



**CT Assist**  
Healthcare Solutions

# Employee Handbook



PO Box 838, Harrisonburg, VA 22803  
(888)-552-5792 - [www.CT-Assist.com](http://www.CT-Assist.com)

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# CT ASSIST HANDBOOK

This CT Assist Handbook (the “Handbook”) was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the Handbook for it will answer many questions about employment with CT Assist.

## 1. INTRODUCTION

### 1.1 Mission Statement

*Everything we do enhances the lives of people who work in healthcare.*

**Service Mission:** motivates us to consistently provide world-class staffing and support to our clients.

*We provide our clients with trusted clinical support which helps create staffing efficiencies, builds sustainable programs, and promotes improved patient outcomes by using business practices that respect our staff, our clients and their current, and future, employees.*

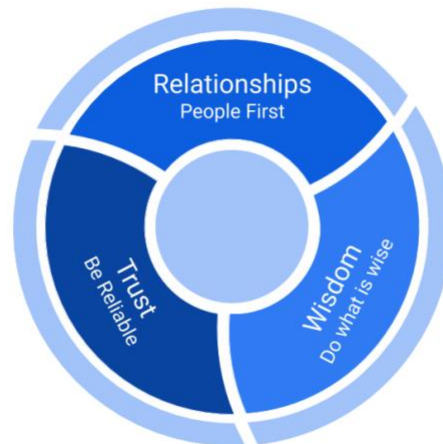
**Economic Mission:** drives us to manage CT Assist for sustainable financial growth.

*We operate CT Assist with a sustainable financial foundation of profitable growth, increasing value for our stakeholders, while expanding opportunities for development (personal and professional) and career growth for all of our employees.*

**Social Mission:** inspires us to compassionately leverage CT Assist to make the world a better place.

*We lead CT Assist in a way that dynamically acknowledges the role of business in our society by creating ways to improve quality of life at the family, local, and national levels, by providing our employees with the freedom that allows them to construct the career, schedule, and lifestyle they desire, while supporting our clients as they develop sustainable programs and positions for clinicians.*

## CT Assist Core Values



## **1.2 Introductory Statement**

This Handbook is designed to acquaint you with CT Assist and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. Written employment contracts or offer letters between CT Assist and some employees may supersede some of the provisions of this Handbook. This Handbook is not a contract and is not intended to create any contractual or legal obligations. You should read, understand, and comply with all provisions of the Handbook. Many of your responsibilities as an employee are described and the programs developed by CT Assist to benefit employees are outlined. One of our priority objectives is to provide a work environment that is conducive to both personal and professional growth.

No Handbook can anticipate every circumstance or question about policy. As CT Assist continues to grow, the need may arise, and CT Assist reserves the right to revise, supplement, or rescind any policies or portion of the Handbook from time to time as it deems appropriate, in its sole and absolute discretion. The only exception is our employment-at-will policy permitting you or CT Assist to end our relationship for any reason at any time. The employment-at-will policy cannot be changed except in a written agreement signed by both you and a CT Assist Administrator. Employees will, of course, be notified of such changes to the Handbook as they occur. For further information, refer to CT Assist's Policy Manual provided for employees on our HRIS platform.

Clients and their patients are among our organization's most valuable assets. Every employee represents CT Assist to our clients, our clients' patients, and the public. The way we do our jobs presents an image of our entire organization. Clients and patients judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to provide the highest quality of care to our clients' patients. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to clients.

CT Assist will provide client relations and services training to all employees. Our personal contact with the public, our manners on the telephone, and the communications we send to clients are a reflection not only of ourselves, but also of the professionalism of CT Assist. Positive client relations not only enhance the public's perception or image of CT Assist, but also pay off in greater client loyalty.

## **1.3 Promote Substance Over Form**

At times, we are all faced with decisions we would rather not have to make and issues we would prefer to avoid. Sometimes, we hope that if we avoid confronting a problem, it will simply go away.

At CT Assist, we must have the courage to tackle the tough decisions and make difficult choices, secure in the knowledge that CT Assist is committed to doing the right thing, and even more importantly, the *wise* thing. At times, this will mean doing more than simply what the law requires. Merely because we *can* pursue a course of action does not mean we *should* do so.

Although CT Assist's guiding principles cannot address every issue or provide answers to every dilemma, they can define the spirit in which we intend to do business and should guide us in our daily conduct.

Each of us is responsible for knowing and adhering to the values and standards set forth in this Handbook and for raising questions if we are uncertain about company policy. If we are concerned whether the standards are being met or are aware of violations of this Handbook, we must contact the HR Department.

CT Assist takes seriously the standards set forth in this Handbook, and violations are cause for disciplinary action up to and including termination of employment.

## **1.4 Employee Relations**

CT Assist is committed to maintaining a positive and pleasant environment in which to work, which includes maintaining an open-door policy. Our experience has shown that when employees deal openly and directly with management, the work environment can be excellent, communications can be clear, and attitudes can be positive. To that end, while CT Assist believes that the work conditions, wages, and benefits it offers to its employees exceed those offered by other employers in this industry, if employees have concerns about work conditions or compensation, they

are strongly encouraged to voice these concerns openly and directly to management. While this procedure cannot result in every problem being resolved to an employee's satisfaction, CT Assist values employee input and encourages employees to raise suggestions or issues of concern and is committed to responding effectively to employee concerns.

### **1.5 Problem Resolution**

CT Assist is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from CT Assist management.

CT Assist strives to ensure fair and honest treatment of all employees. Management and employees are expected to treat each other with respect. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with CT Assist in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step.

1. The employee presents the problem to an administrator or their supervisor after the incident occurs.
2. The administrator or supervisor responds to the problem during discussion or after consulting with appropriate management, when necessary. The administrator or other member of management documents this discussion.
3. The administrator and/or management advises the employee, putting the problem and resolution in writing.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussing mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment.



## **2. EMPLOYEE DEFINITION AND STATUS**

### **2.1 Employment-At-Will**

Employment with CT Assist is voluntarily entered into and is "at-will," which means that the employee is free to resign at any time for any or no reason, with or without notice or cause. Similarly, CT Assist may terminate the employment relationship at any time for any or no reason, with or without notice or cause. No one has the authority to make verbal statements that change the at-will nature of employment, and the at-will relationship cannot be changed or modified for any employee except in a written agreement signed by that employee and an administrator of CT Assist.

Policies set forth in this Handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between CT Assist and any of its employees. The provisions of the Handbook have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or canceled at any time, at CT Assist's sole discretion.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of an administrator of CT Assist.

### **2.2 Employment Categories**

CT Assist intends to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period

of time. Accordingly, the right to terminate the employment relationship at-will at any time is retained by both the employee and CT Assist.

Each employee is designated as either **NON-EXEMPT** or **EXEMPT** from federal and state wage and hour laws. **NON-EXEMPT** employees are entitled to overtime pay under the specific provisions of federal and state laws. **EXEMPT** employees are excluded from specific provisions of federal and state wage and hour laws. An employee's **EXEMPT** or **NON-EXEMPT** classification may be changed only upon written notification by CT Assist management.

In addition to the above categories, each employee will belong to one other employment category:

**FULL-TIME** employees are those who are not in an introductory status and who are regularly scheduled to work for CT Assist at least 30 hours in a work week. Generally, they are eligible for CT Assist's benefit package, subject to the terms, conditions, and limitations of each benefit program. Employees in this category include regular full-time employees and temporary full-time employees.

**PART-TIME** employees are those who are hired and are regularly scheduled to work less than 30 hours per work week to supplement the work force. Part-Time employees retain that status unless and until notified of a change. While Part-time employees receive all legally mandated benefits (such as workers' compensation insurance, state mandated paid sick days and other state specific benefits, and Social Security), they are ineligible for health insurance, life insurance, short-term and long-term disability insurance, CME reimbursement, and paid time off benefit programs.

**INTRODUCTORY** employees are all employees who are in their first 90 days of employment. Either the employee or CT Assist may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice. During this time-period employee performance is being evaluated to determine whether further employment in a specific position or with CT Assist is appropriate. If CT Assist determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period. Employees who do not satisfactorily complete the introductory period will be notified in writing at the end of their 90-day introductory period. Full-Time Introductory employees are eligible for CT Assist's benefits package, subject to the terms, conditions, and limitations of each benefit program. Part-Time Introductory employees receive all legally mandated benefits (such as workers' compensation insurance and Social Security), but are ineligible for CT Assist's benefits package. Employee's employment is "at-will" — successful completion of the introductory period does not change or alter the "at-will" employment relationship. Employees are free to resign at any time for any reason and CT Assist is free to terminate an employee's employment at any time for any or no reason either during or after the introductory period of employment. An employee will continue to have the right to terminate their employment at any time, with or without cause or notice, and CT Assist has the same right.

**TEMPORARY** employees are hired for a defined, finite period of time. Full-Time Temporary employees are eligible for CT Assist's benefits package. CT Assist's benefits end at the end of the defined Temporary assignment. Temporary employees may be renewed for an additional defined, finite period of time if both employee and CT Assist are agreeable. Part-Time Temporary employees receive all legally mandated benefits (such as workers' compensation, state mandated paid sick days and other state specific benefits, and Social Security), but are otherwise ineligible for CT Assist's benefits package.

### **2.3 Employment Applications**

CT Assist relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

### **2.4 Personal Data Changes**

Each employee is responsible to promptly notify CT Assist of any changes in personal data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personal data has changed, notify the Operations team.



## **2.5 Performance Evaluation**

Management and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. A formal written performance evaluation will be conducted following an employee's introductory period. Additional formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals. The standard is to do this at least on an annual basis; requests for individual assignment evaluations will be sent out quarterly.

## **2.6 Job Descriptions and Statements of Work**

CT Assist maintains job descriptions and/or Statements of Work to aid in orienting new employees to their jobs or new assignments, identifying the requirements of each position, establishing hiring criteria, setting standards for employee performance evaluations, and establishing a basis for making reasonable accommodations for individuals with disabilities.

CT Assist prepares job descriptions and Statements of Work when new positions are created or a new assignment is made. Existing job descriptions and Statements of Work are periodically reviewed and revised in order to ensure that they are up to date. Job descriptions and Statements of Work may also be rewritten to reflect any changes in position duties and responsibilities or specific requirements of a new assignment. All employees will be expected to help ensure that their job descriptions and Statements of Work are accurate and current, reflecting the work being done and the parameters of the current assignment.

Employees should remember that job descriptions and Statements of Work do not necessarily cover every task or duty that might be assigned, and that additional responsibilities may be assigned as necessary. Contact an administrator or supervisor if you have any questions or concerns about your job description or Statement of Work.

## **2.7 Employee Identification**

All employees shall be required, if applicable to their position, to have available their licenses, registrations, photo identification, CPR cards, and all other applicable certification cards with them at all times during their assignments at clients' facilities. Employees shall, if applicable to their position, present their original license, photo identification, and required certificates on the first day of work at clients' facilities.

## **2.8 Employment Termination**

Termination of employment is an inevitable part of personnel activity within any organization and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- resignation—voluntary employment termination initiated by an employee.
- discharge—involuntary employment termination initiated by the organization.
- layoff—involuntary employment termination initiated by the organization because of an organizational change.
- retirement—voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

CT Assist will generally schedule exit interviews for regular full-time employees at the time of employment termination. The exit interview will afford an opportunity to discuss such issues as employee benefits, conversion privileges, repayment of outstanding debts to CT Assist, or return of CT Assist-owned property. Suggestions, complaints, and questions can also be voiced.

Nothing in this policy is intended to change the company's at-will employment policy. Since employment with CT Assist is based on mutual consent, both the employee and CT Assist have the right to terminate employment at will, with or without cause, at any time. Employees will receive their final pay in accordance with applicable state law.

Employee benefits will be affected by employment termination in the following manner. All accrued, vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance. See the "Benefits Continuation (COBRA/State Continuation)" policy section.

## **2.9 Resignation**

Resignation is a voluntary act initiated by the employee to terminate employment with CT Assist. Although advance notice is not required, CT Assist requests at least four weeks written notice of resignation. This guideline does not create any contractual or other rights in any employee and does not alter the company's at-will employment policy providing that either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

Prior to an employee's departure, an exit interview will be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

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## **3. GENERAL EMPLOYMENT POLICIES**

### **3.1 Equal Employment Opportunity**

It is the policy of CT Assist to conduct its relations with employees and applicants for employment without regard to race, color, religious creed (including religious dress or grooming practices), sex or gender (including gender identity and gender expression), sexual orientation, pregnancy (including childbirth, breastfeeding or related medical conditions or status), age, physical or mental disability, national origin or citizenship status, marital registered domestic partnership status, ancestry, medical condition, genetic characteristics or genetic information, military service or veteran status, or any other characteristics protected by federal, state, or local laws prohibiting discrimination.

This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employee with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of an administrator or supervisor. Employees can raise concerns and make reports without fear of reprisal. Management will immediately undertake a thorough and objective investigation to resolve the situation.

Anyone found to be engaging in any type of unlawful discrimination will be subject to remedial action commensurate with the severity of the offense. Appropriate action also will be taken to deter any future discrimination.

### **3.2 Interactive Process**

Any applicant or employee with a disability who requires an accommodation to perform the essential functions of the job should contact management to discuss the need for an accommodation. Upon being contacted by the employee, or when CT Assist becomes aware of the need for an accommodation through a third party or CT Assist's own observation, CT Assist will engage in an interactive process with the employee to identify possible accommodations, if any, that will help the applicant or employee perform the essential functions of their job. If the accommodation is reasonable and will not impose an undue burden, CT Assist will make the accommodation.

As part of this interactive process, CT Assist will make every effort to reasonably accommodate an employee's need for an unpaid leave of absence in the event of a disability, as long as it will not pose an undue hardship for CT Assist. If an employee requires a disability leave, the employee should make a request to their immediate supervisor or any member of management. If an employee is on disability leave, the employee must notify their immediate supervisor or any member of management of the employee's intent to resume work at least one week prior to their expected return date. Before returning to work after a disability leave of absence, the employee must provide CT Assist with a written statement from their physician, stating the employee's ability to return to regular duties and any work restrictions the employee may have.

If an employee believes they have been subjected to any form of unlawful discrimination based on an actual or perceived disability, please submit a written complaint to your supervisor or management. The employee's complaint should be specific and should include the names of the individuals involved and the names of any witnesses. If an employee needs assistance with their complaint, or if the employee prefers to make a complaint in person, contact management. Management will immediately undertake a thorough and objective investigation and attempt to resolve the situation.

If CT Assist determines that unlawful discrimination has occurred based on an alleged disability, effective remedial action will be taken commensurate with the severity of the offense. Appropriate action also will be taken to deter any future discrimination. CT Assist will not retaliate against any employee for filing a complaint and will not knowingly permit retaliation by management, employees, or coworkers.

This policy is neither exhaustive nor exclusive. CT Assist is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the Americans with Disabilities Act and all other applicable federal, state, and local laws.

### **3.3 Policy Against Harassment**

CT Assist is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances
- Offering employment benefits in exchange for sexual favors
- Making or threatening reprisals after a negative response to sexual advances
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons, or posters
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes
- Verbal sexual advances or propositions
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations
- Physical conduct that includes touching, assaulting, or impeding or blocking movements

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission to or rejection of the conduct is used as a basis for making employment decisions; or (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to an administrator or supervisor. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure consistent with the need to conduct an adequate investigation. When the investigation is completed, the complainant will be informed of the general outcome of the investigation, but no details about the nature or the extent of disciplinary or corrective actions (if applicable) will be disclosed to the complainant unless there is a compelling reason to do so.

Any member of management who becomes aware of possible sexual or other unlawful harassment must immediately advise Human Resources (HR) so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful behavior will be subject to disciplinary action, up to and including termination of employment.

### **3.4 Lactation Accommodation**

CT Assist will provide a reasonable amount of break time to accommodate an employee who is nursing desiring to express breast milk for their infant child. When a nursing employee returns to work after childbirth, pregnancy disability leave, and parental leave, they should meet with their supervisor to establish a schedule for breaks allowing sufficient time to express milk in a private area or room of CT Assist or the client if they have decided to continue to breastfeed their infant child. A non-exempt employee can use provided meal and break periods for this purpose; additional time needed is without pay. CT Assist may not be able to provide additional break time if doing so would seriously disrupt its operations.

CT Assist will provide a room or a place, other than a bathroom or toilet stall, shielded from view and free from intrusion from employees or others which may be used by an employee to express breast milk. Employees and others must respect the privacy of any coworker who uses a designated room or private area for lactation purposes.

Additionally, the supervisor or management will make arrangements to provide refrigeration, if available, for the employee's breast milk, or allow the employee to provide their own means of refrigeration. If stored in a common area, the employee should apply a label indicating clearly the contents and include the employee's name.

An employee who feels they have been unreasonably denied proper and appropriate lactation accommodation is to contact management.

### **3.5 Complaint Procedures**

Any employee who feels they have been subjected to or witnessed any form of harassment or discrimination should tell the person engaging in the harassing and/or discriminating conduct it is unwelcome, offensive, and should stop at once. The employee who has experienced or witnessed harassment or discrimination should immediately report the situation by providing the facts and other details of the incident(s), names of the individuals involved, and any witnesses to their immediate supervisor, or any other member of management. Any supervisor or manager who becomes aware of alleged incidents of harassment or discrimination is to immediately report such incidents or refer any complaints to HR. CT Assist strictly prohibits retaliation against any employee for following the complaint procedures.

Harassment, discrimination, and retaliation are a violation of CT Assist policy and are illegal under federal and state employment discrimination laws. Our policy is to investigate all reports or complaints of harassment, discrimination, or retaliation thoroughly, promptly, and discreetly. To the extent possible, the confidentiality of an employee or any other person who has reported a problem and that of any witnesses and the alleged offending party will be protected against unnecessary disclosure consistent with the need to conduct an adequate investigation. If an investigation confirms harassment, discrimination, or retaliation has occurred, CT Assist will take appropriate corrective action, up to and including termination.

An employee who has been unable to correct a problem of harassment, discrimination, or retaliation after using the Company complaint procedures may file a complaint with the appropriate federal or state agency—U.S. Equal Employment Opportunity Commission (EEOC) or the applicable state agency. Please refer to the internet or the telephone book for the current address and telephone number of the nearest office if an employee wishes to contact them. CT Assist encourages employees to reach out to management for additional information as necessary.

Clients, staff, and the general public may have complaints, concerns, or questions they would wish to have addressed. CT Assist shall ensure it resolves all complaints that persons may have regarding our service in a timely manner. CT Assist is committed to administering high-level, quality care to our patients, and we take complaints very seriously. In instances where the complaint has not been resolved satisfactorily, we do not discourage the person with the complaint from contacting The Joint Commission to further address the complaint at <http://www.jointcommission.org/>. CT Assist will not take disciplinary action against its employees or other individuals if they report safety or quality-of-care concerns.

### **3.6 Immigration Law Compliance**

CT Assist is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9, and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with CT Assist within the past three years or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact HR. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

### **3.7 Access to Personnel Files**

CT Assist maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, résumé, records of training, documentation of performance appraisals, salary increases, and similar employment records.

Personnel files are the property of CT Assist and access to the information they contain is restricted. Generally, only management personnel of CT Assist who have a legitimate reason to review information in a file are allowed to do so.

You have a right to inspect or receive a copy of the personnel records that CT Assist maintains relating to your performance or to any grievance concerning you. Certain documents may be excluded or redacted from an employee's personnel file by law, and there are legal limitations on the number of requests that can be made.

Any request to inspect or copy personnel records must be made in writing to a member of the Operations team. Employees may designate a representative to conduct the inspection of the records or receive a copy of the records. Any designated representative must be authorized by the employee in writing to inspect or receive a copy of the records.

Copies of the personnel records will be received and/or originals made available for review and copying when CT Assist is reasonably able to do so, but no later than 30 calendar days from the date CT Assist receives a written request to inspect or copy employee personnel records.



## **4. BENEFITS AND LEAVES OF ABSENCES**

### **4.1 Communication of Benefit Programs**

CT Assist provides eligible employees a wide range of benefits. A number of the programs (such as Social Security, workers' compensation, state disability, unemployment insurance, and state required benefits) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. HR can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in the Handbook or in the CT Assist Benefits Summary.

This section of the Handbook is intended to provide a general overview of the benefits currently available to eligible employees of CT Assist. State and/or federal law govern some of these benefits, while others are determined by CT Assist or governed by a benefit provider. Should there be a difference between what this Handbook contains and a provision of an applicable law, benefits plan, or contract, then the law, plan document, or contract will prevail.

The following benefit programs are available to eligible employees:

- Paid Time Off
- Bereavement Leave
- Time Off for Jury Duty
- Health Insurance including Vision, Dental, and Prescription Plans
- Benefits Continuation (COBRA/State Continuation)
- Group Term Life Insurance
- Short Term and Long Term Disability Insurance
- Matching 401(k) Plan
- CME Allowance
- Workers' Compensation Insurance
- Professional Liability (Malpractice) Insurance
- General Liability Insurance

All benefit programs are fully paid for by CT Assist. Many benefits are described in separate Summary Plan Descriptions, or Plans, which may change from time to time. You will receive a copy of each Summary Plan Description applicable to you. Contact HR if you need a Summary Plan Description or have any questions.

CT Assist reserves the right to change, suspend or terminate any benefit, to the extent permitted by applicable law, as well as to require or change employee contributions toward group insurance premiums at its sole discretion. Employees will be notified of any changes in employee benefit programs at employee meetings or through memos.

#### 4.2 Paid Time Off (PTO)

Paid Time Off (PTO) is available to eligible employees to provide opportunities for rest, relaxation, taking care of illness or injury, and personal pursuits. Only *Regular full-time clinical* employees who are working at an assignment through CT Assist or are on eligible leave are eligible to earn and use Paid Time Off as described in this policy:

Eligible employees do not begin their employment with available Paid Time Off, but must accrue Paid Time Off according to the following schedule:

- For eligible employees with 0-4 benefit years completed, they are entitled to accrue PTO at a rate of .058 per hour worked based on the number of required hours per bi-weekly pay period. Hours worked outside of the required hours do not count towards accrual. Accrual does not happen when an employee is not eligible.
- After completing five benefit years, the employee is entitled to accrue at a rate of .077 per hour. See the following chart for examples of accrual limits:

Years of Service	Accrual Rate per Hour	Annual and Maximum Accrual for 40 Hour Required Week	Annual and Maximum Accrual for 42 Hour Required Week	Annual and Maximum Accrual for 48 Hour Required Week
0-4	.058	120 hours Annual 180 hours Max	126 hours Annual 189 hours Max	144 hours Annual 216 hours Max
5+	.077	160 hours Annual 240 hours Max	168 hours Annual 252 hours Max	192 hours Annual 288 hours Max

The length of eligible service is calculated on the basis of a “benefit year.” Generally, this is the 12-month period that begins when the eligible employee starts to earn Paid Time Off. Any such benefit year may be extended for any significant leave of absence, except for military leaves of absence and as otherwise prohibited by federal, state, or local law. (See individual leave of absence policies for more information.) *Please note that written offer letters to employees or written agreements between CT Assist and employees may supersede some of the provisions of this policy, including those regarding the agreed-upon contractual bi-weekly hours worked. In the event of conflict, contradiction or inconsistency between this policy, on the one hand, and an employment agreement or offer letter, on the other hand, the terms and provisions of the employment agreement or offer letter will govern and control.*

Eligible employees of CT Assist will accrue Paid Time Off during their Introductory Period and can request use of PTO as soon as it is accrued.

Subject to applicable law, employees can use Paid Time Off in minimum increments of an equivalent full shift for clinical employees. For a non-emergency reason or a foreseeable situation, employees should request advance approval from the management. Requests will be reviewed based on a number of factors, including business needs and staffing requirements.

Although employees are allotted PTO benefits, employees should not automatically assume that an absence is permissible merely because the employee has sufficient PTO available to cover all or a portion of the employee’s absence. Management may determine that your absences are excessive if, based on all the facts and circumstances, it is found disruptive to the company, coworkers, or clients.

Paid Time Off is paid at the employee’s base pay rate at the time. PTO pay rate does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials.

As stated above, employees are encouraged to use available Paid Time Off for rest, relaxation, and personal pursuits. In addition, eligible employees may use their yearly PTO accruals for absences (unplanned “sick days”) due to their own illness or to care for an illness of their child, parent, spouse, domestic partner, or domestic partner’s child.

In the event that accrued PTO is not used by the end of the benefit year, employees may carry over unused time to the next benefit year. If the total amount of unused PTO reaches a “cap” equal to 1.5 times the annual PTO amount, further PTO accrual will stop. When the employee uses PTO or chooses to sell hours back to CT Assist and brings the available amount below the cap, PTO accrual will begin again. Any PTO hours above the annual earned amount may be sold back to CT Assist at a rate of 100% of the employee’s base pay rate at the time. Employees may choose to sell PTO hours back to CT Assist at any point. The PTO hours will be paid out on the following payroll.

Employees must use their Paid Time Off for vacation time, personal days, sick days, bereavement leave, and jury duty. Employees will not be paid for time off from work due to personal reasons or illnesses, except when they use their available PTO benefits or as required by law.

Upon termination of employment, employees will be paid for unused PTO that has been earned through the last day of work.

### **4.3 Employee Volunteer Policy**

CT Assist is committed to improving the world and understands that service can be a very gratifying experience for the employee and will often improve company morale by providing an additional mission to our corporate governance.

To that end, CT Assist offers its regular full-time employees (this policy does not apply to Introductory or Part-time employees) the opportunity to volunteer their time for the purposes of making the world a better place. Specifically, this volunteer policy allows employees to take up to 40 hours of time off each calendar year, after 90 days of service, to participate in a specific volunteer program. This time is paid at the employee’s base pay rate at the time and does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials.

This benefit of allowing up to 40 hours of time off for volunteer work is for the applicable calendar year only and is not carried-over into the following year.

To be clear, this volunteer time is not for the purposes of rest or relaxation. Instead, it is intended to improve the lives of others locally or around the world, and to support CT Assist's ethical and social values. In determining eligibility for volunteer time, management considers, among other things, the following factors: (a) whether it benefits a nonprofit 501(c)(3) organization; (b) whether it demonstrates direct employee involvement; (c) the employee's job performance, and (d) whether it meets important community, world, or business needs.

This volunteer time should not conflict with work assignments and other work-related responsibilities, create a need for overtime or cause conflicts with other employees' schedules.

Interested employees should meet with management to discuss their volunteer choice, schedule, logistics, and to receive approval, which shall be granted at management's sole discretion.

#### **4.4 Health Insurance**

CT Assist's health insurance plan provides employees access to medical, vision, dental, and prescription insurance benefits. Employees in the following employment classification(s) are eligible to participate in the health insurance plan:  
*Regular full-time employees*

Eligible employees may participate in the health insurance plan subject to all terms and conditions of the agreement between CT Assist and the insurance carrier.

A change in employment classification that would result in loss of eligibility to participate in the health insurance plan may qualify an employee for benefits continuation under the Consolidated Omnibus Budget Reconciliation Act (COBRA) or State Continuation. Refer to the "Benefits Continuation (COBRA/State Continuation)" policy section for more information.

Details of the health insurance plan are described in the Summary Plan Description (SPD). A SPD will be provided in advance of enrollment to eligible employees. Contact management for more information about health insurance benefits.

#### **4.5 Group Term Life Insurance**

CT Assist provides group term life insurance for all *regular full-time employees*. Details are provided in the benefits summary.

#### **4.6 Short Term and Long-Term Disability Insurance**

CT Assist provides short term and long-term disability insurance for all *regular full-time employees*. Details are provided in the benefits summary.

#### **4.7 Matching 401(k)**

CT Assist supports saving for retirement. CT Assist will match associate contributions in amount equal to your elective deferrals that do not exceed 3% of your compensation for the plan year, plus 50% of your elective deferrals that exceed 3% of your compensation for the plan year but do not exceed 5% of your compensation for the plan year. This benefit is available for all employees who have completed 90 days of service.

#### **4.8 Continuing Medical Education (CME)**

Full-time clinical employees will be eligible for \$3,000 per calendar year, with no rollover, after 90 days of service with a confirmed extension or new assignment in place; CME funds will be prorated based on eligibility and demonstrated continued work with CT Assist or confirmed end date. CT Assist reserves the right to determine eligibility and amount of funds reimbursed. CME funds may be used for continuing education, including and not limited to conferences, professional membership fees, books, airfare or hotels while attending conferences or professional events, etc.

#### **4.9 Professional Liability (Malpractice) Insurance**



CT Assist maintains a claims-made \$1,000,000/\$3,000,000 umbrella malpractice policy covering all active employees. The umbrella coverage is in effect only at hospitals contracted with CT Assist and covers employees only when they are working for CT Assist.

#### **4.10 Medical Leave**

CT Assist provides medical leaves of absence without pay to eligible employees who are temporarily unable to work due to a serious health condition or disability. For purposes of this policy, serious health conditions or disabilities include inpatient care in a hospital, hospice, or residential medical care facility and continuing treatment by a health care provider. Short-Term Disability coverage may be available for use during medical leave. PTO is also for paid sick leave. Please contact HR for further information.

Employees in the following employment classifications are eligible to request medical leave as described in this policy:  
*Regular full-time employees*

Eligible employees should make requests for medical leave to HR at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events.

A health care provider's statement must be submitted verifying the need for medical leave and its beginning and expected ending dates. Any changes in this information should be promptly reported to CT Assist. Employees returning from medical leave must submit a health care provider's verification of their fitness to return to work.

Eligible employees are normally granted leave for the period of the disability, up to a maximum of 12 weeks within any 12-month period. Any combination of medical leave and family leave may not exceed this maximum limit. If the initial period of approved absence proves insufficient, CT Assist will explore, as part of the interactive process explained above, possible accommodations, if any, that will help the employee perform the essential functions of their job.

Subject to the terms, conditions, and limitations of the applicable plans, CT Assist will continue to provide health insurance benefits for the full period of the approved medical leave.

Paid Time Off accrual will continue during the approved medical leave period.

So that an employee's return to work can be properly scheduled, an employee on medical leave is requested to provide CT Assist with at least two weeks' advance notice of the date the employee intends to return to work. When a medical leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to return to work on the agreed-upon return date, CT Assist will assume that the employee has resigned.

#### **4.11 Family Leave**

CT Assist provides family leaves of absence without pay to eligible employees who wish to take time off from work duties to fulfill family obligations relating directly to childbirth, adoption, or placement of a foster child or to care for a child, spouse, or parent with a serious health condition. A "serious health condition" means an illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, or residential medical care facility or continuing treatment by a health care provider. Employees in the following employment classifications are eligible to request family leave as described in this policy: *Regular full-time employees*

Eligible employees should make requests for family leave to HR at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events. Employees requesting family leave related to the serious health condition of a child, spouse, or parent may be required to submit a health care provider's statement verifying the need for family leave to provide care.

Eligible employees may request up to a maximum of 12 weeks of family leave within any 12-month period. Any combination of family leave and medical leave may not exceed this maximum. Married employee couples may be restricted to a combined total of 12 weeks leave within any 12-month period for childbirth, adoption, or placement of a foster child or to care for a parent with a serious health condition.

Subject to the terms, conditions, and limitations of the applicable plans, CT Assist will continue to provide health insurance benefits for the full period of the approved family leave. Paid Time Off accrual will continue during the approved family leave period.

So that an employee's return to work can be properly scheduled, an employee on family leave is requested to provide CT Assist with at least two weeks' advance notice of the date the employee intends to return to work. When a family leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified. If an employee fails to return to work on the agreed-upon return date, CT Assist will assume that the employee has resigned.

Certain states may provide insurance coverage benefits for partial wage-replacement when an illness, injury, or pregnancy-related disability prevents employees from working and they meet all the eligibility requirements. Employees are responsible for filing their claim and other forms for any state disability benefits. In most circumstances, a claim form may be obtained from the state agency administering the insurance program.

#### **4.12 Pregnancy Disability Leave**

Employees will be permitted to work during their period of pregnancy as long as they are able to perform assigned duties in a safe and effective manner. CT Assist will grant a request for reasonable accommodation made by an employee, on the advice of a healthcare provider, for pregnancy, childbirth or related medical conditions. The employee may continue to work until the leave commencement date established by their physician. If, for any reason, the employee is unable to maintain the regular duties of their job, CT Assist will explore, under reasonable accommodation, reassignment to a temporary, appropriate and alternative job assignment, if available, for the employee.

CT Assist requires a medical certification from the employee's physician in order to grant a request for a reasonable accommodation or transfer to a different job position.

An employee may obtain a reasonable leave of absence without pay for a disability caused by pregnancy, childbirth, or related medical conditions. An employee may take a pregnancy-related disability leave for up to four calendar months (one-third of a year or 17-1/3 weeks or 693 hours of leave entitlement for a full-time employee who works 40 hours per week). Pregnancy disability leave may be taken intermittently or on a reduced work schedule when medically advisable as determined by the employee's physician.

An employee requesting a pregnancy-related disability leave of absence must first provide CT Assist with a statement from their physician certifying they are unable to work at all or unable to perform one or more of the essential functions of their position.

An employee may use, at their option, any available accrued PTO during their pregnancy disability leave but is not required to do so. CT Assist will continue to maintain and pay for the employee's group health insurance under the same terms and conditions as if the employee has remained actively employed during the duration of the pregnancy disability leave up to a maximum of four calendar months. The employee is required to continue to pay their portion of the required monthly insurance premiums, if any, during the leave.

A physician's statement verifying the employee is able to return to work must be presented by the employee to their supervisor upon returning to work. The statement (release) must include specific restrictions, if any, affecting the employee's ability to return to work, and an anticipated duration. An employee returning from a pregnancy related disability leave would be returned to their original position or a substantially similar position to the one they previously held. In the event CT Assist has to lay off employees due to economic or other business reasons, a pregnant employee will have no greater right to reinstatement than any other CT Assist employee. If the original or a substantially similar position is not available due to legitimate business reasons, the employee will be permanently laid off.

#### **4.13 Bereavement Leave**

Employees who wish to take time off due to the death of an immediate family member should notify their supervisor immediately. Employees must use their Paid Time Off to be paid for bereavement leave.

Up to three days of paid bereavement leave will be provided to *regular full-time employees*.

Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements. Employees may, with management's approval, use any available Paid Time Off for additional time off as necessary.

CT Assist defines "immediate family" as the employee's spouse, parent, child, or sibling. Bereavement Leave for non-immediate family or friends may be granted in some instances at the discretion of the supervisor.

#### **4.14 Voting Time**

CT Assist encourages employees to fulfill their civic responsibilities by participating in elections. Generally, employees are able to find time to vote either before or after their regular work schedule. If employees are scheduled to work during all hours of their local polling station, a 2-hour period of time will be granted for employees to vote.

Plan ahead and register for early voting or out of state voting when possible. Employees should request time off to vote from management at least one week prior to Election Day. Advance notice is required so that the necessary time off can be scheduled at the beginning or end of the work shift, whichever causes less disruption to the normal work schedule.

#### **4.15 Jury Duty**

CT Assist encourages employees to fulfill their civic responsibilities by serving jury duty when required. Employees may request unpaid jury duty leave for the length of absence. If desired, employees may use any available paid time off.

Employees must show the jury duty summons to management as soon as possible so that arrangements may be made to accommodate their absence. Of course, employees are expected to report for work whenever the court schedule permits.

Either CT Assist (to the extent permitted by applicable law or rules) or the employee may request an excuse from jury duty if, in CT Assist's judgment, the employee's absence would create serious operational difficulties. CT Assist will continue to provide health insurance benefits for the full term of the jury duty absence.

Paid Time Off will continue to accrue during unpaid jury duty leave.

Employees will be paid their normal wage or salary if required to be a witness or required by a subpoena to appear in court on CT Assist business. Employees will not be paid for their time off if summoned to appear in court as a witness (except as may be required by applicable law) or because of a subpoena on matters not pertaining to CT Assist business. Employees must notify their supervisor immediately when they are required to appear as a witness, so that operating requirements can be adjusted for time off to appear as a witness.

#### **4.16 Military Leave/Military Exigency Leave**

Employees are entitled to military leave, reinstatement, and reemployment in accordance with state and federal laws, including the Uniformed Service Employment and Reemployment Rights Act of 1994 ("USERRA"). Any employee absent from employment due to service in the "uniformed services" is eligible for 12-week military leave and reinstatement. For purposes of this policy, "uniformed services" consist of the following: Army, Navy, Marine Corps, Air Force, Coast Guard, Army Reserve, Naval Reserve, Air Force Reserve, Coast Guard Reserve, Army National Guard, Air National Guard, Commissioned Corps of the Public Health Service, or any other category of persons designated by the President in a time of war or emergency. Military leave is unpaid time off but if employees have accrued Paid Time Off hours available, or unused Volunteer Time, they may use them for compensation.

Eligible employees with a spouse, son, daughter, or parent on active duty or called to "covered active duty" may use their 12-week leave entitlement to address certain qualifying exigencies. "Covered active duty" means the deployment of a member of the regular Armed Forces to a foreign country and the order to active duty of a member of a reserve component of the Armed Forces or a member of the National Guard. Qualifying exigencies may include attending certain

military events, arranging for alternative childcare, emergent Parental Care, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

#### **4.17 Other Types of Leave**

**School Issues and Activities Leave.** CT Assist gives employees unpaid time off if you are a parent or guardian of a student and you have been summoned to appear at the student's school under applicable state law. You must provide reasonable notice and documentation of the appearance to management.

**Volunteer Firefighter/Peace Officer/Rescue Personnel.** No employee shall be disciplined or discriminated against in the terms and conditions of employment by CT Assist for taking unpaid time off to perform emergency duty as a volunteer firefighter, reserve peace officer, or emergency rescue personnel. If you are a volunteer firefighter, reserve peace officer, or emergency rescue personnel, please alert your supervisor that you may have to take time off for emergency duty. When taking time off for emergency duty, please notify your supervisor before doing so when possible.

**Domestic Violence Leave.** CT Assist is committed to taking reasonable safety precautions to protect known victims of domestic violence. CT Assist will not knowingly discriminate or retaliate against employees who are victims of domestic violence, stalking, or sexual assault and who provide notice to CT Assist of their status as a victim of one of these types of crimes for:

- Taking time off from work to appear at legal proceedings and to obtain or attempt to obtain any relief, including but not limited to a temporary restraining order, restraining order, or other injunctive relief to help ensure the health, safety, or welfare of a victim or their child.
- Taking time off from work to seek medical attention for injuries caused by such domestic violence, stalking, or sexual assault, to obtain services from a domestic violence shelter, program, or rape crisis center as a result of domestic violence, stalking, or sexual assault, to obtain psychological counseling related to the domestic violence, stalking, or sexual assault, or to participate in safety planning and to take other actions to increase safety from future domestic violence, stalking, or sexual assault, including temporary or permanent relocation.
- Requesting or receiving reasonable accommodations or taking reasonable safety precautions to protect themselves from further domestic violence, stalking, or sexual assault.

Affected employees must give CT Assist reasonable notice that they are required to be absent for a purpose stated above, unless the advance notice is not feasible. If advance notice is not feasible, affected employees must provide certification to CT Assist within a reasonable time after the leave is taken. This leave will be unpaid, but affected employees may use any accrued time off available.

**Civil Air Patrol Leave.** If you are a member of a state Civil Air Patrol, you are entitled to time off to serve when called, and you will be reinstated to your position when your service is complete. To request a leave of absence, submit documentation of your service to management.

**Bone Marrow or Organ Donor Leave.** For employees who have been employed by CT Assist for at least 90 days immediately preceding the commencement of leave, CT Assist will:

- Grant a leave not exceeding 30 business days in any one-year period to an employee who is an organ donor for the purpose of donating an organ to another person; and
- Grant a leave not exceeding five business days in any one-year period to an employee who is a bone marrow donor for the purpose of donating bone marrow to another person

Bone marrow and organ donation leave is paid. CT Assist requires that the employee taking leave:

- As a condition to receiving donor leave, provide CT Assist with written verification that they are a bone marrow donor or an organ donor and that there is a medical necessity for such donation;
- First use up to five days of accrued but unused paid time off for bone marrow donation; and

- First use up to two weeks of accrued but unused paid time off for organ donation.

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## **5. HOURS OF WORK AND PAYROLL PRACTICES**

### **5.1 Flexible Scheduling**

Employees will only be eligible for full benefits if they average 30 regular working hours (excluding on-call hours) or more per week. Work schedules for employees vary throughout our organization. Management will advise employees of their individual work schedules. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week. We have a large pool of per-diem and part-time employees that allow us to create flexible and creative schedules for our full-time associates. We also work very closely with our part-time and per-diem employees to create schedules that support a variety of lifestyles.

### **5.2 Timesheets**

Employees are to complete their timesheets on a daily basis and submit their time-sheets to CT Assist by 7 a.m., at the latest, on the Monday of each week that is a payday. Some vendor management systems may run on a slightly different schedule and employees will be notified of those requirements if they take an assignment under those systems. Submission of time-sheets may be done through an agreed upon time-management system. All non-exempt employees must record regular and overtime hours on their time records. By submitting time via the time-management systems, employees are certifying that all recorded hours of work are accurate. Be sure to notify management as to any adjustments such as absences, missed meal or rest breaks, and paid time off, occurring during the workweek. Occasionally, usually due to a bank holiday schedule, it will be necessary to submit them earlier than the normal time. In that event, Payroll will send an email message to all employees giving ample notice. If time-sheets are not received by the expected deadline, pay may be delayed to the next pay period.

Non-exempt employees must be paid for all hours worked and are prohibited from performing any work “off-the-clock,” either on or off CT Assist property. If given a directive to perform work “off-the-clock,” employees should promptly notify management or, if a particular member of management has given a directive to work “off-the-clock” and/or has told the employees not to properly record all hours worked, they should notify other members of management. No employee will be penalized or retaliated against in any way for making such a report.

Employees must timely complete their time records accurately. If you make an error when completing your timesheet or there are any inaccuracies on your timesheet, you must immediately report it to your supervisor or management.

Your timesheet is an official legal document and a personal certification of all hours worked; and, therefore, must be accurately maintained. Violating or disregarding the timekeeping procedure, or falsifying or altering your timesheet, including under reporting hours worked, may result in disciplinary action, up to and including termination.

### **5.3 Paydays**

All employees are paid bi-weekly on a Friday except to the extent state or local law requires that employees be paid sooner. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

With the written consent of the employee, paychecks may be directly deposited to the checking or savings account specified in the employee’s enrollment information. Pay-stubs will be posted on the employee accounting portal for each employee on pay day.

All employees are encouraged to check their pay statement each pay period and report any discrepancies immediately to their supervisor.

### **5.4 Administrative Pay Corrections**

CT Assist takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of management so that corrections can be made as quickly as possible.

### **5.5 Pay Deductions**

The law requires that CT Assist make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. CT Assist also must deduct Social Security taxes on each employee's earnings up to a specified limit that is called the Social Security "wage base." CT Assist matches the amount of Social Security taxes paid by each employee. CT Assist will not deduct any amounts from any employee paycheck unless required by law or authorized in writing by the employee.

### **5.6 Direct Billing**

CT Assist employees are not to bill any patient, government-funded payor program, or any insurance agency directly for any clinical services performed for CT Assist's clients. CT Assist's clients reserve the right to manage the direct billing of their patients or other responsible parties for the services performed by CT Assist's employees.

### **5.7 Rest and Meal Periods**

CT Assist is committed to ensuring that non-exempt employees have an opportunity to take meal periods and rest periods as discussed herein and strongly encourages all non-exempt employees to take their meal periods and rest breaks in accordance with this policy. No supervisor or manager may impede or discourage non-exempt employees from taking meal and rest periods provided under this policy. If you feel that you do not have an opportunity to do so—because of work pressure or any other reason—you must alert your immediate supervisor. If you are not comfortable discussing the issue with your immediate supervisor, you should contact management instead.

**Meal Periods.** To promote employee health and wellness, CT Assist prohibits non-exempt employees from working during hours outside of those scheduled by their supervisor. Important points to remember are:

- Non-exempt employees are expected to take a 30-minute, unpaid, duty-free, uninterrupted meal period for every work period of more than five hours, commencing prior to the completion of the fifth hour of work (i.e., commencing no later than 4.9 hours into the shift). The only exception is when a work period of not more than six hours will complete the day's work; in that case, the meal period may be waived by mutual consent of CT Assist and the employee.
- Employees are expected to take a second 30-minute meal period if they work more than ten hours per day. The only exception is when the total hours worked is no more than 12 hours and the first meal period was not waived; in that case, the second meal period may be waived by mutual consent of CT Assist and the employee.
- During meal periods, employees are to be entirely relieved of their job duties and supervisors shall not exercise control over non-exempt employees' activities. Non-exempt employees are free to spend their meal period time as they choose (consistent with any other CT Assist policies that may apply during off-duty time), including leaving the premises.
- Non-exempt employees will not be paid for meal periods unless the meal periods are on-duty. Employees are responsible for accurately recording their meal periods, including noting on their timesheets when they began and ended their meal periods, and all hours of work.

**Rest Periods.** Non-exempt employees who work at least three and a half hours per day are entitled to a paid break period of ten minutes for every four hours of work or "major fraction" thereof. A "major fraction" is a time period over two hours. Accordingly, non-exempt employees are entitled to one 10-minute rest break for shifts from 3.5 to 6 hours in length; two 10-minute rest breaks for shifts of more than 6 hours up to 10 hours; three 10-minute rest breaks for shifts of more than 10 hours up to 14 hours; and so on. Break periods are to be scheduled as close to the middle of each four-hour period (or major fraction thereof) as possible. The timing of these break periods may be monitored, but will count as paid time. The purpose of the rest period is to refresh employees during the workday. Similar to meal periods, non-exempt employees are not permitted to perform any duties during rest periods. Rest periods are paid and counted as time worked, and they may not be combined and used to leave early from your regular schedule if the rest period is not taken.

## **5.8 Emergency Closings**

At times, emergencies such as severe weather, fires, power failures, or earthquakes can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility.

In cases where an emergency closing is not authorized, employees who fail to report for work will not be paid for the time off. Patient care does not cease during inclement weather or emergencies; therefore, employees are required to make every reasonable attempt to arrive at work safely. Employees may request available paid leave time such as unused Paid Time Off.

## **5.9 Attendance and Punctuality**

To maintain a safe and productive work environment, CT Assist expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on CT Assist. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify management and any supervisor of a satellite facility as soon as possible in advance of the anticipated tardiness or absence.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

## **5.10 Business Expense Reimbursement**

Certain employees may incur business expenses in the course of their duties. CT Assist will reimburse employees for business expenses incurred while performing job duties for CT Assist. Employees must be authorized in advance to incur business expenses and all such expenditures must be documented by proof of payment submitted within 30 days for review and approval. All original receipts for expenses are to be attached to your expense report with an explanation as to the nature of the expense. In the case of promotional or entertainment expenditure, the names of the persons and the business purpose for the meeting must be included.

Employees who have specific authorization from their supervisor and to use their own vehicle on CT Assist business will be reimbursed for mileage at the established IRS rate allowed per business mile. Employees must have a valid driver's license and be insured in accordance with applicable state law. To be reimbursed, employees must indicate the number of business miles, the name of the business and/or location visited, and the business purpose for the visit on the expense report in order to be reimbursed.

CT Assist must authorize all expenses, including meals, airline travel or hotel reservations, before they are incurred. Expenses will be paid by the employee and reimbursed upon submitting an expense report and receipts, unless a travel advance or other arrangements have been made. Employees are expected to exercise restraint and good judgment when incurring expenses.

If you have any questions regarding how your particular expenses should be handled, please check with your supervisor or any member of management before incurring the expenses.

**Personal Communication Device Policy:** While at work, employees are expected to perform their job duties, and use of cellular or wireless devices during the work day can interfere with employee productivity and be distracting to others. Accordingly, during paid work time, employees are expected to leave personal communication devices in their desks and turn off their cell phone ringer.

## **5.11 Annual Education**

All employees are required to complete annual education. The details of how this will be completed will be communicated to all employees by management at a specified time each year. Continued employment with CT Assist is contingent upon the timely completion of this mandatory education every year.

To ensure that work is performed safely and efficiently in the hospital setting, all clinicians are required to complete a competency self-assessment for every unit and specialty to which they will be assigned. All current competency assessment tools/skills checklists are maintained in their personnel file.

All non-APP clinicians must also complete a competency examination for every specialty to which they would like to be assigned and receive a passing score of at least 80%. Any clinician not receiving a passing score on their first time will be given one additional opportunity to re-take the competency exam and pass. Failure to achieve a passing score of at least 80% within the first two attempts is automatically ineligible for employment with CT Assist, LLC in addition, all non-APP staff must complete a Pharmacology examination and receive a passing score of at least 80%. Any clinician not receiving a passing score on their first time will be given one additional opportunity to retake the Pharmacology exam and pass. Failure to achieve a passing score of at least 80% within the first two attempts is automatically ineligible for employment with CT Assist, LLC

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## **6. EMPLOYEE CONDUCT AND WORKING CONDITIONS**

### **6.1 Employee Conduct and Work Rules**

To ensure orderly operations and provide the best possible work environment, CT Assist expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or client-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in the workplace
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized disclosure of business “secrets” or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct

Nothing in this policy is intended to change the company’s at-will employment policy. Employment with CT Assist is at the mutual consent of CT Assist and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

### **6.2 Business Ethics**



The successful business operation and reputation of CT Assist are built upon the principles of fair dealing and the ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and the letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of CT Assist is dependent upon our clients' trust and we are dedicated to preserving that trust. Employees owe a duty to CT Assist and its clients in a way that will merit the continued trust and confidence of the public.

CT Assist will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with an administrator or your supervisor for advice and consultation.

Respecting the property rights of others is important. We will not acquire or seek to acquire by improper means a competitor's trade secrets or other proprietary or confidential information. We will not engage in unauthorized use, copying, distribution or alteration of software or other intellectual property.

Compliance with this policy of business ethics and conduct is the responsibility of every CT Assist employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

### **6.3 Build Trust and Credibility**

The success of our business is dependent on the trust and confidence we earn from our employees, clients and shareholders. We gain credibility by adhering to our commitments, displaying honesty and integrity, and reaching company goals solely through honorable conduct. It is easy to *say* what we must do, but the proof is in our *actions*. Ultimately, we will be judged on what we do.

When considering any action, it is wise to ask: will this build trust and credibility for CT Assist? Will it help create a working environment in which CT Assist can succeed over the long term? Can I follow through with the commitment I am making? The only way we will maximize trust and credibility is by answering "yes" to these questions and by working every day to build our trust and credibility.

### **6.4 Avoid Conflicts of Interest**

We must avoid any relationship or activity involving an actual or potential conflict of interest. In general terms, a conflict of interest exists when an outside interest or activity: (i) influences, appears to influence or has the potential to influence the ability of an employee to exercise objectivity or (ii) impairs the ability of an employee to perform their responsibilities in the best interests of CT Assist. CT Assist recognizes employees' rights to engage in legitimate financial, business, charitable, and other activities outside of work, but any potential conflict of interest raised by those activities must be disclosed promptly to management.

Consistent with above there is no "presumption of guilt" created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving CT Assist, it is imperative that they disclose to an officer of CT Assist, as soon as possible, the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Here are some other ways in which conflicts of interest could arise:

1. Being employed (you or a close family member) by, or acting as a consultant to, a competitor or potential competitor, supplier, or contractor, regardless of the nature of the employment, while you are employed with CT Assist.
2. Hiring or supervising family members or closely related persons.

3. Serving as a board member for an outside commercial company or organization.
4. Owning or having a substantial interest in a competitor, supplier, or contractor.
5. Having a personal interest, financial interest, or potential gain in any CT Assist transaction.
6. Placing company business with a firm owned or controlled by a CT Assist employee or their family.
7. As described below, accepting gifts, discounts, favors, or services from a client/potential client, competitor, or supplier, unless equally available to all CT Assist employees.

The above listing should not be considered exclusive. Determining whether a conflict of interest exists is not always easy to do. Employees with a conflict of interest question should seek advice from management. Before engaging in any activity, transaction or relationship that might give rise to a conflict of interest, employees must seek review from their supervisors or the HR department.

## **6.5 Confidentiality**

Integral to CT Assist's business success is our protection of confidential company information, as well as nonpublic information entrusted to us by employees, clients, and other business partners. All employees must treat any information relating to the business of CT Assist and any of its activities, projects, or clients as confidential, and not divulge or disclose any of this information to outside parties. Confidential and proprietary information includes such things as pricing and financial data, client names/addresses, or nonpublic information about other companies and clients, including current or potential suppliers and vendors. By way of further examples, such confidential information, includes, but is not limited to, the following:

- acquisitions
- other employee's compensation data
- computer processes
- computer programs and codes
- client lists
- client preferences
- financial information
- investments
- labor relations strategies
- marketing strategies
- new materials research
- partnerships
- pending projects and proposals
- proprietary production processes
- research and development strategies
- scientific data
- scientific formulae
- scientific prototypes
- technological data and prototypes

We will not disclose confidential and nonpublic information without a valid business purpose and proper authorization. All such information must be kept completely confidential during, and subsequent to, employment with CT Assist. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

Employees may be required to sign a confidentiality statement or non-disclosure agreement as part of their employment and/or a particular assignment and must comply with the requirements pertaining to the protection and non-disclosure of such confidential and proprietary information to others. Except as required in the performance of employee duties, employees must not at any time during or after their employment use, disclose or disseminate any confidential information or any other information of a secret, proprietary, or generally undisclosed nature relating to CT Assist, or its products, services, clients, plans, procedures or processes. Upon termination of the employment relationship or at

any time upon CT Assist's request, employees must deliver to CT Assist any and all copies of confidential information, or other CT Assist property.

CT Assist resources, including time, material, equipment, and information, are provided for company business use. Nonetheless, occasional personal use is permissible as long as it does not affect job performance or cause a disruption to the workplace.

Employees, and those who represent CT Assist, are trusted to behave responsibly and use good judgment to conserve company resources. Managers are responsible for the resources assigned to their departments and are empowered to resolve issues concerning their proper use.

Generally, we will not use company equipment such as computers, copiers, and fax machines in the conduct of an outside business or in support of any religious, political, or other outside daily activity, except for company-requested support to nonprofit organizations. We will not solicit contributions nor distribute non-work-related materials during work hours.

In order to protect the interests of the CT Assist network and our fellow employees, CT Assist reserves the right to monitor or review all data and information contained on an employee's company-issued computer or electronic device, the use of the Internet, or CT Assist's intranet. CT Assist may inspect all files or electronic communications at any time for any reason at its discretion and will periodically monitor its electronic communications and computer for compliance with this policy. Use of CT Assist's electronic communications and computer systems constitutes consent to this policy. Employees who use CT Assist's computer systems or any other CT Assist technology resources have no right of privacy with respect to related information or electronic communications.

We will not tolerate the use of company resources to create, access, store, print, solicit, or send any materials that are harassing, threatening, abusive, sexually explicit, or otherwise offensive or inappropriate.

We will not selectively disclose (whether in one-on-one or small discussions, meetings, presentations, proposals or otherwise) any material nonpublic information with respect to CT Assist, business operations, plans, financial condition, results of operations, or any development plan. We should be particularly vigilant when making presentations or proposals to clients to ensure that our presentations do not contain material nonpublic information. Nothing in this Handbook, including these provisions addressing CT Assist's Code of Conduct, shall prevent employees from discussing the terms of their employment as permitted by the National Labor Relations Act.

Questions about the proper use of company resources should be directed to your manager.

## **6.6 Electronic Communications and Internet Use**

The mail system is reserved for business purposes only. Employees should refrain from sending or receiving personal mail at the workplace. The e-mail system is the property of CT Assist. Occasional use of the e-mail system for personal messages is permitted, within reasonable limits. CT Assist will not guarantee the privacy of the e-mail system except to the extent required by law.

Computers, computer files, the e-mail system, and software furnished to employees are CT Assist property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization.

CT Assist strives to maintain a workplace free of harassment and is sensitive to the diversity of its employees. Therefore, CT Assist prohibits the use of computers and the e-mail system in ways that are disruptive, offensive to others, or harmful to morale.

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others. Employees should notify HR or any member of management upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

Internet access to global electronic information resources on the World Wide Web is provided by CT Assist and the facilities that we work at to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. While Internet usage is intended for job-related activities, incidental and occasional brief personal use of e-mail and the Internet is permitted within reasonable limits.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of CT Assist and, as such, is subject to disclosure to law enforcement or other third parties. Employees should expect only the level of privacy that is warranted by existing law and no more. Consequently, employees should always ensure that the business information contained in Internet e-mail messages and other transmissions is accurate, appropriate, ethical, and lawful. All files, documents, data and messages sent, received, composed and/or stored on any CT Assist computer system and servers are the property of CT Assist. CT Assist may inspect all files or electronic communications at time for any reason at its discretion and will periodically monitor its electronic communications and computer for compliance with this policy. Use of CT Assist's electronic communications and computer systems constitutes consent to this policy.

All messages transmitted via these systems will be treated as business messages. Employees who use CT Assist's electronic communications or any other CT Assist technology resources to create or maintain personal information have no right of privacy with respect to that information or electronic communications. Any employee who sends a personal message on these systems should be aware such messages will be viewed as a business message and not a personal, confidential message of the employee. Any use by an employee of a private password does not entitle that employee to any confidentiality and there should be no expectation of privacy. The use of passwords to gain access to these systems is for the protection of the organization, not the employee. CT Assist may override any applicable passwords to inspect, investigate or search an employee's files and messages. Employees are not to use or disclose someone else's password, access a file, or retrieve any stored communication without authorization. It is inappropriate for an employee without permission or approval by management to access another employee's voice mail, e-mail, instant messaging, texting, or computer files without that employee's consent or knowledge. Any questions regarding the legal effect of a message or transmission should be brought to HR.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a general rule, if an employee did not create material, does not own the rights to it, or has not gotten authorization for its use, it should not be put on the Internet. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights. Any questions regarding the use of such information should be brought to the HR.

Internet users should take the necessary anti-virus precautions before downloading or copying any file from the Internet. All downloaded files are to be checked for viruses; all compressed files are to be checked before and after decompression.

Abuse of the Internet access provided by CT Assist in violation of the law or CT Assist policies will result in disciplinary action, up to and including termination of employment.

This policy is not designed to interfere with, restrain, or prevent employee communications regarding wages, hours, or other terms and conditions of employment as permitted by the National Labor Relations Act. CT Assist employees have the right to engage in or refrain from such activities.

## **6.7 Personal Relationships in the Workplace**

The employment of relatives or individuals involved in a dating relationship in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, relatives are any persons who are related to each other by blood or marriage or whose relationship is similar to that of persons who are related by blood or marriage. A dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual “romantic” or sexual relationship. This policy applies to all employees without regard to the gender or sexual orientation of the individuals involved.

Relatives of current employees may not occupy a position that will be working directly for or supervising their relative, except as required by law. Individuals involved in a dating relationship with a current employee may also not occupy a position that will be working directly for or supervising the employee with whom they are involved in a dating relationship. CT Assist also reserves the right to take prompt action if an actual or potential conflict of interest arises involving relatives or individuals involved in a dating relationship who occupy positions at any level (higher or lower) in the same line of authority that may affect the review of employment decisions.

If a relative relationship or dating relationship is established after employment between employees who are in a reporting situation described above, it is the responsibility and obligation of the supervisor involved in the relationship to disclose the existence of the relationship to management.

In other cases where a conflict, or the potential for conflict, arises because of the relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment or terminated from employment. Employees in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.

## **6.8 Personal Appearance**

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image that CT Assist presents to the community.

During business hours or when representing CT Assist, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards.

The management at any satellite locations is responsible for establishing a reasonable dress code appropriate to the job you perform. If management feels that your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed or groomed. Under such circumstances, you will not be compensated for the time away from work. Consult management if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability.

## **6.9 Return of Property**

Employees are responsible for all CT Assist property, materials, or written information issued to them or in their possession or control. Employees must return all CT Assist property immediately upon request or upon termination of employment. Where permitted by applicable laws, CT Assist may withhold from the employee’s check or final paycheck the cost of any items that are not returned when required. CT Assist may also take all action deemed appropriate to recover or protect its property.

## **6.10 Solicitation**

In an effort to ensure a productive and harmonious work environment, persons not employed by CT Assist may not solicit or distribute literature in the workplace at any time for any purpose, except where required by federal, state, and/or local law, including, but not limited to the National Labor Relations Act.

CT Assist recognizes that employees may have interests in events and organizations outside the workplace. However, employees may not solicit or distribute literature concerning these activities during working time. (Working time does not include lunch periods, work breaks, or any other periods in which employees are not on duty.)

Examples of impermissible forms of solicitation include:

- The collection of money, goods, or gifts for community, religious, political, or charitable groups
- The sale of goods, services, or subscriptions outside the scope of official organization business
- The circulation of petitions or the distribution of literature in working areas at any time
- The solicitation of memberships, fees, or dues

In addition, the posting of written solicitations on company bulletin boards and solicitations by e-mail are restricted.

## **7. WORKPLACE HEALTH AND SAFETY**

### **7.1 Illness and Injury Prevention Program and Employee Safe Practices**

It is every employee's responsibility to help ensure the workplace safety and health of all Company employees. The safety and health of employees is of primary importance, and CT Assist makes every effort to comply with all federal and state workplace safety requirements. To achieve our goal of providing a completely safe workplace, everyone must be safety-conscious. This means working intelligently, with foresight, and with common sense. Please report any unsafe or hazardous conditions to your supervisor or management immediately. Every effort will be made to remedy problems as quickly as possible.

To assist in providing a safe and healthful work environment for employees, clients, and visitors, CT Assist has established a workplace safety program. This program is a top priority for CT Assist. HR and supervisors have responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

Employees should be alert to situations and events that cause or could cause injury, loss or damage. Employees should:

- Learn about the facility safety and security programs at the facility where they are assigned.
- Know the safety rules that apply to their job.
- Memorize fire safety evacuation routes.
- Be alert for any hazards that could harm patients, visitors or other staff. This includes physical hazards (such as a slippery floor or frayed wire), malfunctioning equipment, and unsafe practices by other employees.
- Promptly report any hazards to a supervisor or the safety director at the facility where they are working.
- Prevent loss and damage by protecting personal belongings and patient belongings. Lock up valuables.

CT Assist provides information to employees about workplace safety and health issues through regular internal communication channels such as management-employee meetings, e-mail, memos, or other written communications.

Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with management or bring them to the attention of the HR or their supervisor. Reports and concerns about workplace safety issues may be made anonymously if the employee wishes. All reports can be made without fear of reprisal.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate manager. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify HR or their supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

*All employees are required to report to both CT Assist and facility management any occupational illness, work-related injury, and security incidents (including property damage) immediately, or at first opportunity when feasible from a medical or safety standpoint.*

Employees are required to report all incidents, even if deemed minor or insignificant on behalf of the employee. Occupational illness includes, but is not limited to: a needle stick injury, exposure to tuberculosis or other infectious disease, exposure to excessive noise or sound, exposure to chemicals, exposure to radiation, and any questionable situation. Work-related injury includes, but is not limited to: back or neck injury, injury while standing for prolonged periods of time, injury from repetitive actions or movements, injury while lifting, any injury to self, and any questionable situation.

All security incidents must be reported to a CT Assist supervisor at the first opportunity when feasible from a safety standpoint. Security incidents include but are not limited to: theft, inability to secure personal possessions, and safety concerns for well-being.

Employees who file a sincere safety concern or complaint can do so knowing that CT Assist will not retaliate for such actions.

## **7.2 Workers' Compensation Insurance**

CT Assist provides a comprehensive workers' compensation insurance program at no cost to employees, pursuant to law. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work-related injuries or illnesses should inform management immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

## **7.3 Sentinel Event**

Employees shall report immediately to both CT Assist and facility management, any unexpected incident known to involve any employee (such as errors, unanticipated deaths or other unanticipated patient-related events or injuries known to be attributable to employees, and any safety hazards known to be related to the services provided by the employees) if the incident may have an adverse impact on CT Assist or the facility/client. Employees are prohibited from (a) publicly disclosing any information related to any such sentinel events, including making statements to the media, and (b) otherwise disclosing such information with the intent or reasonable expectation that the recipient(s) of such information will directly or indirectly disclose such information publicly.

## **7.4 Smoking**

Smoking is prohibited throughout the workplace as required by law. This policy applies equally to all employees, clients, and visitors. Employees contracted out to work at satellite facilities such as hospitals or surgery centers must read and strictly adhere to the smoking policy at that site.

## **7.5 Visitors in the Workplace**

To provide for the safety and security of employees and the facilities at CT Assist and the facilities that we work at, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances. All visitors should enter at the main facility entrance. Authorized visitors will be escorted to their destination. Employees are responsible for the conduct and safety of their visitors. If an unauthorized individual is observed on CT Assist's premises or at any of the facilities that we work at, employees should immediately notify management or, if necessary, direct the individual to the main entrance.

## **7.6 Workplace Violence Prevention**

CT Assist is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, CT Assist has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including management and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, “horseplay,” or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of CT Assist or any satellite location without proper authorization.

Conduct that threatens, intimidates, or coerces another employee, a client, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual’s sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to HR or other member of management. This includes threats by employees, as well as threats by clients, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to management. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening. CT Assist will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action, up to and including termination of employment.

CT Assist encourages employees to bring their disputes or differences with other employees to the attention of HR before the situation escalates into potential violence. CT Assist is eager to assist in the resolution of employee disputes and will not discipline employees for raising such concerns.

### **7.7 Drug and Alcohol Use**

CT Assist’s desire is to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

The legal use of prescribed drugs is permitted on the job only if it does not impair an employee’s ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

Employees with questions or concerns about substance dependence or abuse are encouraged to discuss these matters with HR to receive assistance or referrals to appropriate resources in the community.

Employees with problems with alcohol and certain drugs that have not resulted in, and are not the immediate subject of, disciplinary action may request approval to take unpaid time off to participate in a rehabilitation or treatment program through CT Assist’s health insurance benefit coverage. Leave may be granted if the employee agrees to abstain from use of the problem substance and abides by all CT Assist policies, rules, and prohibitions relating to conduct in the workplace; and if granting the leave will not cause CT Assist any undue hardship.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with HR without fear of reprisal.

### **7.8 Security Inspections**

CT Assist wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, CT Assist prohibits the possession, transfer, sale, or use of such materials on its premises or the premises of any contracted satellite facility. CT Assist requires the cooperation of all employees in administering this policy.



Desks, lockers, and other storage devices may be provided for the convenience of employees but remain the sole property of CT Assist or the contracted satellite facility. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of CT Assist or the contracted satellite facility at any time, either with or without prior notice.

## **7.9 Complaints**

Clients, staff, and the general public may have complaints, concerns, or questions they would wish to have addressed. CT Assist shall ensure it resolves all complaints that persons may have regarding our service in a timely manner. CT Assist is committed to administering high-level, quality care to our patients, and we take complaints very seriously. In instances where the complaint has not been resolved satisfactorily, we do not discourage the person with the complaint from contacting the Joint Commission to further address the complaint at <http://www.jointcommission.org/> or by calling the Office of Quality Monitoring at (630) 792-5636. CT Assist will not take retaliatory action against its employees or other individuals if they report safety or quality-of-care concerns.

As an employee of CT Assist, you have the opportunity to contribute to our future success and growth by submitting suggestions for practical work-improvement or cost-savings ideas.

All employees are eligible to participate in the suggestion program.

A suggestion is an idea that will benefit CT Assist by solving a problem, reducing costs, improving operations or procedures, enhancing client service, eliminating waste or spoilage, or making CT Assist a better or safer place to work. All suggestions should contain a description of the problem or condition to be improved, a detailed explanation of the solution or improvement, and the reasons why it should be implemented. Statements of problems without accompanying solutions or recommendations concerning co-workers and management are not appropriate suggestions. If you have questions or need advice about your idea, contact management for help.

Submit suggestions to HR or your supervisor. As soon as possible, you will be notified of the adoption or rejection of your suggestion.

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**Recruiter & Lead Perfusionist:**

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**Credentialing Specialist:**

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**Clinical Performance Manager:**

Denise Chernoff  
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## **CT Assist's Employee Handbook Acknowledgment**

I acknowledge receipt of CT Assist's Employee Handbook containing policies and procedures of CT Assist as well as outlining my benefits and obligations. I understand this Handbook replaces any previous handbook, understanding, policy, practice, or representation concerning the subject matters covered by the Handbook. It is my responsibility to read, understand, and comply with the policies, practices, procedures and rules contained in the Handbook as well as any supplements, amendments, or changes.

I further understand that nothing in this Handbook creates a contractual relationship between me and CT Assist. Rather, my employment is at-will, which means CT Assist, or I may terminate my employment at any time, with or without notice and with or without cause.

I understand, except for the "at-will" nature of my employment, all other policies, practices, procedures, rules and benefits contained in this Handbook may be amended, modified, discontinued or eliminated at any time by CT Assist at its sole discretion. The at-will nature of my employment may only be modified in a written document signed by CT Assist's management.

I will go to CT Assist management with any questions I may have about the Handbook or my employment.

**I HAVE CAREFULLY READ AND UNDERSTAND THE CONTENTS OF BOTH THE HANDBOOK AND ACKNOWLEDGEMENT AND I AGREE TO THE ABOVE.**

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date

*If English is not your primary language, the policies and procedures contained in this Handbook can be translated for you. Please let management know if you have any questions regarding the contents of this Handbook.*

Revision Date: 1/11/2023