FOR YOUR PERSONNEL FILE
RECEIPT FOR EMPLOYEE HANDBOOK

I acknowledge that I have received the PT Solutions Associate Handbook. I agree to read it thoroughly and if there is a policy or provision in the Handbook that I do not understand, I will contact Human Resources for clarification.

I understand that this Associates Handbook represents only current policies and benefits, and that it does not create a contract of employment. PT Solutions retains the right to change these policies and benefits, as it deems advisable.

Unless expressly proscribed by statute or contract, my employment is "at-will." I understand that I have the right to terminate my employment at any time, with or without cause or notice, and that PT Solutions has the same right.

I understand that the information I come into contact with during my employment is proprietary to PT Solutions and accordingly, I agree to keep it confidential, which means I will not use it other than in the performance of my duties, or disclose it to any person or entity outside PT Solutions. I understand that I must comply with all of the provisions of the handbook to have access to and use PT Solutions resources. I also understand that if I do not comply with all provisions of the handbook, my access to PT Solutions resources may be revoked, and I may be subject to disciplinary action up to and including discharge.

I further understand that I am obligated to familiarize myself with PT Solutions safety, health, and emergency procedures as outlined in this handbook or in other documents.

____________________________________  ____________________
Associate Signature                Date

____________________________________
Associate Name (please print)

11/2013
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WELCOME TO PT SOLUTIONS

Welcome to PT Solutions! We are glad you have chosen to partner with our organization and sincerely wish you the best in your career with us.

Please familiarize yourself with this handbook which was developed to provide you with an outline of benefits, programs and policies available to our partners and associates.

PT Solutions – is a therapist owned private practice. At PT Solutions, we work hard for our patients and clients, and we are constantly challenging ourselves with new programs, facilities, areas of practice, clinical research, and continuing education.

Our MISSION at PT Solutions is to exceed expectations.

Our VISION is to provide service that exceeds expectations. In doing so, we provide:

- Professionals Endowed with Superior Technical and Customer Service Skills
- Facilities which are Clean, Efficient, and Service-Oriented
- Atmosphere of Teamwork and Compassion for Our Patients, Colleagues and Associates
- Innovation in Education and Training
- Community Involvement

Our FOCUS is on providing care in an enjoyable customer service environment and treatment delivery unique to each individual and condition.

Again, welcome and we look forward to working with you.

Sincerely,

Dale M. Yake, PT, DPT, OCS, ATC
Chief Executive Officer
PURPOSE OF THIS HANDBOOK

The associate handbook is intended to provide you with a general understanding of PT Solutions as a practice and its human resources policies. The handbook does not cover every aspect of your role or position with PT Solutions and is not an employment contract. You are encouraged to consult with your supervisor with questions regarding policies or procedures.

The practice reserves the right to modify these policies, benefits or procedures and any changes may be implemented even if they have not been reprinted or communicated or substituted as part of this handbook.

It is understood that employment with PT Solutions is “at will” and may be terminated, with or without cause, at the will of either the associate or “the Practice”.

OUR COMMITMENT

Equal Employment Opportunity (EEO)
It is the policy of PT Solutions to practice a commitment to equal employment opportunity for all qualified persons without regard to race, color, religion, sex, age, marital status, national origin, veteran status or disability. This practice relates to all personnel matters such as compensation, benefits, training, promotions, transfers, layoffs, and recall from layoff.

In the event you have an Equal Employment Opportunity (EEO) related question, problem or complaint, first discuss it with your immediate supervisor. If you are uncomfortable discussing the matter with your supervisor, you may contact Human Resources or the CEO directly. All associates may raise concerns without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to corrective action, including possible termination of employment.

Harassment
PT Solutions is committed to maintaining a work environment that is free from unlawful discrimination and harassment. Unlawful harassment, either intentional or unintentional, has no place in the work environment. Accordingly, it is the policy and shall continue to be the policy of PT Solutions that its associates and their work environment shall be free from all forms of unlawful harassment and intimidation. The policy applies to all associates both male and female. PT Solutions prohibits unlawful discriminatory practices and harassment on the basis of race, color, religion, sex, age, marital status, national origin, veteran status or disability or any other factor protected by law, whether the harassment is caused by another associate, supervisor, manager, or other person. This policy also prohibits unlawful discriminatory harassment by non-associates. This policy applies whether on the premises of conducting PT Solutions or on a business trip beyond the normal business operations. Unlawful harassment can include, but is not limited to, slurs, epithets, threats, derogatory comments and unwelcome jokes which would make a reasonable person experiencing such harassment uncomfortable in the work environment or which would interfere with the person’s job performance. Additionally, unlawful harassment includes verbal and physical conduct of a sexual nature by associate, supervisor, manager, or other person.

Harassment is not limited to sexual harassment. Statements or actions that ridicule or are critical of an individual may be offensive. Accordingly offensive behavior is prohibited.

A complete listing of behaviors or conduct is not possible. Some common examples of such harassment include:
- Using derogatory statements or slurs
- Mocking, ridiculing, or mimicking another’s culture, accent, appearance or customs
- Threatening, intimidating or engaging in hostile or offensive acts that focus on an individual’s race, color, religion, sex, age, marital status, national origin, veteran status or disability or any other factor protected by law
- Offensive jokes or pranks
- Posting offensive material on walls, bulletin boards, distributing by practice email or posting on PT Solutions premises
- Circulating any offensive material

Definition of Sexual Harassment
Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other statement or actions of a sexual or gender-based nature when:
- The harasser states or implies that giving in to or rejecting such conduct will affect an individuals’ employment; or
- Such conduct unreasonably interferes with an individual’s work performance or creates an intimidating or hostile working environment
A complete listing of behaviors or conduct is not possible. Some common examples of such harassment include:

- Threatening to or actually making employment decisions such as lack of promotion, lack or raise, reassignment or discharge if sexual favors are not granted
- Demanding sexual favors in exchange for preferential treatment
- Unwelcome or repeated flirtations
- Propositions or advances
- Unwelcome physical contact
- Leering
- Sexual jokes or use of sexually explicit or offensive language, either in person, in writing or disseminated by email
- Gender or sex-based pranks
- The display in the workplace of sexually suggestive objects or pictures including material from the Internet.

PT Solutions demands that care should be taken in informal situations such as social or business trips.

**Reporting Harassment**

PT Solutions cannot resolve matters that are not brought to the attention of an appropriate member of management. Therefore, everyone will be held accountable for accomplishing our goal of a harassment-free workplace. Any associate who believes he or she is being subjected to unlawful harassment or discrimination by a coworker, supervisor, manager or other individual, whether an associate of PT Solutions or not, or who believes that his or her employment is being adversely affected by such conduct is directed to report such incidents and any other observations of unlawful harassment to the associate’s supervisor, or when necessary, to Human Resources or any member of senior management.

**Investigation**

PT Solutions will promptly investigate any reports of harassment and other discrimination in an appropriate manner while maintaining confidentiality. Confidentiality will be maintained while meeting our legal obligations to conduct a full investigation.

**Resolution**

After an investigation is conducted appropriate action will be taken. Any associate who is concluded to have conducted harassment or discrimination will be subject to the appropriate corrective and/or disciplinary action, up to termination of his or her employment or other relationship with PT Solutions.

**Consensual Relationships**

Consensual, romantic and/or sexual relationships may occur. When a relationship occurs between supervisor and associate, it may affect PT Solutions ability to enforce its policy against sexual harassment. When such a relationship arises, PT Solutions may take appropriate action. Action may include transfer or change in responsibilities of the individuals involved. Any supervisory associate is required to report to PT Solutions Human Resources any such relationship.

**Hiring of Relatives**

For the purposes of this policy, a relative is any person who is related by blood or marriage. The employment of relatives in the same facility or area may present conflicts and inhibit associate morale. Relatives are not allowed to work in direct supervisor associate relationships and relatives should not occupy the same facility.

Relationships that develop should be disclosed as relative relationships and it is the responsibility of the supervisor to report such relative relationships. PT Solutions shall review all situations that develop post initial employment.
ABOUT YOUR JOB

Associate Classification
For the purposes of benefits and other associate matters, PT Solutions has adopted the following associate classifications:

**Full-Time Associates:** an associate who receives a salary or wages from PT Solutions and who regularly works at least 30 hours per week consistently for a period of at least 2 months.

**Part-Time Associate:** an associate that receives a salary or wages and who regularly works between 18 and 29 hours per week.

**Exempt Associate:** an associate who under the Fair Labor Standards Act is a professional or who fulfills a supervisory position. These associates are salaried and paid 1/26 of their established salary each pay period and are exempt from overtime provisions of the Wage and Hour Law.

**Non-exempt Associate:** an associate who under the Fair Labor Standards Act are considered non-professional and do not fulfill a supervisory position. These associates are paid an hourly rate and are eligible when necessary for overtime pay. Overtime hours must be approved by your immediate supervisor.

**PRN Associates:** an associate who works on an as needed basis, generally less than 18 hours per week. These associates work less than part-time hours per week and are not eligible for benefits.

Orientation Period
The first 90 days of employment are considered probationary or orientation in nature. During this period you will become familiar with your role in PT Solutions. The associate’s performance is measured by their supervisor during this orientation period. Unsatisfactory performance may be terminated without cause during this time.

Licensure & Dues
If an associate’s position requires licensure or professional certification, a copy of the current document(s) must be made available to PT Solutions. It is the responsibility of the associate to maintain current professional credentials. Misrepresentation of or failure to maintain current status of professional credentials may result in termination and being reported to the professional licensing agency. PT Solutions will reimburse the fee for professional licensures and state chapter professional dues for APTA, or AOTA. If an associate leaves PT Solutions, he/she will be responsible for reimbursing PT Solutions for his/her licensure and APTA/AOTA dues paid within the year that he/she leaves PT Solutions.

Performance Evaluation
Performance evaluations are scheduled for all associates of the practice in June of each year. This scheduled evaluation is completed based on the prior 12 months of employment. Associates joining within the previous 12 month period will be assessed for time completed. The assessment is not a guarantee of pay increases. Pay increases are determined by supervisor and management teams and may not be related to this time frame.

Performance evaluations will be completed by the immediate supervisor and each associate will have a scheduled meeting time to review performance and the written evaluation.

Additional performance evaluations may be conducted throughout the year at the option of your supervisor and PT Solutions.
Work Schedules and Rest Periods
A regular workday consists of 8, 10, or 12 consecutive hours, exclusive of meal breaks. Your immediate supervisor schedules rest periods when staffing or patient care permits.

Recording Work Hours - Hours worked for non-exempt associates are to be recorded on the PST time sheet and turned into your immediate supervisor on bi-weekly time periods. Work time is considered scheduled clinic hours and does not include meal breaks. Overtime must be approved by your immediate supervisor before performing.

Communication
To keep associates informed about PT Solutions news, policy changes, new programs and special events and to provide associate and departmental recognition, there are several communication methods we use:

Associate and Their Supervisor – Questions and concerns relating to job activities should first be presented to your supervisor. Communication between you and your supervisor should be ongoing and address concerns, duties and expectations. Supervisors can help associates achieve their professional goals by providing career development information.

Department/Staff Meetings – Department and staff meet to communicate goals and objectives and to discuss workplace issues of interest to associates. Associates should check with their supervisor to obtain a schedule of the meeting.

All Associate Meetings – The CEO and COO of PT Solutions and the executive staff meet once a month with associates to present topics of interest, provide information, answer questions and address concerns.

Publications
Marketing – flyers, brochures and other materials provide information on PT Solution events and activities and is a print companion to our internet, www.pt-solutions.us.

Electronic Communications – Communications are regularly sent via e-mail providing associates with up-to-date PT Solutions information.

Paycheck
All associates are paid bi-weekly on a Friday. The workweek consists of seven consecutive days, Sunday through Saturday. A payroll calendar may be obtained from Human Resources.

Pay Deductions – Federal and state laws require us to make the proper deductions from each employee’s wages. Amounts withheld vary according to the amount earned and the number of exemptions claimed. Required deductions include Social Security and federal, state and local income taxes. Associates are responsible for verifying that their deductions are correct.

Incorrect Pay – When an error has been made in an associate’s pay, PT Solutions will make the appropriate corrections. It is the associate’s responsibility to check for and immediately report errors to his/her supervisor.

Garnishment of Wages – Court orders requiring PT Solutions to withhold part of an associate’s wages to satisfy a debt must be accepted by PT Solutions.

Other Deductions – There may be times when PT Solutions may deduct pay from an associate’s paycheck. These deductions would include but are not limited to the following: expenses relating to professional dues, licensures, and continuing education expenses, deductions for failing to complete documentation or failing to comply with required documentation standards.
**Telephone/Computer/Email**
Each associate will occasionally need to make or receive personal phone calls during the working day. In an effort to not interrupt operations of the clinic, personal long distance calls should not be performed and all calls should be brief and to a minimum.

The computers at each facility are property of PT Solutions and should not be used for non-work related downloading of internet material or personal use during business or non-business hours. Damage caused by the download of harmful material; material that either damages components or is considered offensive will be considered in asking for repair by associate or result in disciplinary action.

**Use of Equipment**
Due to risk of injury and the need for provision of services to patients, clinic equipment should not be used as exercise equipment for non-associates either supervised or non-supervised. PT Solutions does not make its equipment available for non-associates or patients.

**Conflict of Interest**
It is expected that each associate will use his or her best judgment for the sole benefit of PT Solutions and its associates. Associates must exercise good faith, loyalty, honesty and fair dealing. It is also important for every associate to avoid actual or apparent conflicts.

If the conflict with PT Solutions does not meet the management and associate’s expectations, the associate’s employment may be subject to disciplinary action up to and including termination.

It is not possible to complete an all encompassing list of potential conflicts. Some of the more common conflicts of interest include:
- Outside employment that constitutes a conflict of interest
- Outside employment that does not allow the associate to meet performance standards or his/her job
- Outside work that conflicts with PT Solutions job requirements including overtime projects related to emergencies or travel requirements.
- Associates should not accept gifts, entertainment, gratuities or other favors from any outside vendor organization which does or is seeking to do business with PT Solutions.
- Associates should also not accept gifts from patients or visitors
- Associates of PT Solutions should not accept direct gifts or favors from patients of any cash or cash value.
ABOUT YOUR BENEFITS/SERVICES

PT Solutions offer a wide array of benefits to associates. Most benefits are limited to full-time exempt and non-exempt associates. PT Solutions reserves the right to modify or terminate plans and programs.

**Medical/Dental Insurance Benefits**
Full-time associates are offered medical and dental insurance benefits for themselves and their eligible dependents.

Full-time associates who are eligible for medical & dental benefits are defined as:

- Exempt (salary) – full-time employees regularly and consistently work 30+ hours per week for a period of at least two consecutive months.
- Non-Exempt (hourly) – full-time employees regularly and consistently work 30+ hours per week for a period of at least two consecutive months.

Please contact human resources with any questions regarding Medical/Dental Benefits.

**Continuation of Health Insurance Benefits**
Under the Consolidated Omnibus Budget Reconciliation Act of 1985, better known as COBRA, if an associate terminates employment with the practice, the associate is entitled to continue participating in the practice’s group health plan for a prescribed period of time, usually 18 months. (In certain circumstances, such an associate’s divorce or death, the length of coverage period may be longer for qualified dependents.) COBRA coverage is not extended to associates terminated for gross misconduct.

Under the Uniformed Services Employment and Reemployment Rights Act of 1994, better known as USERRA, an associate who is out on a military leave of absence will retain their health insurance coverage for the first 31 days of uniformed service. Associates out on military leaves of absence which extend beyond the 31 days, will be eligible for COBRA benefits for up to 24 months.

If a former associate chooses to continue group benefits under COBRA, he/she must pay the total applicable premium plus a 2 percent administrative fee. Coverage will cease if the former associate fails to make premium payments as scheduled, becomes covered by another group plan that does not exclude pre-existing conditions or become eligible for Medicare.

For detailed information or questions on COBRA, associates are requested to check with the Human Resources Department.

**Supplemental Insurance Benefits**
Supplemental coverage such as cancer, critical illness, life, short-term disability coverage and accident insurance policies are available to full-time associates.

**401(k) Savings Plan (Retirement Plan)**
PT Solutions offers all associates the opportunity to participate in its 401(k) plan. Eligibility requirements and investment options are provided in summary documents and can be obtained from our Human Resources department.

**Life Insurance**
The practice provides a life insurance policy for each full-time associate at no expense from the associate.
**Professional Liability Insurance**
The practice pays malpractice insurance for all clinical associates effective date of hire.

**Vacation or Paid Time Off (PTO)**

*See attached policy revision – Exhibit 1*
**Holidays**

PT Solutions will grant holiday pay to eligible full-time associates. Eligible associates are eligible for holiday pay immediately upon employment. Salaried/exempt associates will be paid holiday pay consistent with their base salary rate. Full-time, hourly/non-exempt associates will be paid holiday pay based on their prevailing straight time pay rate times the number of hours the associate would have normally worked on that day. Part-time and PRN status associates are not eligible for holiday pay, however are eligible for premium holiday pay for any hours worked.

PT Solutions observe the following holidays:

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<th>New Years Day</th>
<th>Independence Day</th>
<th>Thanksgiving Day</th>
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<tr>
<td>Memorial Day</td>
<td>Labor Day</td>
<td>Christmas Day</td>
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A recognized holiday that occurs on a Saturday will be observed on the preceding Friday. A holiday that occurs on a Sunday will be observed on the following Monday. If an observed holiday occurs during a period of approved paid time off, holiday pay will be provided in lieu of paid time off (PTO) pay for the holiday. Holiday pay will not be granted if the employee has an unexcused absence the day immediately before or after the holiday.

**Holiday Worked Premium Pay Policy**

All full-time, part-time, and PRN associates will be paid a premium rate of 1.5 times their normal base hourly rate for all hours worked on observed holidays. The premium rate applies only to the actual holiday, and not the day of observance. *(For example, Christmas Day falls on Saturday and the day of holiday observance is Friday. In this case, an employee working Saturday would be paid the premium 1.5 rate; an employee working Friday would be paid his/her regular hourly rate of pay).*

Full-time associates who work on an observed holiday will also be paid holiday pay, as outlined in Holiday policy, in addition to premium holiday pay for hours worked.
Family & Medical Leave Act

The Family and Medical Leave Act (FMLA) requires employers to provide up to twelve (12) weeks of unpaid, job protected leave to eligible associates for certain family and medical reasons in a rolling 12-month period. FMLA defines family as a spouse, son, daughter, or parent.

Certification by a physician is required and must be received thirty (30) days prior to the expected leave, or within fifteen (15) days of the leave, if the need to take leave was not expected.

Reinstatement will result in return to current position or an equivalent position. If you have additional questions, check with Human Resources.

FMLA Requirements:

Eligibility – An associate is eligible when he/she has worked for at least one year and for 1250 hours during the last twelve (12) months, and works at location where at least 50 employees are employed at that location or within 75 miles of the location.

Criteria for Granting Leave – Leave will be granted for the birth or adoption of a child, care of a spouse, child or parent with a serious health condition or the associate’s own serious health condition

Length of Leave – Length of leave may be up to 12 weeks

Notification – An associate must give thirty (30) days notice, if the leave is expected.

Contact Human Resources for FMLA documents and instructions. Instructions will consist of Benefits and Protections, eligibility requirements, use of leave, substitution of paid leave for unpaid leave, and the employee’s responsibilities.

Military Family Leave Entitlements Under FMLA

Eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. A covered servicemember is a current member of the Armed Forces, including a member of the national Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform his or her duties for which the servicemember is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

Military Leave

An associate requesting a leave of absence to meet military obligations shall be granted such leave, without pay, together with any other rights and entitlements provided by law. A request for military leave of absence should be submitted to the supervising associate and chief executive officer for approval with the maximum amount of notice possible, and shall be accompanied by a written request from your commanding officer or copy of the official orders, if the leave is short-term. Associates leaving the practice for full-time service in the military may be entitled to reinstatement in accordance with the applicable laws and regulations.
**Bereavement Leave**

Associates who wish to take time off due to the death of an immediate family member should notify their supervisor immediately. Up to three days of bereavement leave will be provided to regular full-time associates.

Bereavement leave is paid at the associate’s salary or base pay rate at the time of absence and will not include any special forms of compensation including incentive payments, etc. Associates may, with their supervisors’ approval, use available paid time off for additional time as necessary.

PT Solutions defines “immediate family” as the associate’s spouse, parent, grandparent, child, or sibling; the associate’s spouse’s parent, grandparent, child, or sibling.

**Jury Duty**

Upon receiving a summons for jury duty, associates must present jury summons to the supervising associate. Full-time associates will be paid their normal compensation less the fee or compensation received for serving as such juror. Associates serving on jury duty must provide documentation that states date & time that they served on jury duty to be eligible for their compensation. Either PT Solutions or the associate may request an excuse from jury duty if, in PT Solutions’ judgment, the associates’ absence would create serious operational difficulties for the company.

**Worker’s Compensation**

All associates are covered by workers’ compensation insurance, which compensates an associate for lost time, medical expenses, and loss of life or dismemberment from an injury arising out of or in the course of work. Associates must report any accident or injury immediately within 24 hours to his/her supervisor and the Human Resources Department so that necessary paperwork may be completed and the workers’ compensation insurance carrier may be notified.

**Continuing Education**

Full-time Licensed Clinical Associates (PTs, PTAs, OTs, COTAs, and ATCs) are eligible for continuing education that supports and enhances the clinical programs and mission of PT Solutions. The associates should welcome learning opportunities in all settings.

Throughout the year, PT Solutions may provide in house education opportunities for its associates. Associates should make every effort to participate in “in house” continuing education opportunities. Participation will be a factor in determining approval for outside clinical education opportunities.

Beyond PT Solutions provided continuing education, outside continuing education must be approved in advance by an officer of the company. Under the officer’s discretion, continuing education may be covered for a full or portion of travel, hotel, and course registration. The associate may also be approved for paid days off for these pursuits. In some cases, the associate may be asked to use PTO for these pursuits.

In consideration of payment for continuing education-related expenses, the associate must agree to the following:

- If the associate is unable to complete this course due to what the practice considers extenuating circumstances (such as illness or the illness of a family member, providing proof) and tuition or materials refund is received, the full refund to the practice, via personal check within one week of receipt, is required.
- If the associate voluntarily terminates employment with PT Solutions prior to completing the course, the associate will refund the entire amount of the educational expenses provided to them.
- If the associate voluntarily terminates employment with PT Solutions after completion of the course and prior to completing eighteen (18) consecutive months of active employment following
completion of the course, the associate will refund the entire amount of the education-related expenses provided to them.

Unapproved continuing education related expenses or unapproved time off may not be reimbursed or approved post completion of any coursework.

Bonuses
If an associate receives a regular bonus, the bonus may not be paid out under the following situations.
- Associates who have not compliant with documentation guidelines.
- Associates who have terminated employment whether if voluntary or involuntary.
- Associates who are on probation for disciplinary reasons or who have been written up during the bonus period

Bonuses are not guaranteed and maybe terminated at any time.

Associate Recognition Program
Associate recognition is an important part of the culture of PT Solutions and all associates are encouraged to recognize others for a job well done. The formal associate recognition programs are a way for PT Solutions to recognize, praise and thank associates for their dedication to PT Solutions and for their positive contributions to the organization’s success. The components of the formal recognition program include:

Associate Recognition Service Awards - A stable and productive workforce is crucial to any organization. PT Solutions is extremely proud of the dedication shown by its associates and their years of service. Service awards in recognition of these associates may be presented annually.

Solutions for Success - The purpose of this program is for PT Solutions associates to make suggestions that will improve their working environment and conditions, processes, operations or professional relationships. Associates may submit "Solutions for Success" by submitting their suggestions in writing (hard copy or email) to Human Resources. Associates whose suggestions are implemented receive a note of recognition and a gift. Awards may be presented annually.

Travel and Expense Reimbursement
Travel to and from work is an associates expense and is not reimbursed by PT Solutions. Necessary travel to other locations during the workday on PT Solutions business is reimbursed at the current Federal mileage reimbursement rate. Travel arrangements should be approved by immediate supervisor for travel requiring plane, trains, and hotel accommodations.

The following is provided as a guideline for reimbursable expenses:
- Air travel – coach 14 day advance, if possible
- Hotel – under $100 per night
- Meals – 3 meals total allowance is $40
- Rental car – Mid size vehicle
- Alcoholic beverages are not reimbursable

PT Solutions follows I.R.S guidelines that all mileage must outline to and from detail. All meals or meetings must include person’s present, title, and practice and business items discussed. PT Solutions must be provided the original receipts for all reimbursements.

Travel and Expense Reports must be received by accounting no later than the 25th day of the month, immediately following the month in which expenses are incurred.
**Relocation**
PT Solutions may offer employment to an individual that requires relocation or a current associate may be reassigned. PT Solutions will consider providing reimbursement for reasonable expenses. Arrangements for reimbursement must be made prior to employment or assignment change. Under I.R.S. guidelines reimbursement for relocation expenses may be taxable.
OUR STANDARDS

Conduct Standards
The work rules and conduct standards for PT Solutions are important, and are seriously regarded. All associates are urged to become familiar with these rules and standards. In addition, associates are expected to follow the rules and standards faithfully when doing their jobs and conducting business. Please note that any associate who deviates from these rules and standards may be subject to corrective action, up to and including termination of employment.

Violations of Conduct Standards - It is not possible to list all conduct standards that, when violated, may result in a disciplinary action. The following list has been provided as a guideline. Standards include but are not limited to:

- Soliciting outside products at the workplace including product sales, gambling pools either directly by practice associates or for relatives of associates
- Distributing literature or other materials not part of practice
- Gambling on practice premises or on practice related business trips
- Insubordination
- Incompetence or inability to meet job standards
- Inefficiency
- Irregular attendance, unauthorized absence, repeated absenteeism or tardiness
- Neglect of duties
- Dishonesty
- Disorderly conduct
- Falsification of records
- Unauthorized use of practice property for personal use
- Soliciting or accepting tips
- Discourteous treatment of associates, patients, physicians, or the public
- Willful destruction of business property
- Intoxication or bringing intoxicating or illicit drugs on work premises. Using or being under the influence of such drugs on business property
- Divulging patient information to unauthorized persons either intentionally or unintentionally
- Habits or state of health dangerous to the self, associates, patients or guest
- Theft
- Job abandonment
- Carrying unauthorized or concealed weapons or any ballistic or harmful object onto work premises
- Failing to comply with licensure and/or certification requirements
- Disregarding employment standards and business policies

Personal Appearance and Dress
An associate’s personal appearance, which includes dress, grooming and hygiene, must reflect the high standards of PT Solutions and the practice’s profession. Therefore, the following guidelines define acceptable standards of dress and appearance for all associates assigned to or working at PT Solutions

PT Solutions’ associates will follow the professional appearance guidelines. It is not possible for the guidelines to address every conceivable question of dress and grooming. The most effective control comes from the use of good judgment to meet our obligations to patient care and the public. Some departments may have needs for uniform and appearance guidelines, depending upon work assignments and involvement in patient care activities. Any exception to the policy must be approved by Human Resources. This dress code is to be adhered to at all times.

I. General Guidelines
1. All associates including students and temporary workers are expected to be neat, clean, well groomed, and professional in appearance when reporting for work.
2. Name badges must be worn at all times.

3. Unacceptable clothing for work include:
   - Apparel that is faded, wrinkled, in need of repair, soiled, torn, tight, revealing or promotes any organization other than PT Solutions is not considered professional or in accordance with this dress code policy.
   - T-shirts, tank tops, halter tops, bare midriffs (defined as any top which shows any portion of the torso from the neck to the hips when sitting, leaning forward, backward, or with the arms lifted above the head), tops or blouses showing cleavage, sleeveless dresses or tops without jackets (if worn with a sleeveless dress or top, jackets are to remain on at all times)
   - Jewelry which presents a safety hazard, i.e., long, dangly earrings, long chains or multiple bangle bracelets. Jewelry must be simple.
   - Visible tattoos and body piercing (except pierced ears)
   - Footwear that prevents associate from safely and effectively performing their job.
   - Overalls, coveralls, jumpsuits, shorts or denim attire of any type, color or resemblance.
   - Sweatshirts, sweat suits and other sports wear.
   - Skirts or dresses with hem lines exceeding two inches above the top of the kneecap.
   - Capri pants, casual cargo/khaki style (only professional dress and suit like styles/fabrics are permitted)
   - Leggings, stirrups, spandex or other form-fitting pants
   - Hats or caps
   - Thong-type sandals, flip flops, or beach type shoes
   - Athletic shoes of any kind

II. Clinic Staff Guidelines
Uniform Guidelines for individual departments are set forth below:
1. All patient care areas are required to wear PT Solutions uniforms - shirts with khakis, slacks or skirts (blue, black, tan, or brown color) that are clean and professional in appearance when reporting for duty. These uniforms are PT Solutions’ property and are on loan to the associate, unless purchased by the associate. Associates are required to return uniforms upon separation of employment with PT Solutions. The cost of the unreturned uniforms will be deducted from the associate’s final paycheck.
2. When patient care areas are not required to wear uniforms they must adhere to all professional appearance guidelines.
3. All clinic associates must wear closed-toe shoes at all times for health and safety reasons.
4. All male associates working with patients must wear a collared shirt with tie.
5. Out of clinic attire – Athletic Trainers – shorts may be worn with approved athletic shirts. Athletic shoes are permitted.

III. Guidelines for Personal Hygiene and Grooming
1. Skin, hair, and body are to be clean and free from offensive odors. Perfumes, lotions, makeup and other scented products may be worn in moderation.

2. For infection control purposes:
   - Hair must be neat, clean, and controlled. It must not hang loosely over the patient.
   - No flowers (real or artificial) are to be worn on the hair.
   - No facial hair
   - Artificial nails or nail accessories of any type are not permitted in patient care areas. Fingernails must be kept clean and trimmed. Nail polish should be non-chipped.
   - Associates may not open or use scented products while in patient care areas.

IV. Noncompliance
It is the responsibility of the Department Manager and designated Supervisors to ensure each associate’s appearance is in compliance with these guidelines. Any associate whose appearance is not in compliance will be counseled by his/her supervisor or manager. If the appearance is unduly distracting or the clothing
is unsafe, the associate may be sent home to change into acceptable attire. During this absence, the associate must use their personal time (PTO). Repeated disregard for these guidelines may result in disciplinary action up to and including termination of employment.

PT Solutions is confident each associate will use his or her best judgment in following these guidelines. This is not an all inclusive list; thus, management reserves the right to determine appropriateness. A rule of thumb: If you are unsure an article of clothing is acceptable, most likely it isn’t. If in doubt, don’t wear it.

**Attendance & Punctuality**
Work schedules for each individual clinic, hospital or setting is made by the clinic director. PT Solutions expects that every associate will be regular and punctual in attendance. This means being in the office, ready to work, at their starting time each day. Absenteeism and tardiness places a burden on all associates and patients.

If you are unable to report for work for any reason, notify your supervisor at least 1 hour before regular starting time. You are responsible for speaking directly with your supervisor about your absence. It is not acceptable to leave a message on a clinic or supervisor’s voice mail, except in extreme emergencies. In the case of leaving a voice-mail message, a follow-up call must be made later that day.

**Substance Free Work Place**
In an effort to provide a safe working environment, all associates are subject to pre-employment, and random, and substance testing. A substance is defined as any alcohol, drugs or other substances (whether ingested, inhaled, injected or otherwise) that are known to have function-altering effects upon the human body or that impair one’s ability to safely perform his or her work. An Associated may be subject to reasonable suspicion substance testing if he/she seems to be under the influence of a substance. PT Solutions is responsible for charges incurred as a result of mandatory testing.

**Pre-Employment Substance Testing** - All applicants shall undergo a substance test on a post-offer, pre-employment basis. Applicants whose pre-employment substance test returns positive (except with respect to prescription drugs and over-the-counter medications) will be ineligible for employment.

**Random Selection Substance Testing** - Unless prohibited by law or other legally-binding agreement, all associates shall be subject to random testing for substances. Random testing will take place without advance notice. When an associate who has been randomly selected for testing is notified by their immediate supervisor, the associate must proceed immediately as directed to have the test completed. Any associate who refuses to comply will be subject to immediate termination of employment.

**Reasonable Suspicion Substance Testing** - Unless prohibited by law or other legally-binding agreement, any associate which is suspected to be under the influence of a substance, may be asked to a reasonable suspicion substance testing. Any associate who refuses to comply will be subject to immediate termination of employment.

**Confidential Information**
While employed with PT Solutions associates may have access to confidential information concerning patients, associates or PT Solutions business. This information is considered confidential and should only be released to authorized personnel. Associates having access to confidential information concerning patients’ private or health-related information must not discuss, divulge, or utilize, in any way, the name, addresses, or any other information considered personal or confidential concerning any patient. The HIPAA policy may be found in the policy and procedure manual.

Associates having access to and training in methods of conducting business that may be considered private and confidential must not directly or indirectly disclose or furnish to any other person or company: a) the methods of conducting business, b) or any confidential information concerning business practices acquired by associate during associates’ employment.
If you have questions about how to handle the confidential information in your area, please ask your supervisor.

**Procedures for Handling Complaints**
Under normal working conditions, associates who have a job-related problem, question or complaint should discuss it with their immediate supervisor. At this level, associates usually reach the simplest, quickest, and most satisfactory solution. If the associate and supervisor do not solve the problem, associates are encouraged to contact Human Resources.

**Inclement Weather**
PT Solutions urges all associates to use good judgment when making decisions about commuting in hazardous weather conditions. While it is important that associates report to work as scheduled, safety should not be jeopardized.

**Building Security**
All associates who are issued keys to the clinic(s) or administrative office(s) are responsible for their safekeeping. These associates will sign a Building Key Disbursement form upon receiving keys. The last associate, or a designated associate, who leaves the office at the end of the business day assumes the responsibility to ensure that all doors are securely locked, the alarm system is armed (if available), thermostats are set on appropriate evening and/or weekend setting, and all appliances and lights are turned off with the exception of lights normally left on for security purposes. Associates are not allowed on business property after hours without prior authorization from management.

**Fire & Emergency Safety**
In the event of a fire or emergency, all associates are to evacuate the building by following the procedures below.

1. In the event of a fire alarm test or fire drill, an appropriate announcement will be made prior to the test/drill.
2. If no announcement was made, you must assume the fire alarm was sounded for an actual emergency. In the event of an actual emergency everyone should immediately stop whatever they are doing, remain calm and leave their work area. If possible, turn off all electrical equipment before leaving your work area and secure any personal valuables. Under any and all circumstances, please remember that safety to life should always come first.
3. Managers will be responsible to see that all associates leave the building promptly and safely.
4. All associates should exit the building by way of the nearest stairwell or entrances that will be marked with a lighted red exit sign and follow these signs, exiting to the outside. If the nearest exit or stairwell is blocked by smoke use another exit. **DO NOT USE THE ELEVATOR.** It is the responsibility of all able staff to assist any persons with disabilities in descending the exits in a safe and quick manner. PT Solutions will have made every attempt, however, to make prior arrangements with a manager or other staff for these individuals to have assistance in evacuating the building in the event of an emergency.
5. If you are using the stairwell, once you have reached the first floor, follow the exit signs to exit the building and quickly proceed away from the building. People who exit the building first must position themselves far enough away from the building to enable everyone to stand clear of emergency vehicles. The street and parking lot must be kept clear at all times, so as not to hamper the movement of emergency vehicles into the area.
6. Before leaving the building, management, and/or a designate, if possible, will call the Fire Department and leave all doors unlocked to allow the Fire Department easy access.
7. Once outside the building, management should designate someone to:
   A. Confirm that the Fire Department has been called (911).
   B. Congregate all associates in the parking lot, and confirm that all associates and visitors are out of the building.
C. Designate someone to meet the Fire Department at the front entrance to provide additional information.

8. Staff members trained in CPR and rescue breathing should survey the individuals outside to determine if anyone is in need of first aid. Appropriate aid should then be given.

9. Once outside, do not re-enter until the building is declared safe by the Fire Department and you are informed to do so by management.

10. Practice drills may be conducted on an annual basis.

**Personal Property**

The practice cannot be responsible for the loss or damage of personal property. Each associate must protect and secure items such as, but not limited to, cellular phones, laptop computers, electronic organizers, cameras, purses and wallets bought into the workplace. Please report all incidents involving lost or stolen items to your supervisor and Human Resources.

**Business Property**

Property maintained by PT Solutions is to be kept in the best possible working condition and the employee is to ensure proper utilization. Property shall be defined as any piece of equipment, furnishing, vehicle, building or supply leased, owned, donated or otherwise in the custodial care of PT Solutions or any person acting as its agent.

PT Solutions property shall also include any clinic or business sponsored information, such as, but not limited to, any patient, employee, client and volunteer lists; any PT Solutions database information such as names, addresses, telephone numbers; any personnel file information, such as employment status and wage history; any company photographs and displays to include frames for employee diplomas, certifications and licensures; video tapes; and/or sound clips of any patient, employee, client, or volunteer.

Upon termination, associates are not entitled to duplicate PT Solutions information or keep any PT Solutions property. Associates must return all PT Solutions property whole and in its original condition. The cost of repairs and/or replacement of any damaged or lost PT Solutions property will be deducted from the associate’s final pay.

**Employees Receiving Services or Supplies from Clinic**

In the event that an associate or associate’s immediately family receives services, PT Solutions and subsidiaries of PT Solutions will bill his/her insurance and write off the patient due portion. If an associate/associate family member obtains a supply such as a brace or orthotic, the associate/family member should pay the cost, including tax, shipping and handling for the item.

**Smoking**

PT Solutions promotes a healthy lifestyle and wants to provide a pleasant and safe environment for guests, patients, and associates. Our facilities are smoke free and associates may not smoke while on the premises.

**Progressive Discipline/Corrective Action**

Progressive discipline is a process for dealing with job-related behavior that does not meet expected and communicated performance standards. The primary purpose for progressive discipline is to assist the associate to understand that a performance problem or opportunity for improvement exists. The process features increasingly formal efforts to provide feedback to the associate so he or she can correct the problem. The goal of progressive discipline is to improve associate performance. The process of progressive discipline is not intended as a punishment for an associate, but to assist the associate to overcome performance problems and satisfy job expectations. Progressive discipline is most successful when it assists an individual to become an effectively performing member of the organization.

Typical steps in a progressive discipline system may include the following corrective actions:
1. Counseling
2. Documented verbal warning
3. Written warning or suspension
4. Written warning and/or termination
5. Termination

In deciding which initial action would be appropriate, a supervisor will consider the seriousness of the infraction, the circumstances surrounding the matter, and the associate’s previous record.

Though committed to a progressive discipline approach PT Solutions considers certain rule infractions and violations of standards as grounds for immediate termination of employment. These include but are not limited to:

- theft in any form,
- insubordinate behavior,
- vandalism or destruction of business property,
- being on business property during non-business hours without management approval
- being under the influence of alcohol or drugs on practice time,
- possession of a lethal weapon on work premises,
- sleeping on the job,
- falsification of information on time cards,
- willful damage to business property,
- dishonesty or falsification of any records,
- hitting or pushing
- use of threatening, foul or abusive language,
- disrespect towards any supervisor, manager or colleague,
- excessive absence or lateness,
- serious misconduct, the use of practice equipment without prior authorization Staff,
- untruthfulness about personal work history, skills, or training,
- divulging company business practices, and
- misrepresentations of PT Solutions. to a customer, a prospective customer, the general public, or an associate

**Change in Personal Information**
In order to keep up-to-date information on file, changes in your personal information including name, address, telephone number and marital status should be reported to Human Resources as soon as possible after the change occurs.

**Examination of Personnel Records**
Associates may schedule an appointment with Human Resources to examine their personnel file. Personnel files are a part of an associate’s employment record and are PT Solutions property. Files may not be removed from Human Resources. Associates may request copies of information in their files at the time of examination. Copies will be limited to employment agreements, performance appraisals, resumes and documents concerning disciplinary actions.

**Resignation/Termination**
PT Solutions asks that associates considering resigning discuss the situation with their supervisor or if necessary the management team before a final decision is made. Professional associates are expected to provide 30 days to notice so as to not interrupt the care of patients. Professional associates are also expected to complete any medical documentation that is part of their job duties and service to patients. For documentation that is not completed, PT Solutions will use the non-completion as evidence to third party payors and federal authorities. PTO payouts may be delayed pending review of completed documentation.

Non-professional associates are expected to give 2 weeks written notice.
In the cases of voluntary resignation with appropriate notice, the prorated PTO amount will be paid. PTO balances may not be payable to associates who terminate for any reason other than voluntary resignation with notice. The balance is paid in accordance with applicable state laws. PT Solutions property should also be returned by the last day of employment, if not, the associate’s last pay check may be held until the property is returned.

**Eligibility for Rehire** – An associate who has resigned in good standing and gave notice in accordance with PT Solutions policy will be eligible for rehire.

Upon resignation/Termination, associates will be required to reimburse the company for any expenses related to licensures, professional and APTA/AOTA dues, education expenses, and continuing education-related expenses. Upon Resignation/Termination, associates waive bonus eligibility, regardless if voluntary or involuntary.

**Exit Interview**
An exit interview may be performed by Human Resources to ensure that termination is not based on a situation that may be remedied, inform associates of termination benefits, gather information which could be helpful in improving the work environment and patient care, and ensure return of practice property.

**Employment Verification**
All requests for employment verification will be referred to Human Resources. PT Solutions will only release employment dates, last work location, and last position title.
Paid Time Off (PTO) – Revised 10/2011

The company recognizes that associates have diverse needs for time off from work and has established a Paid Time Off (PTO) policy to meet these needs. This includes paid time off for a variety of reasons such as vacation, personal appointments, personal or family illness, and other emergency time off. Every effort will be made to grant requests with first consideration given to patient care and the operating efficiency of the department.

Eligibility

All full-time exempt and non-exempt employees (30+ hours per week) are eligible for PTO. Part-time, temporary and contract employees are not eligible for PTO. PTO hours begin to accrue immediately, and are available for use after completion of the 90-day Orientation Period (exceptions must be approved by senior management). Thereafter, all hours are available for use in the pay period following the pay period in which they are accrued. PTO balances will be updated and printed on associates’ bi-weekly pay advices.

PTO Accrual

PTO is accrued each pay period, based upon all paid hours (up to 80 hours bi-weekly). PTO accrues on all pay types up to 40 hours/week (ie, Regular, PTO, holiday, bereavement, and jury duty pay). PTO does not accrue on overtime hours or on unpaid leaves of absence (ie, during approved FMLA leave of absence that exceeds available PTO balance).

Associates are permitted to maintain a “rolling PTO balance” from one year to another, limited to a Maximum Accrual equivalent to their Annual PTO Accrual (see table below). PTO will cease to accrue upon reaching the Maximum Accrual. PTO Accrual will resume only after PTO has been recorded in the time system, reducing the PTO balance below Maximum Accrual.

Length of service determines the rate at which you will accrue PTO. Associates become eligible for an increased accrual rate on the first day of the pay period in which their employment anniversary date falls.

For example:
- A Non-exempt (hourly) employee with hire date of 1/15/2010 increases to the “2-5 year accrual” on 1/15/2011 and to the “6-10 year accrual” on 1/15/2015.

The Annual Accrual Schedules are as follows, and are based on a 40 hour work week:

<table>
<thead>
<tr>
<th>Status</th>
<th>Years of Service</th>
<th>Accrual Rate per Hours worked</th>
<th>Annual PTO Accrual* (based on 40 hour work week)</th>
<th>Maximum Accrual**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exempt (salaried)</td>
<td>0-3 years</td>
<td>.0616</td>
<td>128 hours (16 days)</td>
<td>128 hours (16 days)</td>
</tr>
<tr>
<td></td>
<td>4-10 years</td>
<td>.0808</td>
<td>168 hours (21 days)</td>
<td>168 hours (21 days)</td>
</tr>
<tr>
<td></td>
<td>11+ years</td>
<td>.1000</td>
<td>208 hours (26 days)</td>
<td>208 hours (26 days)</td>
</tr>
<tr>
<td>Non-exempt (hourly)</td>
<td>1 year</td>
<td>.0424</td>
<td>88 hours (11 days)</td>
<td>88 hours (11 days)</td>
</tr>
<tr>
<td></td>
<td>2-5 years</td>
<td>.0616</td>
<td>128 hours (16 days)</td>
<td>128 hours (16 days)</td>
</tr>
<tr>
<td></td>
<td>6-10 years</td>
<td>.0808</td>
<td>168 hours (21 days)</td>
<td>168 hours (21 days)</td>
</tr>
<tr>
<td></td>
<td>11+ years</td>
<td>.1000</td>
<td>208 hours (26 days)</td>
<td>208 hours (26 days)</td>
</tr>
</tbody>
</table>

* Annual PTO Accrual is based on a 40 hour work week (2080 hours per year). Individual Annual PTO Accruals will vary.
** Maximum Accrual: PTO may be accrued to a maximum equivalent to an associate’s Annual PTO Accrual amount. Any PTO in excess of the Annual Accrual amount will be forfeited, and accrual will not resume until PTO is taken and balance falls below the Maximum Accrual.

NOTE: Because PTO is earned based upon hours paid, full-time associates with less than 40 hours per week will earn PTO hours on a pro-rated basis (accrual rate x hours worked).
For example:
- A non-exempt (hourly) associate employed for 2 years reports 75 hours in a pay period - their accrual for that pay period would be 75 hrs. \( \times 0.0616 = 4.62 \) hours. The next pay period the same associate reports 80 hours - their accrual for that pay period would be 80 hrs. \( \times 0.0616 = 4.928 \) hours.
- Exempt (salaried) employees accrue based upon 80 hours every pay period. The only instance where PTO will not accrue is during approved, unpaid FLMA leave of absence.

Scheduling PTO
Scheduled PTO leave (ie, vacation, personal leave, and appointments) should be requested at least four weeks in advance wherever possible, and is subject to supervisory approval dependent upon staffing needs and other departmental procedures. Unscheduled absences must be limited and will be monitored. Associates with frequent unscheduled absences will be counseled, and may be required to provide a statement from their health care provider concerning justification for unscheduled absences. PTO may not be used for missed time due to tardiness, or to supplement regular scheduled hours; however, it may be used to replace hours missed due to inclement weather (see “Inclement Weather” policy).

Payment of PTO
PTO pay is granted for regular work days, paid at an associate’s prevailing rate at the time the leave is taken. PTO is not counted as hours worked for purposes of calculating overtime pay. PTO may be taken in a minimum of half-hour increments. Requested PTO pay must be consistent with associate’s scheduled work day, replacing the hours missed from the normally scheduled shift. (For example, an associate normally scheduled for a 5-hour shift would request 5 hours of PTO if absent that day, not 8 hours).

Associates should not request PTO time in advance of accrual (ie, creating a negative balance); exceptions require written senior management approval. Should an associate have a negative PTO balance upon termination, that balance will be deducted from the final paycheck.

Time off Without Pay
Associates must apply any available PTO to all absences, when available. Time off without pay in order to save PTO for a later date is not permitted. Special circumstances where sufficient PTO is not available, requiring time off without pay, requires written senior management approval. Time off without pay may be permitted in the case of inclement weather related travel conditions (see Inclement Weather policy).

Payment upon Separation or Change of Status
An associate who has completed the Orientation Period will be paid for 50% of PTO balance upon separation, provided the associate has given and worked appropriate notice in advance of resignation (refer to Resignation/Termination policy). Payment for accumulated PTO will be forfeited should an associate fail to give proper notice of resignation, or is terminated for unwillingness to correct substandard work performance, or for violation of policy. PTO may not be used as part of, or in lieu of, proper notice.

Associates whose positions are eliminated due to reduction in force or reorganization, or whose status change to part-time (less than 30 hours per week), will be paid out their full PTO balance at the associate’s prevailing base rate of pay on the effective date of termination or status change, as provided above.

Transition of Previous Extended Illness Bank benefits (applicable prior to January 1, 2011)
As part of the “rolling PTO balance” provision effective with this policy, the Extended Illness Bank policy is hereby terminated as of January 1, 2011. Any extended Illness Bank balances that were remaining as of January 1, 2011 will be retained indefinitely until all hours are used, or upon termination of employment. As provided with prior policy, unused extended illness bank hours are not payable at termination. Extended illness time may be used upon medical excuse from physician after 10 consecutive days of absence due to illness, injury or disability. Extended illness time can be used only for an associate’s personal illness, not that of a family member. Extended illness time is paid at an associate’s prevailing rate at the time the leave is taken.