



# **EMPLOYEE HANDBOOK**

Effective April, 2016

ECLECTIC HEALTHCARE SERVICES LLC.  
EMPLOYEE HANDBOOK  
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## **I. INTRODUCTION:**

This Employee Handbook is for all employees of ECLECTIC HEALTHCARE SERVICES LLC. (Hereafter referred to as it is designed to provide employees with basic information relative to the application and administration of personnel policies and procedures. Questions relative to the interpretation of these policies and procedures may be directed to your immediate supervisor or any member of the ECLECTIC HEALTHCARE SERVICES LLC. Management team.

The contents of this handbook do not constitute an express or implied contract of employment. Employment with Eclectic Healthcare Services LLC. Is "at-will" and, as such, may be terminated at the will of either Eclectic Healthcare Services or the employee at any time with or without cause or notice. No employee of Eclectic Healthcare Service has any authority to alter, orally or in writing, any employee's at-will status. Further, nothing in Eclectic Healthcare Services LLC. Policies is intended or should be construed as altering the employment at-will relationship.

This Handbook supersedes all previously issued handbooks. ECLECTIC HEALTHCARE SERVICES LLC. Reserves the unilateral right to change, modify, and/or delete any information, term or condition contained in this Handbook at any time, with or without notice. ECLECTIC HEALTHCARE SERVICES LLC. Also may change, modify, alter or rescind any policy or practice, or adopt new policies or practices, at any time, with or without notice. An employee's decision to continue employment with Eclectic Healthcare Services LLC. Following this revision or any such future revisions shall be deemed to constitute the employee's agreement with all such revisions.

This Handbook is not intended to be comprehensive, all-inclusive, or to address all applications of, or exceptions to, the general policies described herein.

## **II. CORPORATE OVERVIEW**

### **A. MISSION, VISION, AND VALUES**

#### **MISSION**

We are committed to providing prompt world-class concierge, guest and event planning services to our corporate and individual clients with a professional and caring attitude.

#### **VISION**

To be the premier corporate concierge service now and in the future-the firm of choice, serving clients around the globe.

#### **VALUES**

We determines our success by the value of the services we provide for our clients.

### **Place client interests first**

We put the interests of our clients first, without exception.

### **Adhere to the highest ethical standards**

We cultivate relationships by providing friendly, courteous and considerate service at all times.

### **Support professionalism**

We are committed to quality, creativity, responsiveness and accuracy as key elements of our professional approach.

### **Expand our competence**

We strive to expand and refine our business skills continuously, establishing best practice standards and improving our performance to exceed client expectations.

### **Supporting our employees**

Our employees are our most valuable resource.

### **Attract and retain the highest quality people**

We commit substantial resources to hire, support and train outstanding people, and offer them ample opportunities to develop the experiences they need to excel.

### **Maintain an open door environment**

We encourage free communication and active cooperation in our open working environment.

### **Maintain a high level of job satisfaction**

We take pride in working together, respecting and trusting our colleagues.

### **Aspiring to leadership**

We always will strive to be the best in everything we do.

### **Build long-term relationships**

We are committed to establishing and maintaining long-term relationships that provide value to both ECLECTIC HEALTHCARE SERVICES LLC. And our clients.

### **Expand our services**

We consistently work to improve our services, expand our capabilities and discover new ways to add value.

## **B. PERFORMANCE STANDARDS**

We are endorsing these performance standards, which represent non-negotiable minimum standards of behavior. They are grouped in the same three categories as our company values.

## Serve Our Clients

We will accept only excellence in both client service and the quality and supervision of work; we will not settle for competence alone. Our client relationships must be founded on mutual respect.

## Support Our Employees

Our employees will receive career development, guidance, counseling and feedback on their performance. Our employees will be rewarded through a fair and clearly communicated compensation scheme. Employees will avoid and be intolerant of disrespectful behavior among colleagues, even toward those who choose to leave the firm. We will always act as team players within a collaborative ECLECTIC HEALTHCARE SERVICES LLC. Culture.

## Aspire To Leadership

We will expect our achievements to be fairly recognized and our ideas to be encouraged throughout the Eclectic Healthcare Services LLC.

## C. STANDARDS OF CONDUCT

Eclectic Healthcare Services is firmly committed to conducting business with the highest integrity and in compliance with the letter and spirit of the law. If your questions are not fully addressed by this guide, your next step should be to discuss the issues with your direct supervisor or the Human Resources Administrator. No policy statement, however detailed, can possibly anticipate all

Of the situations or challenges we might face while conducting business. The Standards of Conduct serves as a road map and is not intended to be an exhaustive description of Eclectic Healthcare Services LLC. Policies of the law.

Each person at ECLECTIC HEALTHCARE SERVICES LLC. Is responsible for his or her own business conduct. By signing the Agreement at the end of this Employee Handbook, you are making a personal commitment to understand the policies and laws that apply – and always follow them. If you fail to follow these standards, you put yourself, your job, and ECLECTIC HEALTHCARE SERVICES LLC. At risk.

Additionally, we cannot live up to these standards if we, as individuals, fail to speak up when we should. That is why, in addition to knowing the legal and ethical responsibilities that apply, you should speak up if you feel that:

- You are unsure about the proper course of action and need advice;
- You believe that someone acting on behalf of ECLECTIC HEALTHCARE SERVICES LLC. is doing – or may be about to do – something that violates these standards of the law; or
- You believe you may have been involved in any misconduct.

### **III. GENERAL POLICIES**

#### **A. CONDITIONS OF EMPLOYMENT**

All applicants must complete an application and submit a resume to be considered for employment with ECLECTIC HEALTHCARE SERVICES LLC. In addition, each employee of ECLECTIC HEALTHCARE SERVICES LLC. Must have the following items on file:

Signed Acknowledgement of Receipt of Employee Handbook,

Signed Employee Confidentiality, Non-Competition and Non-Solicitation Agreement;

Completed Federal Immigration Form (I-9) and proper forms of identification required by law;

1. Completed and signed Background Check Authorization form;
2. Completed drug screening, where applicable;
3. Completed Federal W-4 form and State W-4 form, where applicable;
4. Signed Offer Letter, and;
5. Completed Emergency Contact Form.

#### **B. EQUAL OPPORTUNITY EMPLOYER**

It is the policy of ECLECTIC HEALTHCARE SERVICES LLC. To comply with all federal and state employment laws. ECLECTIC HEALTHCARE SERVICES LLC. is an equal opportunity employer and does not discriminate on the basis of race, color, religion, national origin or ancestry, citizenship, age, sex, sexual orientation, marital status, victim of domestic or sexual violence status, arrest record, physical or mental handicap, military status, unfavorable discharge from military service, or any other unlawful basis in the hiring, promotion, firing, pay or privileges of employment. Furthermore, ECLECTIC HEALTHCARE SERVICES LLC. Gives consideration to all qualified persons and affords all employees opportunities for advancement on the basis of their personal qualities and abilities.

It is our intent and desire that equal employment opportunities will be provided in employment, recruitment, selection, compensation, benefits, promotion, demotion, layoff, termination and all other terms and conditions of employment. The President of the Eclectic Healthcare Services LLC. And all managerial personnel are committed to this policy and its enforcement.

## C. EMPLOYEE HARASSMENT/DISCRIMINATION

### 1. Policy

It is unlawful and against ECLECTIC HEALTHCARE SERVICES LLC. policy for any employee to discriminate against or harass another employee on the basis of the employee's race, color, sex, religion, age, national origin, sexual orientation, ancestry, citizenship, marital status, disability, physical or mental handicap, military status, unfavorable discharge from military service, or any other unlawful basis.

### 2. Prohibited Conduct

#### A. Harassment

The ECLECTIC HEALTHCARE SERVICES LLC. will not tolerate harassment or intimidation of our employees on any basis prohibited by law, including race, color, sex, age, religion, national origin, handicap, disability, marital status, or veteran status. Moreover, any suggestions made to any employee that sexual favors will affect any term or condition of employment with the Eclectic Healthcare Services LLC. Will not be tolerated. It is the policy of the Eclectic Healthcare Services LLC. That any harassment, including acts creating a hostile work environment or any other discriminatory acts directed against our employees, will result in discipline, up to and including discharge. The Eclectic Healthcare Services LLC. Also will not tolerate any such harassment of our employees by our clients, vendors, or the general public and vice versa. For purposes of this policy, sexual harassment is defined as any type of sexually-oriented conduct, whether intentional or not, that is unwelcome and has the purpose or effect of creating a work environment that is hostile, offensive or coercive. The following are examples of conduct that, depending upon the circumstances, may constitute sexual harassment:

- ✓ Unwelcome sexual jokes, language, epithets, advances or propositions;
- ✓ Written or oral abuse of a sexual nature, sexually degrading or vulgar words to describe an individual;
- ✓ The display of sexually suggestive objects, pictures, posters or cartoons;
- ✓ Unwelcome comments about an individual's body
- ✓ Asking questions about sexual conduct;
- ✓ Unwelcome touching, leering, whistling, brushing against the body, or suggestive, insulting or obscene comments or gestures;
- ✓ Demanding sexual favors in exchange for favorable reviews, assignments, promotions, or continued employment, or promises of the same.

## B. Retaliation

Retaliation against an employee for resisting or reporting any harassment/discrimination or for participating in an investigation or testifying regarding a claim of harassment/discrimination is prohibited. Retaliation may include, but is not limited to, retaliatory discipline, change of work assignments, or refusal to cooperate or discuss work-related matters. Retaliation does not include discipline imposed for the false or frivolous filing of a claim of harassment or discrimination.

## C. Other

Intentionally pressuring or intimidating another employee with respect to a claim of harassment/discrimination, or falsely denying, lying about or otherwise covering up or attempting to cover up any behavior described in this policy is prohibited conduct and will subject the employee to discipline, up to and including discharge. Also, an employee who is found to have filed a false and frivolous complaint shall be subject to discipline. However, a complaint shall not be considered false and frivolous solely because it is not proven, provided it was made in good faith.

### 3. Responsibilities to Employees.

#### a. Eclectic Healthcare Services LLC. Management

ECLECTIC HEALTHCARE SERVICES LLC. Management shall be responsible for preventing and correcting any acts of unlawful harassment/discrimination or retaliation, and are further required to assist personnel in following the procedures described in this policy. Such supervisory responsibilities shall include, but not be limited to, the following:

Monitoring the work environment on a regular basis for signs that unlawful harassment may be occurring;

Counseling employees on the types of prohibited behavior and the company's procedures for reporting and resolving complaints of unlawful harassment/discrimination;

Stopping any observed acts that may be considered unlawful harassment/discrimination and taking appropriate steps to intervene, whether or not the involved employee/s are within his/her direct line of supervision;

Taking immediate action to limit, to the extent possible, the work contact between employees involved in a complaint of unlawful harassment/discrimination, pending investigation; and

Assisting any employee who makes a complaint of unlawful harassment/discrimination in documenting the incident and filing a complaint with management.

## B. Other Employees

All employees shall be responsible for assisting in the prevention and correction of any and all unlawful harassment/discrimination through the following acts:

Refraining from participation in, or encouragement of, actions that constitute unlawful harassment;

Making a prompt report of any acts believed to be unlawful harassment/discrimination to a supervisor – regardless of whether such acts are directed at or merely witnessed by the employee; and

Assisting any employee who confides that he/she is being harassed/discriminated against by encouraging that person to report the incident to a supervisor.

## 2. Complaint/Investigation Procedure

**A. Request to Stop:** Aggrieved persons, who feel comfortable doing so, should inform the person engaging in the harassing/discriminatory conduct or communication that such conduct or communication is offensive and must stop.

**B. Filing A Complaint:** Employees should report claims of harassment/discrimination to a member of ECLECTIC HEALTHCARE SERVICES LLC. Management. In the event an ECLECTIC HEALTHCARE SERVICES LLC. Supervisor is the individual against whom a complaint of unlawful harassment/discrimination is being made, an employee should report the harassment directly to the President. An employee may choose to report to a person of the employee's same sex. The immediate supervisor or President may request the complainant to provide a written statement regarding the nature of the harassment and shall assist the complainant as needed.

**C. Investigation:** ECLECTIC HEALTHCARE SERVICES LLC. Management will investigate the complaint or appoint a qualified person to undertake the investigation on its behalf. The complaint and the identity of the complainant will not be disclosed except when necessary to fully investigate the complaint and after notification to the complainant.

- ✓ The investigator shall meet individually with the complainant, the accused, and any necessary witnesses, in a private place and in a discrete manner. All employees participating in the investigation are expected not to discuss the matter with others. The investigator will take written notes during the interview and prepare a detailed written summary of the interview, which the complainant/accused/witness will be required to review, make any necessary corrections to, and date and sign as his/her written statement.
- ✓ During the course of the investigation, ECLECTIC HEALTHCARE SERVICES LLC. Management will consider whether any steps should be taken to protect the complainant, such as to temporarily transfer the accused, or other measures deemed appropriate. The investigator will advise the complainant and the alleged harasser of the results of the investigation.

- ✓ There shall be no retaliation against any employee who files a good faith harassment complaint, or assists, testifies, or participates in the investigation of such a complaint. Initiating a claim of harassment shall not adversely affect the terms or conditions of the complainant's employment.
- ✓ There are no express time limits for initiating complaints under this policy; however, every effort should be made to file such complaints as soon as possible, while facts are known and potential witnesses are available.

### Cooperation in Harassment Complaints

An effective harassment policy requires the support of all personnel. Employees who engage in unlawful harassment or retaliation, or who fail to cooperate with the company's investigation of a complaint of unlawful harassment or retaliation may be discipline. Similarly, employees who refuse to implement remedial measures obstruct the implementation of remedial measures and/or retaliate against a complainant or witnesses may be subject to discipline.

### Penalties for Misconduct

If an Employee is found to have violated this policy, ECLECTIC HEALTHCARE SERVICES LLC. Management will take immediate and appropriate disciplinary actions consistent with the nature and severity of the offense, up to and including dismissal.

In instances of harassment alleged to have been committed by a non-employee, either in the workplace or in a work-related situation, ECLECTIC HEALTHCARE SERVICES LLC. Shall make reasonable efforts to end the harassment.

A written record of each disciplinary action taken pursuant to this policy will be included in the disciplined employee's personnel file.

## **D. AMERICANS WITH DISABILITIES ACT**

ECLECTIC HEALTHCARE SERVICES LLC. Complies with all applicable provisions of the Americans with Disabilities Act ("ADA"). It is Eclectic Healthcare Services LLC. Policy not to discriminate against any qualified individual on the basis of disability with regard to any phase of employment, including application, advancement, working condition and benefits. Under the ADA, a 'qualified individual' is a person with a disability who is able to perform the essential functions of a position, with or without a reasonable accommodation.

### Reasonable Accommodation

Consistent with this policy, ECLECTIC HEALTHCARE SERVICES LLC. Will provide reasonable accommodations to qualified individuals with disabilities, who are employees or applicants for employment, provided that such accommodation does not constitute an undue hardship to ECLECTIC HEALTHCARE SERVICES LLC. . ECLECTIC HEALTHCARE SERVICES LLC. Encourages qualified individuals with disabilities to notify ECLECTIC HEALTHCARE SERVICES LLC. If, for a reason related to a medical condition, they need an adjustment, modification or change to: 1) a job application process; 2) the work environment; or 3) enjoy the equal benefits and privileges of employment.

## Making a Request for a Reasonable Accommodation

On receipt of an accommodation request, the President or designee will meet with the individual to discuss and identify the specific functional limitations resulting from the disability and the potential accommodations that ECLECTIC HEALTHCARE SERVICES LLC. Might make to help the individual overcome those limitations and perform the essential functions of the position. ECLECTIC HEALTHCARE SERVICES LLC. Is not required to provide the specific accommodation sought by the employee, so long as the chosen accommodation is effective.

## Medical Documentation

The ADA does not require employers to honor every employee request for reasonable accommodation. A request for a reasonable accommodation is the first step in an informal, interactive process between the individual and ECLECTIC HEALTHCARE SERVICES LLC. . In some instances, before addressing the merits of the accommodation request, Eclectic may need to determine whether the individual's medical condition meets the ADA definition of "disability", a prerequisite for the individual to be entitled to a reasonable accommodation.

Accordingly, if the disability and/or the need for accommodation are not obvious, ECLECTIC HEALTHCARE SERVICES LLC. May ask for reasonable documentation to enable it to determine if the individual has a qualifying disability as that term is defined in the ADA, and whether such disability necessitates a reasonable accommodation. If the individual refuses to provide the requested documentation, ECLECTIC HEALTHCARE SERVICES LLC. May withhold the requested accommodation and take any such other action necessary under the circumstances. If the individual provides insufficient information from his/her health care professional to substantiate that he/she has an ADA disability necessitating a reasonable accommodation, ECLECTIC HEALTHCARE SERVICES LLC. May request the employee to furnish additional information or require the individual to go to a health care professional selected and paid for by ECLECTIC HEALTHCARE SERVICES LLC. .

## Undue Hardship

ECLECTIC HEALTHCARE SERVICES LLC. Will consider various factors to determine the feasibility of the requested accommodation, including, but not limited to, the Nature and cost of the accommodation, Eclectic Healthcare Services overall financial resources, the accommodations' impact on department operations, including the ability or other employees to perform their duties, and on Eclectic Healthcare Services LLC. Ability to provide its services.

## E. CONFLICTS OF INTEREST

Conflicts of Interest can arise when a person representing ECLECTIC HEALTHCARE SERVICES LLC. Takes an action or has a personal or family interest that has the potential to affect his or her objectivity, loyalty or work performance. These may include an action or interest that could potentially cause a conflict of interest even if no conflict of interest actually arises. Even the mere appearance of a conflict can tarnish our reputation for fair dealing.

## F. SOLICITATION

Our clients' workplaces should be free of unwanted pressure to participate in ventures or buy products. Thus, selling products, distributing literature or fundraising in the workplace, whether or not for personal gain, is unacceptable.

## G. CONFIDENTIALITY

In the normal course of conducting business, you may be exposed to information belonging to ECLECTIC HEALTHCARE SERVICES LLC. , our clients or our tenants that may be sensitive in nature. ECLECTIC HEALTHCARE SERVICES LLC. Expects that all employees will conduct themselves in a responsible manner and exercise good judgment in the use of any information garnered during their transactions.

Employees will treat confidential information as follows:

If earlier drafts of narrative reports and/or computer financial analyses have been prepared and need to be discarded, appropriate steps should be taken to protect the information therein. Such drafts should be shredded, not be thrown away intact.

File copies of all reports must be kept under lock and key, and the number should be kept to a minimum.

Documentation and support of conclusions contained in the reports should be kept intact in one file under lock and key and retained for an appropriate period of time.

Employees who, in the course of their employment, come into possession of confidential information relating to any client are specifically prohibited from discussing this information with anyone outside of the Eclectic Healthcare Services LLC.

Discussions of confidential information within ECLECTIC HEALTHCARE SERVICES LLC. Are to be limited to those persons who have a need for such information to perform their job responsibilities. Discussions of this type of information "around the water cooler is prohibited"

Employees found to be disclosing confidential information in violation of the provisions of the *Employee Confidentiality, Non-competition, and Non-solicitation Agreement* or violating the other policies stated herein are subject to discipline, up to and including termination.

## **H. RELATIONSHIP POLICY**

All relationships at ECLECTIC HEALTHCARE SERVICES LLC. Are to be conducive to a professional environment and effective business operation. No employee should be involved in an intimate, romantic, or dating relationship with any employee under their direct or indirect supervision. Nor should any such relationship be conducted between an ECLECTIC HEALTHCARE SERVICES LLC. Employee and another employee at the client's workplace. If such a relationship develops, it is the responsibility of both parties to immediately inform the Human Resources Department.

Employees who allow personal relationships with coworkers to affect the working environment will be subject to appropriate disciplinary action. Failure to change behavior and/or maintain expected work responsibilities will be grounds for further disciplinary action.

The restrictions on romantic relationships apply regardless of the sexual orientation of the employees involved. Thus, this policy applies equally to opposite-sex and same-sex relationships.

Failure to make required disclosures or comply with a recommendation to resolve a conflict with this policy may result in disciplinary action up to and including termination of employment. Furthermore, refusal of reasonable alternative positions, if available, will be deemed a voluntary resignation.

## **I. CONTACT WITH THE MEDIA & SPEAKING ENGAGEMENTS**

No employee is authorized to speak on behalf of ECLECTIC HEALTHCARE SERVICES LLC. , its employees, its clients or the client's employees. Before utilizing a client logos, photo, or references, ECLECTIC HEALTHCARE SERVICES LLC. Employees must obtain written authorization. ECLECTIC HEALTHCARE SERVICES LLC. And its clients are under no obligation to publicly disclose the engagement of any firm with which either ECLECTIC HEALTHCARE SERVICES LLC. Or its clients are working.

## **J. DRUG AND ALCOHOL FREE WORKPLACE**

ECLECTIC HEALTHCARE SERVICES LLC. Is a drug and alcohol-free workplace. All employees are prohibited from:

Unlawful manufacture, dispensation, distribution, possession, use, or being under the influence of a controlled substance while performing work for ECLECTIC HEALTHCARE SERVICES LLC. .

Distribution, consumption, use, possession, or being under the influence of alcohol while on ECLECTIC HEALTHCARE SERVICES LLC. Premises or while performing work for ECLECTIC HEALTHCARE SERVICES LLC. .

For purposes of this policy, drugs and/or controlled substances are defined by State and Federal criminal statutes. These terms are meant to include those substances that are:

Not legally obtainable; or

Being used in a manner different from that prescribed by a doctor; or

Legally obtainable, but which have not been legally obtained; or

Defined as a controlled substance under federal or state law.

Prior to employment, where applicable, each potential employee must undergo a drug test. ECLECTIC HEALTHCARE SERVICES LLC. May also require employees to take random drug tests during their employment with the Eclectic Healthcare Services LLC. . A positive result on any such drug test is grounds for immediate termination. An employee who violates this policy may be subject to disciplinary action, including termination. ECLECTIC HEALTHCARE SERVICES LLC. May revise its drug policy at any time at management's discretion.

## **K. E-MAIL, NETWORK & COMPUTER SYSTEMS ACCESS AND USE POLICY**

The goal of this policy is to ensure that all employees of ECLECTIC HEALTHCARE SERVICES LLC. Can create and distribute information in a productive and collaborative manner. This policy governs all computers used by ECLECTIC HEALTHCARE SERVICES LLC. Employees at client properties or other ECLECTIC HEALTHCARE SERVICES LLC. Locations, hereinafter referred to as the "computer network". Employees may be subject to additional network policies at a particular property. In the event of a discrepancy between this policy and that of a client at a particular property, the more conservative provision shall apply.

### **1. No Expectation of Privacy:**

Any electronic communications or files created on, stored on, or sent to, from, or via the computer network are the property of ECLECTIC HEALTHCARE SERVICES LLC. . Consequently, users do not have any expectation of privacy with respect to any email messages or files created on, stored on, or sent to, from, or via the computer network.

### **2. Usage:**

The ECLECTIC HEALTHCARE SERVICES LLC. E-mail system is to be used strictly for business purposes. Access must also comply with this policy and any other rules established by ECLECTIC HEALTHCARE SERVICES LLC. . All employees will receive training on how to use/search/locate necessary information to conduct their job in an efficient manner.

All ECLECTIC HEALTHCARE SERVICES LLC. Employees are forbidden to access sites which are not previously authorized by the client. The user is responsible for his or her actions and activities involving the network.

## **L. GIFTS & GRATUITIES**

Employees may not receive cash gratuities from clients and vendors. When possible, please make it a practice to share food-related gift items with clients/guests who visit your workspace. Failure to comply with this policy will result in discipline, up to and including termination of employment.

#### **M. ABSENCES AND TARDINESS**

ECLECTIC HEALTHCARE SERVICES LLC. Expects employees to report to work in accordance with the standards defined by ECLECTIC HEALTHCARE SERVICES LLC. And the appropriate supervisor. Excessive or unauthorized absences not protected by law, tardiness or leaving early without permission are not acceptable and will lead to disciplinary action up to and including termination of employment.

If you are going to be late or absent, you must notify your ECLECTIC HEALTHCARE SERVICES LLC. Supervisor by telephone (no voicemail or email) to notify him/her of the reason for your tardiness or absence. This must be done as soon as possible before your designated starting time so that the proper coverage can be arranged.

Absences of three (3) consecutive working days without reporting to the employee's immediate supervisor will be considered a voluntary resignation without notice and the employee's employ will be terminated. Repeated absences and/or tardiness for any reason may be cause for disciplinary action up to and including termination.

#### **N. KEYS**

Depending on your responsibility, one or more keys may be issued to you to use for your assignments. ECLECTIC HEALTHCARE SERVICES LLC. Prohibits the unauthorized possession, use or duplication of a client's key. Violations of this policy may result in disciplinary action, including termination, even for a first offense. If you are issued one or more keys, their continued possession and use becomes your responsibility. If during the course of your employment you no longer have use for a key, return it to your supervisor.

## IV. COMPENSATION, WORK HOURS, AND BENEFITS

ECLECTIC HEALTHCARE SERVICES LLC. Determines salaries and wages for its employees. Eligibility for a salary/wage increase or bonus is dependent on evidence of continuing exemplary job performance.

### A. EMPLOYEE STATUS

For the sole purpose of determining the allowance of certain employee benefits, employees are classified as:

**Regular Full-Time Employees** - An employee who has satisfactorily completed the introductory period (first 90 days of employment) and is scheduled to work an average of forty (40) hours per week on a regular and continuous basis.

**Regular Part-Time Employees** - An employee who has satisfactorily completed the introductory period (first 90 days of employment) and is usually scheduled to work less than an average of forty (40) hours per week but not less than ten (10) hours per week on a regular and continuous basis.

**Temporary Employees** - An employee whose services are anticipated to be of limited duration falls into this classification. Temporary employees are not eligible for participation in those employee benefits programs made available for ECLECTIC HEALTHCARE SERVICES LLC. Regular Full-Time and Regular Part-Time Employees, although separate benefit plans may be available for certain temporary employees assigned to work at the Eclectic Healthcare Services LLC. . Any such employees will be separately notified of any such programs. Service as a temporary does not count as service as a Regular Employee for benefit eligibility purposes.

For payroll purposes, employees will be classified as one of the following:

**Exempt Employees** - Certain employees such as executive, administrative, professional and outside sales employees are paid on a salary basis for all hours worked each week. Certain computer professionals may also be exempt, regardless of whether they are paid on a salary or hourly basis. These employees are expected to work whatever hours are required to accomplish their duties, even if it exceeds their normal workweek. Exempt employees are not eligible for payment of overtime pay.

**Non-Exempt Employees** - All employees who are not identified as exempt employees are considered non-exempt employees. Non-exempt employees are eligible for payment of overtime premium pay.

### B. BUSINESS HOURS

Business hours are established by the client at the property. If an employee needs to leave before their shift ends, prior approval from a direct supervisor, EVP, HR Administrator, or ECLECTIC HEALTHCARE SERVICES LLC. President is required.

### C. BREAKS

All non-exempt employees working a shift lasting over 4 hours and under 6 hours shall take a 10 minute paid break. All employees working a shift over 6 hours and under 8 hours shall take a 10 minute paid break, and a *mandatory*, 30 minute, unpaid, lunch break. All employees are required to take a lunch break and no employee is authorized, without prior supervisory approval, to perform work during the lunch period.

If an employee is working a full 8 hour shift, the employee should take two 10 minute paid breaks, and the mandatory, 30 minute unpaid, lunch break. An unpaid lunch break lasting over 30 minutes is acceptable pending prior approval from a supervisor and/or ECLECTIC HEALTHCARE SERVICES LLC. Management.

Since state law regarding mandatory breaks differs, this section shall be deemed modified to the extent necessary to comply with applicable state laws. Questions about break periods can be directed to the employee's supervisor.

### D. PERFORMANCE REVIEWS

Employees new to ECLECTIC HEALTHCARE SERVICES LLC. Or new to a position within ECLECTIC HEALTHCARE SERVICES LLC. Will receive a verbal review by their immediate supervisor shortly after completing their first 90 days of employment with ECLECTIC HEALTHCARE SERVICES LLC. (Introductory period). Thereafter, all employees are formally evaluated and will receive a written evaluation from their immediate supervisor on an annual basis. Certain employees also must complete a self-evaluation at the time of their annual performance review. Examples of behavior requiring warnings or termination can be found in section 5A.

### E. PERFORMANCE WARNINGS

An employee may be issued verbal or written performance warnings by ECLECTIC HEALTHCARE SERVICES LLC. Notifying him/her about a deficiency or deficiencies in his/her job performance that must be corrected. Such warnings are issued at the discretion of ECLECTIC HEALTHCARE SERVICES LLC. And do nothing to alter the "at-will" employment status of all Eclectic Healthcare Service LLC. employment status of all Eclectic Healthcare Services LLC. Employees or created a right to progressive discipline.

### F. GROUP BENEFITS

Full-time employees and part-time employees working at least 30 hours per week are eligible to participate in Eclectic Healthcare Services LLC. Group benefit program.

#### Health & Life Insurance

New employees with ECLECTIC HEALTHCARE SERVICES LLC. Are eligible for both health insurance and life insurance following their state's policy, usually 30 or 60 days after employment. ECLECTIC HEALTHCARE SERVICES LLC. Covers 55% of the cost for both health and life insurance for employees.

## Short-Term Disability and Dental Insurance

New employees with ECLECTIC HEALTHCARE SERVICES LLC. Are eligible for both short-term disability and dental insurance following their state's policy, usual 30 or 60 days after employment. Employees are responsible for 100% of the cost of this insurance.

## Paid Time Off

Full-time employees are allotted 10 days of accrued paid time off per calendar year in their first 2 years with the Eclectic Healthcare Services LLC. . Additional PTO will be allotted as detailed below.

## Policy

To foster work/life balance, ECLECTIC HEALTHCARE SERVICES LLC. Provides a PAID TIME off (PTO) Bank, which generally combines vacation, sick leave, personal time and floating holidays.

## Procedures

**Eligibility** – All full-time employees are eligible to accrue PTO.

**Summary of Benefits** - PTO generally combines vacation, sick leave, personal time and floating holidays. It does not include: jury duty, bereavement leave, military service, scheduled ECLECTIC HEALTHCARE SERVICES LLC. Holidays, short term disability, long term disability or workers' compensation.

**Benefit Accrual** – PTO is earned as follows:

Newly hired employees begin accruing PTO on the first day of employment. PTO is accrued at the end of each pay period at a rate of 3.33 hours per pay period. On the second anniversary date of employment and each year of employment thereafter, an eligible employee will earn 15 days total PTO per year, accrued at a rate of 5 hours per pay period. Employees must be actively employed on the last business day of the month to accrue PTO for that month.

PTO does not accrue during an unpaid leave of absence of one month or more or while on long-term disability. Final employment dates may not be extended by using PTO days.

Because our business is often very seasonal, the Eclectic Healthcare Services LLC. Reserves the rights to grant PTO at times that are most suitable for our business conditions and to limit PTO during our busy season. Employees are encouraged to use their PTO and must schedule appropriately with their supervisor to ensure they can take the PTO in the year it is accrued. Based on client and/or business needs, ECLECTIC HEALTHCARE SERVICES LLC. May require employees to take PTO on specific dates.

Employees must submit any PTO requests to their supervisor and obtain prior management approval to use PTO. Employees are encouraged to submit a PTO request to their supervisor a minimum of 10 working days in advance per day off requested.

Employees should notify their supervisor of their absence due to illness by 6:30 am or as soon as possible in case of an emergency. All supervisors must notify ECLECTIC HEALTHCARE SERVICES LLC. Management as soon as possible of any unscheduled absences and if there are any problems with employee coverage, ECLECTIC HEALTHCARE SERVICES LLC. Reserves the right to deny approval for a requested PTO.

ECLECTIC HEALTHCARE SERVICES LLC. Will only allow a negative PTO balance of up to 8 hours. Thereafter, any time off becomes Unpaid Time off (UTO).

Employees may be requested to provide documentation verifying the employee's need to be off work for illness for more than three (3) days.

Also - PTO will be tracked on each semi-monthly pay stub stating the amount of PTO an employee has accrued, the amount used, and the expected total of PTO days to be earned that year.

**Carry Over Of Unused PTO** – Accrued PTO not used within the calendar year in which it was accrued, will be carried over to the following year - however the amount of days accrued can never exceed more than the amount of PTO the employee receives per year based on his/her length of service at ECLECTIC HEALTHCARE SERVICES LLC. . If such an amount of days has been accrued, the employee must use up all of his or her accrued PTO before accruing any additional time. No compensation is paid in lieu of unused, accrued PTO.

**Payout Upon Termination** – Unused, accrued PTO is paid at the time of termination. No payment is made for accrued PTO.

**Ineligible Employees** – Exempt employees who have no accrued PTO may be allowed, at Eclectic Management sole discretion and with the approval of their supervisor, to take personal UTO. This time off must be communicated to the Executive Vice President before the time to be taken and must also be recorded in time and labor as UTO. UTO cannot be taken in less than full days. Excessive use of time off and/or failure, of any employee to properly follow procedures to obtain authorization for UTO, is grounds for disciplinary action.

**Exceptions/Revisions** – Exceptions or changes to this policy require the approval of the Executive Vice President or President of ECLECTIC HEALTHCARE SERVICES LLC.

## G. PAY PERIODS

There are two pay periods for each calendar month. Pay Period One begins on the 1<sup>st</sup> day of the month and ends on the 15<sup>th</sup>. The check for Pay Period One will be received on the 25<sup>th</sup> of the same month (i.e. May 1 – May 15 paycheck will be received on May 25<sup>th</sup>). Pay Period Two begins on the 16<sup>th</sup> of the month and ends on the last day of the month. The check for Pay Period Two will be received on the 10<sup>th</sup> of the following month (i.e. May 15<sup>th</sup> – May 31 paycheck will be received on June 10<sup>th</sup>).

## H. HOLIDAYS

ECLECTIC HEALTHCARE SERVICES LLC. Concierge Services observes the following days as holidays for **regular full time** employees:

**New Year's Day**  
**Memorial Day**  
**July 4<sup>th</sup>**  
**Labor Day**  
**Thanksgiving**  
**Day Christmas**  
**Day**

If one of these holidays falls on a day during which a **regular full time** employee is scheduled to work, the employee is entitled to a "floating Holiday". If the holiday falls on a day they don't work, they are also entitled to a floating holiday. This floating holiday must be used within the month and the Regional Manager or Executive Vice President must be informed of which day the employee will be taking their floating holiday.

## I. FMLA LEAVE

In accordance with the Family and Medical Leave Act ("FMLA"), and to the extent that the requesting employee meets the qualifications and works in or out of a facility covered by the FMLA, the following procedures will be followed with respect to any such eligible employee requesting family or medical leave:

### Eligible Employees

An employee who has been employed by the Eclectic Healthcare Services LLC. For at least twelve (12) months prior to commencement of the leave and who has worked for the Eclectic Healthcare Services LLC. At least 1250 hours during the preceding twelve (12) month period is eligible to take a leave. An eligible employee may take up to (12) weeks of unpaid leave under this policy during any twelve (12) month period. The calculation will be a rolling twelve (12) month period measured backward from the date the employee uses any leave under this policy. This 12-month period, however, is measured from the date the FMLA leaves commences going forward in situations whereby the employee uses FMLA leave to care for a covered service member as clarified below.

## Qualifying Reasons That Would Entitle an Employee to FMLA Leave

The FMLA requires that the Eclectic Healthcare Services LLC. Provide up to 12 weeks of unpaid, job protected leave to eligible employees for the following reasons:

For an incapacity due to pregnancy, prenatal medical care or child birth;

- a. For an incapacity due to pregnancy, prenatal medical care or child birth;
- b. To care for the employee's child after birth, or placement for adoption for foster care;
- c. To care for the employee's spouse, son, or daughter, or parent, who has a serious health condition (See Serious Health Condition Defined below);
- d. For a serious health condition that makes the employee unable to perform the employee's job (see Serious Health Condition Defined below); or
- e. For any qualifying exigency arising out of the fact that the employee's spouse, son, daughter, or parent is a covered military member on active duty in support of a contingency operation (see Military Family Leave Entitlements Below).

The FMLA also requires that the Eclectic Healthcare Services LLC. Provide up to 26 weeks of unpaid, job protected leave to eligible employees for them to - Provide care for a covered service member with a serious injury or illness if the employee is the spouse, son, daughter, parent, or next of kin of the service member (see *Military Family Leave Entitlements* below).

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

## Military Family Leave Entitlements

Eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the *National Guard or Reserves* in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include:

Attending certain military events;

Arranging for alternative childcare, addressing certain financial and legal arrangements;

Attending certain counseling sessions; and

Attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is a *current* member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the service member medically unfit to perform his or her duties for which the service member is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list. This leave entitles the eligible employee to only one 26 week period of leave per covered service member, per injury. Employees may be eligible for another 26 week period of leave for a different covered service member or for a different injury on the same covered service member for which an earlier leave was taken.

#### Serious Health Condition Defined

A serious health condition is defined as an illness, injury, impairment, or physical or mental condition that involves either –

An overnight stay in a medical care facility;

“Continuing treatment” by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job; or

Prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days and any subsequent treatment or period of incapacity relating to the same condition that also involves -

Treatment during at least two visits to a health care provider within 30 days of the first day of incapacity;

One visit and a regimen of continuing treatment;

Incapacity due to pregnancy; or

Incapacity due to a chronic condition.

Incapacity exists when the employee or covered family member is unable to work, attend school or perform other regular daily activities due to the serious health condition, treatment of the serious health condition, or recovery from the serious health condition.

Other conditions may meet the definition of continuing treatment. In order to qualify as treatment by a health care provider, the first (or only) in-person treatment visit must take place within seven (7) days of the first day of the employee's incapacity. If it does not, your request for FMLA will be denied absent extenuating circumstances.

## Employee Notice

Where the need for the leave is foreseeable, the eligible employee must give the Company thirty (30) days prior notice advising the Company of the employee's anticipated leave (where thirty (30) days prior notice advising the Company of the employee's anticipated leave (where thirty (30) days' notice is not possible, the employee must give Eclectic Healthcare Services LLC. As much prior notice as is practicable and comply with the Company's normal call-in procedures). If the leave is for planned medical treatment, the employee must make a reasonable effort to schedule the leave so as not to disrupt the Company regarding the status of the medical condition and their intent to return to work. Notice should be provided to the Human Resources Department. Treatment Employees must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave (see *Employee's Certification Responsibilities* below).

### Employee's Certification Responsibilities:

The Eclectic Healthcare Services LLC. Requires that an employee provide it with certification from a health care provider or from the military (as appropriate) for any leave taken for any of the following reasons:

- a. The employee's own serious health condition
- b. To care for a covered family member with a serious health condition
- c. For an employee's request for leave because of a qualifying exigency; or
- d. To care for a covered service member with a serious injury or illness

After it is requested, it is the employee's responsibility to return the certification within 15 calendar days to Human Resources. Failure to return this certification to Human Resources may result in the denial of your request for leave.

Moreover, for employees who have their own serious health condition or are caring for the serious health condition of a family member, the Eclectic Healthcare Services LLC. May require that the health care provider recertify the status of the serious health condition. As with the initial certification, a recertification must be returned to Human Resources within 15 calendar days. Failure to return the recertification to Human Resources may result in the denial of your request for leave.

**Certification of the Serious Health Condition of the Employee or the Spouse, Child or Parent of the Employee** - Certification of the serious health condition shall include the date when the condition began, its expected duration and a brief statement of treatment. For medical leave for the employee's own medical condition, the

certification must also include a statement that the employee is unable to perform work of any kind or a statement that the employee is unable to perform the essential functions of the employee's position. For a family member who is seriously ill, the certification must include a statement that the patient, the family member, requires assistance and that the employee's presence would be beneficial or desirable.

If the employee plans to take intermittent leave or work a reduced schedule, the certification must also include dates and the duration of treatment as well as a statement of medical necessity for taking intermittent leave or working a reduced schedule.

The Eclectic Healthcare Services LLC. Has the right to ask for a second opinion if it has reason to doubt the certification. The Eclectic Healthcare Services LLC. Will pay for the employee to get a certification from a second doctor, which the Eclectic Healthcare Services LLC. Will select. If necessary to resolve a conflict between the original certification and the second opinion, the Eclectic Healthcare Services LLC. Will require the opinion of a third doctor. The Eclectic Healthcare Services LLC. And the employee will mutually select the third doctor, and the Eclectic Healthcare Services LLC. Will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

**Documentation of the Covered Family Member's Call to Active Duty in the Armed Forces** - Employees requesting this type of FMLA leave must provide proof of the qualifying family member's call-up or active military service. This documentation may be a copy of the military orders or other official Armed Forces communication.

**Documentation of the Need for Servicemember FMLA Leave to Care for an Injured or Ill Servicemember** - Employees requesting this type of Servicemember FMLA leave must provide documentation of the family member's or next-of-kin's injury, recovery or need for care. This documentation may be a copy of the military medical information, order for treatment, or other official Armed Forces communication pertaining to the service member for treatment, or other official Armed Forces communication pertaining to the service member's injury or illness incurred on active military duty.

### Return to Work

An employee returning to work from leave taken pursuant to this policy will be reinstated to the position the employee held before the leave or to an equivalent position. Employees must present a doctor's certificate indicating the employee's fitness to return to work where leave has been occasioned by the employee's serious health condition.

While an employee is on FMLA leave it is important that he or she notify the appropriate person at the Company of any changes in his or her circumstances that could impact employee's return to work.. It is the employee's responsibility to notify the Company within two (2) days of any changes to his or her circumstances where notification is foreseeable. It is also the employee's responsibility to notify the

Company of his or her intent not to return to work following the expiration of the period leave.

### The Company's Responsibilities–

The Eclectic Healthcare Services LLC. Must inform employees requesting leave whether they are eligible under the FMLA along with their rights and responsibilities under FMLA (Form WH-381 Notice of Eligibility and Rights & Responsibilities – Family and Medical Leave). The form will be mailed or hand delivered to the employee notifying him or her of their eligibility, responsibilities and rights, as well as additional information regarding the leave. If the employee is not eligible, the Eclectic Healthcare Services LLC. Will provide the employee with the reason(s) for his or her ineligibility.

Eclectic Healthcare Services LLC. Must inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement (Form WH-382 Designation Notice – Family and Medical Leave Act). The form will be mailed or hand delivered to the employee. If the Eclectic Healthcare Services LLC. Determines that the leave is not FMLA protected, the Eclectic Healthcare Services LLC. Will notify the employee accordingly.

### Benefits While on Leave

While an eligible employee is on leave, he or she will be allowed to maintain all pre-existing health benefits. While on paid leave, the Eclectic Healthcare Services LLC. Will continue to make payroll deductions to collect the employee's share of premiums of health coverage.

While on unpaid leave, the employee must continue to make this payment, either in person or by mail. The payment must be received in the Human Resources Department by the 15th day of each month. If the payment is more than 30 days late, the employee's health care coverage may be dropped for the duration of the leave. The employer will provide 15 days' notification prior to the employee's loss of coverage. The employee must also continue to pay all deductible and co-payment amounts required under the coverage.

If the employee chooses not to return to work for reasons other than a continued serious health condition or for other circumstances beyond the employee's control, the Company will require the employee to reimburse the Company the amount it paid for the employee's health insurance premium during the leave period. Employees do not accrue such additional benefits as paid vacation and paid sick leave during a leave.

### Intermittent or Reduced Schedule Leave

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule *when medically necessary*. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the Company's operations. Leave due to

qualifying exigencies may also be taken on an intermittent basis. A reduced schedule or intermittent leave schedule for the birth, adoption or foster care placement of a child requires the agreement of the employee and the Eclectic Healthcare Services LLC. . A reduced schedule or intermittent leave for the serious health condition of the employee, spouse, child or parent requires medical certification as to the need for such a reduced schedule or intermittent leave.

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

### Substituting Paid for Unpaid Leave

The Eclectic Healthcare Services LLC. Will require an eligible employee to substitute any paid days off for which the employee is eligible (including, but not limited to, those available through vacation days, sick days, personal days, workers' compensation leave and disability leave) for any part of the leave provided for in this policy. In no event will an employee's substitutions of paid leave extend the twelve (12) week leave period to which the employee is otherwise eligible under this policy? In order to use paid leave for FMLA leave, employees must comply with the employer's normal paid leave policies.

### State Laws

Employees located in certain states may have greater rights than those afforded under the Family and Medical Leave Act. Those rights are not affected by this policy and this policy shall be deemed modified to the extent necessary to comply with applicable state laws.

## J. VESSA LEAVE

### Basis of Leave

The Eclectic Healthcare Services LLC. will provide up to **twelve (12) weeks of unpaid leave** from work on an intermittent or reduced work schedule basis to an employee who is a victim of domestic or sexual violence (or who has a family or household member who is a victim of domestic or sexual violence) to address domestic or sexual violence if the employee is:

**Seeking medical attention** for, or recovering from, physical or psychological injuries caused by domestic or sexual violence to the employee or the employee's family or household member;

**Obtaining services from a victim services organization for** the employee or the employee's family or household member;

**Obtaining psychological or other counseling** for the employee or the employee's family or household member;

**participating in safety planning, temporarily or permanently relocating,** or taking other actions to increase the safety of the employee or the employee's family or household member from future domestic or sexual violence or ensure economic security; or

**seeking legal assistance or remedies** to ensure the health and safety of the employee or the employee's family or household member, including preparing for or participating in any civil or criminal legal proceeding related to or derived from domestic or sexual violence.

"Family or household member" means a spouse, parent, son, daughter, other person related by blood or by present or prior marriage, other person who shares a relationship through a son or daughter, and persons jointly residing in the same household.

"Parent" means the biological parent of an employee or an individual who stood in loco parentis to an employee when the employee was a son or daughter. "Son or daughter" means a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is under 18 years of age, or is 18 years of age or older and incapable of self-care because of a mental or physical disability.

### FMLA Connection

This policy does not create a right for an employee to take unpaid leave that exceeds the unpaid leave time allowed under, or is in addition to the unpaid leave time permitted by, the federal Family and Medical Leave Act.

### Existing Leave

The employee may voluntarily use any available paid or unpaid leave (including family, medical, sick, annual, personal, etc.) from employment, in substitution for any period of such leave for an equivalent period of leave.

### Notice

The employee shall provide the Company with at least 48 hours' advance notice of the employee's intention to take the leave, unless providing such notice is not practicable.

When an unscheduled absence occurs, the Eclectic Healthcare Services LLC. Will not take any action against the employee if the employee, within a reasonable period after the absence (generally defined herein as 15 days) provides certification as shown under the next section.

## Certification

The Eclectic Healthcare Services LLC. May require the employee to provide certification to the Eclectic Healthcare Services LLC. That: the employee or the employee's family or household member is a victim of domestic or sexual violence; and the leave is for one of the purposes enumerated in the above paragraph.

The employee shall provide such certification to the Eclectic Healthcare Services LLC. Within a reasonable period after the Eclectic Healthcare Services LLC. Requests certification.

An employee may satisfy the above certification requirement by providing to the Eclectic Healthcare Services LLC. A signed and dated statement of the employee, and upon obtaining such documents the employee shall provide:

**documentation** from an employee, agent, or volunteer of a victim services organization, an attorney, a member of the clergy, or a medical or other professional from whom the employee or the employee's family or household member has sought assistance in addressing domestic or sexual violence and the effects of the violence;

A **police or court record**; or other corroborating evidence.

Other corroborating evidence.

## Confidentiality

All information provided to the Eclectic Healthcare Services LLC. , including a statement of the employee or any other documentation, record, or corroborating evidence, and the fact that the employee has requested or obtained leave pursuant to this policy, shall be **retained in the strictest confidence by the Eclectic Healthcare Services LLC.** , except to the extent that disclosure is: (1) requested or consented to in writing by the employee; or (2) otherwise required by applicable Federal or State law.

## Restoration to Position

In general, an employee who takes leave under this policy shall be entitled, on return from such leave:

To be restored by the Eclectic Healthcare Services LLC. To the position of employment held by the employee when the leave commenced; or

To be restored to an equivalent position with equivalent employment benefits, pay, and other terms and conditions of employment.

## Loss of Benefits

The taking of leave under this policy shall not result in the loss of any employment benefit accrued prior to the date on which the leave commenced.

However, the employee is not entitled to:

The accrual of any seniority or employment benefits during any period of leave; or

Any right, benefit, or position of employment other than any right, benefit, or position to which the employee would have been entitled had the employee not taken the leave.

## Reporting to the Eclectic Healthcare Services LLC.

The Eclectic Healthcare Services LLC. May require an employee on leave under this policy to **report periodically to the Eclectic Healthcare Services LLC.** On the status and intention of the employee to return to work.

## Maintenance of Health Benefits

Except as provided under "Loss of Benefits," during any period that an employee takes leave under this policy, the Eclectic Healthcare Services LLC. Shall maintain coverage for the employee and any family or household member under any group health plan for the duration of such leave at the level and under the conditions coverage would have been provided if the employee had continued in employment continuously for the duration of such leave.

## Failure to Return from Leave

The Eclectic Healthcare Services LLC. May recover the premium that the Eclectic Healthcare Services LLC. paid for maintaining coverage for the employee and the employee's family or household member under such group health plan during any period of leave under this policy if:

The employee **fails to return** from leave under this policy after the period of leave to which the employee is entitled has expired; and

The employee **fails to return** to work for a reason other than:

The continuation, recurrence, or onset of domestic or sexual violence that entitles the employee to leave; or

Other circumstances beyond the control of the employee.

The Eclectic Healthcare Services LLC. may require an employee who claims that the employee is unable to return to work because of a reason described in (I) or (II) above to provide, within a reasonable period after making the claim, certification to the

Eclectic Healthcare Services LLC. That the employee is unable to return to work because of that reason.

An employee may satisfy the certification requirement of clause by providing to the Eclectic Healthcare Services LLC.

A sworn statement of the employee;

documentation from an employee, agent, or volunteer of a victim services organization, an attorney, a member of the clergy, or a medical or other professional from whom the employee has sought assistance in addressing domestic or sexual violence and the effects of that violence;

A police or court record; or

Other corroborating evidence.

The Eclectic Healthcare Services LLC. will not fail to hire, refuse to hire, discharge, or harass any individual exercising their rights under this policy or otherwise discriminate against any individual exercising their rights under this policy with respect to the compensation, terms, conditions, or privileges of employment of the individual, or retaliate against an individual in any form or manner for exercising their rights under this policy.

#### **K. MILITARY LEAVE**

Employees who have worked for the Eclectic Healthcare Services LLC. for at least twelve (12) months and at least 1,250 hours for the prior twelve (12) months are entitled to take unpaid, job-protected leave to visit with a spouse or child who has been called into military service that will last longer than thirty (30) days. The Eclectic Healthcare Services LLC. Will provide up to 30 days of leave.

Employees must give the Eclectic Healthcare Services LLC. At least 14 days' notice of the intended date upon which the family military leave will commence if leave will consist of 5 or more consecutive work days. The Eclectic Healthcare Services LLC. Will not interfere with or restrain an eligible employee's request for leave, and will not retaliate against employees who exercise this right.

During any family military leave, the Eclectic Healthcare Services LLC. Will make it possible for employees to continue their benefits at the employee's expense.

Employees who return to work from leave of absence are entitled to return to their job or an equivalent position without loss of benefits or pay.

#### **L. JURY DUTY**

Employees required to serve jury duty will receive their regular pay for the duration of the court attendance requirement, provided the employee delivers a copy of the jury summons to his/her supervisor prior to the jury service. Please notify your supervisor immediately after receiving your notice in the mail to arrange for adequate coverage of your desk.

## M. BEREAVEMENT LEAVE

### Policy

ECLECTIC HEALTHCARE SERVICES LLC. Offers full time employees paid time off to mourn the loss of an immediate family member.

### Eligibility

All full time employees are eligible for this benefit.

### Procedures

**Benefit** –With their manager's approval, employees who suffer the loss of an immediate family member, may take up to three days' paid bereavement leave for in-state funerals and up to five days' paid bereavement leave for out-of-state funerals. Additional time off may be granted and funded by the employee's annual PTO accrual.

**Definition:** An immediate family member is defined as a spouse, parent, child, sibling, grandparent, mother and father-in-law, brother and sister in-law, grandparent in-law or other person who permanently lived in the same residence as the employee at the time of loss.

**Approval** - The employee must notify his/her manager as soon as possible when bereavement leave is needed. Before such leave is taken, the employee and manager must agree regarding the time off that will be needed and any PTO that may be used to supplement the bereavement leave. Managers may, in their discretion, request that an employee provide verification of the need for bereavement leave.

**Condolences** – Managers of grieving employees should discuss forms of condolence to employees and/or their families with the ECLECTIC HEALTHCARE SERVICES LLC. Office.

**Exceptions/Revisions** – Exceptions or changes to this policy require the approval of President of ECLECTIC HEALTHCARE SERVICES LLC. .

## N. RELIGIOUS OBSERVANCES

Supervisors will make all reasonable efforts to accommodate requests to attend religious services.

## V. ECLECTIC HEALTHCARE SERVICES LLC. RULES AND REGULATIONS

### A. PROFESSIONAL CODE OF CONDUCT

Our reputation as a leading service provider has been built upon our mission, vision and values. Maintaining this reputation cannot just happen – it must be constantly nurtured through the conscious efforts of each staff member. At ECLECTIC HEALTHCARE SERVICES LLC. We believe that a positive attitude and positive work experience will result in a positive experience for our clients, vendors and each other. Courtesy is more than a fleeting smile or an occasional “thank-you”. All behavior, non-verbal and verbal, affects the way you are perceived by us, our clients and tenants. Courteous behavior requires a common sense approach to each individual situation and respect for the person with whom you are dealing.

#### Non-Verbal Communication

Several factors contribute to the way we communicate non-verbally. As a service provider, it is important to be aware of these factors and to create positive communications when on-site.

#### Attitude

No other factor has a greater impact on employees' ability to deal with people than their attitude. Personal feelings toward themselves and their job are instantly recognized by those with whom they come into contact, and these feelings have a direct effect on the communication that results.

#### Body Language

Employees' posture, gestures, facial expression, manner and general attitude combine to amplify the positive, warm and friendly non-verbal communication required of our Eclectic Healthcare Services LLC. Representatives. Several techniques should be used to ensure that their body language is projecting a positive impression.

*Always stand or sit erect and look attentive.* This lets people know that you are interested in helping them and that you are approachable. No one should ever feel he or she is intruding if assistance is needed. Always appear patient and willing to listen. Avoid negative postures such as leaning on rails or counters, putting your feet on desks or other furniture, crossing your arms in front of your chest, or putting your hands in your pockets.

*Look directly at your guest.* Eye-to-eye contact is the fastest and most effective form of communication. It establishes an immediate rapport by indicating receptiveness to listening and understanding.

*Project a friendly, concerned and respectful attitude.* Your respect for the feelings of others will earn you their respect in return.

## Verbal Communication

Verbal communication includes not only what we say but also how we say it. The choice of words, tone of voice and use of polite phrases all convey a second message. Good verbal communication is an excellent tool for promoting courtesy.

### Delivery

The way you deliver your message must result in a positive interaction between you and the other person. Never assume a defensive attitude when answering questions or explaining a situation. Patience and empathy are essential in assuring good verbal communication. Other traits to consider include:

*Sincerity.* Your tone should let your listener know that you are interested and that you care.

*Warm, friendly tone.* The way you speak should put the person at ease.

*Suitable volume.* Your voice should always be well modulated, never harsh or loud.

*Positive conclusion.* Always end your conversations on a positive note (e.g., "I was happy to be able to help.").

*Polite phrases.* Use appropriate polite phrases to complement the conversation (e.g. "Please", "Thank you", "May I help you?", "Have a pleasant day." "My pleasure." "Certainly"). Do not use weak phrases (e.g., "Ok", "Sure," "Hi", "No problem," "of course").

### Salutations

A friendly greeting will set a positive mood for any experience. Appropriate greetings must also be extended to fellow site personnel throughout the day. Whether you are conversing with a client, tenant, vendor or fellow ECLECTIC HEALTHCARE SERVICES LLC. Employee, be sure to give that person individual attention. Never intentionally ignore anyone.

### Complaints

Although we pride ourselves on our projects and our services, there are times when we fail to meet a client's or tenant's expectations. In these instances, handle all complaints with delicate concern. Above all, put yourself in the person's place; convince him/her that you understand and care about the problem.

Specific policies about complaints are:

If you can take corrective action, do so. If you cannot, report it to your supervisor immediately.

Be supportive and provide helpful information for resolving the problem. However, do not mislead with promises.

Attempt to quiet volatile people by using a soft, confident tone. If possible, move the discussion into a private area. Never respond to a verbally abusive person with a

similar tone or approach.

Be a good listener.

### **Prohibited Behaviors**

There are specific behaviors that will not be tolerated under any circumstances. Occurrences of the following behaviors may result in termination:

Theft, unauthorized possession of project property, or the personal property of others, including property found in waste containers.

Personally using, being in the possession of, or being under the influence of any narcotics, intoxicants, drugs, or hallucinatory agents during work hours. Reporting to work under such conditions is not permitted unless a current, valid medical prescription is presented.

Willful insubordination.

Sleeping during work hours.

Gambling during work hours.

Using obscenities in any form, or arguing in a loud voice with other employees or vendors within the presence of hearing of clients or tenants.

Fighting, regardless of who started it.

Willful clocking in or out for another employee, or requesting another employee to do so.

Unauthorized possession while on the client's property, of any type of firearms, explosive materials or illegal weapons.

Dishonesty in any form.

Gross negligence in standard operational procedures that endangers a client, a tenant or ECLECTIC HEALTHCARE SERVICES LLC. Employees.

Nothing in this policy is intended to alter the at-will status of your employment with ECLECTIC HEALTHCARE SERVICES LLC. . Violation of the Code and/or similar areas may lead to disciplinary action up to and including discharge. Employee or ECLECTIC HEALTHCARE SERVICES LLC. May terminate its employment relationship at any time with or without notice and with or without cause.

ECLECTIC HEALTHCARE SERVICES LLC. Reserves the right to address any circumstances in which an employee does not meet the expected standards of conduct. In such circumstances, corrective action may include counseling, verbal or written warnings, suspension or termination of employment depending upon the situation.

## **B. APPEARANCE AND DRESS CODE GUIDELINES**

Appropriate uniforms, if applicable, will be determined for each property location. If a change of uniform becomes necessary during a shift, notify your supervisor immediately. Name badges will be worn as required. No other pins or decorations may be worn on a uniform.

If you have any questions or need to ensure that the outfit or clothing item you are wearing is appropriate, please contact your immediate supervisor.

### **APPEARANCE GUIDELINES**

In addition to proper dress, employees are expected to present appropriate grooming standards during business hours and at all Eclectic Healthcare Services LLC.-sponsored and client-related events. This includes:

#### **Grooming Standards**

A clean, neat, and business-like appearance

Clean and neatly combed hair (extreme, eccentric hairstyles and/or unusual hair colors are not acceptable)

Clean-shaven or neatly trimmed mustache or beard for males (an unshaven look is NOT acceptable).

Appropriate and blended makeup for females

Clean and trimmed nails (long fingernails, any unusual/bold nail polish colors or nail art/decals are not acceptable)

#### **Clothing Maintenance, Proper Fit and Accessories**

Clothing must be clean, pressed and not torn, faded or frayed

Clothing may not be tight fitting – any item that clearly outlines the leg, torso or derriere is inappropriate

Shoes and briefcases/tote bags must be clean, shined and in good condition

Cologne/after-shave may be used sparingly

Dress and skirt lengths must not be shorter than three inches above the top of the knee

Necklines may not be low-cut, plunging or provocative

Women may wear a maximum of one earring per earlobe (long, dangle earrings are not acceptable) and a maximum of two rings per hand (face rings of any kind and ankle bracelets are not acceptable)

Men may not wear earrings, and may wear a maximum of one ring per hand

Visible tattoos must be covered with a clothing item or a bandage)

### **C. ECLECTIC HEALTHCARE SERVICES LLC. CORRESPONDENCE STANDARDS**

All business related correspondence must be sent out on official letterhead, ECLECTIC HEALTHCARE SERVICES LLC. Note pads/cards, envelopes or labels.

### **D. SAFETY AND HEALTH**

All employees are responsible for maintaining a safe workplace. Employees are responsible for immediately reporting accidents, injuries and unsafe working conditions to their supervisor.

Bad weather and hazardous community conditions should be taken into consideration. ECLECTIC HEALTHCARE SERVICES LLC. Is committed to creating a secure working environment. As an employee, it is your responsibility to abide by all physical and informational security policies, such as locking cabinets and computers.

### **E. SMOKING**

Employees are not permitted to smoke while performing any work duties. Employees also must follow all rules in effect at their assigned property regarding smoking.

### **F. TELEPHONE ETIQUETTE**

A large portion of our day is spent handling inquiries via telephone. Be mindful to consistently practice the following guidelines: act professional, friendly, address the person by name, ask whether you may put the caller on hold whenever possible, rather than just doing so. All outgoing/incoming business- related calls are to be made on property site telephones and not personal cellular phones. Conversely, personal calls are to be made on personal cellular or public pay phones, not property site telephones, and personal calls during business hours must be placed during breaks or lunch.

### **G. WORK ENVIRONMENT AT CLIENT SITE**

It is important to project the professional image of ECLECTIC HEALTHCARE SERVICES LLC. In your appearance, demeanor and work environment. Limit the number of personal items displayed in your workspace (i.e., photos, plants, etc.). Stuffed animals, buttons and other unnecessary personal items are not permitted. Allow some time at the end of the day to clean and organize your desk area.

## **ECLECTIC HEALTHCARE SERVICES LLC...**

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### Acknowledgment of Receipt of Employee Handbook

#### **DISCLAIMER**

This manual is not to be considered a contract. The employer reserves the right to make unilateral changes or modifications, and reaffirms the relationship between employee and employer remains at-will.

Read carefully before signing and return to a member of ECLECTIC HEALTHCARE SERVICES LLC. Management for placement in your personnel file.

1. This is to certify that I received a copy of the ECLECTIC HEALTHCARE SERVICES LLC. Employee Handbook. I understand that it is my responsibility to read it and become familiar with the policies and procedures that concern my employment. I agree that as a condition of my employment with ECLECTIC HEALTHCARE SERVICES LLC., I will comply with the rules, policies and procedures therein described and any subsequent amendments to them, and understand that failure to do so may lead to disciplinary action being taken against me, including discharge.
2. I understand that this Handbook is not all-inclusive or comprehensive. I further understand that I should consult ECLECTIC HEALTHCARE SERVICES LLC. regarding any questions regarding the rules, policies and procedures contained within this Handbook.
3. This Handbook is not a contract between ECLECTIC HEALTHCARE SERVICES LLC. And myself, nor is it a promise to provide any benefits, or a commitment by ECLECTIC HEALTHCARE SERVICES LLC.. To follow any of the procedures described in this Handbook.
4. I acknowledge that I have been given ample opportunity to review the contents of this Handbook. I have discussed the contents with an attorney of my choice, or have waived my right to do so. In either event, I fully comprehend the contents and applicability of this Handbook.

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Signature of Employee

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Date