



Employee Handbook

Dedicated to Excellence Since 1970



Important Contacts

Communications Center (Dispatch)

304-253-0982

800-446-6161

Infection Control

304-673-5773

800-446-6161

Safety Officer/Risk Manager

304-255-1136

800-244-9800 (ext. 166)

Field Operations

304-255-6919

800-244-9800 (ext. 172)

Expense Reimbursement

800-244-9800 (ext. 118)

Information Technology

304-255-6852

800-244-9800.

(ext. 129 or 175)

Supply & Uniforms

304-255-6483

800-244-9800 (ext. 150)

Education

304-255-1138

877-560-4501

Compliance

877-526-2002

304-255-3760

Chief of Staff

304-255-0535

Mailing Address:

PO Box 2414

Beckley, WV 25802

Payroll and Benefit Questions: Employer's Innovative Network (EIN)

304-204-8700

800-408-1173

Email: info@einllc.com

Index

<i>Welcome to Jan-Care/GEMS ...</i>	<i>4</i>	<i>Employee Resource Center...</i>	<i>33</i>
<i>Mission Statement.....</i>	<i>5</i>	<i>Protected Health Information...</i>	<i>33</i>
<i>Jan-Care/GEMS, Who We Are...</i>	<i>5</i>	<i>Alcohol/Drug & Substance Abuse...</i>	<i>34</i>
<i>About This Handbook.....</i>	<i>6</i>	<i>Drug & Alcohol Testing.....</i>	<i>35</i>
<i>Disclaimer.....</i>	<i>7</i>	<i>Workplace Investigations...</i>	<i>37</i>
<i>Problem Solving.....</i>	<i>7</i>	<i>Payroll Procedures.....</i>	<i>38</i>
<i>Chain of Command.....</i>	<i>8</i>	<i>Benefits.....</i>	<i>39</i>
<i>Equal Opportunity.....</i>	<i>12</i>	<i>Vacation.....</i>	<i>41</i>
<i>Employment Status.....</i>	<i>13</i>	<i>Sick Leave.....</i>	<i>42</i>
<i>Work Assignments.....</i>	<i>14</i>	<i>Bereavement.....</i>	<i>43</i>
<i>Personal Items.....</i>	<i>16</i>	<i>Family Medical Leave...</i>	<i>44</i>
<i>Proprietary Property...</i>	<i>17</i>	<i>Military Family Leave....</i>	<i>45</i>
<i>Code of Conduct.....</i>	<i>19</i>	<i>Reporting Work Related Injuries..</i>	<i>46</i>
<i>Recording Mileage...</i>	<i>20</i>	<i>Medical Treatment.....</i>	<i>47</i>
<i>Anti-Harassment.....</i>	<i>21</i>	<i>Return to Work.....</i>	<i>47</i>
<i>Relationships at Work...</i>	<i>22</i>	<i>Other Compensation Information...</i>	<i>48</i>
<i>Use of Computer resources...</i>	<i>22</i>	<i>Final Word.....</i>	<i>49</i>
<i>Social Networking.....</i>	<i>25</i>		

WELCOME TO JAN-CARE/GEMS

Now that you have joined our team, there's a lot to learn! This handbook is part of our effort to make you feel comfortable about your new career and to help you understand what is expected of you.

We are pleased that you have chosen Jan-Care/GEMS and we look forward to a mutually beneficial relationship. We think that you will find your experience with us to be rewarding personally, socially and financially. Besides the freedom that comes from having a regular pay check and schedule, working for Jan-Care/GEMS offers many advantages. Jan-Care/GEMS puts great effort into making your experience with us educational, rewarding and enjoyable.

The ambulance industry is very competitive and demanding. You are part of a team, a very successful team. Continued success depends on each team member working hard to provide high quality patient care; quick, safe, pleasant service; a clean atmosphere; and a courteous disposition. We will do our best to provide you with a great experience and, in return, we ask that you provide us with your best efforts. You see, your career with Jan-Care/GEMS is truly an equal partnership from which we both benefit.



Rick Cornett



Todd Cornett

MISSION STATEMENT

Jan-Care Ambulance Service, Inc./GEMS is committed to providing high quality out-of-hospital care and transportation within the communities we serve. Jan-Care/GEMS Ambulance is dedicated to excellence through optimal use of technology, information, and financial resourcefulness. We recognize that safety and patient care are our highest priorities.

JAN-CARE/GEMS AMBULANCE, WHO WE ARE

Jan-Care Ambulance Service, Inc. was established in 1970 in Oak Hill, West Virginia. Mr. Rick Cornett recognized that patient transportation needs were not being adequately met by the funeral home services at the time. Mr. Cornett envisioned a service of high quality, compassionate patient care and transportation that would meet the needs of the growing communities of West Virginia. He has devoted his life to providing this.

Today... Jan-Care/GEMS serves 14 counties across West Virginia and offers a full range of medical transportation services; from the most advanced high-risk critical care emergency transports such as neonatal, ventilator patients and patients requiring cardiac surgical intervention, to other emergency and non-emergency services, including pre-scheduled admissions and discharges, emergency scene response, transportation to and from doctors' offices and nursing homes, dialysis, radiation and physical therapy. Jan-Care/GEMS also serves as the primary 911 provider in many of the communities that we serve.

Challenging paramedics, EMT's, communicators, and support staff to be technically proficient while providing compassionate care is a colossal undertaking for any company. We have achieved this goal and created a dynamic presence in ambulance transportation in West Virginia by employing only the best. Motivating, empowering and treating each of our employees with respect, and consistency, we are proud to have the

highest caliber of employees in the industry. Our tireless efforts to determine the best possible and most appropriate patient care has made us leaders in the medical transportation services.

ABOUT THIS HANDBOOK

This handbook is meant to assist employees in understanding the general policies and procedures of Jan-Care/GEMS. This handbook does not contain all the information you will need during the course of your employment.

Our constantly changing business environment, our growth and our desire to provide the best patient care are some of the factors that bring about occasional changes in our policies and practices. For these reasons, Jan-Care/GEMS may from time to time at its discretion, alter its policies and procedures to respond to these factors.

This handbook does not create a contract or an implied contract and supersedes any previous handbook or unwritten policies.

DISCLAIMER

THIS MANUAL IS INTENDED FOR INFORMATIONAL PURPOSES ONLY. IT DOES NOT CREATE A CONTRACT OF EMPLOYMENT (OR A CONTRACT OF ANY KIND), NOR DOES IT GUARANTEE ANY EMPLOYMENT FOR ANY LENGTH OF TIME. JAN-CARE/GEMS RESERVES THE RIGHT TO AMEND OR ABOLISH THIS MANUAL AND THE POLICIES HEREIN AT ANY TIME, WITH OR WITHOUT NOTICE, AS THIS MANUAL IS INTENDED FOR ITS BENEFIT ALONE. JUST AS YOU ARE FREE TO END YOUR EMPLOYMENT RELATIONSHIP WITH JAN-CARE/GEMS AT ANY TIME, JAN-CARE/GEMS RETAINS THE RIGHT TO TERMINATE YOUR EMPLOYEMENT AT ANY TIME. ALL EMPLOYEES ARE EMPLOYED AT-WILL AND MAY RESIGN OR BE TERMINATED AT ANY TIME FOR ANY REASON, SO LONG AS THAT REASON DOES NOT VIOLATE ANY FEDERAL OR STATE LAW.

NO REPRESENTATIVE OF JAN-CARE/GEMS, EXCEPT THE EXECUTIVE VICE PRESIDENT, HAS THE AUTHORITY TO ENTER INTO ANY AGREEMENT FOR EMPLOYMENT FOR ANY SPECIFIED PERIOD OF TIME, OR TO OFFER ANY JOB SECURITY NOT EXPRESSLY CONTAINED HEREIN. ANY EMPLOYMENT AGREEMENT ENTERED INTO BY THESE INDIVIDUALS MUST BE IN WRITING AND MUST BE SIGNED BY THE PARTIES.

PROBLEM SOLVING PROCEDURE

Because we believe our employees are our most important asset, we strive to maintain open channels of communication, and are interested in the opinions and concerns of our employees. It is usually best to utilize the chain of command starting with your immediate supervisor when you have questions or concerns. If at any time you have problems concerning your work, the enforcement of any rules or regulations, problems with co-workers, supervisors or a policy or

practice of JAN-CARE/GEMS, the Company encourages you to endeavor to solve your problem by talking it over with your direct supervisor as soon as any such problem arises. If the response or course of conduct you receive is not satisfactory, you are always welcome to come to the Executive Vice President's office to discuss your problem. The Company encourages you to talk with management about any and all issues or problems that concern you and will endeavor to resolve them as reasonably and expeditiously as possible. The use of this procedure will not in any way jeopardize your position with the Company.

CHAIN OF COMMAND

Employees are assigned to one of three areas, Operations, Administration, or Maintenance, under the guidance of Executive Management. Each of these areas is basically structured the same. Each employee group has an immediate supervisor who has a manager assigned to the overall area. Below is a breakdown of the Chain of Command:

Operations;

Operations include all emergency medical personnel, stations, vehicles, equipment assignments, training, med-legal, quality assurance and licensure. This is where patient contact, facility interaction and scene management occur. Operations are subdivided into two areas: Field Operations and Administrative Operations.

Field Operations include the direct management of all EMS personnel, policy compliance, patient interactions, facility relations, and scene management. Field Operations is structured in a traditional quasi-military design with Lieutenants or Captains being the first layer of supervision

over direct employees, managed by Assistant Chiefs who control areas of operation. The Chief of Field Operations oversees all areas of operation.

Administrative Operations includes the direct management of training, med-legal, quality improvement, workers comp, licensure, and policy design. Administrative Operations is structured in the following manner: The Operations Coordinator is responsible for maintaining the employee training calendar, radio operations, EEO-AAP assistance, and project coordination. ALS and BLS EMS Coordinators are responsible for initial, retest, recert and continuing education at the BLS, ALS and CCT levels and special education projects. The Director of Operations oversees EMS med-legal compliance – EMS education, CCT program, performance improvement, - infection control, WV-OEMS: official squad representative, squad training officer and EMS agency licensure- MCI, research, and medical policy development.

Administration

Administration includes Accounts Receivable, Accounts Payable, Payroll and Communications. Each of these departments operate independent of one another. Each department has area sub-department supervisors or lieutenants which are managed by a department Assistant Chief or Captain , and are all overseen by the Chief of Staff.

Accounts Receivable includes the direct management of timely and accurate generation of billing statements to all payers for medical services rendered to patients in our

communities. We seek to obtain full and fair financial reimbursement for all we are legally entitled to. We are committed to conducting our business practices with integrity, honesty, and compassion while remaining in compliance with state/federal laws and regulations. The Chief of Staff oversees all areas of reimbursement for services.

Accounts Payable has the primary mission of ensuring all payments and reimbursements processed by the department are done timely and accurately. Accounts Payable is overseen by the Chief Financial Officer.

Payroll ensures that all employees are paid accurately and timely with the correct withholdings and deductions, and to ensure the withholdings and deductions are remitted in a timely manner. This includes salary payments, tax withholdings, and deductions from a paycheck. Payroll is overseen by the Chief Financial Officer.

Communications includes the efficient professional coordination of Jan-Care/GEMS ambulances and resources throughout the communities we serve. The Communications Center is overseen by the Captain of Communications.

Compliance supports, facilitates and enforces adherence to federal statutes and regulations through active application of compliance principles as suggested by the OIG in preventing the submission of erroneous claims and in combating fraudulent conduct. The Human Resources Manager is responsible for initial employee orientation and processing, human resource information, federal leave programs and the workers compensation program. The Director of Compliance oversees all areas of compliance and Human Resources.

Maintenance

Includes vehicle maintenance and property maintenance. Each of the areas operates independent of the other.

Fleet Maintenance Division (Vehicles) includes the over-all management, preventative maintenance, repair and/or upkeep of the ambulance fleet and other Jan-Care/GEMS vehicles. Jan-Care/GEMS vehicles are managed by the Director of Fleet Maintenance.

Maintenance Division (Property) includes the over-all management, repair and/or upkeep of the EMS stations, offices, classrooms and other Jan-Care/GEMS property. Jan-Care/GEMS property is managed by the Maintenance Coordinator.

The President and the Executive Vice-President maintains the Chain of Command while keeping an open door policy and are ultimately responsible for all areas of the company.

Together the employees, supervisors, managers and executive staff form the Chain of Command at Jan-Care/GEMS. Employees should use the Chain of Command to mitigate their issues and problems whenever possible.

EQUAL EMPLOYMENT OPPORTUNITY – AFFIRMATIVE ACTION PROGRAM

Our employees are our most important resource. We are committed to positive employee relations. Our policy is to treat all employees fairly in all aspects of their employment.

Equal Employment Opportunity-Affirmative Action Program (EEO-AAP). Jan-Care/GEMS Ambulance is committed to equal employment opportunity for all qualified employees and applicants for employment without regard to race, color, religion, sex (including pregnancy), sexual orientation, national origin, disability, age, genetics (GINA), veteran status (Vietnam Era, special disabled or other eligible veteran). Please notify the Executive Vice-President immediately if you suspect any violation of EEO-AAP policy.

Jan-Care/GEMS

JAN-CARE/GEMS is committed to ensuring equal employment opportunity. The Company does not discriminate with respect to race, religion, color, ancestry, disability, sex, sexual orientation, age, national origin, Veteran status, or any other protected class under federal, state, and local law with respect to its employment decisions. This policy applies to the treatment of employees during employment, selection for training, promotion, transfer, pay rates and other forms of compensation, and all other aspects of employment.

DEFINITION OF EMPLOYEE STATUS

For purposes of wage and salary administration and eligibility for overtime payment and employee benefits, JAN-CARE/GEMS employees are classified as follows:

Full-time regular employees: *Field employees may be scheduled by administration five (5) day shifts per week or three (3) twenty four (24) hour shifts per week.*

Full-times regular employees: *Office employees are hired to work a normal work week in accordance with established schedule of at least 40 hours per week on regular basis.*

Full-time regular employees: *Dispatch employees are hired to work an alternating schedule of 36 hours one week and 44 hours the next as to established schedule.*

Part-time regular employees: *Field: four (4) full shifts per six (6) month period*

Part-time employees: *Dispatch and Office are employees that are not regularly scheduled for more than 36 hour per work week.*

You will be informed of your initial employment classification during orientation. If you change positions during your employment as a result of a promotion, transfer or otherwise, your supervisor will inform you. If you have any questions regarding your employment classification at any time, please ask your supervisor. Attendance is an essential function of every job status. New employees have a ninety (90) day Benefits Eligibility Period. Upon completion

of the Benefits Eligibility Period, employees are obligated to contact the Employer's Innovative Network for information on the benefits available.

WORK ASSIGNMENTS

Your supervisor will assign your work to you. Please ask your supervisor any questions about your work assignments.

From time to time, you may be assigned to different stations, departments or schedules which are not within what you may consider normal assignments. Working at different assignments gives you the opportunity to learn more about the company's total operation and to become a more valuable employee. Jan-Care/GEMS reserve the right to assign any employee to any area of operation at any time.

The emergency nature of EMS operations necessitates management's ability to dictate continuum of ambulance coverage. Therefore ANY field EMS provider can be required to remain on-duty past their scheduled end of shift if relief personnel are not present. Off-going EMS personnel can be mandated to remain on –duty from 07:30 am to 11:30am.

DRESS CODE

FIELD: Each full time field employee at Jan-Care/GEMS will be issued uniforms a pair of boots can be ordered at the employee's expense from Jan-Care/GEMS Supply.

Each employee is responsible for keeping his or her uniform clean, wrinkle free, and in good repair. If an article requires special laundering because of bio-hazard exposure please red bag the article and send to supply, with identification and employee ID on the outside. The following policies will also be enforced:

- *Nametags must be worn at all times forward facing.*
- *Only Jan-Care/GEMS issued pants and shirts may be worn*

- *Boots must be clean, black , polished and with rubber lugged soles*
- *Only Black Belts are permitted*
- *Only Jan-Care/GEMS issued ball caps may be worn, do rags are not permitted.*
- *Only prescription sun glasses may be worn outside of the vehicle. Employees may only wear sun glasses while driving vehicles.*
- *Hair is to be neat, clean and groomed. It must be pulled back and under control at all times. Styles must be in compliance with health regulations and off the collar. Hair color must be of a natural color.*
- *Fingernails must be clean, trimmed and well-kept for sanitary reasons. Synthetic nails are not permitted.*
- *Employees must be clean shaven if they have a beard or goatee it must be trimmed off the jaw line.*
- *Necklaces may be worn, but for safety reasons they must be worn inside the shirt. Bracelets are not permitted.*
- *One pair of stud earrings may be worn by female employees. No other facial or body adornments including tongue piercing are allowed. Male employees may not wear earrings.*
- *Uniform pins and awards must be Jan-Care/GEMS issued.*

Appearance is a crucial factor in providing quality service at Jan-Care/GEMS. While on duty you are expected to be in full uniform at all times. A Jan-Care/GEMS T- shirt may be worn in substitution of the issued uniform shirt between the hours of 2300 and 0700. Full uniform should be worn on any and all PR events. In the event that the employee is in T-Shirt the dress uniform shirt should be kept on the ambulance.

The wearing of the company uniform or any clothing with the Jan-Care/GEMS logo in places that could bring discredit to the company, such as bars, clubs, adult entertainment locations, casinos or gaming locations, is strictly prohibited.

In addition to the uniform, the employee is expected to be clean and odor free while on duty at Jan-Care/GEMS.

The uniforms, badge, and photo ID issued to you belong to Jan-Care/GEMS and upon your separation of employment you are required to return all issued uniforms and equipment within 72 hours of separation. If Uniforms are not returned in a timely manner, Jan-Care/GEMS will pursue recovery of any uniforms not returned by separated employee through all legal means possible, including, but not limited to, placement in collections and legal action.

STATION VISITATION

In-station visitation will be allowed between 0930 and 2200 hours seven days a week based on the following parameters.

-Each employee may have immediate family members or a “significant other” in station for up to a total of 60 minutes each regular shift period Monday through Friday and up to 90 minutes on Saturday and Sunday.

-On Easter, Memorial Day, July 4th, Labor Day, Thanksgiving and New Year’s Day four (4) hours of visitation will be allowed

-On Christmas Eve and Christmas Day the station will be open for visitation anytime between 0730 and 2300 hours.

-Stipulations placed on station visitation within the categories listed above:

-the employee being visited must physically be on-station, if the employee must leave for any reason the visitors must also leave.

-Visitors are allowed in station “common” areas only; i.e. living room, dining room, kitchen and bathroom. No visitors are allowed in bedrooms or in ambulances.

-A professional conservative business atmosphere must be present within the station and visitors must conduct themselves in an orderly manner at all times.

-The employee is responsible for the actions of the visitor and any damages that may occur.

-Visitors cannot interfere with other employees at the station or with company operations. It is understood that stations are “work areas” for on-duty personnel. Employees are to utilize their on-station time to complete paperwork and daily tasks, study as necessary and remain rested. Any interference with this daily routine is not acceptable.

-Fellow employees are to notify supervisor or management if the actions, activities or degree of visitation cause undue hardship. Prompt investigation and remedies will be implemented as deemed necessary.

-If an employee does not adhere to these policies then disciplinary action may be taken by management including loss of visitation privileges for one shift, one week, one month or indefinitely. Further, management reserves the right to take other disciplinary action up to and including discharge.

PERSONAL ITEMS

Jan-Care/GEMS authorizes field employees to bring their personal hygiene items and toiletries, as well as bed linens, pillow and blankets to company stations.

Jan-Care/GEMS prohibits employees from bringing, storing or displaying pornography, weapons or illegal items at company facilities.

Employees are discouraged from bringing valuable personal items to company facilities; game systems, stereos, electronic tablets or computers, cash or other valuable items.

Jan-Care/GEMS assumes no responsibility for personal items. In order to discourage theft, all employees have a responsibility, upon request, to open lockers, bags, packages and automobiles on company property for inspection.

PROPRIETARY PROPERTY

Some information about the activities and operations of Jan-Care/GEMS is available to the public. However, officers, directors, managers and employees of Jan-Care/GEMS will, in the course of their service or employment, have access to information that is not readily available to the public, or to individuals not acting in an official or employment capacity.

It is the policy of Jan-Care/GEMS that officers, directors, managers and employees may not disclose, divulge, or make accessible confidential information belonging to, or obtained through their affiliation with Jan-Care/GEMS to any person, including relatives, friends, and business and professional associates, unless such persons have a legitimate need for such information, and Jan-Care/GEMS has authorized disclosure.

Employees shall use confidential information solely for the purpose of performing services as an employee of Jan-Care/GEMS.

Do not reference or cite company clients, patients, partners, or customers without their express consent. In all cases, do not publish any information regarding a patient PHI. Refer to HIPAA Privacy Policy.

Respect copyright laws, and reference or cite sources appropriately. Plagiarism applies online as well.

All information disseminated to employees that is of a proprietary nature and is confidential information includes, but is not limited to:

- *Information about Jan-Care/GEMS's finances, including current and future business plans, computer systems, security codes, personnel information and associated documents, strategic scheduling, ops planners, coverage plans, facility contracts, contract bids, call count and analysis reports, or CAD reports obtained while working as an employee of Jan-Care/GEMS Ambulance will be held in the strictest confidence from any outside person or agency;*

- *Details of litigation, legal settlements and other legal matters that Jan-Care/GEMS is involved in, which legal counsel has not authorized for disclosure outside board meetings, or the Jan-Care/GEMS offices;*
- *The names, addresses, and other contact information for Jan-Care/GEMS employees, except as necessary to disseminate materials within the organization or to allow supervisors to contact employees;*

Confidential personnel information may not be released by Jan-Care/GEMS without prior consent from the employee; provided nothing contained in this section could be construed to limit employee's rights to engage in activities that are protected in section 7 of the Labors Relations Act.

The obligation to keep information confidential continues after an employee, or other individual ends employment with Jan-Care/GEMS.

Any staff member, or other individual who purposely, or through a failure to exercise reasonable care, causes confidential information to be disclosed may be subject to disciplinary action, including termination, or other sanctions allowed by law.

EMPLOYEE CODE OF CONDUCT

As a Jan-Care/GEMS employee, you have obligation to perform within the standards outlined in our Code of Conduct.

Work to the best of your ability. We expect you to be on time and complete your full shift.

Follow the company policies. We expect you to follow the rules in this handbook and to observe company policies and practices.

Be a good representative of Jan-Care/GEMS. You are Jan-Care/GEMS to our patients, their families, the public and other stakeholders with whom you have contact.

Be a good team member. We are all members of one team. Our common goal is to provide an excellent experience for our patients, facilities, and communities. For the Jan-Care/GEMS team to work effectively, we must all do our share and also help our fellow employees. You should conduct yourself in an honest, responsible manner and demonstrate a considerate, cooperative and constructive attitude in your dealings with your fellow employees, facility staff, patients, and the community.

The image of being an ethical company - just like our reputation for safety and high quality patient care – is a valuable asset. Preserving that reputation is the job of every Jan-Care/GEMS employee.

Jan-Care/GEMS's Standard of Business Practices provide consistent guidelines we can all use in how we deal with each other, our patients, our facility customers and other healthcare professionals. Jan-Care/GEMS's team members are known for trying to do what is right and fair. Occasionally, business can present us with complex ethical issues. Sometimes it is difficult to know what's right and what's wrong. We encourage you to ask yourself the following list of simple questions, which might help in these situations.

- *Are my actions legal?*
- *Am I being fair and honest?*

- *Will my actions be right in the long run, and not be just a short-term solution?*
- *Will I feel good about myself afterwards?*
- *Would I feel okay if my actions appeared on the front page of the local newspaper?*
- *Am I sure that my actions won't embarrass or damage either Jan-Care/GEMS or others?*

RECORDING MILEAGE ON EPCR

Employees should only record the actual odometer readings from the time the patient is loaded into the ambulance until the time the patient arrives at his or her destination. Employees should not list any mileage other than the actual odometer readings on the ePCR.

If the employee forgets to obtain the mileage they should leave the mileage blank. At no time should the crew estimate, guess, or make up mileage. Any false mileage listings will result in disciplinary action.

ANTI-HARASSMENT POLICY

Jan-Care/GEMS believes that all employees are entitled to a workplace free of harassment, and expects that all employees will treat each other with courtesy, dignity and respect. Jan-Care/GEMS takes its obligation to maintain a workplace free of harassment very seriously and any employee who violates this policy and engages in such conduct will be subject to disciplinary action, up to and including discharge.

Jan-Care/GEMS will not tolerate any type of harassment or bullying directed at any employee because of that employee's gender, race, religion, age, disability, national origin, ancestry or any other legally protected basis. Moreover, because of Jan-Care/GEMS' strong disapproval of offensive or inappropriate sexual conduct at work, all personnel must avoid any action or conduct which could be viewed as sexual harassment, including unwelcome sexual advances, requests for sexual acts or favors, or other verbal or physical conduct of a sexual nature. This prohibition against harassment includes but is not limited to all verbal, visual or physical conduct such as comments, slurs, jokes, making gestures, threats, cartoons, touching or other similar conduct. Additionally, this policy prohibits harassing behavior communicated through any electronic media source such as email, text messaging, internet websites, and any other electronic resource. This policy also prohibits any comment or action that is gender-based, whether it is sexually oriented or not, which could constitute gender-based harassment.

Any employee who believes that he or she has been subjected to any type of harassment at work should bring this matter to the immediate attention of his/her supervisor. If the supervisor is the offending party or if for any reason an employee does not feel comfortable talking with the supervisor about the complaint, the employee may address the issue with the Chief of Staff. The employee should also immediately contact Employers' Innovative Network LLC if this occurs. Any employee pursuing any such complaint is assured that no

retaliation will occur as a result. Such complaints will be treated in as confidential a manner as possible. However, depending upon the circumstances, absolute confidentiality may be impossible to guarantee in order to complete a thorough investigation of any allegations and to take corrective action, should any harassment be proven to have occurred. If harassment is found to exist, appropriate action will be taken. Those employees who are found to have engaged in any type of harassment will subject to disciplinary action, up to and including discharge.

RELATIONSHIPS AT WORK

A spouse or an individual involved in a romantic relationship with a management employee may not be hired at any operation without the prior written approval of the Executive Vice President.

Similarly, employees involved in a romantic relationship may not work in a direct supervisory-subordinate situation or any other situation in which influence could be exerted, directly or indirectly, on future decisions concerning the status of employment, transfer, promotion, or compensation without the written approval of the Executive Vice President.

If employees working in a supervisory-subordinate situation become involved while working, at least one employee will be removed from the supervisory-subordinate situation. The employees involved in the situation may choose which of the employees will be transferred. If the employees cannot choose, management will make the decision with the approval of the Executive Vice President.

USE OF COMPUTER RESOURCES

The Company maintains information system resources in the form of e-mail, electronic voicemail, facsimile, internet and other such devices. These resources are provided to support the Company's daily operations.

These resources are intended to assist in the efficient and effective day-to-day operations, and provide access to public information. All employees should be aware that the company reserves the right to access and disclose the contents of all electronic files or data created or maintained on all Company-provided IT systems. No personnel shall have any expectation of privacy with respect to any such files or data. The confidentiality of such materials is not guaranteed.

The effective use by employees of Company-provided IT resources is important to the Company. To help improve the effectiveness of your use of these resources, incidental and occasional personal use is permitted so long as such use does not interfere with existing rules or policies of the Company, disrupt or distract the conducting of Company business due to the volume or frequency, involve solicitation, involve a for-profit personal business activity, have the potential to harm the Company or its personnel, or involve illegal activities. Company personnel are specifically directed to be responsible in their use of Company IT resources by accessing only files, data and protected accounts that are your own, that are publicly available, or to which you have been given authorized access. Moreover, employees should refrain from monopolizing systems, overloading networks with excess data, and wasting computer time or other IT resources. Employees should not give their password to any other persons and should guard against unauthorized access to your account.

Employees are specifically prohibited from distributing any offensive or harassing comments, disparaging others based upon race, national origin, sex, sexual orientation, age, disability or political or religious beliefs. Employees are also prohibited from distributing incendiary statements which might include violence if they describe or promote the use of weapons or devices associated with terrorist activities. Employees are also prohibited from distributing or soliciting sexually oriented messages or images. Finally, employees must be

aware and refrain from the unauthorized use of copyrighted materials or other person's original writings.

SOCIAL NETWORKING POLICY

In general, staff members should think carefully before posting online, because most online social platforms are open for all to see. Despite privacy policies, staff members cannot always be sure who will view, share, or archive the information that is posted. Before posting anything, you should remember that you are responsible for what is posted online. It is always best to carefully consider the risks and rewards with respect to each posting, and to use your best judgment and exercise personal responsibility when posting to any social media sites. If you have any doubt about what you are about to post online, it is probably better not to post it, since once something is placed in cyberspace, it is often difficult to retract the message or image.

Jan-Care Ambulance/GEMS will apply this policy in a fair and non-discriminatory manner, consistent with all applicable laws. Keep in mind that any conduct that adversely affects your job performance, the job performance of other staff members, our patients, customers, suppliers, other agencies or entities we work with (including others who work on behalf of our Agency), or otherwise adversely affects the legitimate business interests of Jan-Care Ambulance/GEMS may result in corrective counseling or disciplinary action up to and including termination.

A. What You May NOT Post On the Internet and Social Media

*Posting the following types of information on the Internet is **specifically prohibited** under this policy and may lead to corrective counseling and discipline up to and including termination:*

- 1. Protected Health Information.** *You may not post or otherwise disseminate protected health information (PHI) on the Internet or social media site in any form (text, photo, audio, or video). Information that you learn and/or collect about patients while performing duties for Jan-Care*

Ambulance/GEMS is generally going to fall under the category of PHI whenever it identifies or reasonably could be used to identify a patient. Things that identify a patient include, but are not limited to, a patient's:

- *First, last or full name*
- *Street address, city, county, or zip code*
- *Date of birth*
- *Phone number*
- *Social security number*
- *Medical record number*
- *Health plan number*
- *Account number*
- *Driver's license number*
- *Vehicle identification number or license plate number*
- *Image or video where the image or video shows the patient's face or other identifying feature*

In addition, any information that might reasonably identify a patient could also be PHI. For example, images or videos of a patient's body or body parts, information about specific response locations and destinations, or information about the nature of an illness, injury, or incident could be enough to identify a patient and could constitute PHI. Please refer to the definition of PHI in this policy and ask our HIPAA Compliance Officer if you have any questions about what is PHI. A good question to ask in order to determine whether the information is PHI is this: Would someone who knows the patient be able to identify the patient from the information? If so, as a general rule you should not post it.

2. Confidential or Proprietary Information about Jan-Care

Ambulance/GEMS or the Agencies We Work with. *You may not post confidential or proprietary information about Jan-Care Ambulance/GEMS or any organization or person that Jan-Care Ambulance/GEMS interacts with in conducting business. This means you should not be sharing things*

like undisclosed details that are not publicly known or obtainable, about our contractual arrangements or other confidential business information with other parties. Please refer to the definition of confidential or proprietary information in this policy, and you may consult with a supervisor if you have any questions about what information might fall under this definition.

- 3. *Explicit or Obscene Sexual Images or Content.*** *You may not post lewd or obscene photographs, images, or any content (text, images or videos) of a sexually explicit nature while in Agency uniform or with Agency equipment or logos in view.*

- 4. *Unauthorized Postings Portrayed as Being From Jan-Care Ambulance/GEMS.*** *You may not represent that you are speaking or posting on behalf of Jan-Care Ambulance/GEMS without the permission of the Agency. You should never represent yourself as a spokesperson for Jan-Care Ambulance/GEMS unless you are designated as a spokesperson for the Agency.*

- 5. *Content That Unlawfully Harasses, Threatens, or Discriminates Against Others.*** *You may not post content that violates our policies against unlawful harassment and discrimination. Carefully read these policies and ensure your postings are consistent with them. Postings that include discriminatory remarks, harassment, and threats of violence or similar unlawful conduct will not be tolerated. Examples include inappropriate sexual comments about other staff members or discriminatory comments based on age, race, sex, sexual orientation, national origin, ethnicity, disability, religion, veteran's status or other legally protected class, status, or characteristic.*

B. General Rules About Social Networking Related to the Workplace

- 1. No Expectation of Privacy on Agency Devices.** *You should be aware that any Internet activity performed on Agency-owned, operated, or controlled equipment or via Agency Internet (hard-wired or wireless) may be monitored at any time and without notice to ensure compliance with the law and this policy. This includes Agency workstations, laptops, mobile data terminals, smart phones, and other electronic devices.*
- 2. No Access to Illegal or Pornographic Sites.** *You may not access any unlawful sites or any lewd or sexually explicit sites (such as pornography sites) through Jan-Care Ambulance/GEMS equipment or through the Agency Internet connection (hard-wired or wireless) at any time. In addition, you may not access such sites with personal equipment while on Jan-Care Ambulance/GEMS premises or at any time through Agency hard-wired or wireless networks.*
- 3. No Social Networking during Working Time.** *You should not engage in social networking activities while engaged in patient care activities or in patient care areas, while performing work duties (including when operating Jan-Care Ambulance/GEMS vehicles or while in an Agency vehicle even when not driving) or when work assignments (such as clean up, restocking, or PCR completion) are not completed. However, you are permitted to access the Internet on your own personal equipment when you are not on working time. Non-working time is when you have completed all work duties and no assignments or work is pending, such as when you are on a designated meal or break period, or when you would otherwise be permitted to watch TV, relax in the crew lounge, or engage in other personal activities while on duty.*

4. No Taking Videos or Images during Responses or In Areas Where PHI May be Exposed. *To avoid the potential risk of improper disclosure of PHI, as well as to avoid unsafe distractions, you should refrain from taking any images or videos of any kind while on an incident response, while treating or transporting patients or otherwise engaged in incident activities unless expressly authorized to do so by Jan-Care Ambulance/GEMS. Remember, your main focus should be on patient care and the incident itself. This prohibition includes taking videos or images in the billing office, file room, or other areas where patient information may potentially be captured in an image.*

5. Posting on Jan-Care Ambulance/GEMS-Sponsored Sites. *Jan-Care Ambulance/GEMS may use various Internet and social networking tools to communicate with and engage the public and our staff members. Those tools (Facebook, YouTube, Twitter, etc.) are meant to be used in support of Jan-Care Ambulance/GEMS's business objectives. If Jan-Care Ambulance/GEMS engages in such communication, the following procedures apply -- both on Jan-Care Ambulance/GEMS-sponsored sites and in official comments on other sites:*

- *Jan-Care Ambulance/GEMS's social networking or blog posts and comments will be accurate and factual and Jan-Care Ambulance/GEMS will acknowledge and correct mistakes promptly.*
- *On any official sites, pages, or blogs, Jan-Care Ambulance/GEMS will at its discretion delete spam and comments that are off-topic or inappropriate, and will reply to emails and comments when deemed appropriate.*

6. Sensitive Personal Information about Others. *To reduce the risk of identity theft, Medicare and Medicaid fraud, illegal stalking, and other similar*

illegal conduct, you should not disclose personally identifiable information (such as contact information obtained from Jan-Care Ambulance/GEMS files or records), Social Security numbers, credit or debit card or financial account numbers, medical insurance or account numbers or other similar information about staff members, patients, customers or vendors on the Internet.

- 7. Use of Jan-Care Ambulance/GEMS Logo and Uniforms in Images or Video.** *You should not use the Jan-Care Ambulance/GEMS logo, trademark or proprietary graphics in a way which suggests that you are representing the Agency or while you are engaged in any conduct that violates the law or Jan-Care Ambulance/GEMS policies. For example, you should not create a social media page using the Jan-Care Ambulance/GEMS logo in a way that might suggest to readers that Jan-Care Ambulance/GEMS is sponsoring the page. You should not post images or videos of yourself or your co-workers that identify you as Jan-Care Ambulance/GEMS staff members or that show you in an Jan-Care Ambulance/GEMS uniform when that image or video depicts you or your co-workers engaging in what appears to be illegal or immoral conduct (such as acts of violence or the use of illegal drugs), or violations of Agency policy, even if it is being done as a joke.*

C. Guidelines for Posting On the Internet and Social Media

The following are intended as suggestions to help guide you when posting images or content on the Internet. These are things you should consider while engaged in social networking activities:

- 1. Make it Clear You are Speaking on Your own Behalf.** *If it is not obvious from the content, if you post any comments about Jan-Care Ambulance/GEMS on the Internet you should consider:*

- *Disclosing your connection with Jan-Care Ambulance/GEMS.*
- *Using a personal email address (not your Jan-Care Ambulance/GEMS address) as your primary means of identification and contact.*

Whenever possible, you should make it clear you are speaking for yourself and not on behalf of Jan-Care Ambulance/GEMS when posting any content related to Jan-Care Ambulance/GEMS. Where it is not clear or obvious from the content that the post is your own opinion or view and not that of Jan-Care Ambulance/GEMS, you should consider using the following disclaimer:

"The views expressed on this [post; blog; website] are my own and have not been reviewed or approved by my employer."

You should consider adding this language in an "About me" section of your blog or social networking profile.

- 2. *Be Considerate.*** *You should be fair, courteous, and considerate of Jan-Care Ambulance/GEMS staff members, our customers, other agencies we work with and, most importantly, our patients when posting on the Internet and social media sites. Also, please consider that you are more likely to resolve workplace issues and concerns you may have with another person by speaking to him or her directly or by using our internal resolution procedures than by posting complaints to a social media site. Nevertheless, if you decide to post complaints or criticism, you should avoid using statements, images, video or audio that reasonably could be viewed as malicious, obscene, vulgar, threatening or intimidating, defamatory, that*

disparages patients, other agency staff members and other agencies with whom we work, or that might constitute illegal harassment or bullying, or illegal discrimination. Examples of such conduct might include offensive posts meant to harm Jan-Care Ambulance/GEMS or an individual; or posts that could contribute to a hostile work environment or discriminate on the basis of age, race, sex, sexual orientation, national origin, ethnicity, disability, religion, veteran's status or other legally protected class, status, or characteristic.

- 3. **Be Honest and Accurate.** You should strive to always be honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open and honest about any previous posts you have altered. Remember that the Internet archives almost everything; so even deleted postings can often be recovered. You should not post any information or rumors that you know to be false about Jan-Care Ambulance/GEMS, other staff members, customers, patients, our business partners or our competitors.*

D. Retaliation is Prohibited

Jan-Care Ambulance/GEMS prohibits taking adverse action against any staff member who makes a good faith report of a possible violation of this policy or for cooperating in an investigation. Any staff member who retaliates against another staff member for reporting a possible deviation from this policy or for cooperating in an investigation may be subject to disciplinary action, up to and including termination from employment.

E. Any Questions, Contact a Supervisor

If you have any questions about the details or scope of this policy, please contact your immediate supervisor. If you are unsure if a comment or image you are about to post is acceptable or not acceptable under this or any other Jan-Care Ambulance/GEMS policy, you are always welcome to discuss it with your supervisor or the Compliance Department.

EMPLOYEE RESOURCE CENTER (EMPLOYEE INTRANET)

Upon completing employee orientation, a computer login account will be created for employee usage. The login id# will be assigned at orientation. Access this account by navigating via web browser to www.jancare.com and clicking on employee login at the top right hand of the page.

This resource center is intended to aid both employees and management in facilitating communication via the online message center, as well as making forms and other tools available to employees. There are several tools available. Employees are required to login at least once every shift to check messages and receive updates.

PRIVACY AND CONFIDENTIALITY OF PROTECTED HEALTH INFORMATION

Jan-Care/GEMS operate within National standards for the protection of certain health information as outlined by the Health Insurance Portability and Accountability Act (HIPAA) and Health Information Technology for Economic and Clinical Health Act (HITECH). It is the responsibility of all personnel to maintain the confidentiality and privacy of patient health information and the equipment retaining such information.

PHI (Protected Health Information) is any information, whether oral or recorded in any form or medium that is created or received by a health care provider, health plan, public health authority, employer, life insurer, school or university, or health care clearinghouse; and relates to the past, present, or future physical or mental health or condition of an individual; the provision of health care to an individual; or the past, present, or future payment for the provision of health care to an individual.

ALCOHOL/DRUG & CONTROLLED SUBSTANCE ABUSE POLICY

The purpose of this policy is to establish and maintain a workplace free from the influences and dangers of the use of drugs and alcohol. The Company has instituted this policy to ensure that all Company operations have drug and alcohol free work environments.

- ***Illegal Drugs and Alcohol***

Prohibited conduct: The Company strictly prohibits and will not tolerate the unlawful manufacture, distribution, purchase, possession, sale, or use of illegal drugs, or consumption of alcohol on Company premises or in vehicles which the Company owns, leases, rents or otherwise operates. In addition, the Company prohibits employees and contractors from reporting to work under the influence of or in an impaired condition due to illegal drugs or alcohol.

- ***Prescription Drugs***

Prohibited conduct: The Company prohibits employees from working while taking a prescription drug which impairs that employee's ability to perform his or her job. An employee must inform the worksite supervisor if he or she is taking a prescription drug which could or may impair his or her ability to perform his/her job. Any employee taking a prescription drug which may impair

his/her ability to perform his/her job will not be permitted to drive a company vehicle or drive a personal vehicle to conduct company business.

OTC (Over the Counter) medication, herbs and supplements

Prohibited conduct: The company prohibits employees from working while taking OTC medications, herbs and /or supplements which impairs the employee's ability to perform his or her job. An employee must inform the worksite supervisor or safety officer if he/she is taking OTC medications, herbs and/or supplements which could impair his or her ability to perform their job. Any employee taking an OTC medication, herbs and /or supplements which may impair his/her ability to perform his/her job will not be permitted to drive a company vehicle or drive a personal vehicle to conduct company business.

DRUG AND ALCOHOL TESTING

- *Pre-employment Drug Testing*

All applicants who receive conditional offers of employment must undergo pre-employment drug testing. All applicants for employment who receive a conditional offer of employment must sign a Pre-employment Drug Testing Authorization Form as a part of the application process. If the applicant refuses to sign this form, his or her application will be incomplete, and the Company will not consider the applicant for employment.

Positive result: An employee who tests positive for illegal drugs or alcohol will have the opportunity to explain the result. If the employee's explanation is unacceptable, the individual's employment will not continue with the company. A contractor who tests positive for illegal drugs or alcohol will have the opportunity to explain the results. If the explanation is unacceptable, the

contractor will be prohibited from working for the Company and from working on Company premises.

- ***Random Drug Testing***

All employees who meet certain criteria within what is deemed a safety sensitive position will be subject to random drug testing. All employees randomly selected to undergo random illegal drug testing must sign a Drug Testing Authorization form. If an employee refuses to sign this form, he or she may be discharged immediately.

Positive result: An employee who tests positive for illegal drugs or alcohol will have the opportunity to explain the result. If the employee's explanation is unacceptable, the Company will discharge the employee immediately. An employee whose test is negative for illegal drugs and alcohol will be reinstated immediately. A contractor who tests positive for illegal drugs or alcohol will have the opportunity to explain the results. If the explanation is unacceptable, the contractor will be prohibited from working for the Company and from working on company premises.

- ***Reasonable Suspicion Drug and Alcohol Testing***

All employees and contractors will be subject to reasonable suspicion drug and alcohol testing. The Company may require an employee or contractor to undergo drug and/or alcohol testing if it has cause to believe that he or she is under the influence of or impaired due to illegal drugs or alcohol. That is, the Company must have a reasonable, good faith, objective suspicion that the employee that the employee or contractor is using illegal drugs in violation of this policy. This suspicion must be documented on an Investigation Report Form. Additionally, this belief cannot be arbitrary and must be based upon facts and reasonable inferences, including, but not limited to:

- *Direct observation of illegal drug or alcohol use and/or the physical symptoms or manifestations of being under the influence of illegal drugs or alcohol;*
- *Abnormal conduct or erratic behavior while at work, including a significant degradation in an employee's or contractor's performance; or*
- *Information from a reliable and credible source that an employee has caused or contributed to an accident at work while under the influence of drugs or alcohol.*

Consent: All employees required to undergo illegal drug or alcohol testing must sign a Reasonable Suspicion Drug and Alcohol Testing Authorization Form. If an employee refuses to sign this form, said refusal will be deemed an acknowledgement of the suspected drug or alcohol use, and he or she may be discharged immediately.

Positive result: An employee required to undergo reasonable suspicion testing for illegal drugs or alcohol will be suspended immediately pending the results of the test. An employee who tests positive for illegal drugs or alcohol will have the opportunity to explain the result. If the employee's explanation is unacceptable, the Company will discharge the employee immediately. An employee whose test is negative for illegal drugs and alcohol will be reinstated immediately. A contractor who tests positive for illegal drugs or alcohol will have the opportunity to explain the results. If the explanation is unacceptable, the contractor will be prohibited from working for the Company and from working on Company premises.

The Company reserves the right to take whatever measures necessary and appropriate to implement this policy. This policy will become effective immediately and supersedes all earlier policies, whether written or oral, related to drugs and alcohol in the workplace. The Company reserves the right to modify or discontinue this policy at any time.

SMOKING

In keeping with Jan-Care/GEMS's intent to provide a safe and healthful work environment, smoking in the workplace is discouraged. Smoking is strictly prohibited inside any company building. Smoking areas are designated outside of the buildings. This policy applies equally to all employees, customers, and visitors.

WORKPLACE INVESTIGATIONS

At certain times Jan-Care/GEMS may require you to cooperate with an internal investigation. All employees have a responsibility to assist and cooperate with any investigation. As an employee your cooperation in any internal investigation is deemed necessary and is not optional. Your failure to cooperate, or your intentional sabotage of any internal investigation, can be grounds for disciplinary action, up to and including termination. All internal investigations conducted are considered confidential. All information given to management will be kept as confidential as practically possible. Your failure to keep confidential any information discussed during the course of an investigation can be grounds for corrective action, up to and including termination.

PAYROLL PROCEDURES

Employees will be paid weekly, preferably by direct deposit. If direct deposit cannot be accomplished your weekly pay check will be mailed to the address you have provided.

Paystubs are available electronically through a secure website for employees. Each pay period you have the ability to go on-line and view or print your stubs

as needed. For those of you who do not participate in direct deposit, you will still have the ability to view and print your check stubs as needed.

Employees who fail to correctly record and verify their worked time by the deadline may experience a delay in receiving their pay. Employees will only be paid for the time that they record. If an employee feels there has been an error in the calculation of their pay they are to complete and submit a “Payroll Discrepancy Form”. Errors regarding an employee’s pay will be addressed as soon as possible.

BENEFITS ELIGIBILITY PERIOD

THE COMPANY ALWAYS RESERVES THE RIGHT TO TERMINATE AN EMPLOYEE AT ANY TIME, EITHER DURING OR AFTER THE BENEFIT ELIGIBILITY PERIOD. COMPLETION OF THE BENEFIT ELIGIBILITY PERIOD DOES NOT CREATE A CONTRACT OF EMPLOYMENT. ALL EMPLOYEES REMAIN AT-WILL EMPLOYEES.

INSURANCE BENEFITS

Certain insurance benefits are available to you as an employee of JAN-CARE/GEMS.

The first ninety days of your employment is a Benefits Eligibility Period. Upon completion of the Benefits Eligibility Period, you will be notified as to what benefit options may be available to you. During an employee's benefit eligibility period, the employee is not entitled to receive and does not accrue any paid leave. Therefore, no such benefits are accrued nor are payable upon termination during the benefit eligibility period.

After the 80th day of the 90 day Benefits Eligibility Period eligible employees are obligated to notify the Employee Benefits Coordinator that they are requesting an application for the optional insurance coverage. Notification must be made by direct telephone conversation at 1-800-408-1173 and ask for the Benefits department.

If the employee fails to notify the Employee Benefits Coordinator within the initial application period the employee may not be eligible to apply for health insurance until the open enrollment, which is January of each year. If you

experience loss of coverage you must notify the Benefit's Coordinator within 30 days of the qualifying event.

A \$15,000 dollar life insurance policy is provided for all Full-Time employees at no cost to the employee.

VACATION

After one year of continuous full time employment regular full-time employees are entitled to one week of vacation with pay.

Vacation pay is based on the employee's customary base wage for one week. Vacations are scheduled from Sunday through the next Saturday unless otherwise stated.

The number of employees taking vacation in any one division or department at one time will be limited so that each division or department will have enough employees to serve our patients, communities and the needs of the organization.

An employee is eligible for vacation upon successful completion of one continuous year of Full Time employment.

Employees who have completed one (1), two (2), three (3), and four (4) years of continuous employment from their initial regular full-time employment date will be entitled to one week of vacation time per year.

Employees who have completed five (5) or six (6) years of continuous employment from their initial regular full-time employment date will be entitled to one week plus one extra day of vacation time each year.

Employees who have completed seven (7), eight (8) or nine (9) years of continuous employment from their initial regular full-time employment date will be entitled to one week plus two extra days of vacation time each year.

Employees who have completed ten (10) years through nineteen (19) years of continuous employment from their initial regular full-time employment date will be entitled to two weeks of vacation time each year.

Employees who have completed twenty (20) or more years of continuous employment from their initial regular full-time employment date will be entitled to three weeks of vacation time each year.

Employees can take only one week of vacation at one time unless specifically authorized by management.

If you terminate your employment, a two week notice will be required to receive a payout of any unused vacation time; involuntary terminations will not receive payout of any unused vacation time.

If an employee changes status from full-time to part-time, the employee will receive a payout of any unused vacation if given a two week notice.

SICK LEAVE

Upon completion of one continuous year of full-time employment, an employee will be entitled to three days of paid sick leave.

If an employee is not eligible for sick pay and has to miss work for a legitimate injury or illness, management will work with the employee, to the extent possible, to help secure additional shifts to help off-set the decrease in pay during the illness or injury period.

Sick leave is not intended to be used for personal time, vacation time, hunting, weekend extension or any other reason not directly related to immediate physical health of the employee.

Sick leave taken during major holidays; New Year's Eve, New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, or Christmas or during the first week of rifle deer hunting season or other major event will require a physician's letter verifying illness or injury.

Sick leave is only to be used for the purpose intended. Sick leave does not accrue and is not compensable at termination; sick leave cannot be rolled over year to year.

Sick leave may be used as bereavement leave under certain circumstances.

When an employee's minor child is acutely ill or injured the employee may petition management discretion for use of sick leave to provide immediate care.

All regulations listed above to cover an employee's personal sick leave are also enforced for the employee's use of sick leave for the illness or injury of their child.

Any misuse or misrepresentation of illness or injury or an employee who fraudulently uses sick leave for purposes other than intended per this policy is subject to disciplinary action up to and including discharge.

Employees who exhaust the apportioned three paid sick days per year must use existing vacation days for further absences or call-offs.

BEREAVEMENT

Jan-Care/GEMS offers bereavement leave to full-time and part time employees after the loss of an immediate family member. The employee's immediate supervisor authorizes the use of sick leave for the purpose of bereavement leave. An eligible employee may take up to two days of paid sick leave for a death in the immediate family. The supervisor has the discretion to deny bereavement leave under exceptional circumstances. The immediate family includes: spouse, child, mother, father, sister, brother, mother-in-laws and father-in-law, brother and sister-in-law, grandparent and grandparent-in-law. If additional time is needed, vacation or unpaid personal leave may be taken with supervisory approval.

Bereavement leave is not compensable if sick leave is exhausted.

FAMILY AND MEDICAL LEAVE

Under the Family and Medical Leave Act of 1993, any employee who has been employed for at least twelve months and has worked at least 1,250 hours during the past twelve months is entitled to twelve weeks of unpaid family medical leave during a twelve month period under certain circumstances. Family or medical leave will be granted if the employee needs to care for a newborn, newly adopted child or newly placed foster child; the employee needs to care for his/her spouse, child or parent who has a serious health condition; or the employee has a serious health condition that renders him/her unable to perform in the functions of his or her position.

If leave is requested for a serious health condition, the employee must provide written certification of the nature and extent of the illness. A second opinion may be required. Moreover, an employee may be requested to provide medical certification during an absence, as necessary. The office manager will have these forms. During any such leave, an employee must first utilize all accrued vacation leave. Any insurance premiums that are paid by the company will continue to be paid by the company; however, the employee is responsible for any insurance premiums that are a payroll deduction. You may contact Employers' Innovative Network LLC for additional information.

After the expiration of the leave, an employee may return to his/her former position or an equivalent position, unless the employee's employment would have been terminated regardless of the leave. If the employee's leave involves a serious health condition; the employee will be required to provide medical certification of his/her ability to resume his/her job obligation when he/she returns to work. If the employee's leave is for any reason extended beyond the initial twelve week period, EIN cannot guarantee the employee a position upon his/her return, although efforts will be made to place him/her upon the end of the leave. Employees should be aware, however, that a position may not always

be available at the time of their return, and, in such cases, their employment may be terminated.

Family medical leave for medical or family health care reasons may be taken intermittently or on a reduced leave schedule when medically necessary. Family medical leave for child care reasons may be taken on a reduced or amended leave schedule if management approves the leave on such basis. Requests for family or medical leave must be submitted in writing at least thirty (30) days before the leave is to commence or as soon as possible if thirty day notice is not practicable or foreseeable under the circumstances. In addition to providing the above described written certification of the nature and extent of the illness and other medical certification as necessary, employees must promptly notify management if they no longer intend to return to work at the expiration of the leave, if they wish to return at the end of the leave but may be unable to do so, if the circumstances described in the original certification have changed significantly, or if they desire an extension of the leave (but not to exceed a total of twelve weeks).

MILITARY FAMILY LEAVE

If an employee or an employee's family member is a service member of the United States Armed Forces, an employee may be entitled to additional leave benefits under FMLA. FMLA provides eligible employees working for covered employers two leave rights related to military service:

- 1. Eligible employees are entitled to up to 12 weeks of leave because of "any qualifying exigency" arising out of the fact that the spouse, son, daughter, or parent of the employee is on active duty, or has been notified of an impending call to active duty status, in support of a contingency operation.*
- 2. An eligible employee who is the spouse, son, daughter, parent, or next of kin of a covered service member who is recovering from a serious illness or*

injury sustained in the line of duty on active duty is entitled to up to 26 weeks of leave in a single 12-month period to care for the service member. This military caregiver leave is available during “a single 12-month period,” during which an eligible employee is entitled to a combined total of 26 weeks by combining all applicable available FMLA leave.

REPORTING WORK RELATED INJURIES

Jan Care’s policy is to work with each on-the-job injured employee, Insurance (worker’s compensation) and various medical providers to facilitate the employee’s return to work (either full-duty, light duty, modified duty, job status change or with specific restrictions) as soon as possible.

Jan Care assumes the knowledge, talent and experience each employee possesses can be utilized in some capacity, even during a recovery period. Within the requirements of the company Jan Care will consider any reasonable physical accommodation or restriction during rehabilitation and expects full cooperation from the employee.

Employees WILL exercise safe work practices and OBEY all safety rules.

Every employee is to call the dispatch center with any work-related injury or illness immediately or as soon as the call is completed or before the end of your shift no matter what the severity is, unless it’s life threatening, and let the dispatcher know about the injury. The employee then needs to ask the dispatcher to connect them with their supervisor or Risk Manager. The employee MUST report the injury to the supervisor or Risk Manager. If the injury is life threatening, proceed to the nearest emergency department.

The employee will complete an EIN Employee’s Report of Injury Form. These forms MUST be completed within 24 hours of the injury. If the injury is severe, the form may be completed at a later date or more appropriate time when the employee is physically able to document the accident. The employee is required to complete these forms. Obtaining signed statements as soon as possible

following an accident ensures that Jan Care has an accurate account of how the injury occurred. These statements are important in helping to correct hazards and prevent the accident from recurring.

MEDICAL TREATMENT AND RESUMPTION OF WORK

Minor Injury with no lost time: If the injury can be treated through application of first aid techniques, the employee can remain at work and return to normal duties, with no lost time. But the injury must be reported! At all times, Jan Care encourages employees to seek treatment, if necessary. But, if the employee determines it can be treated by first aid, then the employee can remain at work with first aid treatment.

More Serious Injury: Employees, who experience an injury/illness which requires care beyond first aid, must be seen by a Preferred Provider of the workers' compensation carrier. Again, if it is a life threatening injury, the injured employee will be taken to the nearest emergency department.

If the employee seeks medical treatment, the employee must provide Jan Care with the excuse for time seen. If the healthcare provider has directed the employee to remain off work; the employee must notify his or her supervisor immediately by telephone and return the paperwork as soon as possible. The injured employee will not be able to return back to full duty work without a written release from the treating healthcare provider.

RETURN TO WORK POLICY

If released to modified/light duty, the injured employee will be assigned to work that is within the scope of the restrictions given by the healthcare provider. Current positions can be modified to fit an injured employee's medical

restrictions by modifying workstations, altering specific tasks or reducing hours. While working in a modified duty assignment, the employee will receive the same base rate of pay per hour received while working in his/her regular position. A modified duty assignment in another department does not constitute a transfer to that position.

Employees placed on modified duty are subject to Jan Care's policy and procedure handbook, such as, calling in, reporting for work, requesting time off, etc. Failure to comply with Jan Care's policy and procedure handbook while on modified duty will result in the same discipline as set forth in Jan Care's policy and procedure handbook.

Employees MUST keep Risk Management informed of current medical status. This includes providing the Risk Manager immediately with acceptable written medical documentation listing specific physical limitations, listing of all medications, and restrictions, if any, resulting from a job-related injury and imposed by the attending physician, so that transitional duty may be identified, when appropriate.

All medical appointments scheduled by the treating physician MUST be kept. Failure to keep appointments may result in termination of the workers' compensation benefits.

OTHER COMPENSATION RELATED INFORMATION

If the injury/illness was the result of the employee violating safety rules or engaging in unsafe or careless behavior, the employee may be disciplined up to and including discharge of employment.

If the injury/illness was not reported within the time frame set forth in this policy, the employee may be disciplined up to and including discharge of employment.

No matter how minor an on-the-job injury may appear, it is important that it be reported within the time frame set forth in this policy.

Neither the employer nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social or athletic activity arranged by the employer.

FINAL WORD

This handbook is a guide to our policies and your employee benefits and responsibilities. We have made a sincere effort to provide a system of compensation and employment policies that are mutually beneficial to the company and to you. We are interested in you as a person and we want to help you succeed at Jan-Care/GEMS.

This handbook states the current personnel policies and practices of Jan-Care/GEMS and is provided for informational purposes for our employees. Jan-Care/GEMS reserves the unilateral right to change any handbook provision at any time and in any manner, without prior notice to or consultation with its employees. Additional policies may be communicated in the future as addenda to this handbook.

None of the policies or practices described in this handbook constitutes or can be construed as a contractual obligation of Jan-Care/GEMS to employ an employee for any specific term or to discharge an employee for only cause. Nothing in this handbook limits the right of Jan-Care/GEMS to terminate, at its will, its employment relationship with an employee for any reason or for no reason, with or without cause, at any time with or without notice or warning.

RECEIPT OF EMPLOYEE GUIDELINES

I, the undersigned, acknowledge that I have received, read, and understand JAN-CARE/GEMS Employee Guidelines. I have been afforded the opportunity to ask any and all questions that I may have regarding these guidelines.

*I understand that it is my responsibility to read and understand the full contents of the guidelines, which describe important information **about** JAN-CARE/GEMS and the expectations JAN-CARE/GEMS has for its employees.*

I understand that abiding by the rules and policies herein is a condition of my continued employment with JAN-CARE/GEMS

I further acknowledge my understanding that the Company may add to or change these rules and policies from time to time. I further understand that these may not be the only rules of the Company, and that there may be additional rules and regulations relating to the operation of my assigned department or the operation of the Company. I understand that if I have any questions regarding the contents of the guidelines, or if I have questions regarding my employment which are not addressed by the guidelines, it is my responsibility to consult my supervisor, or EIN.

I understand that these guidelines and its provisions are designed to serve only as a guide to JAN-CARE AMBULANCE/GEMS, and that these policies and rules are not a contract of employment.

JAN-CARE/GEMS has the right to make unilateral changes in its employee guidelines, including wages and benefits.

I understand, if hired or currently employed, my employment can be terminated with or without notice at any time for any reason or no reason. I am an at-will employee.

I also understand that no management official is authorized to make any oral assurances or promises of continued employment including wages and benefits, and that any such pledge or agreement must be in writing and signed by the president of the company.

I also understand that these guidelines supersede all previous employee guidelines issued by Jan-Care/GEMS.

Signature

Print