

EMPLOYEE HANDBOOK

Our Mission

The mission of The Pines at Davidson is to provide housing, healthcare and a full range of other services to meet the physical, emotional, intellectual, social and spiritual needs of its residents.

In pursuing its mission, The Pines at Davidson will set itself apart by the following:

- Promoting residents' self-fulfillment through service and community involvement;
- Operating as a nonprofit community established by members and friends of Davidson College Presbyterian Church with their planning and charitable gifts;
- Attracting and retaining a professional and caring Staff serving under the strategic guidance of a committed Board of Directors;
- Offering a location in a charming and vibrant college town; and,
- Maintaining attractive and modern facilities well matched to the evolving needs of older residents.

WHILE THE PINES UPDATES THE INFORMATION ON THIS PAGE FROM TIME TO TIME, ALL POLICIES AND PRACTICES ARE SUBJECT TO CHANGE WITHOUT NOTICE. IF ANY INFORMATION FOUND ON THIS PAGE IS OF SPECIAL INTEREST TO YOU, PLEASE BE SURE TO ASK IF THE PARTICULAR POLICY OR PRACTICE IS STILL IN EFFECT WHEN YOU CALL OR VISIT US.

Overriding Goal

To be the best retirement community in the southeast and the retirement community of choice in Davidson and the surrounding area.

Strategic Goals

1. To maintain exceptional, up-to-date, *QUALITY FACILITIES AND SERVICES*.
2. To continually develop and retain a *CARING, TALENTED, AND LOYAL TEAM*.
3. To have truly *DELIGHTED RESIDENTS* who are The Pines' best ambassadors.
4. To nurture and foster *STRONG COMMUNITY RELATIONS*.
5. To maintain *FINANCIAL STABILITY*, enabling
 - Financial security for residents;
 - Repair and renovation of buildings, equipment and grounds; and,
 - Attraction and retention of high performing staff.
6. To be the unquestioned continuing care *RETIREMENT COMMUNITY OF CHOICE* in Davidson and the surrounding area.

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Notice

The Handbook is intended only as an outline of some of our policies, procedures and benefits and as an announcement of the way we intend to operate in most situations, depending on the circumstances and our needs at any given time. Our policies and procedures, whether or not contained in this Handbook, are not an employment contract, nor are they terms of an employment contract, and they in no way limit or affect the Company's right to terminate an employee at any time, for any reason, nor do they affect or limit your right to leave at any time.

Obviously, no handbook can contain everything that you may want to know, and no policy can ever be regarded as fixed for all times. The Company must have the flexibility to make corrections and adjustments as we proceed into the future. We will try to keep you advised of changes, but policies and procedures may be changed or varied at any time without notice and without revising the Handbook or other policy or procedure statements.

Welcome

On behalf of the Board of Directors, the residents, and the staff of The Pines, it is a pleasure to welcome you as a new employee. You are now a member of an employment team which has been established to provide resident care and services of the highest quality. While our buildings, grounds and amenities are among the most beautifully appointed in the retirement community field, it is you, the employee, who determines the quality of life for our residents.

At The Pines, every employee is a valuable team member whose contributions are unique and important. Because of this fact, there are no unimportant employees at The Pines.

While The Pines is a nonprofit organization, it is more than a business enterprise -- it is an extension of the Davidson College Presbyterian Church -- and as such represents Christian values. As part of a caring atmosphere, you will find attitudes that reflect tenderness, concern, love and a sense of fairness to all.

I pledge to you my best efforts to assist in creating a workplace environment that will allow you to perform at your highest potential of ability and growth. Working together, we shall make a significant difference in the lives of those we are called to serve.

Sincerely yours,
THE PINES AT DAVIDSON

Eddie L. Muller
Executive Director

Introduction

The Pines' History

Over ten years ago interested residents of Davidson initiated pursuit of the dream of a retirement community in the Davidson area. Discussion among the membership of Davidson College alumni evolved into action, and by 1981 serious planning to convert a dream into reality had begun. The Pines is the culmination of dreams, hopes, research, monetary commitment, and hard work of many people dedicated to this effort.

A project of this magnitude required the involvement of many individuals and organizations. Davidson College Presbyterian Church, Davidson College, the Mecklenburg Presbytery of the Presbyterian Church, and the sponsoring entity of The Pines at Davidson are just a few of the related organizations which support The Pines. Numerous citizens of the town of Davidson and of neighboring towns and cities were also indispensable to the success of The Pines.

From this abundant support base, I welcome each employee of The Pines to the organization, and trust you will enthusiastically adopt the spirit of the organizers whose dream of a continuing care retirement community now provides your employment. You will have the opportunity to be a viable part of the employment team that will convert the history of a dream into the present and future reality of retirement community living for those we serve.

Sincerely,

Robert L. Avinger, Jr.
First Chairman, Board of Directors
The Pines at Davidson

What The Pines at Davidson Is

The Pines at Davidson, Inc. was founded in 1983 as a result of the interdenominational efforts which arose from the Davidson College Presbyterian Church (DCPC). DCPC is responsible today for electing The Pines at Davidson's (The Pines) Board of Directors.

The Pines is a non-stock, non-profit, charitable organization under Section 501(c)(3) of the Internal Revenue Code. Gifts to The Pines are therefore treatable as charitable contributions. As a non-stock corporation, any financial surplus remains within the corporation for the benefit of the residents. The Pines receives no Medicaid or Medicare reimbursements.

The Pines is a Continuing Care Retirement Community (CCRC) dedicated to providing quality housing, residential services and health care to its residents aged 62 and older in a caring and fiscally responsible manner which meets their changing needs over time. This continuum of care consists of housing where residents live independently and receive residential services such as meals, activities, housekeeping and maintenance; support services for residents who require assistance with activities of daily living; and health care services for those who become temporarily ill or who require long-term care.

The Pines is based on the concept of self-insurance whereby every continuing care arrangement involves a contract between residents and The Pines that, at a minimum, guarantees shelter and access to various health care services for the balance of the residents' lifetime. In return, the residents agree to pay a lump sum entrance fee upon moving to the community and monthly payments thereafter.

It is The Pines' policy that a resident's contract will not be terminated solely because of a financial inability to continue to pay the monthly charges due under the terms of the contract for reasons beyond the resident's control so long as the policy can be followed without impairing The Pines' ability to attain its objectives while operating on a sound financial basis. The Pines has established an endowment fund, the income of which will be used to provide financial assistance to residents whose circumstances change.

Policies and Practices:

Equal Employment Opportunity

It is the policy of The Pines to afford fair and equal employment opportunity to all persons regardless of race, color, sex, national origin, age or disability. All employment decisions and practices, including hiring, training, promotion, transfers, compensation, and benefits are nondiscriminatory and based solely on merit. Our purpose is to provide a work environment that is free of discrimination.

We also intend that the work environment will be free of any intimidation, hostility, or harassment based on or motivated by discrimination. We view such conduct as a very serious matter, and no form of such intimidation or harassment will be tolerated. Harassment encompasses a broad range of physical or verbal behavior, but some examples of prohibited conduct are:

- Physical or mental abuse.
- Acts and statements including jokes, slurs or insults that are of a racial, ethnic or sexual nature.
- Unwanted physical contact, including hugging, brushing or bumping against another person.
- Sexual advances.
- Requests for sexual favors.
- Any offensive behavior or language that creates a hostile or intimidating work atmosphere because of its sexual, sexist, racial, or ethnic content.

This list of examples is not all inclusive. Any employee who believes that he or she has been subjected to discrimination or discriminatory harassment should report the conduct immediately to the Executive Director or any supervisor. All complaints and related information will be investigated and kept strictly confidential.

Sexual Harassment Policy

It is the commitment of The Pines to provide a working environment for all its employees free of sexual harassment. We will not condone such harassment of our employees, and any violation of this policy will result in disciplinary action, up to and including discharge.

All employees who reasonably believe they have been subject to or have knowledge of such sexual harassment should immediately report all such incidents to a Department Head, the Vice President or the President/Executive Director. A confidential investigation of any complaint will be undertaken immediately.

The Pines recognizes that the issue of whether sexual harassment has occurred requires a factual determination based on all the evidence received. The Pines also recognizes that false accusation of sexual harassment can have serious effects on innocent men and women. We trust that all employees will continue to act in a responsible and professional manner to establish a pleasant working environment free of discrimination.

Dating Of Employees By Supervisors

Supervisors are prohibited from dating, flirting with and having physical contact with employees whom they are responsible for supervising, including employees who report to employees whom they directly supervise. This policy also applies to all employees whom a supervisor may temporarily supervise, including but not limited to cases where a supervisor temporarily serves as a Manager-On-Duty or Weekend Duty Officer with responsibilities over a department or the entire facility. Violation of this policy may result in immediate termination.

Americans with Disabilities Act Policy

It is the policy of The Pines at Davidson not to discriminate against qualified individuals with disabilities and to provide reasonable accommodations as required by law to otherwise qualified applicants or employees with disabilities in all employment practices, including job application procedures, hiring, advancement, job assignments, leaves of absence, transfers, layoffs, demotions, discipline, discharge, compensation, fringe benefits and job training. Employment opportunities will not be denied to an otherwise qualified applicant or employee because of the need to make a reasonable accommodation to the physical or mental impairment(s) of such individual.

Employment of Relatives

The Pines considers each applicant for employment on the basis of the person's own qualifications. As such, preferential consideration or treatment based on a family relationship is prohibited.

In accordance with The Pines' policy, an individual will not be placed in a position having substantial direct or indirect decision-making influence upon the employment, progress, salary or supervision of a member of his immediate family, such as a spouse, child, father, mother, brother, sister, father-in-law, mother-in-law, grandparents, grandchildren, brothers-in-law, or sisters-in-law.

Employment of Minors under age 16

No one under the age of 16 will be employed by The Pines in any capacity.

DATING OF EMPLOYEES UNDER 18

Adult employees 18 years of age and older are prohibited from dating, flirting with and having physical contact with employees who are minors under the age of 18. Violation of this policy may result in immediate termination.

Employment of Aliens

Prospective employees who are not citizens of the United States must have appropriate visas and work permits.

Hours of Work

The Health Care Unit functions around the clock, seven (7) days a week, every day of the year. The department where you will work has its own schedule of working hours to fulfill its responsibility toward resident service or patient care. You will be assigned an hourly work schedule by your supervisor and punctuality is of utmost importance. When you are unable to report to work as scheduled, you must notify your supervisor at least one (1) hour before the scheduled shift starts. Employees are not normally scheduled to work more than 40 hours per week.

Usually, two 15-minute rest periods and a 30-minute meal period will be scheduled for each full-time shift. Rest periods may not be available to all employees at all times. Your supervisor will inform you of scheduled rest and meal periods; these are to be recognized as privileges to be taken when work loads and schedules permit. You will be expected to limit rest breaks and meal periods to the prescribed time specified.

Overtime

Occasionally, you may be asked to work overtime. Overtime will be paid to all employees except certain exempt administrative personnel at the rate of time and one-half (1 1/2) your base rate of pay. Your overtime pay will be calculated in one of two ways. Under the "80-hour rule" you will be paid overtime for all hours worked in excess of eight (8) hours in one day or 80 hours in one pay period. Under the "40-hour rule" you will be paid overtime for all hours worked in excess of 40 hours in one week. Your supervisor will inform you as to how your overtime is calculated. Overtime must be authorized in advance by your supervisor.

Payday

Your paycheck is issued every other Wednesday and represents payment for time worked during the two (2) weeks ending at midnight the Saturday eleven (11) days prior to payday. There are 26 paydays each calendar year. You are paid for all time worked from the first day of employment. Your supervisor will pick up your check and give it to you.

Payroll Deductions

Both the Federal and State governments require that income taxes be withheld from wages. These deductions are made from standard tables and vary according to amount of salary, marital status and number of dependents. A Social Security tax is withheld and matched by The Pines to provide retirement, disability and survivors' benefits.

Performance Appraisal

On a day-to-day basis, you and your supervisor will have ongoing discussions and feedback about your performance and how it relates to your job requirements. To supplement these daily dialogues, The Pines has a formal performance appraisal system.

Annual appraisals are done on or about July 1 of each year. Some departments give more frequent performance appraisals.

Salary increases are based upon a merit system which considers an individual's work performance. Salary increases will be pro-rated during an employee's first year of employment and in years when the employee is on Leave of Absence or FMLA Leave. The decision of whether or not to award an annual salary increase is made at the sole discretion of The Pines based in large part upon the recommendation of each Department Head.

The formal performance appraisal form becomes a permanent record of your job performance and will be kept in your personnel file in the personnel office.

Disciplinary Procedures

In order to provide a uniform approach to the handling of employee job-related problems, The Pines has established a system of disciplinary procedures. The primary responsibility for enforcing policies pertaining to discipline lies with the supervisory staff. Supervisors will take appropriate consistent disciplinary action when necessary and within the limits of their authority. The usual disciplinary process for individuals who have been employed by The Pines for more than 90 days involves the progressive steps outlined below which are intended to give employees adequate notice of unacceptable performance and sufficient time for self-correction and improvement when appropriate. The progressive steps are not usually followed to discipline individuals who have been employed for 90 days or less. The disciplinary steps consist of four stages:

1. Verbal warning.
2. Written reprimand.
3. Final written reprimand.
4. Termination.

Supervisors will take into account the severity and seriousness of an incident when determining the appropriate disciplinary step to be taken. Situations where immediate dismissal is warranted include, but are not limited to, the following:

1. Accepting tips.
2. Theft.
3. Reporting to work under the influence of intoxicating substances or the use of intoxicating substances on the premise.
4. Possession, use, sale or distribution of illegal drugs and abuse of legal drugs both on and off duty and on and off the premises.
5. The insubordination or willful refusal to carry out instructions and job assignments.
6. Giving false, incomplete or misleading information when applying for employment or making a false, incomplete or misleading statement to any Company representative or on any Company records, including time records, at any time.
7. Fighting or other acts of violence.
8. Immoral or obscene conduct.
9. Inappropriate use of The Pines' equipment or release of confidential information.
10. Sleeping on the job.
11. Willful neglect of patient welfare.
12. Behavior that reduces compatibility and harmony among co-workers or in any way lessens the corporation's effectiveness with external relationships.

13. Any adult employees of The Pines who date, flirt with or have physical contact with other employees of The Pines who are minors under the age of 18.
14. Consensual sexual relations on the premises or during working hours.
15. Discrimination, including but not limited to intimidation, hostility or harassment, because of race, color, sex, national origin, age or disability.

Grievance Procedure

To insure that all employees are treated fairly, The Pines has established a formal grievance procedure regarding a policy or procedure that he/she feels has been administered improperly or unfairly. Any employee has the right to use the grievance procedure to express a legitimate complaint without fear of retribution or prejudice.

The grievance procedure steps are:

1. An employee who has a work-related complaint or problem should contact his/her supervisor within five (5) weekdays (a weekday is defined as Monday through Friday) of the time the problem occurred. The supervisor will have a meeting with the employee not more than five (5) days after a meeting has been requested. After the meeting, the supervisor will investigate the problem and provide a solution or explanation within five (5) weekdays.
2. If the problem is one that the aggrieved employee does not feel comfortable discussing with his/her supervisor, the employee may begin the grievance procedure by going directly to the Executive Director.
3. If the problem or complaint is not settled to the satisfaction of the employee, he/she may request a meeting with the Executive Director or his/her designee.

Open Door Policy

Our "Open Door Policy" simply means that you are free to discuss with us any problem at any time with no reluctance or hesitation. This is one of the most important benefits offered to you as an employee of The Pines.

As you would expect, we would prefer that you begin by discussing your problem or question with your supervisor unless the problem directly involves your supervisor and is so sensitive that you feel you cannot discuss it with your supervisor comfortably. If your supervisor is unable to answer your question or to resolve your problem satisfactorily, you are perfectly free to talk directly to the Executive Director. By the same token, if the problem is one that you cannot discuss comfortably with the Executive Director, you can feel free to discuss it with your supervisor who will serve as your advocate, presenting your problem to the Executive Director on a confidential or anonymous basis if necessary. It is The Pines' policy, and the Executive Director's firm intention, to answer all inquiries by employees and to do what is reasonable to resolve complaints in a way that will be fair to all concerned.

Solicitation

To ensure the welfare of our residents and promote the efficiency and quality of resident services, The Pines has adopted certain policies on solicitation and on the distribution of written materials. The policies apply to all solicitation and distribution other than that which is incidental to the normal operation of The Pines, or that which is of benefit to The Pines, its residents, or charities, and which has been approved by the Executive Director in advance. With these exceptions, the following rules shall be strictly observed and enforced:

Non-Employees:

All solicitation and distribution by non-employees on the premises is prohibited.

Employees:

1. Solicitation by employees during working time is prohibited in all areas.
2. Solicitation by employees is prohibited at all times in immediate resident care areas. Immediate resident care areas include residents' rooms, treatment areas, dining areas, corridors, sitting rooms, elevators and stair wells substantially used by residents and guests or to transport residents.
3. Distribution of literature or other written materials by employees is prohibited during working time in all areas and during nonworking time in all working areas and immediate resident care areas.
4. Violations are to be reported to your supervisor immediately. Employees violating this policy will be subject to disciplinary action, up to and including discharge, without further warning.
5. Working time for purposes of this policy is defined as those periods which are designated for the performance of assigned job tasks by the employee doing the soliciting/distributing or the employee being solicited or given material. Working time does not include times when employees are properly not engaged in performing their duties, such as meal time and break time.

Incl ement Weather

During periods of inclement weather, you should make every attempt to come to work if scheduled. If you find it impossible or ill-advised to come to work, you should telephone your supervisor, or their designee, no later than one hour prior to the beginning of your shift. If you fail to provide this notice, then your absence will be recorded as "Absent Without Notice." If it is necessary for you to come to work, The Pines may make every effort to pick you up and bring you home. You will only be paid for hours worked and not travel time or waiting time.

If you do not report to work due to unfavorable weather, and you notified your supervisor, or their designee, at least one hour prior to the beginning of your shift, then you will be recorded as "Absent Without Pay." You cannot use sick days, vacation days, or holidays for absences due to inclement weather. If you are sick during inclement weather, however, you can use available sick days. In this case, your supervisor may require you to provide a physician's verification.

Release of Patient Information

It is extremely important that medical information regarding our patients be kept confidential. Any willful violation of this patient right by any employee can be cause for severe disciplinary action, including immediate termination.

Employees are cautioned not to discuss any patient in a public place or with anyone (other than a patient's family member) not involved in that patient's care and treatment.

Release of any patient information to the news media should be directed through the Administrator's office during normal working hours. At night and on weekends and holidays, this information should be released by the Nursing Office.

Jury Duty

The Pines at Davidson believes that every employee has an obligation when called upon to perform jury duty. The Pines advocates that employees called to perform civic duties are allowed to do so without penalty.

Therefore, full-time and permanent part-time employees who perform jury duty will be paid the difference between the jury duty fees received and their regular pay for scheduled hour coinciding with those hours served on jury duty.

This benefit is not available for part-time, temporary, and PRN employees, and is not available during the first ninety (90) days of employment.

To receive jury duty pay the following needs to take place prior and following your jury duty:

1. You should promptly notify your immediate supervisor upon receipt of the court summons. A copy of the official notification must be provided to The Pines.
2. Report to work when not required to be present in court.
3. Call-in daily to your supervisor to report status on returning to work.
4. Each pay period that entails jury duty, you are to turn in your payslip in order to receive your pay difference.

Absent Without Notice

You are expected to provide your supervisor with adequate notice if you will be unable to report to work. "Adequate notice" is defined as notifying your supervisor, or their designee, one hour prior to the scheduled start of your shift that you will be unable to report to work.

Each shift or work period missed where there is a failure to call or follow notification procedures will constitute a separate violation for the purposes of this policy.

1. A violation of this rule may result in a Written Reprimand for the first offense.
2. A second violation of this rule may subject the employee to a Final Written Reprimand.
3. A third violation of this rule may subject the employee to discharge, if the third violation occurs within one year of the first two violations.

Failure to call and show for scheduled work for two consecutive scheduled work shifts will constitute a voluntary resignation without notice, unless it was impossible to give such notice.

One exception to the above policy relates to the ninety (90) day probationary period. One (1) failure to report to work without giving your supervisor adequate notice will result in immediate termination if it occurs during your first ninety (90) days of employment.

If you are scheduled for work and do not report to work and you do not notify your supervisor, or their designee, at least one hour prior to the beginning of your shift, then you cannot use sick days, vacation days, or holidays for these absences.

General Information:

Safety

Your personal safety is of major concern to The Pines. Every reasonable precaution is taken to provide a safe place to work. Safety rules will be enforced. However, without your (and every employee's) sincere cooperation, safety rules are of little value in preventing accidents.

Job safety is mostly common sense, but following these rules will help prevent most accidents.

1. Know your job duties and perform them the right way, the safe way.
2. Report unsafe conditions or practices to your supervisor immediately.
3. Abide by all safety rules and regulations, and encourage others to do so.

You should ask your supervisor about specific information regarding safety policies and procedures, emergency planning and any safety rules or practices unique to your department.

The Carolinas Healthcare System physician who treats you may refer you for a follow-up appointment with him or her or for an appointment with a Carolinas Healthcare specialist. This will be indicated on the pink sheet you receive from the physician's office. Your Department Head or a representative from the Business Office may at times notify you of follow-up appointments that have been scheduled for you.

If at any time an appointment cannot be kept, notify your supervisor.

- Injuries not treated immediately

Occasionally an injury does not need immediate attention, and upon arrival at home medical attention becomes necessary. The designated treatment centers remain the same as listed on the previous page.

Upon arrival at the treatment center, indicate to the treatment personnel that your company is a Carolinas Healthcare System client. As soon as possible, call The Pines and leave a message for your Department Head that you have had to seek medical treatment. If you cannot reach your Department Head at work, leave a message for him/her on the answering machine at the main number (896-1100) or at the nursing station (896-1463). Both of these numbers can be used 24 hours per day.

Upon treatment and discharge, you will be given a pink sheet which must be given to your supervisor as soon as possible. This pink sheet will have instructions and results of your visit for treatment.

- In the event the physician releases you to work with restrictions The Pines may offer you work that meets the restrictions outlined by the treating physician.
- Failure to use the Carolinas Healthcare System network for treatment of on-the-job injuries may result in your claim not being covered by worker's compensation insurance.

Smoking

Because The Pines is considerate of its patients and residents and desires to maintain a professional atmosphere, employee smoking is restricted to the facility smoking room located around the corner from the Dining Services Office and outside terraces. Employees are not allowed to smoke in areas designated for resident smoking. The Town of Davidson law prohibits smoking in corridors, elevators and stairwells.

Security

The Pines provides around-the-clock security officers for the protection of employees, patients, residents, visitors, and property. The officers are trained to assist in emergencies such as fires, natural disasters and bomb threats.

All instances of theft, lost property or serious misconduct on the part of any person in or around The Pines should be reported immediately to the Security Department.

Fire

Fires are terrifying experiences regardless of where they originate. When a fire occurs in a retirement nursing home, the potential for loss of human lives and property is significant. The combination of large volumes of combustible materials (disposable medical supplies, sheets, mattresses, paper products), and the total helplessness of certain patients in the event of evacuation, contribute to this potential for a catastrophe.

Prevention is the best form of fire protection for patients, visitors, and employees. This means recognizing potential fire hazards, such as smoking in unauthorized areas, electrical equipment defects and poor housekeeping, and reporting these to the area's supervisor immediately.

If you see smoke, if you see fire, if you smell something burning, you should:

1. Remove any persons from immediate danger (if a room fire, close door after persons are removed).
2. Pull fire alarm at nearest station.
3. Dial "911," report location of fire or smoke and your name.
4. Close all room doors (patient room doors, windows and vents).
5. Use appropriate fire extinguisher or fire hose to fight fire, if judged safe, until help arrives.
6. Do not use an elevator during a fire situation, unless directed by the Fire Department. Use the stairwell.

Name Tags

At the time of your employment you will be issued a name tag which you are to wear at all times while on duty at The Pines. If your tag is lost or damaged, contact the Business Office regarding replacement. Your name tag must be returned in order to collect your last pay check.

Parking

Employees have designated parking areas which are as follows:

Nursing employees - behind the Health Center.

Maintenance - by the building near the loading dock.

All others - in the parking areas by the dumpsters and storage building.

All employees will be issued one parking sticker at the time of employment at no cost. This sticker is removable and should be displayed inside the front windshield on the opposite side from the inspection sticker. Replacement stickers will cost \$2.00 each. Vehicles found without a sticker or parked in an undesignated area will be ticketed. An employee who receives an excessive amount of tickets will receive a written reprimand from his/her supervisor. Upon termination of employment with The Pines, the parking sticker must be returned before receiving your final paycheck.

Personal Matters:

Change of Status

Accurate and up-to-date records pertaining to you and your job are kept in the administrative office. You should report any changes in name, address, emergency notification or educational status to Administration. Changes in exemptions, insurance and beneficiaries should also be reported.

Telephone

The Pines' telephones are to be used only for The Pines' business. Only emergency personal incoming calls will be permitted in the work area.

Mail

Please direct all personal mail to your home address.

Tips

It is the responsibility of all employees to do the best job they are capable of without any thought of receiving a tip or gratuity. Acceptance of a tip or gratuity may be a reason for immediate dismissal.

Personal Business

Appointments, visits from relatives or friends, visiting patients and other personal business must be conducted during off-duty hours.

Dress Code

Standards of cleanliness and appearance must be maintained at all times. Employees should be careful of their personal hygiene and selection of attire in order to display professionalism and inspire confidence in their ability. Extremes that detract from a professional image must be avoided. Blue jeans are not appropriate dress for an area where the employee comes in contact with the residents or patients. Talk to your supervisor for specifics concerning your departmental dress code. Those employees who change into uniforms should wear appropriate attire while entering and leaving The Pines.

Other Information:

Bulletin Boards

Bulletin boards, located throughout The Pines, help you keep up with changes in rules and regulations, special announcements and other items of general interest. Keep informed by reading notices posted on the bulletin boards in your area. No posting can be made on a bulletin board without prior approval from your supervisor.

Permanent Part-Time Employees and Benefit Coverage

A permanent part-time employee is one regularly scheduled to work at least 64 hours, but less than 74 hours, per bi-weekly pay period. PRN's or others who work on an as-needed basis are not permanent part-time, regardless of the number of hours worked. Employees who are regularly scheduled to work 74 or more hours per pay period are considered full-time employees who can earn the full amount of paid days off. Permanent part-time employees are eligible for vacation days, sick days and catastrophic days on a pro-rata basis.

Vacation Policy:

1 - 4 1/2 Years of Service

You will earn five days of vacation after every six months of service. For example, during your first year of employment you will be eligible for five vacation days after six months on the job. After one year of employment you will be eligible for another five vacation days. You will earn vacation at this rate through your first four and one half years of service.

After 4 1/2 Years of Service

After your four and one half year employment anniversary date, you will earn 7.5 days of vacation for every six months of service. Therefore, during your sixth year and subsequent years of employment, you will be able to take at least 15 days of vacation. Over the course of your sixth year of employment you will earn 15 vacation days.

No vacation accrues for partial six month periods. You must work the entire six month period before earning any vacation.

Vacation Scheduling

Vacations should be scheduled well in advance and at a time convenient to the work unit. Your supervisor, together with the Department Head, will approve vacation requests on the basis of work flow, work load, seniority and/or order in which requests for vacation are made.

Vacation Carryover

For your first five years of employment on your employment anniversary date you may carry forward to your next year up to 15 unused vacation days. Thereafter, you may carry forward up to 20 unused vacation days. Exceptions must be approved by the Executive Director.

Cashing in Vacation at Termination

The Pines at Davidson will pay terminating employees for 100 percent of their unused vacation days. No payment will be made if the employee fails to provide two weeks notice prior to terminating. The employee will not be paid for any vacation if the termination occurs in the first six months of employment or the employee is terminated by The Pines for reasons other than lack of work.

Holiday Policy

As scheduling permits, you will be entitled to observe one holiday during the pay periods which include the following holidays:

New Year's Day
Easter Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

If your supervisor is unable to schedule you for your holiday during the pay period which includes that holiday, then you will be allowed to schedule it for a later pay period.

Holidays which occur during a period of illness will be paid as a holiday and not count against sick days or catastrophic days. Notwithstanding the above, holidays do not accrue during a leave of absence.

Employees who wish to observe a religious holiday which is not a holiday listed above may take the time without pay, with at least one week's prior approval from your supervisor.

An employee will earn a seventh holiday each year on the employee's birthday after five full years of employment. The seventh holiday will fall on the employee's birthday or nearest scheduled work day except in situations where a Department Head must reschedule the holiday in order to accommodate the needs of the Department.

Sick Day Policy

Coverage

You will earn three "sick days" with pay for every six months that you work, beginning with your employment date. For example, over the course of your first year employment you will earn six sick days. Sick days will build up at the rate of .5 per month or .231 per bi-weekly pay period, approximately. No sick days with pay can be taken during the first 90 days of employment. Sick leave will build up during this period, however, so that at the end of your first 90 days you will have 1.5 sick days available.

Sick Day Uses

You may use a paid sick day anytime you are sick. You may also use it if you must care for a member of your immediate family. Sick days may also be used in the event of death of an immediate family member. In order to count a day as a paid sick day, you must notify your supervisor, or their designee, no later than one hour prior to the beginning of your shift. Also, your supervisor may require a physician's verification of your illness.

Sick Day Carryover and Cash Redemption

You can carry forward up to 98 sick days. Each year at your employment anniversary date you can elect to redeem unused sick days earned in the prior 12 month period for half pay. The "cash in" price will be based on your salary as of your employment anniversary date, prior to any annual raise taking effect. If you are eligible and wish to cash in unused sick days, your supervisor, together with the Department Head, should send written notification to the Director of Financial Services no later than the end of the second bi-weekly pay period following your employment anniversary date. In the event that your sick days accumulate to 98 days, then you will no longer be eligible to earn additional sick time.

Catastrophic Day Coverage

Coverage

"Catastrophic days" function as short-term disability. They provide you with protection if you miss work for an extended period due to illness or surgery. You will earn one catastrophic day every month you work, beginning with your employment date. For example, over the course of your first year of employment you will earn 12 catastrophic days. No catastrophic days can be used during your first 90 days of employment. Catastrophic days will build up during this period, however, so that at the end of your first 90 days you will have three catastrophic days available.

Eligibility

In order to use catastrophic days, you must miss five (5) consecutively scheduled work days. Also, you must provide a written note from your doctor as to the cause of your short-term disability. Eligibility must be reestablished after returning to work for five consecutively scheduled work days.

Usage

You must first use your unused sick days, holidays and vacation days, respectively, before you may use your catastrophic days. After this requirement has been met, you may use your catastrophic days for those days which you miss in excess of the first five (5) consecutively scheduled work days which establish your eligibility.

Catastrophic Day Carryover

You can carry forward up to 30 catastrophic days. No catastrophic days can be "cashed in."

Requests

Requests for catastrophic benefits should be made in writing and accompanied by a doctor's statement. The Pines reserves the right to have you examined by The Pines' physician.

Leave of Absence

Leave of absence may be granted by the Administration for special purposes, such as further training, extended illness, etc., without any loss of seniority. This is usually granted for a specific period and with the understanding that the employee is to return to work here. Request for leave of absence must be submitted in writing, stating the reason for the leave and the expected length of time needed. Submission of a doctor's note saying that you will be unavailable for work for an extended or indefinite period of time may be deemed to be a request for a leave of absence. No leave of absence will be granted for more than 60 days except for study, military duty, maternity leave, paternity leave and other circumstances qualifying under the Family and Medical Leave Act of 1993. Length of maternity or paternity leave may be up to six months. The provisions of the Family and Medical Leave Act of 1993 will not apply after 12 weeks of absence.

Leave of absence is not available to employees who have not completed six months of employment with The Pines. In addition, the provisions of the Family and Medical Leave Act of 1993, effective August 5, 1993, are only available if you have completed 12 months of employment with The Pines and have worked at least 1,250 hours during the preceding 12 month period.

An employee taking a leave of absence must elect to be paid for any accrued vacation, sick pay, holiday or catastrophic day benefits which would normally be due. During the leave of absence, no vacation, sick leave or holidays will accrue except during the time that you are being paid for vacation, sick or holiday days which you have previously earned. The leave will be without pay except for the payment of benefit days to which you might be entitled as stated above.

The employee returning to duty on or before the last day of a leave of absence will be returned to work if a position is then available, but will not necessarily be returned to his/her former position, hours or rate of pay except as may be required by federal law.

Family and Medical Leave Act

Under the provisions of the Family and Medical Leave Act (the "Act") effective August 5, 1993, employees who have been employed at least 12 months and have worked a minimum of 1,250 hours during the preceding 12 month period are entitled to unpaid, job protected leave for up to 12 weeks when needed to care for the employee's newborn child, a child newly placed with the employee for adoption or foster care, or a seriously ill family member, as well as when such leave is needed because of the employee's own serious illness. The details of the Act's provisions and requirements are set forth in a Department of Labor poster that is posted on the employee bulletin board.

Employees who take leave under the Act will be required first to exhaust all other paid time off to which they are entitled (e.g., accrued sick days, catastrophic, holiday or vacation days) and will then be entitled to leave under the Act, if needed, for a total of no more than 12 weeks. During leave under the Act, no vacation, sick leave or holidays will accrue except during the time that you are being paid for vacation, sick or holiday days which you have previously earned.

Because employees are required to give specified notices under certain circumstances and because the Act contains certain other limitations on an employee's entitlement to leave, you should discuss the matter with the Executive Director as soon as you anticipate that you may need to take advantage of the leave provided by the Act.

Working Together

All of us have a stake in the continued success of The Pines. You have been selected to become an employee at The Pines because we believe you have the ability to do the work and the desire to be a good employee. We believe that job security comes from all of us working together in a team effort. Our success is due to the efforts of employees providing our residents with excellent service at competitive fees. We strive to ensure an open and productive atmosphere for employee satisfaction and growth.

We know that you want and are able to express your suggestions, comments, problems and complaints to us so we can understand each other better. We believe we have the ability, policies and procedures to work together without any third-party interference, such as a labor union. This means that you can speak for yourself and talk directly to your supervisor, rather than have someone else do your talking for you. It is our firm conviction that none of our employees will ever have to pay a union to speak for them.

The law in North Carolina ensures that you do not have to join a union to hold a job. We believe that a union would be of no advantage to any of us, and we will protect your right not to join a union. We will do everything that is legal and proper in order to remain union free.

We are interested in knowing how you feel about your job. If you have a problem in connection with your job, please feel free to discuss it with your supervisor. If this does not resolve the problem, use the "Open Door Policy" to discuss your problem with higher levels of management.