.
- Sick Child Care: The care of a child who is ill and requires home care, even if the child does not have a serious health condition, provided another family member is not willing and able to care for the child. For purposes of Sick Child Care leave, the child must be under the age of 18 or a dependent adult child who is disabled.
- Oregon Military Family Leave: Up to 14 days of leave to be with a team member’s spouse who has been called to active duty, or who is on leave from active duty.
- Bereavement leave to make funeral arrangements, attend the funeral of or to grieve a family member who has passed away. This leave is limited to two weeks per family member and must be completed within 60 days of the date when the team member learned of the death.

Definitions

“Serious Health Condition” means a medical condition that: prevents an individual from performing his or her job or regular daily activities for more than three consecutive calendar days, and requires at least two medical treatments or one medical treatment and a continuing regimen of care; that requires constant care, such as in-home care; that requires hospitalization or other inpatient care; that prevents an team member from performing his or her job on a chronic or episodic basis (such as asthma or epilepsy), or on a long-term basis (such as stroke); that is terminal with a reasonable prognosis of death in the near future.

The “Family Members” covered by FMLA are the team member’s: son or daughter, defined as a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis (i.e. acting as a parent with financial responsibility for the child), who is either under age 18 or over 18 “incapable of self-care because of a mental or physical disability” at the time that FMLA leave is to commence; spouse, including same-sex spouse married in a state that recognizes same-sex marriages; and parent, including biological, adoptive, step- or foster-parent, or any other individual who stood in loco parentis to the team member when the team member was a child or an adult incapable of self-care.

OFLA defines Family Member to include the same individuals covered by FMLA and also provides coverage for the following family members not covered by FMLA: parent-in-law; parent of the team member’s same-sex domestic partner; grandparent; grandchild; same-sex domestic partner; child of the team member’s same-sex domestic partner. Also, OFLA does not limit family leave to care for a child with a serious health condition to a minor child or child incapable of self-care due to disability.

Job Protection

Team members returning from medical leave will be restored to their original positions, unless the position no longer exists, in which case, the team member shall be reinstated to an equivalent position at the Company, if such position is available.

Benefits While on Leave

Complete Care will continue the team member's health benefits (employer portion only) during the leave period. The team member will be responsible for payment of their portion of the health benefits payment. If the team member chooses not to return to work for reasons other than 1) the continuation, recurrence or onset of a serious health condition that would entitle the team member to medical leave, or 2) another circumstance beyond the team member's control, you will need to reimburse Complete Care for the employer's portion of any premium that was paid for your health insurance.

Notice and Certification

Team members are required to give 30-days advance notice, or as much notice as practical when the need for leave is foreseeable.

For leave that qualifies only under OFLA, unreasonable failure to provide notice may result in loss of available leave for the same number of days of leave taken, up to three weeks. For leave that qualifies only under FMLA, unreasonable failure to provide notice may result in delay of application of FMLA, subjecting the team member to ordinary disciplinary procedures for unexcused absences. For leave that qualifies under both OFLA and FMLA, Complete Care may apply both disciplinary measures.

The Company may request medical certification supporting the need for leave and may require second or third opinions (at the Company's expense). The Company may require medical verification of the need to care for the team member's sick child only after the team member has taken more than three days leave in the twelve months preceding the leave.

Complete Care may also require a fitness for duty report before a team member can return to work. You will be notified at the time Complete Care responds to any request for leave whether a fitness for duty report will be required prior to returning to work.

Intermittent Leave

When medical leave is taken to care for a sick family member or for a team member's own serious health condition, leave may be taken intermittently or on a reduced leave schedule when medically necessary. When taking leave to adopt a child or for foster child placement, leave may also be taken intermittently where necessary. A team member taking parental leave for the birth of his/her own child may take some parental leave to give birth or attend the birth, and then may take the remainder of his/her parental leave later in the same leave year.

When both family members are employed by Complete Care

When two family members work for the Company, the team members may not take concurrent family leave unless one team member needs to care for the other team member who is suffering from a serious health condition or one team member needs to care for a child who has a serious health condition, while the other team member is also suffering from a serious health condition.

Health Records Confidential

To protect team member's privacy rights, medical certifications will be treated as a confidential medical record to the extent practicable, and information will be disclosed only to human resources staff and supervisors on a strictly need-to-know basis.

K. Military Leave

Any team member who has been absent from work due to service in the uniformed services is

protected by USERRA. All team members are required to provide advance written or verbal notice of the need for military leave, unless prevented from doing so by military necessity or if providing notice would be impossible or unreasonable. The individual must provide notice to Complete Care of his or her intent to return to work after serving in the military. The team member may request payment of accrued vacation while on Military Leave. Contact the Human Resource Representative for further information. Complete Care will comply with all applicable laws regarding reinstatement, including law related to the “elevator” principle and training to allow the team member to occupy the position he or she would have held, if he or she had not performed military service.

L. Jury Duty Leave

Complete Care, P.C recognizes that it is a team member’s duty to serve willingly on the state and federal juries and wishes to cooperate fully. If you are requested to perform service as a juror, you may be given time off while serving on the jury. At the completion of your service, you shall report the amount of your juror’s fees. The clinic will pay you for the time of absence (the straight-time rate computed on the basis of straight time scheduled workday for the number of days of juror service during the regular workweek), less the amount you received as juror’s fees during such period.

M. Leave to Address Domestic Violence, Stalking, Sexual Assault, Harassment

A team member is eligible for unpaid leave if the team member or his/her minor dependents are the victims of domestic violence, sexual assault, harassment, or stalking, for the purpose of addressing related safety matters.

Reasons for taking leave under the domestic violence/sexual assault/stalking law include the need to seek legal or law enforcement assistance or remedies, to seek medical treatment for or recover from injuries, to seek counseling from a licensed mental health professional, to obtain services from a victim services provider, or to relocate or secure an existing home.

Leave is generally unpaid, but you may use any accrued paid time off while on this type of leave.

The duration of the leave may be limited if the leave will pose a hardship on the company. You may be asked to provide notice and certification of your need to take leave under this policy. Certification may be sufficiently provided by any of the following:

1. A police report indicating that the team member was a victim of domestic violence.
2. A court order protecting or separating the team member from the perpetrator of an act of domestic violence, or other evidence from the court or prosecuting attorney that the team member appeared in court; or
3. Documentation from a medical professional, domestic violence advocate, health-care provider, or counselor that the team member was undergoing treatment for physical or mental injuries or abuse resulting in victimization from an act of domestic violence.

Complete Care will, to the extent allowed by law, maintain the confidentiality of a team member requesting leave under this provision.

In addition, upon request Complete Care will provide reasonable safety accommodation to ensure the safety of any team member who has been the victim of actual or threatened domestic violence, stalking, sexual assault, or harassment, unless such accommodation poses an undue hardship on the operations. In addition to use of leave, as outlined above, “reasonable safety accommodation” could include transfer, reassignment, modified schedule, changing the workstation and/or work telephone

number, installing new locks, implementing safety protocols (such as notifying the team members at the front desk of the risk, and providing them with a photograph of the offender), or other strategies.

N. Victim of Crime

A team member who is themselves a victim or who is the family member of a victim of a violent felony or serious felony may take time off from work under the following circumstances:

1. The crime must be a violent or serious felony, as defined by law; and
2. You must be the victim of a crime, or you must be an immediate family member of a victim, a registered domestic partner of a victim, or the child of a registered domestic partner of a victim.

An immediate family member is defined as; a spouse, child, stepchild, brother, stepbrother, sister, stepsister, mother, stepmother, father or stepfather, or registered domestic partner.

The absence from work must be in order to attend judicial proceedings related to a crime listed above.

Before you are absent for such a reason, you must provide documentation of the scheduled proceeding. Such notice is typically given to the victim of the crime by a court or government agency setting the hearing, a district attorney or prosecuting attorney's office or a victim/witness office.

If advance notice is not possible, you must provide appropriate documentation within a reasonable time after the absence.

Any absence from work to attend judicial proceedings will be unpaid, unless you choose to take paid time off, such as accrued vacation.

O. Exit Interview

Complete Care will try to conduct an exit interview with all terminating (or separating) team members. The purpose of this interview includes ensuring the return of all clinic property; reviewing financial arrangements including the amount of the final paycheck, paid time off balance pay out; reviewing the reason for termination, layoff or resignation, and obtaining the team member's input and suggestions for improvement in the operation of our clinic. Team members will be informed of any rights to continued benefits coverage (COBRA) at this time as well.

Attachment 1

Acknowledgment of Receipt

[Note: This Acknowledgment must be signed and returned to the Human Resource Director on your first day of employment with Complete Care (or on the first date of receipt of this manual).]

I have received my copy of Complete Care Team Member Handbook. I understand and agree that it is my responsibility to read and familiarize myself with the policies and procedures contained in the Handbook.

I understand that except for employment at-will status, any and all policies or practices can be changed at any time by Complete Care. Complete Care reserves the right to change my hours, wages and working conditions at any time. I understand and agree that other than the physician-owners of Complete Care, no Manager, Supervisor or representative of Complete Care has authority to enter into any agreement, express or implied, for employment for any specific period of time, or to make any agreement for employment other than at-will; only the physician-owners have the authority to make any such agreement and then only in writing signed by the partners of Complete Care.

I understand and agree that nothing in the Team member Handbook creates or is intended to create a promise or representation of continued employment and that employment at Complete Care is employment at-will that may be terminated at the will of either Complete Care or myself, unless otherwise specified in an Employment Agreement signed by me and by the physician-owners.

My signature below certifies that my employment is at will unless otherwise specified by a signed employment agreement.

My signature below also certifies that I have read, understood, and agree to abide by the policies in this Handbook, including but not limited to: **Confidentiality Policy, Drug Free Workplace Policy, Safe Workplace Policies, and Computer Use Policy.**

Signature: _____
(Team Member)

Date: _____

Printed Name: _____

Handbook # _____
(Effective date of handbook version, i.e., 051016)

Attachment 2

Confidentiality of Information Agreement

It is the policy of Complete Care to maintain confidentiality of business information. The protection of confidential business information, terms of employment and trade secrets is vital to the interest and success of Complete Care.

During your employment with Complete Care, you will have access to and become acquainted with information of a confidential, proprietary, personal, or possibly secret nature that is or may be either applicable or related to the present or future business of Complete Care, its research and development, manner of the care and treatment of our patients, or personal and confidential in nature to Complete Care staff and/or doctors. As used in this Agreement, "Confidential Information" includes, but is not limited to: standard operating procedures; clinical protocols; medical emergency protocol; informed consents; patient charts, patient information; customer lists (patient names and/or patient addresses and/or patient phone numbers and/or patient email addresses); referral source lists; marketing strategies; financial information; team member data (including benefits and compensation data, except as specifically permitted by the NLRA and/or Oregon law); information systems and data; internal business processes and procedures; lists of insurance companies and related contracts; business, employment, and other agreements; Complete Care policy manuals and other business documents of or used by Complete Care; contracts and specialized agreements; any work product of the Complete Care (including your work product for Complete Care); Professional Advisory Letters; marketing lists and techniques; devices; secret inventions; processes; compilations of any other information, records, specifications, and information concerning the operations of Complete Care and patient information; and the definitions codified in Oregon Uniform Trade Secret Act (OUTSA) ORS 646.461 – 646.475, et seq.

As noted in the Handbook, The National Labor Relations Act permits non-supervisory team members to work together to improve working conditions. This is referred to as "concerted activity." At times, concerted activity may include raising concerns and even complaints about an employer and disclosing certain working conditions such as compensation and workplace policies. These concerns and disclosures may take place privately with other co-workers, or publicly, including through social media. In addition, Oregon law protects the right of team members to discuss wages, except where the team member has obtained the information through his or her job duties. **Nothing in this Agreement is intended to interfere with the rights under the NLRA and/or Oregon law, and any disclosures permitted under the NLRA and/or Oregon law are expressly exempt from the prohibitions in this Agreement.**

By your signature below, you agree to not disclose any of the above-mentioned Confidential Information, directly or indirectly, or use the Confidential Information in any way, either during the term of your employment or at any time thereafter, except as required in the course of employment with Complete Care or as otherwise permitted by federal and/or state law. You further agree not to copy or duplicate any documents containing Confidential Information or to remove such documents from Complete Care, except as necessary in the course of performing your duties for Complete Care, without the written authorization of Complete Care.

Any team member who discloses Confidential Information, or uses Confidential Information other than for the benefit of Complete Care, or in a way that is likely to or is intended to harm Complete Care, other than as expressly permitted by federal and/or state law, will be subject to disciplinary action – up to and including termination of employment – even if no benefit actually accrues from the disclosure.

Current or former team members who impermissibly disclose or use Confidential Information may be subject to legal action. In the event of a breach of this Agreement, Complete Care reserves the right to seek injunctive relief in addition to any other rights available at law.

By my signature below, I acknowledge that I have read and understood this Confidentiality Agreement, that I understand my rights and obligations under this Confidentiality Agreement, that I have had an opportunity to ask questions about this Confidentiality Agreement, and that I agree to comply with this Confidentiality Agreement during employment and afterward.

Signature: _____ Date: _____
(Team member)

ARBITRATION AGREEMENT

This Arbitration Agreement is entered into between _____ ("Team member") and Complete Care, P.C. ("Employer") as of the date signed below. Team member understands that this Agreement is a condition of employment with Employer. **Team member's signature below certifies that Team member was provided with a copy of this Agreement at least seventy-two (72) hours prior to his or her first day on the job.**

By his/her signature below, Team member agrees that any controversy, claim or dispute arising out of or relating to Team member's employment with Employer, either during the existence of the employment relationship or afterwards, including but not limited to, any common law or statutory or tort claims of wrongful discharge, discrimination, or unpaid compensation, and including class actions, but not including a disputed workers compensation claim, shall be resolved exclusively by arbitration in Jackson County, except as otherwise required by law, pursuant to the terms and conditions below.

1. Arbitration shall be conducted by and in accordance with the rules of the Arbitration Service of Portland ("ASP"), with one arbitrator designated in accordance with those rules. However, the arbitrator need not be on an ASP panel, so long as the arbitrator is qualified and experienced in employment law and the industry, or the parties otherwise agree to a specific arbitrator.
2. Written demand for arbitration must be made within ninety (90) days after the aggrieved party knows or has reason to know of the existence of the claim, or the aggrieved party waives his/her/its right to bring the claim
3. The parties agree to abide by all decisions and awards rendered in such proceedings. Such decisions and awards rendered by the arbitrator shall be final and conclusive and may be entered in any court having authority thereof as a basis of judgment and of the issuance of execution for its collection.
4. All such controversies, claims, or disputes shall be settled in this manner in lieu of any action at law or equity; provided, however, that nothing in this Section shall be construed as precluding Employer from bringing an action for injunctive relief or other equitable relief.
5. All disputes between the parties shall be governed by Oregon law.
6. In any such dispute, the prevailing party shall be entitled to his/her/its attorneys' fees and costs, in addition to any other relief that may be awarded, unless otherwise provided by law.

By my signature above, I acknowledge that I have received and read or have had the opportunity to read this Arbitration Agreement. I understand that this Arbitration Agreement requires that disputes that involve the matters subject to the agreement be submitted to mediation or arbitration pursuant to the arbitration agreement rather than to a judge and jury in court.

Team Member Signature

DATE

INITIALS: