

FOREST HILLS OF DC

INCLUSIVE SENIOR LIVING

EMPLOYEE HANDBOOK

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Dear new team member at Forest Hills,

I joined the board because I understand how vital your work is how much it is needed, and I want to do all that I can to support what you do for the organization, its residents, and its staff so that it always remains as a family.

Forest Hills is an extraordinary place because the staff is extraordinary. You make it extraordinary-Thank you for joining us!

I welcome you to the Forest Hills family on behalf of the trustees!

Isabella Firth
Chair, Forest Hills of DC Board of Trustees

Welcome from our CEO, Tina Sandri



Welcome to Forest Hills of DC and our team!

Our community first opened its doors in 1889 in Washington, DC, to begin its “precious tradition” of providing loving care for our seniors as The Methodist Home of DC. Our commitment has stood the test of time for more than 130 years, and our timeline keeps growing. Our original home located at 12th and N Streets, NE, was part of the Washington Brick Machine Company’s property and was purchased for \$9,000. In 1901 the Home was relocated to 601 M St. NW. The purchase price of \$20,500 allowed for 31 rooms for residents. Back then, seniors would “take a car ride to Rockville, and . . . , this outing to the country was a great pleasure.” In 1926, construction began at our present site. Our care over the last century was coordinated by a Housemother and later a Matron. Then, it changed to a Superintendent, and today we have an Administrator and a CEO. Our rich history has grown, and so has the complexity of our care. And yet, that which comes from our hearts has changed little in the last century. Our story continues with *you* helping to continue that story with us.

Our mission is “To continually grow as a supportive community that inspires and engages seniors.” Our vision is “To provide quality care and services for seniors and their families in the greater Washington, DC area.” Our core values that guide our behavior and decisions at work are:

- Compassion
- Growth Mindset
- Inclusion
- Integrity
- Respect
- Sustainability

As we are all visitors to our residents’ homes, I invite you to visit our house rules in this handbook thoroughly. These policies and procedures will help you live a fulfilled, engaged work life. If you have any questions, your supervisor, our Human Resources team, and our leadership team are all here to help because we do better when we know *better*.

When we can accept residents for who they are and where they are on their aging journey, we have the opportunity to do good and create abundance. It is a sacred honor to serve and inspire our residents.

Yours,

Tina Sandri, MHSA, LHNA, QCP
CEO

Introduction

We are pleased to welcome you to Forest Hills of D.C., and we wish you success in your job. You have become a part of an organization that has earned a reputation for the quality of care, excellent service, courtesy, and professionalism. However, the continuing progress of an organization like ours depends on its employees. The quality of life provided to the resident is always our first concern and our greatest responsibility. Therefore, the provisions of this Handbook apply to all employees.

We welcome you aboard and hope you will share our Mission, Vision, and Values to continue to provide the quality of care our residents expect.

Mission Statement:

To continually grow as a supportive community that inspires and engages seniors.

Vision Statement:

To provide quality care and services for seniors and their families in the greater Washington DC area

Our Values:

Compassion

Growth Mindset

Inclusion

Integrity

Respect

Sustainability

Interpretation

This Handbook is intended to provide you with a general understanding of the personnel policies and rules of Forest Hills and Forest Side. Neither this Handbook nor any employment applicant or other material is an employment contract, continued employment, benefits, or continued benefits with Forest Hills and Forest Side. Any violation of this Handbook constitutes willful misconduct that precludes the receipt of unemployment compensation to employees of Forest Hills and Forest Side

Amendments:

Amendments to these personnel Policies may be necessary from time to time. Such amendments will be based solely on rendering more efficient service to the residents and considering the good of Forest Hills and Forest Side staff members.

At-Will Employment:

Employment with Forest Hills is purely voluntary, based on the consent of both Forest Hills. This Handbook does not represent an expressed or implied contract for employment for any duration between Forest Hills/Frest Side and its employees. The employment relationship is At-Will, meaning that you may end your relationship with Forest Hills at any time for any reason. Likewise, Forest Hills can decide at any time to end its relationship with you.

Statements of Compliance:

Non-Discrimination in Employment, Services, and Care

Forest Hills does not discriminate in providing services and care to its residents or in the terms and conditions of employment with Forest Hills, based on race, color, national origin, ancestry, religion, sex, age, handicap, disability, marital status, political belief, sexual orientation, gender identity or expression or any other status protected by law. It is at all times the intent of Forest Hills to comply with the D.C. Human Rights Act and Title VI and VII of the Civil Rights Act of 1964. This policy applies to all employees and residents of Forest Hills.

It is further prohibited for any employee to discriminate against a resident or fellow employee of Forest Hills /Forest Side in the terms and conditions of employment with Forest Hills or providing services and care to the resident.

All employees must assist Forest Hills in complying with its Non-Discrimination policy. Any employee who believes that Forest Hills is not in compliance with the Non-Discrimination policy must report such non-compliance to Human Resources within three (3) working days of obtaining knowledge of such non-compliance. Any violation of this policy, including failure to report non-compliance, can result in disciplinary action, up to and including termination.

Harassment-Free Working Conditions

It is the policy of Forest Hills to afford full equal employment opportunities to qualified employees and applicants regardless of their race, color, religion, ancestry, religion, sex, national origin, age, disabilities, marital status, political belief, sexual orientation, gender identity expression or military veteran status in conformity with all applicable federal and state laws and regulations. This policy is founded upon the belief that all employees and applicants have the inherent right to work in an environment free from discrimination or harassment and upon the conviction that such discrimination or harassment interferes with employee work performance and productivity. Therefore, Forest Hills's policy provides a working environment free of harassment. Such harassment is willful misconduct and will not be tolerated. Any employee committing such harassment is subject to disciplinary action, including termination.

The employee is responsible for reporting any known or suspected violation of this policy to the appropriate Department Director. If the employee Department Director is involved, they may report the incident to Human Resources. The complaint will be investigated, and the employee will be advised of the findings and conclusions.

All actions taken to resolve a harassment report through internal investigation shall be conducted confidentially to the extent possible. There will be no discrimination or retaliation against any employee for making a report. However, any employee knowingly making a false allegation of harassment will be subject to appropriate discipline, up to and including termination.

Sexual Harassment

Forest Hills is committed to providing a working environment free of Sexual Harassment. Forest Hills/Foreside considers sexual harassment a severe matter and prohibits it in the workplace by any person and in any form. Therefore, the following is to provide a work environment free from all forms of sexual harassment or intimidation:

- Everyone has an affirmative duty to maintain his/her workplace free from sexual harassment.
- Human Resources shall discuss this policy with all employees and assure them that they are not required to endure insulting, degrading, or exploitative sexual harassment.
- No one shall threaten or insinuate, either explicitly or implicitly, that an employee's refusal to submit to sexual advances will adversely affect the employee's employment, evaluation, wages, advancement, assigned duties, shifts, other conditions of employment, career development, and so forth.
- Other sexually harassing conduct in the workplace, whether committed by supervisors or non-supervisory personnel, is also prohibited.

Any employee who believes that a violation of Forest Hills/Forest Sexual Harassment Policy has occurred must report the alleged act immediately to their Department Director, who shall inform Human Resources of the report. Should the employee prefer not to discuss the report with the Department Director or the Director is the individual involved in the harassment, the employee may report directly to Human Resources.

The complainant's Department Director will notify Human Resources of the sexual harassment report. Human Resources will investigate the report immediately. The employee will be informed of the findings and conclusions. All actions taken to investigate and resolve the sexual harassment report through internal investigations shall be conducted discreetly and confidentially to the extent possible.

After appropriate investigation, any exempt or non-exempt employee who is found, after appropriate investigation, to have engaged in sexual harassment will be subject to appropriate disciplinary action up to and including termination. There will be no discrimination or retaliation against any employee for making a sexual harassment report.

To ensure a workplace free from sexual harassment, employees have an affirmative duty to report sexual harassment in the workplace to a supervisor. Any employee who knowingly fails to report sexual harassment in the workplace is subject to disciplinary action.

Forest Hills recognizes the seriousness and impact of a false allegation of sexual harassment. Therefore, any employee who knowingly makes false allegations or reports of sexual harassment will be subject to appropriate discipline, up to and including termination.

No Retaliation

No individual who reports or complains about harassment or improper conduct or assists Forest Hills in investigating harassment will be subjected to retaliation. However, should you have witnessed or experienced behavior. In that case, you believe it to be retaliation. If you are aware of such behavior, you have a responsibility to report the behavior immediately to Human Resources Director.

Forest Hills will not tolerate any effort to avoid, hinder or corrupt the complaint or investigation process, including refusal to cooperate with an investigation or knowingly making false statements to management during the complaint or investigation process. Such actions may result in employment action up to and including termination of employment.

Employment

Application

All individuals applying for employment with Forest Hills must complete an employment application and specify the position they are applying for. Human Resources will arrange an interview, if appropriate.

Criminal Background Check

Forest Hills conducts a background check on all applicants offered employment. Background checks may include but are not necessarily limited to criminal record checks, motor vehicle driving records, sex offender search, and address verification. A signed authorization form allows Forest Hills to obtain this information. The background check results will not necessarily result in a denial of employment or termination from employment. Instead, Forest Hills considers the background check results concerning the particular position the applicant is applying for an employee is performing. Forest Hills will bear the cost of all criminal background checks.

Program Participation Check

Prior to employment, employees involved in direct resident care and otherwise involved in Medicare and Medicaid billing be evaluated via drug screening to ensure they are eligible for employment at a Medicare/Medicaid licensed facility. Under the Department of Health guidelines. All licensed professionals must be in good standing with his /her professional board and any registries to be eligible for employment with Forest Hills. Forest Hills will check the online registry prior to hiring.

Pre-Employment Medical Examination

A Mantoux test is required following an offer of employment and prior to the actual start of employment. A two-step method will be used if there is no documented history of a negative Mantoux in the last 12 months. If the Mantoux results are positive, an immediate evaluation will be required for active TB, including a chest x-ray and annual attestation that the employee is free of TB symptoms. Healthcare workers who have a history of a positive Mantoux test, adequate treatment for the disease, or adequate preventive therapy for infection, should be exempt from further skin testing and will be required to provide a chest x-ray.

Employees who choose to have their physician perform the Mantoux test are responsible for the up-front charges associated with the testing. Employees may have Forest Hills Clinical Nurse perform the Mantoux test. Negative skin tests will be re-screened annually

Employment Policies

New employees receive an employee handbook and disaster plan during orientation. Employees must be familiar with all of Forest Hills' policies. Employees should anticipate testing their knowledge of Forest Hills policies at any time.

Employment Forms

Before employment, employees must fill out all necessary forms, including acknowledgment forms, state and federal tax forms, and immigration and Naturalization forms.

Orientation

All new employees receive a minimum of five days of orientation. The orientation Nurse educator will conduct orientation. Orientation will consist of a review of personnel policies, job description, disaster plan, mandatory in-servicing, a descriptive and practical demonstration of job requirements, as well as an introduction to department supervisors, and a review of the dress code. Orientation will also consist of questions and answers opportunities on all materials provided and practical application of your job description while working with an employee on the shift that the new employee will be working. Orientation will finally consist of assignment to a job. Once orientation is complete, the employee will be allowed to work independently. The employee's Supervisor will monitor the employee's work and evaluate the employee based on the performance, the time needed to perform these duties, and willingness to perform duties.

Orientation will continue during the employee's first two weeks of employment. The employee will have the opportunity to receive feedback and ask questions about his/her job performance and duties.

The employee will exhibit knowledge of his/her job duties, Forest Hills policies, and disaster plan action. The employee compensation will be the pay rate per hour during the orientation. Orientation must also consist of adequate training and familiarization with the Policies and Procedures, including relevant HIPAA policies.

Probationary period

The new employee will have a performance evaluation before their 90th day of employment. Their department supervisor will complete the evaluations. The purpose of the Initial Probationary period is to determine if the employee is suitable for a particular job. It allows the employee to determine if the position is suitable for them during the initial probationary period. The employee is not entitled to benefits. Further, the employee may not use paid time off during this period.

In some cases, the Department Director may request an extension of the Probationary period to allow additional time for the employee to develop the necessary skills to perform their job.

License and Certificates

Persons hired as part of the professional staff of Forest Hills are required to have and maintain a valid, current license or certification issued by the state in which their services are performed. All licensed and certified professionals must submit a copy of their license or certification before their first orientation day.

Operational and Scheduling Policies

Evaluations

All employees will be subject to a written annual evaluation by their direct department supervisor. RN or LPN will evaluate the CNA they supervise in the nursing department. The Supervisor will review the CNA evaluation with the DON. Finally, the Supervisor will review the evaluation with the CNA.

In-Service Programs

In-service programs keep employees informed of the newest techniques in resident care pertaining to their department. Employees are required to attend and complete these programs as assigned. No employee is exempt from mandatory in-services. It is a requirement by the District of Columbia Department of health.

Employees attending in-service meetings on their off-duty time must punch the clock when arriving and leaving. The employee will be paid at their regular hourly base wage for attendance at in-service programs. Salary employees will not be paid at a regular hourly rate.

Transfers

Transfer requests within the employee's current department will be granted at the discretion of the department Director. The transfer request for a different department will be granted with the approval of both department Directors. All transferred employees must then take the orientation program for their transfer position and complete the ninety (90) probationary period. Should the employee not complete their ninety (90) day probationary period, they are subject to termination or may transfer to their former position at Forest Hills at the discretion of the receiving Director. Where an employee leaves one department/position for another and desires to return to the original department/position, upon completion of a successful evaluation, they may start their new duties if a position is available.

Meals

Each non-exempt employee working 5 hours per day will receive a 30-minute unpaid meal break. In addition, the employee's immediate Supervisor will schedule an employee meal break.

If lunch is brought and must be refrigerated, it can be refrigerated in the Employee Break Room. Employees are not permitted to take food from the kitchen unless part of an approved employee meal program. Employees may leave the building during their lunch period, but if an employee does leave the building, he/she will be required to punch out and punch in and to notify his/her immediate Supervisor.

Meal breaks will not count as "hours worked" for overtime compensation.

Rest Breaks

Rest breaks are scheduled and assigned by the Supervisor or department head and may be taken in designated break areas. Thirty (30) paid minutes may be taken in fifteen (15) minute increments. Employees who work less than a five (5) hour workday will receive one (1) paid fifteen (15) minute break.

Work Assignments

Employees are responsible for executing their duties according to their job descriptions. Under the direction of their supervisor and according to assignment in the manner outlined by the Supervisor. Employees work by prearranging assignments based on the activity of each shift. However, employees must accept changes and adapt to added assignments as the need arises. Certified Nursing Assistants' work assignments shall be directed by Registered Nurse or License Practical Nurse acting in a supervisory capacity.

Recording of Time

A time recording system ensures that each employee is paid for hours worked and for all approved paid absences.

Falsification of Payroll Information

Employees who falsify payroll information, including, but not limited to punching in or out for another employee, will be subject to disciplinary action up to termination.

Punctuality, Tardiness, and Absenteeism

Punctuality

Punctuality is essential in providing proper healthcare to residents. Further, delay places additional burdens on other employees. Therefore, all employees are expected to be available at the start of their scheduled shift on time. Employees arriving after the start of their scheduled shift are considered late, regardless of the reason for arriving late.

Excessive Tardiness

Excessive tardiness is defined as five (5) or more likenesses per anniversary year and is subject to Forest Hills Progressive Discipline Policy as follows:

<u>Number of Likenesses</u>		<u>Discipline</u>
5 th	Lateness	Verbal Warning/Counseling
6 th	Lateness	Written Warning
7 th	Lateness	One-day suspension
8 th	Lateness	Three-day suspension
9 th	Lateness	Termination

Employees with excessive tardiness will be subject to termination under Forest Hills Progressive Disciplinary Policy.

Employees more than 30 minutes late

Employees who are more than 30 minutes late and who fail to notify their supervisor may be required to clock out and leave the premises in cases where a replacement has been called in or transferred in from another area to replace the late employee. Such an occurrence will be considered an incident of tardiness but will not be considered a no-call, no-show.

Absenteeism

Employees are discouraged from being absent except for emergencies or serious illnesses. Absenteeism affects the ability of Forest Hills to provide quality care to residents. While absenteeism has many causes, it creates additional burdens for employees who report to work. In addition, it increases the potential for hazardous situations in a facility with a large number of ill or infirm residents. Absenteeism includes, but is not limited to, absence from work, an unauthorized extension of a meal or rest period, leaving early, or improper use of work time.

Employees who are absent for three consecutive scheduled days or more must provide a Physician's excuse to document the employee was under Physician care during the absence.

Excessive absenteeism

Excessive absenteeism is defined as seven or more absences per anniversary year and is subject to Forest Hills Progressive Discipline Policy" as follows:

<u>Number of Absences</u>	<u>Discipline</u>
5 th Absence	Verbal Warning/Counseling
6 th Absence	Written Warning
7 th Absence	One day suspension
8 th Absence	Three-day suspension
9 th Absence	Termination

Employee Reporting Requirements

Should it be necessary for an employee to be absent from work, the employee is required to report to the Director of Nursing or their immediate supervisor two (4) hours before the start of his/her scheduled shift.

If the Department Director, the Director of Nursing, or the employee's immediate Supervisor is not available, the employee should notify the R.N. Supervisor directly. Employees' texting, emailing, or leaving voicemails are not acceptable notification forms. If the employee fails to give proper notice, he/she shall not be entitled to use a PTO day.

Failure to Provide Required Prior Notice of an Absence or Lateness

An employee who is absent or late and who does not provide Forest Hills with prior notice of the absence or lateness within two (4) hours after the start of his/her shift will be a "no-call no-show."

Job Abandonment

Due to the critical nature of the services that Forest Hills employees provide to residents, it is essential that employees be available for work and present and work for their entire shift. Job abandonment consists of:

- Two (2) "no-call no-show" absences or leaving the premises more than five (5) minutes early from any shift, without a valid reason and permission from a supervisor.
- Job Abandonment is considered voluntary termination of employment on the part of the employee. Any employee who commits Job Abandonment forfeits all seniority and will not return to their employment.

Mandate

In an emergency, Forest Hills may determine that it is necessary to mandate employees to work. Any employee mandated to stay at Forest Hills or come into work on off days shall be paid their hourly rate for all non-overtime hours worked. Forests Hills/Forest Side may mandate overtime during unforeseeable emergent circumstances or where necessary for the completion of a resident procedure already in progress. Emergent circumstances include acts of terrorism, natural disasters, and unexpected absences discovered at or before the start of a scheduled shift where resident care needs must be met. As the law allows, Forest Hills will attempt to fill the vacancy in these instances.

Employee Job Classification

The following types of employees exist at Forest Hills :

- As defined under the Fair Labor Standards Act as Professional, Administrative, etc., Exempt employees shall not be eligible for any overtime and receive a straight salary.
- Non-Exempt: all other types of employees, as defined in the Fair Labor Standards Act, receiving an hourly salary, are entitled to overtime payments in the amount of 1 and ½ times their regular salary.

Full-Time Regular Employees

A full-time regular employee has satisfactorily completed a probation period and is regularly scheduled to work a minimum of thirty-seven and a half (37.50) or more hours per week or seventy-five (75.00) hours or more per pay period. Accordingly.

Part-Time Employees

A part-time employee has completed a probation period and is regularly scheduled to work less than thirty-seven and a half (37.50) hours per week or less than seventy-five (75.00) hours per pay period.

Temporary Employees/Independent Contractor

A temporary employee is hired as an employee of Forest Hills to perform a specific project. An independent contractor is not an employee of Forest Hills but contracted to perform

work for a specified period and at a specified pay rate. Temporary employees and independent contractors may work full-time or part-time. In most cases, temporary employees' employment terminates upon completing the project.

PRN Employees

A PRN employee is one who self-schedules him/herself to work. Our PRN Agreement requires minimum availability based on the employee's position, department, and needs of Forest Hills of DC. PRN employees are not guaranteed shifts, work schedules, or the number of hours. PRN employees are not eligible for benefits or paid leave time.

Role of Licensed Professional Nurses (LPNs) and Registered Nurses (RNs)

Forest Hills considers all our RN and LPN Supervisors part of our management team. As nursing professionals, RN and LPN Supervisors are responsible for assuring that we continue to provide the best resident care. RN and LPN Supervisors also perform other essential duties. For example, supervisors are responsible for assigning work to nursing assistants and resolving problems, complaints, and grievances.

RN and LPN Supervisors are also responsible for issuing discipline (oral and written warnings) to nursing assistants when they believe it is warranted. Discipline can be for matters relating to resident care or violations of the employee rules of conduct in serious infractions. Discipline should only be issued when warranted and consistently applied. The DON and Human Resources Director should approve all Discipline before presenting them to the employee.

RN and LPN Supervisors are further responsible for evaluating employees in the nursing department. These evaluations are to help determine training and continued employment.

Change in Employment Status

Employees may request a change in their employment status (i.e., from full-time to PRN or part-time to full-time), pending availability of a position in the requested status change and approval of the department head. Status changes do not necessitate a new probationary period (provided job classification and department remain unchanged). However, employees currently serving a probationary period will serve out their probationary period. If transferring into a full-time status, an employee will be eligible for health benefits immediately provided they have been employed for some time equal to or greater than the length of the benefit eligibility-waiting period required for new hires in the same position. Should the employee have been employed less than the required benefit eligibility-waiting period. In that case, the balance of time will need to be served before the employee becomes eligible for health and welfare benefits.

Reclassification or Elimination of Positions

Positions are part of the Forest Hills job creation process. Whenever work schedules or essential functions change substantially, the department Director will review the job classification and make reclassification decisions with the Administrator's approval.

EMPLOYEE COMPENSATION

D.C. Minimum Wage Act

To be considered "employed" in the District of Columbia and receive the current minimum wage, the person must regularly spend more than 50% of their working time in the District of Columbia or meet the requirements outlined in §32-1003 of Chapter 10 of the District of Columbia Official Code.

Rate of Pay

Forest Hills is interested in the welfare and security of all employees and their families. Therefore, we pay wages comparable with other nursing homes in our area.

Overtime Pay

Employees will be paid at the time rate and one-half their regular pay rate for all hours worked more than forty (40) hours in a workweek. The workweek starts on Sunday and ends on Saturday. The department supervisor must authorize overtime before overtime is worked.

Pay Periods and Payroll

Employment compensation at Forest Hills and Forest Side is based on two-week periods that begin on Sunday morning and end on Saturday at midnight. Paychecks are issued on Thursday following the Saturday the pay period ends. If absent, the Human Resource Department will hold your paycheck until you request it. Your check will not be released to other persons under any circumstances without your written authorization. If unable to personally pick up your check, Human Resources will forward it to your address on file.

Final Pay

Upon termination of employment, Forest Hills will pay the employee all accrued salary to which the employee is entitled. Employees must return Forest Hills property (including keys). Terminated employees will be paid on the day of termination. In addition, voluntarily terminated employees who provide written notice terminating their employment will receive payment for any unused and accrued PTO if they work out their notice as indicated. This paycheck will be processed and picked up on the next scheduled payday.

Garnishments

Forest Hills will honor all court-ordered garnishments obtained by creditors. A garnishment is a legal order to an employer to deduct a set amount of pay because of a debt owed by an employee. The employee will be notified in writing when Forest Hills receives a garnishment.

The employer shall withhold and pay to a judgment creditor no more than one lien obligation concurrently up to 25% of disposable wages or the amount by which disposable wages exceed the standards set forth by the Fair Labor Standard Act, whichever is less. Disposable wages are defined by Title 16 of the District of Columbia Official Code as that part of earnings remaining after legally required deductions.

Salary Advancement

Forest Hills does not advance salary at any time.

Deductions from Pay

An employer may make deductions from pay under the following circumstances:

- An exempt employee is absent from work for one or more full days for personal reasons other than sickness or disability.
- Absences of one or more full days due to sickness or disability if the deduction is made under a bona fide plan, policy, or practice of providing compensation for salary lost due to illness.
- To offset amounts employees receive as jury or witness fees or military pay.
- For unpaid disciplinary suspensions of one or more full days imposed in good faith for workplace conduct rule infractions (see facility policy on penalties for workplace conduct rule infractions contained in the Progressive Discipline System section of this Employment Handbook).
- During the initial or terminal week of employment.
- An exempt employee takes unpaid leave under the Family Medical Leave Act or Paid Family Leave for weeks.

Hours of Work

Because Forest Hills is required to staff twenty-four hours (24) a day, seven (7) days a week, it may be necessary to alter employees' primary assignments to accommodate residents' needs. Additionally, during weather or other emergencies, employees may be required to remain at the facility for extended periods to assure coverage for all job functions for the continued well-being of our residents. Cooperation from all employees is expected in these situations.

Regular work hours consist of 7.5 hours of work in a twenty-four-hour period, with a half-hour meal break and two fifteen-minute breaks during the shift or an eight-hour workday for some positions. Consequently, a regular work week comprises 37.5 or 40.0 hours scheduled within seven consecutive days, beginning on Sunday morning and ending on Saturday midnight. Work hours do not include a meal or other breaks, and no compensation is provided for these times.

Each department has specific policies regarding exchanging days off and intra-departmental coverage. It is your responsibility to thoroughly understand these departmental policies/practices and the circumstances in which they can be implemented.

Time Clock

Forest Hills expects all employees to use the time clock to clock in and out when reporting to or leaving work. If you intend to leave the facility during scheduled duty hours, you must have your supervisor's approval and clock out and in on the time clock. Departure from the facility before the end of your duty hours is discouraged unless there is an emergency.

Employees must report directly to assigned work areas upon entering the building and clock in. In addition, he/she must use assigned break time(s) if it is necessary to return to their vehicle, smoke, use the telephone, find another parking space, retrieve an item from the car, or leave the building for other reasons.

If you forget to use the time clock upon entry or exit from the facility, you are required to notify your Supervisor immediately, who will then rectify the error. Failure to have your time corrected right away will result in loss of pay when payroll is processed. Corrections will not be made until the following pay cycle.

If hourly employees clock in (8) minutes past the scheduled arrival time, 15 minutes is automatically deducted from their daily hours. Employees clock in 16 minutes past their scheduled arrival time, compensation for the day will begin at the next quarter-hour. An hourly employee arriving late cannot make up that time at the end of the day.

If an hourly employee clocks out (8) minutes before their departure time, 15 minutes will automatically be deducted from their daily hours. If an hourly employee clocks out 16 or more minutes before their scheduled departure time, compensation for the day will end at the previous quarter-hour.

Full-time salaried employees will work at least 80 hours every two weeks.

No one is permitted to punch the time clock on your behalf at any time. Disregarding time clock policy and procedures will result in progressive disciplinary action up to and including termination.

Employee Benefit Time

Paid Time Off (PTO)

Forest Hills grants Paid Time Off (PTO) as a benefit to eligible employees. PTO provides employees with time off from work with pay for activities of an employee's choice for illness, injury, or disability; family and medical leave; sick and safe leave; religious observances; emergencies or other events covered by the law. In addition, bereavement, holiday benefits, required jury duty, and military service leave are covered under policies separate from the PTO policy.

PTO hours are accrued based on years of service and regular hours worked. Therefore, employees are encouraged to frequently review their accumulated PTO hours and request time off to maintain a healthy work-life balance.

General Guidelines

Each full-time employee will accrue PTO bi-weekly (per pay period) in hourly increments based on their length of service. PTO is added to the employee's PTO bank each pay period. When used, PTO will be subtracted from the employee's accrued time in 7.5 or 8-hour increments. PRN employees, temporary employees, contract employees, and interns are not eligible to accrue PTO.

PTO regularly accrues up to 30.75 and 80 hours per pay period. Meaning leave does not accrue based on:

- The employee is in any leave status (e.g., PTO leave, leave without pay, workers' compensation leave, Family Medical Leave, military leave, Paid Family Leave, etc.),
- Overtime hours worked.
- Hours coded as "other" by payroll (i.e., seminars, education), or Compensatory hours.

The use of PTO for vacation purposes requires that a request be submitted to the Supervisor one month in advance of the anticipated leave. In addition, the Paid Time Off Form, included in this Handbook as Appendix A., is to be used.

While PTO is expected to be approved in advance, exceptions may include unexpected illnesses or emergencies. If the need for leave is unforeseeable, you must notify your supervisor of your absence as far in advance as possible but not later than four (4) hours before the start of your scheduled reporting time.

Carry Over of Paid Time Off (PTO)

Effective January 1, 2021, employees may carry over into the next calendar year-end the maximum of 80 hours. Employees are responsible for monitoring and requesting PTO leave during the year to avoid forfeiture. Because approval of PTO is subject to the needs of the employee's department, all requests cannot be honored simultaneously or during peak request times (e.g., holidays, summer vacation, etc.). Therefore, employees are often urged to review their leave balances, request early when possible, and use PTO to avoid forfeiture.

Administration of Paid Time Off (PTO)

Individual departments administer PTO under the supervision of the department director. Individual departmental policies may require more stringent procedures than the administrative procedures listed below. In those instances, departmental procedures are stated, and employees are expected to follow their departments' procedures. Otherwise, the following applies:

- Employees who miss three or more consecutive scheduled days of work will be required to present a physician's report for illness before the use of PTO is approved.
- Under the Family and Medical Leave Act policy, all accrued PTO time must be exhausted before the start of unpaid federal FMLA leave.
- Department Directors must give a (30) day notice of resignation or retirement. Paid PTO balance will be contingent upon the director working through their entire notice period. Employees terminated for cause are generally not eligible for PTO payout.

- All other employees must give a (2) week notice of resignation or retirement. Paid PTO balance will be contingent upon employees working through their entire notice period. Employees terminated for cause are generally not eligible for PTO payout
- Employee's call-out may not take PTO two days before or two days after the designated holidays. (This may vary by department. Check with your department director.)
- Requests for extended PTO (i.e., excess of 3 consecutive days) are generally not encouraged from December 20 through January 2. Department directors must ensure adequate employee coverage to maintain the usual level of departmental activity on all holidays (and throughout extended holiday periods).
- Leave should not be planned before written approval is received (e.g., advance ticket purchases). Forest Hills will not assume responsibility for such expenses if the requested leave is denied.

When using PTO for vacation or an expected absence of less than one week, employees must provide a minimum of two (2) weeks written notice to their Department Director. The request for one week or longer must be submitted a minimum of four (4) weeks in advance.

In its sole discretion, no more than one (1) employee, per department, per shift, maybe on a vacation

(Employees hired before 2016)

*Based on 40 hours per workweek

Years of Service	PTO Accrual Rate	PTO Accrual per pay	PTO Accrual hours Annually
1 - Years	.0769 /each hour worked	5.7675	150
2-5 Years	.0961 /each hour worked	7.2075	187
6-9 Years	.1153 /each hour worked	8.6475	225
10+ Years	.1269 /each hour worked	10.152	264

*Based on 75 hours bi-weekly

Years of Service	PTO Accrual Rate	PTO Accrual Hours per pay	PTO Accrual hours Annually
1 Year	.0769 /each hour worked	5.7675	150
2-5 years	.0961 /each hour worked	7.2075	187
6-9years	.1153 /each hour worked	8.6475	225
10+Years	.1269 /each hour worked	9.5175	248

(Employees hired After 2015)

*Based on 80 hours bi-weekly

Years of Service	PTO Accrual Rate	PTO Accrual Hours per pay	PTO Accrual hours Annually
1 Year	.0575 /each hour worked	4.6	120
2-5 years	.0769 /each hour worked	6.152	160
6-9years	.0961 /each hour worked	7.688	200
10+Years	.1153 /each hour worked	9.224	240

260
280

*Based on 37.5 hours per workweek

Years of Service	PTO Accrual Rate	PTO Accrual Hours per pay	PTO Accrual hours Annually
1 Year	.0575 /each hour worked	4.3125	112
2-5 years	.0769 /each hour worked	5.7675	150
6-9years	.0961 /each hour worked	7.2075	187
10+Years	.1153 /each hour worked	8.6475	225

Employees who have not completed their probationary period cannot use PTO.

When using PTO for vacation or an expected absence of less than one week, the employee must provide a minimum of two (2) weeks written notice to their Department Director. The request for one week or longer must be submitted a minimum of four (4) weeks in advance.

In its sole discretion, no more than one (1) employee, per department, per shift, maybe on

a vacation period on any day, except as otherwise permitted by management. Unapproved time off shall not be unreasonably withheld.

Bereavement Leave

Bereavement Leave is exempt from the Employer's Punctuality, Tardiness, and Absenteeism Policy. After the employee's probationary period is completed, a three-day leave of absence with pay will be granted to full-time employees in the event of death in the immediate family. The time off is approved to accommodate employees to attend to family matters, travel, attend viewings/funerals, etc. The paid leave applies only for scheduled workdays as they occur at the time of death.

"Immediate family" is limited to husband/wife, domestic partner, mother, father, son or daughter, mother-in-law, father-in-law, natural grandmother, natural grandfather, natural sister, natural brother.

Notification for Bereavement Leave

To be eligible for Bereavement Leave, employees must notify their Supervisor as soon as possible of the need to take leave. Failure to do so may disqualify you for benefit time otherwise eligible.

Time Off for Jury Duty

If summoned for jury service, employees are to notify the Supervisor immediately and provide the facility with a copy of the summons.

Exempt (salaried) and non-exempt employees will receive up to five (5) days of regular compensation for jury duty; after that, they will be expected to take paid time off (PTO).

Exempt employees will also be expected to report to work during hours that their service for the Court is not required (i.e., if the Court recesses at noon or the jury is told not to report to Court until 2:00 pm). In all instances, exempt and non-exempt employees must submit to Human Resources written verification of their required service and attendance for the facility's records and payroll purposes. Employees will not be compensated for jury service on their regular days off.

Jury service usually includes some nominal compensation for each day served provided by the Court. Employees may retain this compensation but must report it to Human Resources, and your salary or compensation will be reduced by the amount of jury payments you received.

Computer Ethics

Forest Hills email and the Internet is for business use only. Forest Hills email and Internet are not used to solicit commercial ventures, religious or political causes, or any external causes or organizations. Employees should not use password access, a file, or retrieve any stored communication without authorization. Ensure compliance with this policy; computer usage may be monitored.

Forest Hills strives to maintain a workplace free of harassment and is sensitive to the diversity of its employees. Therefore, Forest Hills prohibits the use of computers in a way that is disruptive, offensive to others, or harmful to morale.

According to the software license agreement, employees may only use the software on a local network or multiple machines. In addition, Forest Hills prohibits the illegal duplication of software and its related documentation.

Employees should notify their immediate Supervisor, the Administrator, or any member of management upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

Internet Use

The Internet is for business purposes only and provides a unique tool for enhancing services to residents. Therefore, employees are liable for what they say or do on the Internet. Therefore, employees are required to respect copyright law and do not visit or download from offensive sites, including, but not limited to, pornographic, criminal skills, gambling, drugs, and hate speech.

EMAIL boxes are for proper business use only. Employees should not send or receive personal email messages or conduct personal business through email or internet service. All information retrieved, downloaded, copied, or printed from computers is considered Forest Hills property and may be monitored.

Employees may not load or download any software to protect computers and networks from viruses, other disorders, or other software, add or remove hardware or attempt repairs, etc., on computers without the administrator's prior approval.

Social Media Policy

At Forest Hills, we understand that the use of social media sites such as Facebook, Twitter, YouTube, Flickr, Tick Tock, and Instagram can be a fun and rewarding way to share your life and opinions with family, friends, and co-workers. However, the use of social media also presents certain risks. It carries specific responsibilities inside Forest Hills on a company computer or outside Forest Hills during an employee's time. To assist you in making responsible decisions about your use of social media, we have established these guidelines for the appropriate use of social media. This policy applies to all employees who work for Forest Hills.

The use of social networking sites in a manner that defames Forest Hills, its employees, or its residents or adversely impacts the reputation of Forest Hills will result in disciplinary action, including up to termination.

GUIDELINES

In the rapidly expanding world of electronic communication, social media can mean many things.

Social media includes all means of communicating or posting information or content of any sort on the Internet; including to your own or someone else's weblog or blog, journal or diary, personal website, social networking or affinity website, web bulletin board, or a chat room, whether associated or affiliated with Forest Hills, as well as any other form of electronic communication.

The same principles and guidelines found in Forest Hills policies and three fundamental beliefs apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow associates, or otherwise adversely affects members, residents, owners, suppliers, people who work on behalf of Forest Hills legitimate business interests may result in disciplinary action up to and including termination in accordance with Forest Hills Progressive Discipline Program.

Know and follow the rules

Carefully read these guidelines, and ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination in accordance with Forest Hills policies and procedures on Discrimination, Harassment, and Retaliation as included in the Employee Handbook.

Be respectful

Always be fair and courteous to fellow employees, residents, suppliers, or people who work on behalf of Forest Hills. Also, remember that you are more likely to resolve work-related complaints by speaking directly with your co-workers or utilizing our Open-Door Policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video, or audio that reasonably viewed as malicious, obscene, threatening, or intimidating, disparaging residents, other employees, owners, or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment based on race, sex, disability, religion, or any other status protected by law or company policy.

Honest and Accurate

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Finally, never post any information or rumors that are false about Forest Hills, fellow employees, residents, suppliers, and people working on behalf of Forest Hills.

Posting Appropriate and Respectful Content

Maintain the confidentiality of Forest Hills' private or confidential information. For example, do not post internal reports, policies, procedures, or other internal business-related confidential communications.

Respect resident information. It is illegal to communicate resident information in violation of the Health Information Portability and Accountability Act (HIPPA)

Do not create a link from your blog, website, or other social networking sites to a Forest Hills website without Forest Hills approval. Remember that being a

Forest Hills employee means that you are responsible for presenting yourself professionally. Therefore, express only your personal opinions.

Never represent yourself as a spokesperson for Forest Hills. If Forest Hills is a subject of your content, be transparent and open about being an employee. Also, make clear your views do not represent those of Forest Hills, fellow employees, residents, suppliers, or people working on behalf of Forest Hills. If you publish a blog or post online information related to your work or subjects associated with Forest Hills, make it clear that you are not speaking on behalf of Forest Hills. You must include a disclaimer such as "the posting on this site are my own and do not necessarily reflect the views of Forest Hills.

Using social media at work

You may not use social media while on work time or the equipment we provide unless it is work-related as authorized by your manager or consistent with Company Policy. In addition, if provided, do not use your Forest Hills email addresses to register on social networks, blogs, or other online tools utilized for personal use.

Retaliation is prohibited

Forest Hills prohibits taking Negative action against any employee to report a possible deviation from this policy or cooperate in an investigation. An employee who retaliates against another employee for reporting a possible deviation from this policy or cooperating in an investigation will be subject to disciplinary action, up to and including termination, according to Forest Hills Progressive Disciplinary Program.

Publicity

Employees are prohibited from speaking on behalf of Forest Hills without the prior written authorization of the CEO. In addition, the CEO must approve the release of information to the media emanating from Forest Hills. This includes information provided to newspapers, television and radio stations, Internet news publishers, general interest magazines, and nursing home or related trade papers and magazines.

Media contacts

Employees should not speak to the media through Social Networking sites on Forest Hills' behalf without contacting the CEO and obtaining approval. **Direct all media inquiries to the CEO** or, in the absence of the CEO, direct all media inquiries to the Chair of the Board of Directors.

Loyalty to the company is expected, and good public relations are the responsibility of all Forest Hills employees. In addition, we will be judged by the quality and loyalty of our staff.

For more information

If you have questions or need further guidance, please contact Human Resources or the Administrator.

Substance Abuse

Forest Hills has a significant interest in ensuring the health and safety of its residents and employees. Accordingly, Forest Hills has established a policy prohibiting the use, possession, purchase, sale, transfer, or distribution of non-medically prescribed controlled substances and the use of alcohol while on Forest Hills premises or property. Forest Hills encourages an enlightened viewpoint toward alcoholism and drug dependencies as behavioral-medical problems that can be treated rationally. In addition, Forest Hills encourages employees or members of their families to seek assistance if alcohol or drug abuse is a problem. Forest Hills has established the following substance abuse policy for these reasons.

The use, possession, sale, transfer, or distribution of non-medically prescribed controlled substances or alcohol on Forest Hills premises or at any of Forest Hills work sites is prohibited. Any employee found in violation of the above-stated policy is subject to disciplinary action up to and including dismissal on the first offense. The term "worksites" includes:

- Company vehicles on and off Forest Hills premises.
- Anywhere in Forest Hills buildings or on Forest Hills premises.
- Any other location where the employee is working and being compensated.

Employee Impairment and Drug Use:

Employees are prohibited from reporting and being at work while under the influence of alcohol or when suffering from an alcoholic hangover, illegal drugs, or any controlled substance. Any employee violating this policy may be subject to disciplinary action, including dismissal on the first offense.

An employee taking a drug or other medication, whether or not prescribed by a physician for a medical condition known or publicized as possibly impairing judgment, coordination, or other senses important to work's safe and productive performance, must notify their supervisor before starting work. The Supervisor will decide whether the employee can continue working or impose any necessary work restrictions.

Employee Drug/Alcohol Testing:

When Forest Hills has reasonable suspicion that an employee's behavior and/or performance are influenced by controlled substances and/or alcohol, Forest Hills may require the employee to submit to drug testing. Factors establishing reasonable cause include but are not limited to:

- Absenteeism or excessive tardiness.
- Declining productivity or performance.
- Violation of company safety policies.
- Involvement in an accident or near-accident.
- Discovery or presence of substances in an employee's possession or near the employee's workplace.
- Suspect behavior such as stumbling, slurred or incoherent speech, apparent confusion and

disorientation, emotional outbursts, the odor of alcohol, and/or residual odor peculiar to some chemical or controlled substance.

- A conviction for violation of a criminal drug statute.
- A prior positive drug test result; and
- The event of a work-related injury that results in medical treatment.

If a supervisor makes such observations, the Supervisor will contact the Administrator, Human Resources, or designee. The Administrator, Human Resources, or designee will then confront the employee with the observed behavior and offer them an opportunity to give a reasonable explanation. If no acceptable explanation is forthcoming, the Administrator, Human Resources, or designee may request that the employee immediately be scheduled for a drug test.

Suppose the employee refuses to cooperate with the Administration of the drug test. In that case, the employee will be advised that failure to cooperate with the drug test will be considered a positive test result.

- The employee will be suspended without pay pending receipt of the test results by Human Resources.
- Should an employee be involved in an accident while furthering Forest Hills business that involves loss of life and/or bodily injury. In that case, the employee will request the employee to submit to drug testing.
- Employees having a positive test result are subject to appropriate disciplinary action, up to and including dismissal.

Test results will be treated confidentially. The employee's confidentiality shall be guarded to the greatest possible extent. Test results shall not be disclosed to any individuals, inside or outside Forest Hills, except those designated by the Administrator or designee as having a legitimate "need to know" to make decisions and enforce Forest Hills policies.

Corrective Action

As stated herein, any employee found in violation of this substance abuse policy may be subject to disciplinary action up to and including dismissal on the first offense.

Miscellaneous General Policies

Violence in the Workplace Policy

Forest Hills will make every effort to minimize the risk to employees of workplace violence in any form. We have zero-tolerance for workplace violence initiated by employees or by anyone. Employees committing or perpetuating workplace violence will be subject to immediate dismissal. In addition, visitors threatening or committing violent acts will be required to leave the premises and be subject to local authorities.

Definitions:

Act of Violence:

Forest Hills will interpret an act of violence, whether physical violence, verbal or non-verbal threats, damage to or theft of property, and/or any related actions in the broadest sense

possible to include (but not limited to) the following.

- Possession of firearm, knife, explosive, or any other type of weapon covered by the law regardless of whether the person is licensed to carry the weapon or not.
- The possession or use of a weapon will cause immediate termination of employment. Fighting, verbal or physical.
- Punching, hitting, slapping, kicking, biting, pushing, "horseplay,"
- The physical act of aggression may be dangerous to others.
- Conduct that threatens, intimidates or coerces another employee, resident, or public member will not be tolerated.
- This prohibition includes all acts of harassment, including harassment based on an individual's race, sex, age, or any characteristic protected by federal, state, or local law.
- In management's judgment, any act intended to cause harm to another.

Weapons:

For purposes of this policy, Forest Hills will interpret a weapon in a broad sense. Including (but not limited to) the following articles brought onto any part of Forest Hills property. Also, including private vehicles which are owned or operated by an employee or to Forest Hills sponsored events:

- Firearms or explosive devices, regardless of whether the person is licensed to carry the weapon or not.
- Knife without proper authorization from management.
- Firearms or explosive devices, regardless of whether the person is licensed to carry the weapon or not.

Procedure

Employees are required to report incidents of workplace violence or threats of such violence to their Supervisor or any management team member immediately. No reprisal will be taken against any employee who, in "good faith," reports or experiences workplace violence.

Emergency Situations:

If any threat of violence is perceived, supervisors and/or employees should enlist the assistance of the Front Desk. Supervisors or Directors are to follow the procedure below in the event of violence or threats:

- Obtain the critical information: What are the nature of the trouble and the current status? Who is involved (name/department)? Is anyone injured? Where is the trouble occurring?

- If any threat of violence exists, call 911, notify law enforcement officials of the problem, and request their assistance (e.g., police and/or ambulance). Inform department Supervisor.
- If a violent incident occurs or an individual carries a weapon, do not use physical force to detain the suspect(s). Do not resist if the suspect(s) wants to leave the premises. Instead, obtain a good, detailed description of the suspect(s) and, if possible, any vehicle they used.
- Write a detailed report which states what happened, when it happened, where it happened, how it happened, why it happened, and who was involved. Be sure to include the names of any witnesses, any injuries, action taken, and the current state of the matter.

Non-Emergency Situations:

When a supervisor or Director is advised of or observes a violation of this policy, they are to report this to the Administrator immediately.

- An investigation, including interviews of individuals involved, will be conducted and documented.
- Police will be involved if necessary.

Supervisor's Responsibility

Supervisors and Directors are responsible for (1) prevention and (2) stopping forms of violence. The Administrator is functionally responsible for implementing and overall enforcement of this policy.

- In the event of a violent incident or threat of violence, Supervisor/Directors are to contain the incident and complete a thorough investigation of the incident.
- If physical contact or injury is involved, Supervisor/Directors should complete a Workers Comp incident report and seek medical attention for the injured.
- If an incident involves verbal threats only, Supervisors/Directors complete the incident report.
- Any employee perceived to have committed a violent or threatening act or intimidation, including threats or carrying an implement that could be used as a weapon, must be placed on paid administrative leave pending a complete investigation.

Reporting Violation of this Policy

- Call the Administrator, Director of Nursing and Nursing Supervisor in an emergency.
- Employees who believe they have been subjected to any behavior threats or physical intimidation listed above are requested and encouraged to immediately report the incident(s) to their supervisor or any management team member.

- An employee who observes or knows of any violation is encouraged to report the violation immediately to his/her supervisor or management team. It is essential for Forest Hills to maintain a safe working environment.
- No reprisal will be taken against an employee who makes such a report. However, an employee who makes a reprisal, regardless of the magnitude of that reprisal, against an employee who reports an act of violence or suspicion of potential violence shall be subject to disciplinary action, including discharge.

Post-Incident Review and Response

- The appropriate Director will investigate incidents immediately and complete an incident report.
- The Administrator and Human Resource Director will conduct a complete review of the incident within three business days.
- Appropriate action will be taken, and such action will be commensurate with the severity and nature of the incident. Any employees found to have committed a violent act, an act of intimidation or threat will be subject to the appropriate level of corrective action, including termination of employment.
- Actions to be taken under consideration include but are not limited to medical treatment for injury, psychological evaluation and counseling for victims and witnesses (trauma crisis counseling, critical incident debriefing), additional training and education, additional engineering controls, changes in the workplace, and/or changes in administrative policies.

Removal of Facilities Property

Forest Hills property (including, but not limited to, clothing, supplies, equipment, furnishings, fixtures, appliances, tools, and items designated for disposal) may not be removed from Forest Hills premises without prior authorization from the Administrator or designee.

Should you need to remove Forest Hills property pursuant to your duties or wish to purchase Forest Hills property, you should consult with your supervisor. Removing property without permission constitutes theft and will result in discharge from employment and/or reporting of theft to local authorities.

Damage To Property

As a part of your job duties, you may be working with delicate and expensive equipment and supplies. It is an essential part of your job to take care of equipment, and as a member of the staff, you are expected to appreciate the necessity of being careful with all Forest Hills property. Careless treatment or neglect of equipment and wasteful use of supplies result in unnecessary expenses to Forest Hills. An employee will be held responsible for damage to equipment and supplies caused by carelessness. Employees damaging property are subject to discipline under the Progressive Discipline Policy.

Visitors

Personal visitors during working hours are prohibited. However, suppose you terminate your employment at Forest Hills and wish to return to visit a resident. In that case, you may do so only after obtaining permission from the Administrator or at the resident's request.

Chain of Command

Employees are directly responsible to their department supervisor. For CNA's, their first-line Supervisor is the RN or LPN. In job-related problems or complaints, employees will first consult their supervisor. Then, if the employee feels it is necessary, they may request a conference with the Director of Nursing (nursing only) and or Human Resources.

Telephone Calls and Messages

Forest Hills is dedicated to caring for the elderly and disabled. The care of these residents cannot be adequately accomplished when the employees are interrupted by outside personal phone calls or text messages. Therefore, cell phones are to be used only during breaks and at mealtimes and may not be used in resident care or work areas. An employee may keep a cell phone on their person but must have the phone ringer turned off during working hours and in resident care areas. The employee may be subject to a search in accordance with Forest Hills policies. The use of handheld cellular phones by individuals operating vehicles is prohibited in The District of Columbia. Personal cellular phone use, including text messaging, for any reason by employees while engaged in employer business or operating employer vehicles is strictly prohibited.

Bulletin Boards

Forest Hills uses a bulletin board to post notices that affect or concern our employees and only post official Forest Hills announcements. Forest Hills posts official government notices and changes of Forest Hills policies that affect our employees on this Bulletin Board. Only Human Resources, Life Enrichment, and Nursing Education are designated to post or remove notices from the Bulletin Board.

Notices concerning outside organizations and events that do not relate to the activities of Forest Hills may not be posted on the board. Posting, altering, or removing notices or information from the bulletin board without proper authorization may be grounds for disciplinary action.

Employee Lockers and Personal Effects

Forest Hills provides employees with lockers for their use when available. Forest Hills will not provide Locks; however, employees may use personal locks to maintain the security of items kept in the lockers.

Forest Hills retains ownership of all employee lockers and reserves the right to inspect locked or unlocked employee lockers at any time with or without the permission of the employee. Lockers may not be used to store a property or other items in violation of Forest Hills policies. Further, Forest Hills retains the right to remove items of employee property or any other items, with or without the employee's permission, that violate Forest Hills policies or create a health or safety risk.

Employees are required to maintain their lockers in a clean and sanitary manner. Lockers are to be kept free from the accumulation of food and trash. All foods stored overnight must be stored in airtight containers and must not require refrigeration.

Forest Hills assumes no responsibility for the loss or theft of personal property stored in lockers. Forest Hills assumes no responsibility for damaged items due to removing the items pursuant to this or any other Forest Hills policy.

To ensure the health and safety of the residents, Forest Hills reserves the right to conduct searches or inspections of lockers, desks, computers, cabinets, files, drawers, boxes, or any other area or container that is Forest Hills' property. Employees do not have the right to privacy in lockers, desks, drawers, boxes, or other areas that are Forest Hill/Forest Side property. Furthermore, to help secure a safer working environment, Forest Hills reserves the right to use surveillance cameras.

Name Badges

We are all visitors in our residents' homes; everyone has a right to know who is in their home. Therefore, all employees must always wear a name badge **facing out above the waist** so that residents can identify them. This is a resident legal right. Forest Hills provides the first name badge at no cost. Report lost name badges to Human Resources. All name badges are to be supplied by Forest Hills.

Dress Code

Since the appearance of the staff is a reflection of the employee, the resident, and Forest Hills, the Dress code provides for a consistent professional appearance in the dress of the staff.

All employees must dress and groom in a manner appropriate to their working conditions. Should an employee report to work improperly dressed or groomed, their supervisor must instruct the employee to return home to change. Employees will not be permitted to work when improperly dressed, nor will they be compensated for their time away from work. Forest Hills dress code is as follows:

For Nursing Department

- All nursing staff will wear a scrub suit in a solid color or printed pattern, except for the Director of Nursing, ADON, RN-Unit Managers.
- All uniforms are to fit comfortably; clothing is not tight or bulky in appearance.
- Shoes must be appropriate to job function. All nursing staff and nurse management are required to wear enclosed shoes. No open sandals of any type, toeless and heels out, may not be worn by nurse staff or nursing management. This is due to the probability of foot injury resulting in worker's compensation.
- The Director of Nursing and Human Resources may determine the appropriateness of the uniform and has the right to verbally warn the employee or send the employee off duty to change the uniform. Forest Hills' disciplinary process will be followed for all episodes of continued noncompliance with this dress code and may result in suspension or termination from your position.
- Jewelry is inappropriate, including significant hoop earrings, rings with stones or other sharp protrusions, large necklaces, or sharp pins. Jewelry and hairstyles must

be conservative. Shoulder length or longer hair is to be pulled back as an infection control principle.

- Fingernails must not extend more than ¼ inch beyond the fingertip.

Dining Service

- Uniform clothing
- solid, white-colored shirt/blouse
- Enclosed shoes with non-skid soles, impervious to soil
- Effective hair restraints must be worn when working with or around food (hairnet, clean covering, or cap)
- Apron & gloves are provided

For Maintenance Personnel/Housekeeping/Laundry

- Maintenance will wear khaki pants (clean and in good repair with no holes)
- Maintenance will wear designated color polo/work shirt/tee-shirt
- Maintenance will wear supportive enclosed shoes
- Housekeeping will wear a designated scrub colored shirt
- Housekeeping will wear supportive enclosed shoes. Clean white or colored sneakers are allowed

Life Enrichment Aide

- Department colored polo shirt
- Department colored khaki pants
- Supportive enclosed shoes. Clean white or colored sneakers are allowed

For All Employee in All Departments:

- no sweatpants, stretch pants, yoga pants, leggings, or other skin-tight pants
- Skirts and/or split skirts should be no more than two (2) inches above the knee. All tops should be non-revealing in cut, material thickness, and fit.
- There are no tank tops, halter tops, spaghetti straps, camisole, mid-drift, spandex, low cut, see-through, open back, or any other tops deemed inappropriate by management.
- fingernails must be trimmed and clean and kept no more than 2 inch long.
- no flip flops or shoes that resemble flip flops with heels. (open toe and slingback shoes are allowed for non-clinical personnel who spend less than 25% of their work time on the nursing unit).
- no attire with controversial logos/pictures/messages
- no jeans/ripped jeans or shorts (jeans with no rips are allowed only on the designated day of the week)
- flagrant and excessive make-up, hairstyles
- No headgear is allowed other than for religious purposes

All personnel will be monitored concerning the dress code. Any refusal to adhere to this policy may result in disciplinary action.

Legal Requirements and Policies

Holidays

After completing the probationary period, Forest Hills provides ten (10) paid holidays each year for full-time and part-time employees.

Employees may be required to work on holidays, as scheduled. Full-time and Part-time employees who work on a holiday will be paid for the number of hours worked on that day and shall receive an additional day's pay. Employees must work the first two scheduled days' before and after their paid holiday. Employees not scheduled to work will be compensated at a straight-time rate. PRNs will be paid for the number of hours worked on that day. Employees

Forest Hills of D.C. and Forest Side recognize the following holidays:

- New Year's Day
- Martin Luther King's Birthday
- George Washington's Birthday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Forest Hills and Forest Side follow the holiday schedule set by the federal government (i.e., if the holiday falls on a Saturday, it is celebrated on Friday. If the holiday falls on Sunday, it is celebrated on Monday). Human Resources will keep you informed of holiday celebration dates.

The following guidelines and rules are in effect during holiday times:

Salaried Employees

Exempt employees may be requested/required to work on a holiday (particularly during Christmas/New Year's), in which case you will receive a day off at a later time. Exempt employees are expected, if working the holiday, to work as a minimum of four (4) hours. Time awarded will be the equivalent of regular time worked.

Hourly Staff

For hourly staff, the following guideline is in effect. However, departmental practices may be more stringent and superseded. Therefore, hourly employees check the rules with their department heads.

- Employees may not take both Christmas and New Year's Day as a holiday because departmental rules are essential during this period.

D.C. Parental Leave

The District of Columbia Parental Leave Act provides an employee who is a parent, guardian, custodian, aunt, uncle, grandparent, or spouse or domestic partner of any of those as mentioned above, with a total of 24 hours of unpaid leave during 12 months to attend or participate in school-related events for his or her child. A school-related event is an activity sponsored by either the school or an associated organization such as a parent-teacher association. You may elect to use PTO instead of unpaid leave.

Written requests for Parental Leave must be submitted to your supervisor at least ten calendar days in advance of the leave unless the need for parental leave is unforeseeable. Leave may be denied when it disrupts business operations.

Workers' Compensation

Forest Hill/Forest Side provides all employees with Worker's Compensation Insurance Benefits as required by law. This program provides hospitalization, rehabilitation, medical expenses, and partial payment for lost wages due to work-related injury.

What should an employee do if injured?

- Immediately notify your supervisor and request medical services.
- Complete Employee Incident Report along with witnesses' statements if applicable
- Submit completed Incident Report with witness statements to Human Resources

Provide all necessary medical, surgical, and hospital treatment from the date of a covered accident, paying for benefits directly or through its workers' compensation insurance carrier.

Posters are displayed conspicuously to clearly explained to employees. In addition, through this poster, the employer shows compliance with the Workers' Compensation Law and Administrative Regulations.

All inquiries regarding Worker's Compensation should be directed to your Supervisor and Human Resources.

Family and Medical Leave Act (FMLA)

FMLA Eligibility

The Family and Medical Leave Act of 1993 provides certain eligible employees with up to twelve (12) workweeks of unpaid, job-protected leave a year. To be eligible for FMLA leave, an employee must:

- worked for the company for at least 12 months.
- Have worked at least 1,250 hours during the 12 months before the start of the FMLA leave; and
- Work at a location where at least 50 employees are employed or within 75 miles of the location.

- For purposes of this policy, the "12-month period" in which the leave entitlement occurs is defined as a rolling 12-month period measured backward from the date an employee first uses FMLA Leave.

Family Medical Leave Act - District of Columbia

The District of Columbia Code §32-502 provides for family leave in accordance with the terms set forth below. Provisions of the Federal FMLA will supersede the FMLA provisions of the District of Columbia, except where the District of Columbia FMLA provides benefits that exceed the requirements of the Federal FMLA.

An employee shall be entitled to a total of 16 workweeks of family leave during any 24 months for:

- The birth of the child of the employee.
- The placement of a child with the employee for adoption or foster care.
- The placement of a child with the employee for whom the employee permanently assumes and discharges parental responsibility; or
- The care of a family member of the employee who has a serious health condition

The entitlement to family leave shall expire 12 months after the child's birth or placement of the child with the employee.

For a family member who has a serious health condition, the family leave may be taken intermittently when medically necessary. In addition, family leave may be taken on a reduced leave schedule, during which the 16 workweeks of family leave may be taken over a period not to exceed 24 consecutive workweeks.

Any accrued benefit time shall count against the 16 workweeks of allowable family leave provided by the laws of the District of Columbia.

Any employee who becomes unable to perform the functions of the employee's position because of a serious health condition shall be entitled to medical leave for as long as the employee is unable to perform the functions, except that the medical leave shall not exceed 16 workweeks during any 24 months. The medical leave may be taken intermittently when medically necessary.

If the need for medical leave is foreseeable based on planned medical treatment or supervision, the employee shall:

- Provide the employer with prior reasonable notice of the medical treatment or supervision; and
- Make a reasonable effort to schedule the medical treatment or supervision, subject to the approval of the employee's health care provider, in a manner that does not unduly disrupt the employer's operations.

FMLA Entitlement

An eligible employee's FMLA leave entitlement is limited to one or more of the following reasons:

- The birth of the employee's son or daughter; and care for the newborn child.
- The placement with a son or daughter employee for adoption or foster care and care for the newly placed child.
- To care for an immediate family member (spouse, child, or parent but not parent "in-law") with a serious health condition.
- Employee's serious health condition.
- To care for a covered servicemember who has a serious illness or injury incurred in the line of active duty.
- To attend to Qualifying Exigencies related to the current active duty or call to active duty of a covered servicemember.
- When Forest Hills employ spouses, they are only entitled to a combined week of leave for the child's birth, adoption, or foster care to care for the child or care for a seriously ill parent.
- FMLA Leave for a serious health condition may be taken intermittently only when the following criteria are met:
 1. Leave is due to a single qualifying reason. The medical condition can best be accommodated by intermittent leave
 2. Certification requires the use of intermittent leave. 1. The employee must make a reasonable effort to schedule intermittent leave for planned medical treatment 2. Intermittent leave will not be granted for the birth or adoption of a child.
 3. Suppose the employee cannot perform an essential function of the position because of a physical or mental condition, including continuing a serious health condition or an injury or illness also covered by workers' compensation. In that case, the employee has no right to restoration to another position under the FMLA.
 4. An employee who fraudulently obtains FMLA leave is not protected by FMLA's job restoration or maintenance of health benefits provisions.

FMLA - Serious Health Condition

For purposes of this policy, a serious health condition means an illness, injury, impairment, or physical or mental condition that involves:

- Any period of incapacity or treatment in connection with, or consequential to, in-patient care in a hospital, hospice, or residential medical care facility.
- Continuing treatment by a health care provider and one of the following:
 - A period of incapacity greater than three (3) days.
 - Treatments by a health care provider or under the supervision of a health care provider. The first of the two (2) or more visits must take place within seven (7) days of the first day of incapacity, and the second must take place no later than thirty (30) days after the first day of incapacity.
- A period of incapacity greater than three (3) calendar days, as well as two or more treatments by a health care provider or those under the provider's supervision, or at

least one treatment with a regimen of continuing treatment (such as taking prescription medication).

- Period of incapacity for pregnancy or birth.
- Any period for chronic serious health conditions. A chronic serious health condition is a condition which:
 1. Requires periodic visits for treatment by a health care provider or those under the provider's supervision,
 2. Continues over an extended period,
 3. May cause episodic incapacity,
 4. A period of incapacity which is permanent or long term for an untreatable condition (e.g., Alzheimer's),
 5. Any period of absence to receive multiple treatments for restorative surgery or a condition in the absence of the treatment would likely result in a period of incapacity for more than three days, or
 6. A serious health condition does not usually include the common cold, the flu, earaches, upset stomach, minor ulcers, headaches other than migraines, routine dental, orthodontia, or periodontal problems.

"Periodic" is defined as requiring at least two (2) visits to a health care provider per year.

FMLA Notice

Forest Hills will provide you with a Family or Medical Leave Request and Response Form that is eligible for the FMLA. Employees seeking to use FMLA leave are required to provide 30-day advance notice of the need to take FMLA when the need is foreseeable. If the need to take FMLA leave is not foreseeable 30-days in advance, you are required to provide notice upon receiving the knowledge of the need. Failure to provide timely notice may result in the delay of benefits. Timeliness of notification will be evaluated based upon the individual circumstances of the FMLA qualifying event

FMLA Certification

We may require that you provide us with medical certification from the treating doctor, either for yourself or for your immediate family member, which states:

- The approximate date the serious health condition started.
- The probable duration of the serious health condition.
- The diagnosis and a brief description of the treatment of the health condition.
- A statement that you are unable to perform the functions of your position.
- The estimated time you need off from work.

The certification must be provided to the Human Resources or its designee within fifteen (15) days of your request for leave.

Suppose the certification provided by an employee to obtain FMLA is not complete or is insufficient. In that case, you will be notified in writing and given seven (7) days to correct the deficiencies. Failure to provide the required information may be grounds for denial of an FMLA request

For purposes of clarification and/or authentication of information, a Human Resources employee, but not your direct supervisor, may contact the health care provider. No additional information beyond what is required by the certification forms shall be obtained. Contact will be made if you fail to provide the required information or do not otherwise clarify the required information. Refusal to allow contact with the provider may be grounds for denial of the FMLA request. We reserve the right to request a second or third opinion to ascertain the need for the FMLA.

An employee who uses FMLA leave may be required to obtain medical certification as to their condition every six (6) months. Employees who have not been certified as having an "ongoing" or "lifetime" condition may be required to be certified every thirty (30) days in conjunction with an absence.

FMLA - Health Insurance

While we will maintain your health insurance coverage while you are out on FMLA leave, you will be responsible for paying your share of health insurance or other voluntary insurance premiums or deductions while on leave. Failure to pay your portion of health insurance may cause your benefits to be terminated and require you to begin the 90-day waiting period before benefits are reinstated.

FMLA- Use of Benefit Leave Time

Worker's compensation and benefit leave time off will be counted toward FMLA leave time. Therefore, using paid leave benefits does not add to the total length of your FMLA Leave period.

Returning from FMLA

Upon returning from FMLA, we will require:

- The employee will notify Human Resources at least one week before returning for scheduling adjustment.
- A physician returns to work stating that you are fully" capable of working the whole duty in your hired position.
- Failure on the employee's part to return to work upon exercise of the FMLA leave will be considered voluntary termination of employment and/or job abandonment.
- The employee may be required to provide certification that they may perform essential functions of their job following their absence. All employees may be required to provide a fitness-for-duty certificate before returning to work to address safety concerns.
- If you elect not to return to work at the end of your leave for at least 30 days, you will be required to reimburse Forest Hills for maintaining health care
- Coverage during your unpaid leave period, unless you cannot return to work due to an ongoing serious health condition.

Active-Duty Family Member Leave

There are two types of FMLA leave relating to active-duty service in the military, Covered Servicemember Family and Medical Leave and Qualifying Exigency Leave. Each type of leave is designated for specific activities and has a specific allowable length of leave. This Military FMLA leaves run concurrently with other leave entitlements provided by Federal, State, and local law, including Family and Medical Leave Act entitlement. For example, after exhausting traditional FMLA leave, they do not entitle a military family to an additional twelve (12) or twenty-six (26) weeks leave.

Eligible employees may take up to 26 weeks of unpaid leave in a single 12-month period to care for a spouse, parent, son, daughter, or designated "next of kin" who has a serious injury medical illness incurred in the line of active duty. A serious injury or illness incurred in the line of active duty is defined as a servicemember being medically unfit to perform the duties of their office, grade, rank, or rating.

An employee with a son, daughter, spouse, or parent is eligible for Covered Servicemember FMLA. Additionally, a blood relative who has been granted legal custody of a service member by court decree or statutory provision or a blood relative who has been specifically designated in writing by the servicemember as "next of kin" for purposes of Covered Servicemember FMLA is eligible.

Employees enlisted in active military duty may use Family Medical Leave for a subsequent injury or illness incurred during active duty. However, an eligible employee may use no more than 26 weeks in a single 12-month period.

Qualifying Exigency Leave

Eligible employees may take up to 12 weeks of unpaid leave in a single 12-month period to handle designated difficulties related to a family member's current active-duty military service or call to active duty military service.

A Qualifying Exigency is one of the following events and/or activities relating to the active-duty military service of a family member:

1. Short notice deployment is defined as the provision of notice of deployment seven (7) days or less before the date of deployment
2. Military events and related activities
3. Childcare and school activities
4. Financial and legal arrangements
5. Counseling
6. Rest and recuperation
7. Post-deployment activities
8. Additional activities to address other events that arise
9. Out of the covered servicemember's active duty or call to active duty, provided that employer and employee agree to the exacting nature of the event and the timing and duration of the leave.

Light Duty

Any employees assigned to light duty shall receive their hourly wage rate. Forest Hills reserves the right to schedule the specific hours of the light-duty position, including changing the employee's regularly scheduled work hours. Light duty may be limited to ninety (90) days at the Employer's discretion.

Resident Bill of Rights

Each resident has the right to be free from verbal, sexual, physical, and mental abuse, corporal punishment, and involuntary seclusion. Each resident must be treated with consideration, respect, full recognition of their dignity, and freedom from any kind of abuse. Your behavior must reflect your belief in this right. Failure to do so will result in disciplinary action, up to and including termination. Forest Hills is required to ensure that all alleged violations involving mistreatment, neglect, or abuse, including injuries of unknown source and misappropriation of resident property, are reported immediately to the Administrator of Forest Hills and other officials state law.

Our Resident Rights Statement is essential. It promises every resident that we will do everything we can to guarantee the fundamental rights and individual sense of dignity to which every human being is entitled. You will be given a copy of this statement at orientation. If you misplace this copy, ask the Nurse Educator for a copy. You have an obligation to read this important statement and understand its meaning.

The Residents Come First

You will find that residents have many special needs. The residents live here, and this is their home. They depend on us every day for the help and support they need. By working together as a team and their families, we can meet their needs successfully. Many of the residents have had some painful setbacks. These setbacks are apparent, like trouble walking, hearing, or seeing. Other setbacks are not so apparent, like the loss of independence or family, friends, and all that is familiar and comforting to them. These losses often make them feel alone, sad, and sometimes upset and anxious. We want to help the residents deal with these feelings at Forest Hills. We want to help them get comfortable with their lives in their new home. Simply put, we want to make Forest Hills a happy, caring place for the residents to live and their families to visit.

What makes all this happen is our extraordinary commitment to the residents' quality of life. What makes this commitment so memorable and successful is that every staff member in every department on every shift plays an integral part in making it work by working together. We make our commitment to ensuring the quality of life happens every day in many ways: by respecting the residents and by showing a positive attitude to residents, their families, visitors, co-workers and by taking part in activities that the residents enjoy and look forward to. The Activities Department runs the activity program, but everyone who works here is expected to help somehow: We plan for the residents with the events. By taking part, each of us adds to the quality of life of every resident.

We all need to remember five essential things each time we interact with the residents.

FIVE TIPS

- **Be patient. Residents can seem slow or forgetful; give them plenty of time to respond. But, on the other hand, don't get angry or lose patience.**
- **Show respect and treat residents with dignity. Some residents may be ill or confused, but they are not children. They are adults and should be treated as adults. For example, when you first meet a resident, always ask how they wish to be addressed and honor that request.**
- **Use a pleasant tone of voice when talking to a resident. Speak slowly, clearly, and directly to the resident. You don't need to shout even if the resident is hard of hearing.**
- **Give special attention to residents who need extra help, especially those who have just moved in. This is when many need some extra kindness, empathy, and understanding.**
- **Put resident service first. Remember that residents and visitors do not stop us from doing our jobs; they are why we have our jobs.**

Financial Agreement with Residents

Under no circumstances may an employee enter into any financial agreement with a Forest Hills resident. This would apply to current and past residents. Breach of this policy may lead to immediate dismissal and possible criminal charges.

Resident Grievances

The resident and their representatives have the right to voice grievances without discrimination or reprisal. Such grievances include those concerning resident abuse, neglect, mistreatment, misappropriation of resident property, treatment and services that have been furnished, and those that have not been furnished, items lost or stolen, and issues concerning the behavior of other residents. There must be a prompt effort by Forest Hills and employees to resolve grievances.

Grievances voiced by residents and/or their representatives must be communicated by employees to the supervisor and handled promptly. Likewise, an unresolvable grievance will be handled individually based on the nature of the grievance and the information available by an appropriate staff member, including the department manager and/or administrator/designee. A reply will be made to the resident and/or representative as soon as is possible.

Employee Reporting Requirements

Any employee who suspects that Forest Hills Resident Abuse Policy has been violated must **immediately** report their suspicion to the Administrator. Any employee who fails to report a suspicion that Forest Hills Resident Abuse Policy has been violated is subject to disciplinary action up to and including termination.

Reporting means verbally notifying a live person, such as the Administrator or DON. Sending an email or leaving a voice message is not enough.

Suspension Pending Investigation

Any employee suspected of resident abuse will be immediately removed from the floor and suspended without pay, where appropriate, pending an investigation.

Confidential Information

Forest Hills employees have daily access to our residents' sensitive and confidential information. Disclosure of confidential information is a violation of law and a disservice to our residents, healthcare professionals, and Forest Hills. As healthcare providers, we must protect and keep confidential all information about our residents.

Resident Information

All information regarding residents and resident matters shall be kept confidential at all times. At no time shall an employee communicate information relating to a resident or a resident matter unless the employee is engaged in Forest Hills business, is acting in pursuit of the resident's interests, and is authorized to make the disclosure. Violation of resident confidentiality is considered willful misconduct. All questions regarding whether the information is confidential or communications should be directed to the Department Director: the Department Director is not available; employees should direct their questions to the Administrator. Do not discuss or gossip about a patient's personal affairs or medical condition with fellow employees, other patients, visitors, or anyone else. If anyone from outside Forest Hills asks about the affairs of residents, report the incident immediately to your supervisor.

As a health care provider that submits information electronically, Forest Hills is considered a covered entity and is therefore responsible for adhering to the terms of the Health Insurance Portability and Accountability Act of 1996 (HIPAA Privacy Rule). That stresses the confidentiality of the residents' health information. Forest Hills has enacted specific policies and procedures to comply with this Federal Rule, and the policies and procedures should be reviewed for additional confidentiality-related information. Additionally, Forest Hills shall abide by the requirements of all other confidentiality rules and statutes, both Federal and State, to preserve the confidentiality and privacy of the residents and their respective information, including the Privacy Act of 1974, the Privacy requirements of the Long-Term Care Licensure regulations, and the fundamental Constitutional rights to privacy and confidentiality afforded to all persons. All employees must sign a confidentiality agreement, whereby confidential resident information learned by the employees shall, in all cases, be preserved.

The Transaction Rule of HIPAA requires the electronic transmission of claims and Uniform Code sets. To the extent that this Rule impacts employees, especially RNACs and the Business or Billing Department, it is expected that employees in these departments are aware of the changes required by this rule and are in compliance with requirements. All reasonable faith attempts to be and remain in compliance shall weigh in Forest Hills' favor in the event of a CMS investigation. Flagrant violations of the Transaction Rule can result in penalties imposed by CMS and can result in discipline imposed against any non-complying employee, up to and including termination.

Employees who violate resident confidences are subject to immediate dismissal at the Administrator's discretion.

Facility Information

Forest Hills employees access sensitive and confidential information, including finances, marketing plans, strategies and techniques, business plans, and opportunities. At no time shall an employee communicate confidential information about Forest Hills unless the employee is engaged in facility business and authorized to disclose. Dissemination of Forest Hills' confidential information is detrimental and damaging to Forest Hills and is considered willful misconduct. Employees who violate Forest Hills confidences are subject to immediate dismissal at the Administrator's discretion.

Gratuities to Employees

Employees are not permitted to accept tips from residents or families. Gifts for a group of employees or a department may be accepted, especially perishable items. However, employees should be wary of accepting gifts from persons or entities Forest Hills has a business relationship with. Such gifts, discounts, or other remunerations may be considered illegal payments and cause a potential conflict with Medicare and Medicaid reimbursement.

Corporate Compliance Whistleblower General

Forest Hills of DC/Forest Side of DC requires directors, officers, and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of the facilities, we must practice honesty and integrity in fulfilling our obligations and comply with all applicable laws and regulations regarding financial, clinical, legal, and other matters related to our organization.

Reporting Responsibility

It is the responsibility of all directors, officers, and employees to report ethics violations or suspected violations in accordance with this Whistleblower Policy.

No Retaliation

No director, officer, or employee in good faith who reports an ethics violation shall suffer harassment, retaliation, or adverse employment. An employee who retaliates against someone who reports a violation in good faith is subject to discipline, including termination of employment. This Whistleblower Policy intention is to encourage and enable employees and others to raise serious concerns within Forest Hills of DC/Forest Side Memory Care before seeking resolution from outside the facilities.

Reporting Violations

Forest Hills of DC/Forest Side Memory Care has an open-door policy and suggests that employees share their questions, concerns, suggestions, or complaints with someone who can address them adequately. In most cases, an employee's supervisor is best positioned to address an area of concern. However, suppose you are not comfortable speaking with your supervisor or are not satisfied with your supervisor's response. In that case, you are encouraged to speak with someone in the Human Resources Department or anyone in management you are comfortable approaching. Supervisors and managers are required to report suspected ethics violations to the Compliance Officer, who has specific and exclusive responsibility to investigate all reported violations. For suspected fraud, or when you are not satisfied or uncomfortable with following the facilities' open-door policy, individuals should contact the **Compliance Hotline directly at 202-363-3851.**

Compliance Officer

The Facility's Compliance Officer is responsible for investigating and resolving all reported complaints and allegations concerning violations at his/her discretion. The Compliance Officer has direct access to the Board of Directors and is required to communicate to the Board of Directors at least annually on compliance activity.

Acting in Good Faith

Anyone filing a complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that are proven to be substantiated and proven to have been maliciously or knowingly false will be viewed as a serious disciplinary offense.

Confidentiality

Violations or suspected violations may be submitted on a confidential basis by the complainant or submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

Handling of Reported Violations

The Compliance Officer will notify the sender and acknowledge receipt of the reported violation or suspected violation within five business days. All reports will be promptly investigated, and appropriate corrective action will be taken if warranted by the investigation.

Corporate Compliance Officer:

Tina Sandri, CEO

Forest Hills of DC/Forest Side Memory Care

202-777-3301, or tsandri@foresthillsdc.life

Forest Hills of DC/Forest Side Memory Care, Management Staff

Scott Taylor, CFO

Crystal Scott, Administrator

Rita Winston, Human Resources Director

Facility Discipline

Progressive Discipline Policy

Forest Hills strives to assure the highest quality of care to its residents and efficient and cost-effective operation of Forest Hills. To achieve this goal, we must abide by rules and standards of conduct that will enable all to participate in this facility's smooth and harmonious operation. Therefore, Forest Hills disciplinary policies are set forth to motivate or modify patterns of performance and behavior to assure the level of excellence to which we aspire. In addition, these policies provide the Supervisory Staff with tools to monitor the standards of care and behavior.

Violations

- Behavior that the employee knows or should know is offensive to residents, visitors, or fellow employees.
- Extending meal or rest breaks beyond the authorized time.
- Failure to keep the workplace clean and orderly.
- Failure to take meal breaks and periods in designated locations.
- Failure to maintain a neat, clean and proper appearance.
- Violation of Dress Code Policy.
- Failure to follow instructions or to perform work according to procedure or policy.
- Horseplay and dangerous "practical jokes."
- Use of work time for personal matters.
- Discourteous, rude, or unhelpful behavior toward residents, visitors, and fellow employees.
- Eating food from a resident's tray or taking food from the kitchen and/or resident dining areas for personal use.
- Leaving the property during working hours without authorization.
- Gambling on the property.
- Failure to attend a mandatory staff development session.
- Loss of or damage to property through carelessness, neglect, or indifference.
- Work performance is not up to established professional standards.
- Minor breach of HIPAA Confidentiality (e.g., accidental release of information, by use of loud voices, not necessary for emergency care or treatment purposes).
- Arguing or engaging in disruptive behavior with a fellow employee in resident care areas or view or hearing range of a resident or visitor.
- Violation of Telephone Call and Message Policy
- Use of computers/internet for personal matters, including social networking sites, Facebook, Twitter, etc.
- Any deviation from a resident's course of treatment that does not create the risk of, or result in, serious or substantial harm to the resident
- Failure to report a known safety hazard or Safe Working Environment policy violation.
- Creating or contributing to unsafe or unsanitary conditions within or on the premises.

- Failure through negligence to account correctly for Forest Hills funds.
- Neglecting duties, including leaving the duty station without authorization.
- Removing equipment or supplies from the premises without proper authorization.
- Refusal to sign a Written Warning, Employee Counseling form, Employee Evaluation, or Action Plan.
- Improper use of authority.
- Use of foul or abusive language.
- Violation of Time Recording System.
- Failure to follow smoking restrictions.
- Failure to report work-related injuries or illness.
- Failure to submit required documentation supporting work-related injury/illness.
- Any deviation from a resident's course of treatment that creates the risk of or results in serious or substantial harm to the resident
- Violation of Resident Abuse Policy
- Violation of Sexual Harassment Policy
- Violation of Non-Discrimination policy
- Harassment of a co-worker, resident, or visitor based upon sex, race, national origin, color, gender, political affiliation, marital status, religion, age, or disability.
- Violation of Confidential Information policy.
- Violation of Solicitation/ Distribution/ Bulletin Board policy.
- Two (2) "no-call no-show" absences.
- Conviction of a felony offense.
- Conviction of two (2) or more misdemeanors relating to theft (under Chapter 32 of the District of Columbia Crimes Code)
- Unauthorized use of computer files.
- Sleeping on duty.
- Clocking in or out for another employee.
- Physical, verbal, or sexual abuse of a visitor or a person conducting business on the premises.
- Willful or reckless inattention to the needs of a resident.
- Loss of or damage to property through malicious intent.
- Theft attempted theft or misuse of employee, resident, or visitor property.
- Falsification of documents, records, or concealment of material facts, including employment applications.
- Possession or use of a firearm or deadly weapon on property.
- Threatening a fellow employee, resident, or visitor.
- Instigating a physical confrontation with a fellow employee, resident, or visitor.
- Possession, use, or being under the influence of drugs, intoxicants, or other controlled substances on-premises or while working.
- Accepting loans, gifts, tips, or gratuities of any kind from residents, resident friends, and family members or visitors, except as allowed by Company policy.
- Failure to maintain professional licenses or certifications.
- Insubordination-deliberate refusal to comply with instructions issued by an authorized supervisor or disrespect, or the use of abusive or insulting language toward a supervisor.
- Any act committed to disrupting the care of residents or the operation or reputation of Forest Hills.

- Purposeful and egregious release of information about a resident violates HIPAA Privacy rules.
- Using social networking sites in a manner that defames Forest Hills/Forrest Side, its employees, or its residents or adversely impacts the reputation of Forest Hills.

The preceding is a list of some conduct that warrants disciplinary action. It is by no means exhaustive.

Progressive Disciplinary System

Should a supervisor or the Administrator determine that an act by any employee merits disciplinary action, appropriate action will be taken. Except as necessary to deal with unusual circumstances, the Progressive Discipline System should be followed whenever an employee commits conduct that is subject to disciplinary action.

First Offense

The employee's supervisor will issue a verbal warning, and a notation shall be made in the employee's file.

Second Offense

The employee's supervisor shall issue a written warning and reference any prior verbal warnings, where appropriate. In addition, the Department Director may institute a disciplinary probationary period.

Third Offense

The Administrator or Department Head shall issue a three-day suspension without pay to the employee. The counseling should include a reference to the prior written and verbal warnings.

The Department Director or the Administrator may impose a Disciplinary Probation Period at their discretion.

Fourth Offense

The Department Director and their designee will terminate the employee. The Department Director or their designee will issue written notification of termination to the employee via United States Mail

The previous are guidelines; the Administrator retains the right to take such disciplinary action as they determine appropriate.

Multiple Violations

An employee who accumulates four (4) or more violations within a rolling twelve (12) month period may be dismissed immediately by the Director or Administrator.

Disciplinary Probation

Any employee placed on a Disciplinary Probation Period may be suspended without pay or terminated regarding Forest Hills's progressive disciplinary system. Employees on disciplinary probation are not eligible for promotion or transfer.

Termination of Employment

Forest Hills expects employees to give adequate notice if necessary to leave so that a replacement can be adequately trained to ensure good care of the residents. Therefore, all supervisory, executive, and management must give at least 30 days' notice. All other personnel is required to give two weeks' notice. You are expected to work out your notice time in full. Any previously scheduled vacation may be rescinded by Forest Hills, depending on the organization's needs at that time.

Notice of resignation shall be in writing and given to your department Director.

Right to Recall

Any employee who voluntarily terminates their employment is laid off or is terminated has no right to recall or reinstatement and will not be rehired except at the Administrator's discretion.

DC Paid Family Medical Leave

Forest Hills is subject to the District of Columbia's Paid Family Leave law, which provides covered employees paid time off from work for qualifying parental, family, medical, and prenatal events. For more information about the Paid Family Leave program, please visit the Office of Paid Family Leave's website at dcpaidfamilyleave.dc.gov.

Covered Workers

To receive benefits under the Paid Family Leave program, you must work for a covered employer in DC. To find out if you are a covered worker, you can ask your employer or contact the Office of Paid Family Leave using the contact information below. Your employer is required to tell you if you are covered by the Paid Family Leave program. Additionally, your employer is required to provide you information about the Paid Family Leave program at these three (3) times:

1. At the time you were hired;
2. At least once a year; and
3. If you ask your employer for leave, that could qualify for benefits under the Paid Family Leave program.

Covered Events

There are four (4) kinds of Paid Family Leave benefits:

1. Parental leave - receive benefits to bond with a new child for up to 8 weeks in a year;
2. Family leave - receive benefits to care for a family member for up to 6 weeks in a year;
3. Medical leave - receive benefits for your serious health condition for up to 6 weeks in a year; and
4. Prenatal leave - receive benefits for prenatal medical care for up to 2 weeks in a year.

Maximum Leave Entitlement

Each kind of leave has its own eligibility rules and limits on the length of time you can receive benefits in a year. The maximum amount of leave for any combination of parental, family, and medical leave is eight weeks. However, there is an exception for pregnant women who take prenatal leave. Pregnant women are eligible for two weeks of prenatal leave while pregnant and eight weeks of parental leave after giving birth, for a maximum of 10 weeks.

Applying for Benefits If you have experienced an event that may qualify for benefits, be sure to apply no more than 30 days after beginning your leave. You can learn more about applying for benefits with the Office of Paid Family Leave at dcpaidfamilyleave.dc.gov. **Benefit Amounts** Paid Family Leaves benefits are based on the wages your employer paid to you and reported to the Department of Employment Services. If you believe your wages were reported incorrectly, you have the right to provide proof of your correct wages. The current maximum weekly benefit amount is \$1,009. **Employee Protection:** The Paid Family Leave program does not provide job protection when you take leave and receive Paid Family Leave benefits. However, you may be protected against actions taken by your employer that are harmful to you if those

actions were taken because you applied for or claimed Paid Family Leave benefits. If harmful actions were taken against you because you applied for or claimed Paid Family Leave benefits, it is known as “retaliation.” If you believe you have been retaliated against, you may file a complaint with the DC Office of Human Rights (OHR), which receives complaints at the following web address: ohr.dc.gov. You may be eligible for job protection under the DC Family and Medical Leave Act (DCFMLA). For more information on DCFMLA, please visit the following web address: ohr.dc.gov.

For more information about Paid Family Leave, please visit the Office of Paid Family Leave’s website at dcpaidfamilyleave.dc.gov, call

202-899-3700, or email does.opfl@dc.gov.

Office of Paid Family Leave | 4058 Minnesota Avenue NE | Washington DC 20019

OPFL EE Rev. 12/2021

Diversity, Equity and Inclusion Policy

Forest Hills is committed to fostering, cultivating, and preserving diversity, equity, and inclusion culture.

Our human capital is the most valuable asset we have. The collective sum of individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities, and talent that our employees invest in their work represents a significant part of our culture, our reputation, and our company's achievement.

Forest Hills embraces and encourage our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique.

Forest Hills diversity initiatives are applicable—but not limited—to our practices and policies on recruitment and selection; compensation and benefits; professional development and training; promotions; transfers; social and recreational programs; layoffs; terminations; and the ongoing development of a work environment built on the premise of gender and diversity equity that encourages and enforces:

- Respectful communication and cooperation between all employees.
- Teamwork and employee participation, permitting the representation of all groups and employee perspectives.
- Work/life balance through flexible work schedules to accommodate employees' varying needs.
- Employer and employee contributions to the communities we serve to promote a greater understanding and respect for diversity.

All employees of Forest Hills have a responsibility to treat others with dignity and respect at all times. Therefore, employees are expected to exhibit conduct that reflects inclusion during work, functions on or off the worksite, and at all other company-sponsored and participative events. All employees must also attend and complete annual diversity awareness training to enhance their knowledge to fulfill this responsibility.

Any employee who has exhibited inappropriate conduct or behavior against others may be subject to disciplinary action.

Employees who believe they have been subjected to discrimination that conflicts with diversity policy and initiatives should seek Human Resources assistance.

Revised 1/1/22

Notes: