



*Field Staff
Employee Handbook*

Providing Quality Health Care Services to Patients and Families Since 1975

(Rev 122024)



Healthcare for every stage of life

Mission, Goal and Values

- ❖ **Mission**
At Unlimited Care, Inc. our foremost mission is to provide the highest quality health care services.
- ❖ **Goal**
Render care that promotes independence, safety and quality of life and a valued resource to patients and their families.
- ❖ **Values**
The core values of Unlimited Care Inc. are **Compliance, Quality and Integrity!**



*Compassionate healthcare
for people in need*

About Us

Founded in 1975, Unlimited Care Inc. is licensed by the New York State Department of Health and continues to achieve accreditation by **The Joint Commission**.

With more than 40 years of experience, Unlimited Care, Inc. is recognized as a leader in the provision of quality health care services.

We take extra steps to ensure excellence and safety with stringent hiring standards, comprehensive training and education, ongoing supervision and 24 hour clinical and operational support to patients and employees.

The Unlimited Care Inc.'s team of compassionate, licensed, and insured professionals include Registered Nurses, Licensed Practical Nurses, Service Coordinators, Certified Home Health Aides, Personal Care Aides and Homemakers.

Each member of the team at Unlimited Care, Inc. works tirelessly to deliver a personalized plan of care to meet the health care needs of the individuals in our care on a short term or long-term basis.

A Full-Service Health Care Company

Unlimited Care, Inc. is approved by the NYS Department of Health to operate the Traumatic Brain Injury and Nursing Home Transition and Diversion Waiver Programs.

Unlimited Care Inc. is an approved Medicaid provider in most counties in NYS and accepts all major insurance plans.

Unlimited Care Inc. contracts with many Managed Long Term Care Plans, Certified Home Health Agencies, Hospice/Palliative Care Programs, School Districts and many other communities service providers.

Unlimited Care Inc. provides Skilled Medicaid Nursing services primarily for medically fragile children in the Hudson Valley branches.

Unlimited Care Inc. provides facility staffing in long term care residences.

Unlimited Care Inc. is a Fiscal Intermediary for the Consumer Directed Personal Assistance Program.



*Compassionate healthcare
for people in need*

EMPLOYEE ACKNOWLEDGEMENT FORM

The Employee Handbook describes important information about Unlimited Care, Inc., and I understand that I should consult the Director of Human Resources regarding any questions not answered in the handbook.

I have entered into my employment relationship with Unlimited Care, Inc. voluntarily and acknowledge that there is no specified length of employment. Accordingly, either Unlimited Care, Inc. or I can terminate the relationship at will, with or without cause at any time.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur at any time. All such changes will be communicated through official notices, email or written memos, and I understand that revised information may supersede, modify, or eliminate existing policies at any time.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document and that no Employee is guaranteed employment for any specific duration. I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

EMPLOYEE'S SIGNATURE

DATE

EMPLOYEE'S NAME (Typed or Printed)

Please return this form to your Branch Office. Thank you.

INTRODUCTION

About Your Employee Handbook

The *Employee Handbook* summarizes many of the privileges, benefits and responsibilities that are yours as an employee of Unlimited Care, Inc. This Handbook is designed to acquaint you with Unlimited Care, Inc., and provide you with information about working conditions, benefits and policies affecting your employment. The information contained in this handbook applies to all field employees of Unlimited Care, Inc.

The contents of this Handbook shall not constitute nor be construed as a promise of employment or as a contract between Unlimited Care, Inc., and any of its employees.

The Handbook is a summary of our policies, which are presented here only as a matter of information. You are responsible for reading, understanding, and complying with the provisions of this handbook. Our objective is to provide you with a work environment that is conducive to both personal and professional growth.

This handbook cannot anticipate every situation or answer every question about employment. It is not an employment contract and is not intended to create contractual obligations of any kind. Neither the Employees nor Unlimited Care, Inc. are bound to continue the employment relationship if they choose not to. Employment is at will, and either party can end the relationship at any time.

To retain the flexibility necessary to administer our *Employee Handbook*, Unlimited Care, Inc. reserves the right to revise, supplement or eliminate any or all of the information contained in this book without advance notice, except for its policy of employment at will.

CHANGES IN POLICY

This handbook supersedes all previous employee handbooks and memos that may have been issued from time to time on subjects covered in this handbook. However, since our business and our organization are subject to change, we reserve the right to interpret, change, suspend, and cancel, with or without notice all or any part of our policies, procedures, and benefits at any time. We will notify all employees of these changes. Changes will be effective on the dates determined by Unlimited Care, Inc., and after those dates all superseded policies will be void. No individual or manager has the authority to change policies at any time. If you are uncertain about any policy or procedure, speak with your manager or the Director of Human Resources. You can find this Handbook on the Unlimited Care, Inc. website or branch office.

EMPLOYMENT APPLICATION

We rely upon the accuracy of information contained in the employment application and the accuracy of other data presented throughout the hiring process and employment. Any misrepresentation, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

EMPLOYMENT RELATIONSHIP

You enter employment voluntarily, and you are free to resign at any time for any reason or no reason. Similarly, Unlimited Care, Inc. is free to end its relationship with any employee at any time for any reason or no reason. Your employment with Unlimited Care, Inc. has been, is and will continue to be "at will". That means that you work for Unlimited Care, Inc. only for as long as you choose and only for as long as Unlimited Care, Inc. decides to retain you as an employee. As a result, you may leave your job with Unlimited Care, Inc. and we reserve the right to terminate our employment relationship with you at any time, with or without notice, and for any reason. Nothing in this Handbook is intended to change your "at-will" status.



EQUAL EMPLOYMENT OPPORTUNITY, ANTI-HARASSMENT AND COMMITMENT TO DIVERSITY

Unlimited Care, Inc. provides equal employment opportunities to all employees and applicants for employment without regard to race, color, creed, ancestry, national origin, citizenship, sex or gender (including pregnancy, childbirth, and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, religion, age, disability, genetic information, service in the military, or any other characteristic protected by applicable federal, state, or local laws and ordinances. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Unlimited Care, Inc. will be based on merit, qualifications, and abilities. Unlimited Care, Inc. does not discriminate in employment opportunities or practices on the basis of any characteristics protected by law. Any Employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their manager or the Director of Human Resources. Employees can raise concerns and make reports without fear of reprisal.

Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

Americans with Disabilities Act (ADA) and Reasonable Accommodation

Unlimited Care Inc. is committed to the fair and equal employment of individuals with disabilities under the ADA. It is Unlimited Care Inc.'s policy to provide reasonable accommodation to qualified individuals with disabilities unless the accommodation imposes an undue hardship on the company. Unlimited Care Inc. prohibits any harassment of, or discriminatory treatment of, employees based on a disability or because an employee has requested a reasonable accommodation.

In accordance with the ADA, reasonable accommodations will be provided to qualified individuals with disabilities to enable them to perform the essential functions of their jobs or to enjoy the equal benefits and privileges of employment. An employee with a disability may request an accommodation from the HR department and engage in an informal process to clarify what the employee needs and to identify possible accommodations. If requested, the employee is responsible for providing medical documentation regarding the disability and possible accommodation. All information obtained concerning the medical condition or history of an applicant or employee will be treated as confidential information, maintained in separate medical files, and disclosed only as permitted by law.

It is the policy of Unlimited Care Inc. to prohibit harassment or discrimination based on disability or because an employee has requested reasonable accommodation. Unlimited Care Inc. prohibits retaliation against employees for exercising their rights under the ADA or other applicable civil rights laws. Employees should use the procedures described in the Harassment and Complaint Procedure to report any harassment, discrimination, or retaliation they have experienced or witnessed.

Commitment to Diversity

Unlimited Care Inc. is committed to creating and maintaining a workplace in which all employees have an opportunity to participate and contribute to the success of the business and are valued for their skills, experience, and unique perspectives. This commitment is embodied in company policy and the way we do business at Unlimited Care Inc. and is an important principle of sound business management.

Immigration Law Applicable to All Employees

The Company complies with the Immigration Reform and Control Act of 1986 by employing only U.S. citizens and non-citizens who are authorized to work in the United States. All employees are asked on their first day of work to provide original documents verifying the right to work in the United States and to sign a verification form required by federal law (Form I-9). If you cannot verify your right to work in the United States within three (3) days of hire, the Company is required by law to terminate your employment.

Prohibited Harassment in the Workplace

Consistent with our practice of Equal Employment Opportunity, Unlimited Care, Inc., is firmly committed to maintaining a work environment that is free from harassment based on a characteristic protected by law, such as race, color, ancestry, national origin, gender, sex, sexual orientation, gender identity, marital status, religion, age, disability, veteran status, or other characteristic protected by state or federal law, is prohibited. Harassment of and inappropriate, disrespectful, or demeaning behavior towards applicants, Employees or third parties is strictly prohibited and will not be tolerated by anyone, including Unlimited Care, Inc.'s Directors, Managers, or other Employees, non-Employees, patients or vendors. Included is any form of sexual harassment, whether it involves verbal or physical conduct or otherwise interferes with an individual's work or the working environment.

Unlimited Care, Inc. prohibits any form of sexual harassment in connection with employment at Unlimited Care, Inc. Sexual harassment includes unwelcome sexual advances, or requests for sexual favors, and other unwelcomed by way of example, verbal, visual or physical conduct of a sexual nature. Sexual harassment also includes unwelcome sexual flirtations, advances or propositions, verbal abuse of a sexual nature, subtle pressure or request for sexual activities, unnecessary touching of an individual, graphic, or verbal commentary about an individual's body, sexually degrading words used to describe an individual, a display in the workplace of sexually suggestive objects or pictures, sexually explicit or offensive jokes or physical assault. No Unlimited Care, Inc. employee shall threaten or insinuate, either explicitly or implicitly, that an employee or applicant's refusal to submit to sexual advances will adversely affect that person's employment, work status, evaluation, salary, advancement, assigned duties, shifts or any other condition of employment or career development. Similarly, no Unlimited Care, Inc. employee shall promise, imply, or grant any preferential treatment in the workplace that would be dependent on an employee or applicant engaging in sexual conduct.

Harassment does not include behavior or occasional compliments of a socially acceptable nature. It refers to behavior that is not welcome, that fails to respect the rights of others, which lowers morale and interferes with the work effectiveness of others. So, if you're not sure, don't say it or do it.

An employee, who feels that they, has been subjected to discrimination and/or harassment, including but not limited to any of the conduct described in this handbook book, should: Immediately (within 10 working days of the event) report the problem, to their manager, or the Director of Human Resources. Every effort will be made to promptly investigate an allegation of discrimination and/or harassment in as confidential a manner as possible and take appropriate corrective action. No retaliation will be taken against any Employees who, in good faith, submit a complaint of discrimination and/or harassment and/or provide information in support of such a complaint.

Retaliation means adverse conduct taken because an individual reported an actual or a perceived violation of this policy, opposed practices prohibited by this policy, or participated in the reporting and investigation process described below. "Adverse conduct" includes but is not limited to:

- (1) Shunning and avoiding an individual who reports harassment, discrimination, or retaliation.
- (2) Express or implied threats or intimidation intended to prevent an individual from reporting harassment, discrimination, or retaliation; *or*
- (3) Denying employment benefits because an applicant or employee reported harassment, discrimination, or retaliation or participated in the reporting and investigation process.

Other examples of retaliation include firing, demotion, denial of promotion, unjustified negative evaluations, increased surveillance, harassment, and assault.

Complaints of discrimination should be filed according to the procedures described in the "***Procedures for Handling Complaints.***

Any employee who is determined, after investigation, to have engaged in a violation of this policy will be subject to appropriate disciplinary action, up to and including termination.

CONFIDENTIALITY

Unlimited Care, Inc.'s continued success and the continued prosperity of its employees are dependent upon the development of ever-higher levels of technology. An equally critical factor to Unlimited Care, Inc.'s success is the maintenance of strict security and confidentiality with regard to our patients' data and proprietary information. The importance of maintaining the confidentiality of patient information and of Unlimited Care, Inc.'s proprietary technology and trade secrets, especially as Unlimited Care, Inc. commits greater levels of confidential trade information, billing rates, patient/contractor information, cannot be overstated. Employees' personal commitment to maintain this high level of security and to prevent unauthorized disclosures of confidential information is critical to Unlimited Care, Inc.'s future.

It is therefore requested that, in consideration of continued employment, the employee agrees to keep strictly confidential all of Unlimited Care, Inc.'s and its patients' proprietary information. Confidential information includes, but is not limited to, the following:

- Disclosure of Unlimited Care, Inc.'s list or information on employees, patients or workers to competitors or others
- Disclosure of payroll, personnel or compensation information or any other business record to competitors.
- Solicitation of any of our employees to work for our competitors.
- Removal of any of Unlimited Care, Inc.'s business records from the premises
- Entering into or engaging in any type of business enterprise or activity which is competitive with any of Unlimited Care, Inc.'s business activities or use of Unlimited Care, Inc.'s proprietary property.
- Marketing and operational plans
- Corporate strategies
- Merit increase and performance appraisal information
- Any information regarding any potential or actual litigation or other dispute or transaction which has not been lawfully disclosed to the public or which is not of public record

That upon termination of employment, for whatever reason, they will not compete with Unlimited Care, Inc. or its subsidiaries by soliciting any employees for at least one year after leaving. That any inventions and/or copy right works developed by him/her during and in connection with his/her employment with Unlimited Care, Inc. are the exclusive property of Unlimited Care, Inc. Employees who violate these confidentiality agreements while employed by Unlimited Care, Inc. or any time thereafter may be terminated and/or prosecuted. The above confidentiality statement is not to be viewed in any manner as altering Unlimited Care, Inc.'s policy of at-will employment.

Public Disclosure of Information

All information concerning Unlimited Care, Inc., its employees, business relations, activities, operations and patients must be held strictly confidential. No employee is permitted to make any public statement or disclosure, in any manner and for any reason, concerning Unlimited Care, Inc., its business, patients, accounts or services. All such information may be disclosed only by the Board of Directors.

Social Media and Social Networking Policy

To protect Company assets, images, employees, vendors, and patients, employees are not permitted to represent the Company while participating in personal blogs, social media or social networking sites. Participation in social media and social networking sites is prohibited while employees are working. Employees are not permitted to use company computers, laptops or other equipment when participating in social media or social networking sites without company approval. Information published on an employees' blog or other blogs, forums, and social networking sites should comply with the Company's confidentiality and disclosure policies. Any identification of the author, including usernames, pictures/logs, or "profile" web pages, shall not use logos, trademarks, or other intellectual property of the company, without prior approval of the company. Employees should be aware that actions captured via images, posts or other online comments can reflect that of the Company. When participating in social media or on social networking sites, do not reference Company patients, partners, vendors or employees without their express consent. Violations of this policy will result in disciplinary action, up to and including termination of employment. **Note:** As used in this policy, "social media" refers to blogs, forums, and social networking sites, such as Twitter, Facebook, LinkedIn, YouTube, Instagram, and Myspace, among others

Patient Confidentiality and HIPAA

Unlimited Care always respects its patient's right to strict privacy and confidentiality in regard to their medical and personal information. We expect and enforce this same level of concern from all our employees. All employees are required to hold in confidence ANY patient information and its disclosure, except for necessary treatment and operations. This extends to all provisions of the Health Insurance and Portability Accountability Act of 1996 and its later updates.

COMPLIANCE

CORPORATE COMPLIANCE

Unlimited Care, Inc. is committed to ethical and responsible conduct in its dealings and interactions with everyone it encounters in carrying out the mission of Unlimited Care, Inc. Each employee, agent and individual employed through a contracted Company of Unlimited Care, Inc. is expected to adhere to this high standard of conduct whenever he or she acts on behalf of Unlimited Care, Inc., whether in dealings with other Company employees, patients and their families, other Company patients, various government regulators or the public.

The Chief Operating Officer (COO) of Unlimited Care, Inc. has the ultimate authority and responsibility for the implementation of a viable Corporate Compliance Program that is approved by the Board of Directors. Specifically, this includes the authority and responsibility for compliance with governmental laws and regulations, the policies and procedures of Unlimited Care, Inc. and the ethical standards outlined in Unlimited Care, Inc.'s Corporate Compliance Manual and the responsibility for appointing a Company Corporate Compliance Officer and for requiring that each employee receive and acknowledge receipt of a copy of Unlimited Care, Inc.'s Corporate Compliance Program Manual.

The Corporate Compliance Program Manual contains a full description of Unlimited Care, Inc.'s Corporate Compliance Program, including the role of the Corporate Compliance Officer and the Complaint Procedure employees are expected to follow to report violations which will be fully investigated and responded to by the Corporate Compliance Officer.

Each employee will receive upon commencement of employment a separate Corporate Compliance manual along with a Statement of Compliance which the employee must sign and return to Unlimited Care, Inc. (See Appendix A). After commencement of employment, Corporate Compliance Training will be annually thereafter. Furthermore, the Corporate Compliance Manual will be regularly updated and such updates including those required by the various states wherein employees work for Unlimited Care, Inc. will be distributed to employees performing duties in each respective state.

AUTHORITY TO ACT FOR COMPANY

No employee of Unlimited Care, Inc. is authorized to:

- (i) enter into any type of contract or agreement, verbal or written
- (ii) make any type of commitment or undertaking; or
- (iii) engage in the services of any person or firm, any of which could or will result in a cost to or the incurring of a debt or financial liability on the part of Unlimited Care, Inc.

All contracts, agreements, undertakings and hiring must be reviewed by the Chief Operating Officer. Any violation of this policy will result in the termination of employment.

IMMIGRATION LAW COMPLIANCE:

Unlimited Care, Inc. employs only United States citizens and those non-U.S. citizens authorized to work in the United States in compliance with the Immigration Reform and Control Act of 1986. Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with Unlimited Care, Inc. within the past three years or if their previous I-9 is no longer retained or valid.

The Corporate Compliance Hot Line number is 1-888-533-0558 or you can email bbimbaum@ucicare.com



Hours of Work

Actual hours of work will be assigned to you for patient care by the Branch Office. These hours are subject to change from time to time depending upon the patient and patient's needs. You are not guaranteed any minimum or set number of hours each week. When offered an assignment, all the necessary information will be provided regarding the case. If you accept the assignment, it is your responsibility to fulfill the duties and appear for work at the scheduled time and for the assigned hours. Failure to do so can result in termination of employment.

Work Habits

The manner and way in which you perform your duties and follow Company rules directly reflects upon the Company and your commitment to quality patient care. As a result, you are expected to always:

1. Be on time when reporting for duty and leave on time. You may not work extra hours without advanced approval from the Patient Service Associate (PSA), Patient Service Supervisor (PSS) or Regional Director/Branch Manager.
2. Always report to the patient's home. If you must leave the patient's home for any reason, report this to your branch before leaving, and upon your return.
3. If your patient is admitted to a hospital, you must notify the Branch Office immediately. Do not work for your patient while they are hospitalized. (in the home or if they are in the hospital)
4. You are expected to be at work at the assigned time and work all scheduled hours. If you are unable to do so, you must inform the Unlimited Care Branch Office at once. There is no excuse for not calling the office and you may be terminated if you fail to do so; we can be reached 24 hours a day, 7 days per week.
5. Field staff are required to use our Electronic Visit Verification system to call in and out for each shift from the patient's home and enter tasks (including critical tasks). The employees have 5 minutes from the start or end time of scheduled shift to call in or out for the shift to be automatically verified and not show up as an exception.
6. Make certain that you mail in your time slip, progress notes and/or goal sheets when applicable, and be sure that it is signed by you and the patient; it must be received at your branch office on Monday. If the time slip does not arrive at the branch office on time, payroll cannot be processed, and your check will be delayed.
7. Never arrange to work different hours or days without first getting approval from the Unlimited Care office. You will only be paid for those hours assigned to you.
8. Do not change, increase, or decrease your hours, unless authorized by the PSA, PSS or Regional Director/Branch Manager. Do not add or subtract days without the same authorization.
9. Do not repeat any confidential information or business concerning your patient to anyone other than the patient's family or doctor.
10. You are expected to supply your own food unless you have been instructed otherwise.
11. Do not lend money to or borrow money from your patient.
12. Do not cash checks for your patient.
13. Do not accept tips or gifts of any kind.
14. Always report to work properly dressed.
15. Do not cut your patient's nails.
16. Do not give patient medication.
17. Do not transport patients in your car.
18. Do not discuss your personal problems with your patient.
19. Do not take any keys that belong to the patient.
20. Do not take pictures of patients or family members.
21. Do not record patients or family members.
22. If you are not a live in, do not rest/sleep on the job.
23. If you are a live in, you are required to take at least 3 hours for meals or personal tasks and 8 hours of sleep/rest, (a minimum of five) of uninterrupted time which you are not working.

Drug and Alcohol Policy

Unlimited Care, Inc. provides a drug-free, healthy, and safe workplace. Employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner. While on Unlimited Care, Inc. premises and while conducting business-related activities off Unlimited Care, Inc. premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not endanger other individuals in the

workplace. Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

Substance abuse is an illness that can be treated. Employees who have an alcohol or drug abuse problem are encouraged to seek appropriate professional assistance. You may inform your immediate supervisor or Human Resources for assistance in seeking help under the Unlimited Care, Inc. Drug and Alcohol Program to address substance abuse, and also help you determine coverage available under the Company's medical insurance plan.

Smoking Policy

The Company has undertaken to provide and maintain a comfortable and safe working environment for all patients and staff members. Therefore, we have implemented a "NO SMOKING" policy whenever we are giving patient care. The "No Smoking" areas include the patient's home, institution or branch office. No smoking includes the use of e-cigarettes. Employees can call the NYS Quitline at 1-866-NY0Quits, visit nysmokefree.com.

Payroll and Timekeeping

Employees are paid weekly. Paychecks will not be mailed to anyone other than the employee. Paychecks will not be mailed to any employees, unless a time slip is signed by you and the patient, and a progress report (where applicable) has been received by the Branch Office by Monday of each week.

1. The work week begins on Monday and ends on Sunday.
2. Paychecks will be issued and dated each Friday for the week ending the previous Sunday.
3. Holidays falling within the work week could delay payment one day.
4. Time slips and progress notes must be complete and accurate to be acceptable. No cross-outs are acceptable. All time slips and progress notes must be signed by the patient or by a member of the patient's family for private duty assignments, or by authorized facility representative for staffing assignments.
5. All time slips, and progress notes must be signed by the employee.
6. All time slips, and progress notes must reflect the dates and times during which services were provided.
7. Any inaccurate recording of time or forging the signature of the patient or patient's family member on time slips, or mobile application, is a fraud and will result in immediate termination of employment.

Direct Deposit

We offer direct deposit to all our employees. This option, if you decide to choose it, grants authorization to Unlimited Care to deposit your weekly pay into your own personal checking and/or savings accounts. Instead of receiving a check by mail every week, your money should be available to you every Friday morning (excluding weeks that contain a holiday). Anyone who would like to participate in direct deposit must fill out the designated authorization form and return the completed bottom portion to your supervisor. It will take approximately three (3) weeks of testing before direct deposit will be implemented. During this period, you will continue to receive your weekly paycheck by mail. Unlimited Care, Inc., also offers a check cashing card program for all our employees. See your Branch Manager for details.

Attendance and Punctuality

The Company's attendance and punctuality policy is as follows:

1. All employees are expected to report to work as scheduled, regularly and on time; that means being at your field assignment ready for work at your designated (start time).
2. Attendance and punctuality are considered measurements of an employee's sense of responsibility toward the job and positive attitude toward the Company's patients.
3. If illness exceeds three (3) days, the employee must provide a medical certificate from a physician stating employee is cleared to work without restrictions.
4. An employee who is absent without authorization will be terminated. A report of the incident will be made a permanent part of the employee (s) personnel file.
5. Under no circumstances should a patient be left alone prior to the end of working hours. Violation of this policy is the cause for immediate termination.

Personnel Identification

Each field staff employee will be provided with a photo identification badge, which will contain such personal information as name, title, and Company name. Identification must be always worn while on duty. Upon termination of employment, the identification badge must be returned to the Company.



STANDARDS OF CONDUCT

The work rules and standards of conduct for Unlimited Care, Inc. are important, and Unlimited Care, Inc. regards them seriously. All employees are urged to become familiar with these rules and standards. In addition, employees are expected to follow the rules and standards faithfully in doing their own jobs and conducting Unlimited Care, Inc.'s business. Please note that any employee who deviates from these rules and standards will be subject to corrective action, up to and including termination of employment. While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of rule infractions or misconduct that may result in disciplinary action, including termination of employment.

- Theft or inappropriate removal or possession of property
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of company-owned or patient-owned property.
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in the workplace
- Sexual or other unlawful or unwelcome harassment
- Excessive absenteeism or any absence without notice
- Unauthorized use of telephones, or other company-owned equipment
- Using company equipment for purposes other than business (i.e. playing games on computers or personal Internet usage)
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct.
- Deliberate destruction or damage of company property or property of fellow employees
- Falsifying company documents, misrepresenting material information, unauthorized duplication of computer software
- Possession of firearms or any other weapons on company property at any time
- Deliberate manipulation of employee's ID's or passwords
- Distribution or sharing of software entry passwords, id's data or other confidential material to/with unauthorized employees.
- Viewing and/or downloading and distributing pornographic material.
- No sleeping on the job
- No taking pictures of patients and family
- No use of cell phones during working hours

Workplace Violence Prevention

Unlimited Care, Inc. is committed to providing a safe, violence-free workplace for our employees. Due to this commitment, we discourage employees from engaging in any physical confrontation with a violent or potentially violent individual or from behaving in a threatening or violent manner. Threats, threatening language, or any other acts of aggression or violence made toward or by any employee will not be tolerated. A threat may include any verbal or physical harassment or abuse, attempts to intimidate others, menacing gestures, stalking, or any other hostile, aggressive, and/or destructive actions taken for the purposes of intimidation. This policy covers any violent or potentially violent behavior that occurs in the workplace or at company-sponsored functions.

All Unlimited Care, Inc. employees bear the responsibility of keeping our work environment free from violence or potential violence. Any employee who witnesses or is the recipient of violent behavior should promptly inform their supervisor, manager, or the Human Resources Department. All threats will be promptly investigated. No employee will be subject to retaliation, intimidation, or discipline because of reporting a threat in good faith under this guideline. Any individual engaging in violence against the company, its employees, or its property will be prosecuted to the full extent of the law. All acts will be investigated, and the appropriate action will be taken. Threats, threatening behavior, acts of violence against employees, visitors, guests, or other individuals or willful damage to property within Unlimited Care, Inc., will not be tolerated.

Violations of this policy may lead to disciplinary action up to and including suspension, dismissal, arrest, and prosecution.

The company reserves the right to inspect all belongings of employees on its premises, including briefcases, purses and handbags, gym bags, and personal vehicles on company property.

Threats, threatening behavior, acts of violence against employees, visitors, guests, or other individuals or willful damage to property within Unlimited Care, Inc., will not be tolerated. Violations of this policy may lead to disciplinary action up to and including suspension, dismissal, arrest, and prosecution.

Concealed Weapons Policy

Employees may not, at any time while on any property owned, leased, or controlled by Unlimited Care, Inc., including anywhere that company business is conducted, such as patient locations, trade shows, restaurants, company event venues, and so forth, possess or use any weapon. Weapons include, but are not limited to, guns, knives or swords with blades over four inches in length, explosives, and any chemical whose purpose is to cause harm to another person. Regardless of whether an employee possesses a concealed weapons permit (CCW) or is allowed by law to possess a weapon, weapons are prohibited on any company property. They are also banned in any location in which the employee represents the company for business purposes, including those listed above. Employees who violate this policy will be subject to disciplinary actions, up to and including employment termination. The employment termination would be characterized as termination for cause.

Whistleblower Policy

This policy is intended to ensure employee cooperation, neither Unlimited Care, Inc. nor its employees shall take retaliatory action or retribution against any employee who submits a report of a suspected violation or who participates in an investigation of a suspected violation. Intimidation of employees is strictly forbidden by Unlimited Care, Inc. Any employee who takes retaliatory action or retribution against another employee who has either reported or participated in investigation of a suspected violation or who intimidates others from reporting or cooperating in the investigation of suspected violations will be subject to disciplinary action.

- The Whistleblower should make a “good faith effort” to report the suspected or actual event to his/her supervisor of any potential violation.
- If the whistleblower would be uncomfortable or otherwise reluctant to report to his/her supervisor, then the whistleblower could report the event to the Director of Human Resource or the Corporate Compliance Officer.
- The Whistleblower can report the event with his/her identity or anonymously.
- The Whistleblower shall receive no retaliation or retribution for a report that was provided in good faith- that was not done primarily with malice to damage another or the organization.
- If the Whistleblower feels there is imminent and danger to public health and safety or believes that telling the employer would result in destruction.
Of evidence or concealment of the activity, or the activity could reasonably be expected to lead to endangering a minor, would bring harm to the employee.
Or other person and/or reasonably believes the supervisor is already aware of the activity, policy or practice and will not correct such activity, policy, or practice.
- Anyone who retaliates against the Whistleblower (who reported an event in good faith) will be subject to discipline, including termination.
- Crimes against person or property, such as assault, rape, burglary, etc., should immediately be reported to local law enforcement personnel.
- Supervisors, managers and/or Board members who receive the reports must promptly act to investigate and/or resolve the issue.
- If the investigation of a report, that was done in good faith and investigated by internal personnel, is not to the Whistleblower’s satisfaction, then they have the right to report the event to the appropriate legal or investigative agency.
- The identity of the Whistleblower, if known, shall remain confidential to those persons directly involved in applying this policy, unless the issue requires investigation by law enforcement, in which case members of the organization are subject to subpoena.

Return-to-Work Program

- Unlimited Care, Inc. has a Return-to-Work Program. The purpose of the program is to assist employees who have been absent from work for an extended period, ensuring they reintegrate into their roles effectively and safely.
- This policy aims to provide a clear structure for both the employer and the employee, detailing the necessary steps and considerations required during the return-to-work process.
- It emphasizes collaboration, understanding, and flexibility, ensuring that employees are given the necessary support and resources to transition back into their roles while considering their well-being and any potential adjustments or accommodations that might be required.



Employee Appearance (Dress Standards)

It is mandatory that all employees' attire is always neat and clean. Each employee represents Unlimited Care to patients, their families, medical staff, and the public. The impression reflects on the person, their profession and Unlimited Care. Failure to comply with this policy may result in dismissal. For example, jeans, walking shorts, workout attire, cut offs, beachwear, tank tops, flip flops, mid tank/halter tops, etc. is unacceptable attire. Employees providing direct care to patients must wear closed toed shoes at all times. The company recognizes that personal appearance is an important element of self-expression and strives not to control or dictate appropriate employee appearance, specifically regarding jewelry or tattoos worn as a matter of personal choice.

In keeping with this approach, Unlimited Care, Inc. allows reasonable self-expression through personal appearance, unless a) it conflicts with an employee's ability to perform his or her position effectively or with his or her specific work environment, or b) it is regarded as offensive or harassing toward patients and their families, co-workers or others with whom Unlimited Care, Inc. conducts business and has contact with employees.

Unlimited Care, Inc. permits employees to wear jewelry or to display tattoos at the workplace within the following guidelines. Factors that management will consider determining whether jewelry or tattoos may pose a conflict with the employee's job or work environment include:

1. Personal safety of self or others, or damage to company property.
2. Productivity or performance expectations.
3. Offensiveness to patients and their families, co-workers, customers, vendors, or others in the workplace based on racial, sexual, religious, ethnic, or other characteristics or attributes of a sensitive or legally protected nature.
4. Corporate or societal norms.
5. Customer complaints.

If management determines an employee's jewelry or tattoos may present such a conflict, the employee will be encouraged to identify appropriate options, such as removal of excess or offensive jewelry, covering of tattoos, transfer to an alternative position, or other reasonable means to resolve the conflict.

An environment of cooperation, respect, and fair and consistent treatment for all employees is the company's goal. Nonetheless, the company is legally responsible for ensuring that no employees are subject to harassment or a hostile work environment. As an initial step toward resolution of any complaint or offense under this policy, supervisors and managers will be responsible for explaining the policy and answering employee questions. If an agreeable solution cannot be reached at that stage, the Director of Human Resources will follow company procedures to resolve the issue.

Medical Requirements

Each employee's health status will be reassessed as necessary, but no less often than annually, to assure that the employee is free from a health impairment which is of potential risk to the patient, or which might interfere with the performance of his/her duties. Employees will be notified to obtain any inoculations required to retain employability.



BENEFITS

Medical Insurance

Unlimited Care, Inc. offers a flexible health insurance package for full-time employees who meet the required enrollment criteria. The premiums are shared between Unlimited Care, Inc. and the employees. Premiums for our insurance plans are deducted from your weekly paycheck. A booklet explaining benefit coverage can be obtained at the Branch offices and corporate office. Should you have any questions concerning eligibility requirements and benefits, you should contact your Branch Manager or the Director of Human Resources. Unlimited Care, Inc. is constantly re-evaluating the insurance costs and coverage. You will be notified in the event of any changes affecting insurance coverage or any employee cost for such coverage change. Employee's failure to pay their portion of the insurance coverage will result in termination of coverage.

Retirement Savings Plan- 401(k)

Unlimited Care, Inc.'s Retirement Savings Plan - 401(k) provides an excellent opportunity for you to invest in your future. The retirement savings program includes benefits such as: investment vehicles, tax advantages, professional assistance and day to day conveniences. We offer all our employees the option of enrolling in our 401K Retirement Program administered by Principal Investments.

You are eligible to invest in 401(k) if you have completed more than three months of service with Unlimited Care, Inc. After meeting the eligibility requirements, you can enter the plan on the first of each month. If you are not eligible at this time, but have received a distribution from qualified plan, you may be permitted to rollover that distribution into this plan immediately.

You can contribute from 1% to 100% of the compensation on a pre-tax basis. Once your account is set up, contributions are automatically deducted from your paycheck. Every week your 401k deferral amount is directly deposited into your investment portfolio.

By calling Principal, 800-986-3343 or by logging on to <http://www.principal.com> employees can easily check their account balances, obtain information on investment funds, change your investment elections, exchange funds, model various loan scenarios, if you are considering borrowing from your account and ask questions regarding the plan. *The above description of the 401(k) Plan is intended solely as a summary of such benefits, and the terms of the applicable plan apply to the extent of any inconsistency with the above summary.* Anyone interested in participating in the 401K Plan should speak with the Employment Coordinator, Regional Director or Branch Manager.

Notification in the Event of Illness

It is the employee's responsibility to notify the Unlimited Care office as soon as the employee is aware she/he will not be able to report to work as scheduled. Under emergency situations which require the cancellation of scheduled shifts, employees must speak directly with the Patient Service Associate. Leaving cancellation messages with the answering service does not suffice. Leave your name and telephone number with the service. Your call will be promptly returned. Direct contact is the employee's responsibility and should not be delegated to other individuals.

Phone Calls

No employee should make or plan to receive personal phone calls while on duty except in strict emergency situations.

In-service Education

To maintain certification, it is required that active employees attend mandated in-service programs, and/or continuing education classes regularly. You will be notified of the requirements and the schedule.



Incident Reports

It is required that all employees notify the Unlimited Care Branch Office at once if any problems arise while caring for a patient.

Gifts & Tipping

Unlimited Care, Inc.'s employees are not permitted to accept tips, gifts or gratuities of any kind, from patients, their family, or visitors. This will protect you from charges of theft.

Employee Evaluation

All employees will receive periodic evaluations from their Supervisory Nurse and Patient Service Associate/Patient Service Specialist. The evaluations are made in an effort to provide every employee with a review of the quality of their work. The intention is to assist each individual in improving his/her performance.

Grievance Procedure

We recognize that in caring for the sick, we are rendering a necessary and basic public service, and that any interruption of this service would interfere with the proper treatment and care of our patients. Therefore, all employees will be expected to perform all their duties as instructed. Should an issue or problem arise, the following procedures should be followed:

1. The employee should discuss the problem with their Patient Service Associate or Patient Service Specialist, so that the matter can be investigated.
2. If the matter is not resolved to the employee's satisfaction, then the employee may request a conference with the Regional Director or Branch Manager.
3. The decision of the Regional Director/Branch Manager shall be final as to the outcome in resolving the problem.

If your complaint or grievance remains unresolved, you have the right to file the grievance with appropriate local, state and federal authorities. You may also contact the Joint Commission at (800) 994-6610.

There will be no disciplinary or punitive action taken because an employee who provides care, treatment or services reports safety or quality-of-care concerns to The Joint Commission or any appropriate local, state or federal authorities.

Public Disclosure of Information

All information concerning the Company, its employees, business relations, activities, operations, patients, and customers must be held strictly confidential. No employee is permitted to make any public statement or disclosure, in any manner and for any reason, concerning the Company, its business, patients, accounts or services.

Right to Monitor

The Company email and Internet system is always the property of the Company. By accessing the Internet, Intranet, and electronic mail services through facilities provided by the Company, you acknowledge that the Company (by itself or through its Internet Service Provider) may from time-to-time monitor, log and gather statistics on employee Internet activity and may examine all individual connections and communications. Please note that the Company uses email filters to block spam and computer viruses. These filters may from time to time block legitimate email messages.



Emergency and Disaster Preparedness Plan

To continue to meet the health care needs of the patient during emergencies which interfere with the delivery of service, you are requested to adhere to the following procedure:

1. In the event of a **FIRE**, any person discovering a fire should remember the acronym **RACE**. This stands for:
 - **Rescue**: remove anyone in danger. evacuate the house by the nearest exit.
 - **Alarm**: activate the nearest fire alarm or call 911. Notify the fire department and ask the nearest Ambulance Company to standby for possible patient transport.
 - **Contain**: confine the fire by closing the surrounding windows and doors.
 - **Extinguish**: extinguish the fire by using an available extinguisher. To use the fire extinguishers correctly, remember the acronym.
PASS. This stands for:
 - **Pull**: the pin on the fire extinguisher
 - **Aim**: the extinguisher nozzle at the base of the fire
 - **Squeeze** or press the handle
 - **Sweep** from side to side until the first appears to be out
2. In the event of **ENERGY FAILURE, FLOOD**, Contact Branch Office for instruction, unless there is a life-threatening situation. If so, evacuate as in fire.
3. In the event of a **SNOWSTORM**, maintain contact with the office, do not leave patient until relief arrives, or clearance is obtained from office.
4. In the event of **PHONE FAILURE**, Try to determine from a neighbor if the problem is local or area. If local, ask for contact to be made with office. If relief is due, do not leave until relief arrives, or clearance is obtained from the office.
5. In the event of **TRANSPORTATION STOPPAGE**, all employees must maintain contact with local branch office for instructions. If relief is due, do not leave until relief arrives, or clearance to leave is obtained from your supervisor.
6. In the event of **CIVIL DISTURBANCE**, all employees are expected to contact their Branch Office before attempting to make any home visits. The Regional Director/Branch Manager will determine the priority for patient care, to assure that patient needs are met, and at the same time considering the safety of the employees. All employees who are currently on duty are expected to continue to work until relief arrives, or clearance to leave is obtained from your supervisor.
7. In the event of a **NUCLEAR EMERGENCY**, In the event of a radiation accident or the threat of such occurrence, persons within a 10 mile radius of a Nuclear Power Plant will be alerted promptly by a steady 3 minute siren signal. It is important to note that the sounding of sirens does not mean an evacuation is imminent. It does mean that an emergency condition exists, and residents should tune their radios or their TV sets for instructions. The Emergency Broadcast System (EBS) will have the most timely and accurate information concerning emergencies.
8. In the event of a **BIO-TERRORIST ATTACK**: All employees have on their person, while caring for a patient, Personal Protective Equipment (i.e. gloves, masks and aprons). In the event of a Bio-Terrorist Attack, or the threat of such occurrence, employees, at a minimum, will use Standard Universal Precautions which include the use of Personal Protective Equipment, as well as hand washing prior to and immediately following contact with patients or potentially infected individuals. Professional staff will be educated as to the recognition of signs and symptoms related to the four most virulent Bio-Chemical agents: smallpox, anthrax, botulism and plague. (See Unlimited Care, Inc. Policy and Procedure Manual for complete All Hazards Policy.)

When you tune in to your Emergency Broadcast Station (EBS), you may be asked to listen for further information, stay indoors, or leave the area.

Staying Indoors:

If advised, to stay indoors, you should:

1. Keep your family and pets inside the house.
2. Close all doors and windows.
3. Turn off air conditioners and other ventilation systems.
4. Put out fires in fireplaces.
5. Stay off the roads. Unless told to leave the area, you will be safer staying inside.
6. Stay tuned to your Emergency Broadcast Station.
7. Do not use the telephone except to call for help, to prevent the lines from becoming overloaded.

Leaving the Area:

In some situations, leaving the area would be the safest action to take. A major fire, explosion, flood, or possible release of radiation, or other hazardous material, could lead o f f i c i a l s to advise residents to leave certain areas temporarily.

If Emergency Broadcast System messages advise that your area should be evacuated, you should:

1. Remain calm; you will have ample time to leave.
2. Ignore all rumors. Stay tuned to your Emergency Broadcast Station for official reports.
3. Do not use the telephone, so lines will not be overloaded.
4. Gather the items you would need for a three-day visit, including:
 5. Blankets or sleeping bags for everyone in the family.
 6. Prescription medicines, if needed.
 7. Changes of clothing for three days.
 8. Personal items, like shaving kits, soaps and cosmetics.
 9. Formula and other needs of infants and children.
 10. Checkbook, credit cards and important papers.
 11. Food for any pet you take with you.
 12. A portable radio and batteries.
 13. Offer a ride to a neighbor, friend, or co-worker who may not have a car.
14. Close the windows and air vents of your car, and do not operate the air conditioner until you have left the emergency area.
15. Leave by the route designated by EBS.
16. If you do not have a ride, walk to the nearest emergency bus pick-up point, if EBS announces that the emergency buses serving your area are running.

Always stay tuned to the Emergency Broadcast System, as they will have the most timely and accurate information concerning the emergency at hand. Your EBS station will provide instructions as it relates to the current emergency. Families going to the home of a friend or relative outside the area can use a public reception center as a meeting place and message center. If you are not in an emergency area in which people have been told to stay indoors - or to evacuate - do not enter that area until you have heard on an Emergency Broadcast Station that all is clear, and after emergency workers have removed roadblocks.

Unlimited Care, Inc. will cooperate to the fullest extent in any community directed activity during any emergency.



FAMILY AND MEDICAL LEAVE ACT (FMLA)

Employees may be eligible to take family and medical leave of absence after they have completed 12 months of service. The following information provides general information about the major provisions of the policy for employees who need leave for family and/or medical reasons.

Who is Eligible?

Full-Time employees with at least twelve (12) months of employment who have worked 1,250 hours in the preceding 12 months are eligible for unpaid leave.

How Much Leave is Available under the Family and Medical Leave Policy? Based on the Federal Family and Medical Leave Act (FMLA):

Unlimited Care, Inc. Employees may be eligible to take up to 12 weeks of family leave in any 12-month period if they have worked at least 12 months (this need not be 12 consecutive months) and have worked at least 1250 hours during the previous 12-month period. In determining eligibility for leave, a “rolling” 12-month period is used; measuring backward during the previous 12 months from the date the leave is requested. Further, any disability or worker’s compensation leave, which involves a serious health condition under this policy, would run concurrently with family/medical leave.

When Can You Take Family and Medical Leave? An employee is eligible for leave for one or more of the following:

- The birth of a child of the employees and the leave is to care for the child.
- Placement of a child into the employee’s home by adoption or by foster care arrangement.
- To care for the spouse, child or parent of the employees if the spouse, child or parent has a serious health condition (the care envisioned here includes the giving of physical and/or psychological care and comfort);
- The Employee is unable to perform the functions of his/her job because of a serious health condition.

Military Leave of Absence

Unlimited Care, Inc. grants military leave in accordance with any requirements under state or federal law.

Re-employment

Except as otherwise described above or required by law, any employee who is absent from employment due to service in the military is entitled to re-employment benefits if the following conditions are satisfied:

- The employee has given advance notice to Unlimited Care, Inc. of such service; and
- The employee reports to or submits a timely application for re-employment to Unlimited Care, Inc.’s Human Resources Department.

New York State Paid Family Leave (PFL)

Unlimited Care, Inc., under the New York State Paid Family Leave Program provides job-protected, paid leave to bond with a new child, care for a loved one with a serious health condition or to help relieve family pressures when someone is called to active military service.

Who is Eligible?

Every full-time or part-time employee in New York State is eligible for Paid Family Leave. Participation in the program is not optional. An employee must be employed full-time for 26 weeks or part time for 175 days to be eligible for a Paid Family Leave Benefit. Employees do not have to take all of their sick leave and/or vacation before using paid family leave. Employees may choose to use sick or vacation leave for full pay.

When Can You Take Family and Medical Leave? An employee is eligible for leave for one or more of the following:

- **Maternity and Paternity Leave**

Whether you are a parent expecting, fostering or adopting a child, with proper documentation, you may be eligible for up to 8 weeks of employee-funded Paid Family Leave. Paid Family Leave only begins after birth and is not available for prenatal conditions. A parent may take Paid Family Leave during the first 12 months following the birth, adoption, or fostering of a child.

- **Caring for a Close Relative with a Serious Health Condition**

Employees have the right to be with their families in times of need without having to put their economic security at risk. The time you spend caring for a loved one with a serious health condition is critical. A close relative includes:

- Spouse
- Domestic partner
- Child
- Parent
- Parent in-law
- Grandparent
- Grandchild

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves:

- inpatient care in a hospital, hospice, or residential health care facility; or
- continuing treatment or continuing supervision by a health care provider.

New York Paid Prenatal Leave

Unlimited Care, Inc., under the New York State Paid Prenatal Leave Program provides job-protected, paid leave. up to 20 hours of paid leave in a 52-week period for pregnant employees to attend prenatal medical appointments and procedures. The 20 hours of paid leave can be taken in hourly increments.

Active-Duty Deployment

Paid Family Leave is available for families eligible for time off under the military provisions in the Federal Family Medical Leave Act when a spouse, child, domestic partner, or parent of the employee is on active duty or has been notified of an impending call or order of active duty.

Paid Family Leave cannot be used for one's own disability or qualifying military event. It may only be taken care of by your spouse, domestic partner, child, or parent.

Safe Time Leave

Pursuant to Westchester County and New York City law, employees are entitled to earn sick and safe leave at the rate of 1 hour for every 30 hours that an employee works up to a maximum of 56 hours. Unlimited Care, Inc.'s vacation and sick time accruals comply with this law.

Leave Usage

Employees are not permitted to use leave during the first 90 calendar days of their employment. An employee is allowed to use earned sick and safe leave under the following conditions:

- To care for or treat the employee's mental or physical illness, injury, or condition.
- To obtain preventative medical care for the employee or the employee's family member.
- To care for a family member with a mental or physical illness, injury or condition.
- For maternity or paternity leave; or
- The absence from work is necessary due to domestic violence, sexual assault or stalking committed against the employee or the employee's family member and the leave is being used: (1) to obtain medical or mental health attention; (2) to obtain services from a victim services organization; (3) for legal services or proceedings; or (4) because the employee has temporarily relocated as a result of the domestic violence, sexual assault or stalking.

A family member includes a spouse, child, parent, grandparent, grandchild, sibling, or legal guardian.

Employees are permitted to use the leave in increments of not less than 4 hours.

If the need to use sick and safe leave is foreseeable (for example a scheduled doctor's appointment), the employee must provide notice 7 days prior to leave use.

Appendix A

New York State Paid Family Leave (PFL) Frequently Asked Questions and Answers

Does Paid Family Leave cost me anything?

New York's Paid Family Leave is entirely employee funded. That is, the benefit is paid for by employees.

Do I have to participate in the Paid Family Leave program?

Yes, Paid Family Leave is not optional for most employees. The exception is if you are in a job that will not allow you to attain the 26 continuous weeks or 175 days needed to qualify for Paid Family Leave (for example a seasonal worker).

I am pregnant. Will I be able to receive Paid Family Leave during my pregnancy?

Paid Family Leave only begins after birth. It is not available for pre-natal conditions.

Will I be able to use Paid Family Leave to take care of an eligible relative living outside New York?

Yes, as long as you are caring for an eligible family member and provide the medical certification.

I am not a US citizen. Will I still be eligible for Paid Family Leave?

Yes. Your citizenship status has no impact on your Paid Family Leave eligibility.

Will I be able to use Paid Family Leave if I work part-time?

In most instances, yes. You must work 175 days part-time to be eligible for a Paid Family Leave benefit.

I am collecting workers' compensation. Will I be able to use Paid Family Leave?

If you are not working and are collecting workers' compensation, you may not use Paid Family Leave.

Will I have to take all of my sick time and/or vacation before I use Paid Family Leave?

An employer may permit you to use vacation or sick leave for full salary but may not require you to use either.

Can I take Paid Family Leave and use my sick and/or vacation time together so that I receive my full salary?

Yes, if your employer allows you to use your sick and vacation time to allow you to receive your full salary, then you can do so.

Will my spouse and I be able to use Paid Family Leave at the same time?

If you and your spouse have different employers, you are both eligible to take Paid Family Leave at the same time.

However, if you and your spouse work for the same employer, they can deny Paid Family Leave to more than one employee at the same time to care for the same family leave recipient, or to bond with a child.

Do other states have Paid Family Leave?

New York will now join California, Rhode Island, and New Jersey as the only states in the nation that provide a Paid Family Leave benefit. When fully implemented, New York will have the longest and most comprehensive Paid Family Leave program in the nation.

Filing a Claim

The New York State Insurance Fund will receive, and process claims and make benefit payments to you.

You are responsible for notifying Unlimited Care, Inc., if you intend to claim Family Leave Insurance benefits. If your family leave is foreseeable, you must give Unlimited Care, Inc. 30 days advance notice so we can plan for your absence. If the event was not foreseeable, please notify UCI as quickly as possible.

Required Documentation

You will need to file a Request for Paid Family Leave form and documentation in support of your Paid Family Leave request.

To justify your request for Paid Family Leave, you will be required to present a certification from the health care provider treating your family member or, if the leave is following birth of a child, the health care provider treating the mother of the child. For adoption and foster care, different types of documentation will be needed. If you are taking Paid Family Leave for a qualifying military event, you will need to present copies of Duty

Papers or other supporting documentation.

For Birth:

The birth mother will need the following documentation:

- Birth Certificate, or
- Documentation of pregnancy or birth from a health care provider (includes mother's name and due/birth dates)

A second parent will need the following documentation:

- Birth Certificate, or Documentation of pregnancy or birth from a health care provider (includes mother's name and due/birth dates). If the 2nd parent is not named on the birth certificate, the 2nd parent must provide an acknowledgement of paternity, order of filiation or other evidence of relationship with parent named by medical provider or birth certificate.
- Voluntary Acknowledgement of Paternity or
- Court Order of Filiation or
- Copy of documentation for birth mother (above) plus second document verifying relationship to the mother. (such as a marriage certificate or evidence of a domestic partnership)

For Foster Care:

- Letter of placement issued by county or city department of social services or local voluntary agency
- If second parent is not named in documentation, a copy of that document plus a second document verifying relationship to the parent named in the foster care placement.

For Adoption:

- Legal evidence of adoption process
- If the 2nd parent is not named on the birth certificate, the 2nd parent must provide:
 - Voluntary Acknowledgement of Paternity or
 - Court Order of Filiation or
 - Second document verifying relationship to the mother or the child.

For Serious Medical Condition:

- Certification from the Care Recipient's Health Care Provider

For the Military:

- US Department of Labor Military Family Leave Certification (Federal Military Leave Form)
- Copy of Military Duty Papers
- Other documentation supporting the reason for the leave (copy of meeting notice, ceremony details, rest and recuperation orders, etc.)

Using Your Paid Family Leave Benefit

When do I need to file a claim?

If you have a foreseeable situation, you must give your employer 30 days advance notice so they can plan for your absence.

If the event was not foreseeable, you must notify your employer as quickly as possible. If you fail to do so without unusual circumstances justifying the failure, your Paid Family Leave can be delayed or partially denied.

Do I have to follow my employer's policies for leave when requesting Paid Family Leave?

If your employer's rules about taking time off are less strict than the rules to take Paid Family Leave, your employer may require you to follow them.

How will I be paid?

You will be paid by check, direct deposit or debit card. Not every carrier will offer all three, but the carrier must pay you by check if you request this on your Request for Paid Family Leave.

When will I be paid?

Within 18 days of filing a complete claim for benefits, the Paid Family Leave insurance carrier (NYSIF) must pay you or deny the claim and provide an explanation of the denial.

Will I be able to take Paid Family Leave on an hourly basis?

No, Paid Family Leave is only available in full day increments, but it can be taken intermittently, so you can take only the full days off during the week when you are caring for your relative or bonding with a child.

Can I take both temporary disability and Paid Family Leave?

Your combined total disability leave and Paid Family Leave in any 52 week period may not exceed 26 weeks.

Claims Denial and Discrimination

- If your claim for Paid Family Leave is denied and you disagree with the denial reason, you may request to have the denial reviewed by an independent arbitrator. Unlimited Care Inc. will send you information explaining how to file a request for arbitration of your denial of Paid Family Leave benefits. For more information, call the Human Resources department.
- **What are the protections for employees who take Paid Family Leave?**
An employer may not discriminate against employees for taking Paid Family Leave. Employees are guaranteed job protection, with the same or a comparable job, upon return from Paid Family Leave. Employees are also guaranteed continuation of health insurance while out on Paid Family Leave.

Note: Employees must continue to pay his or her portion of premium cost while out on Paid Family Leave.
- **Can my employer take any action against me for taking Paid Family Leave?**
No. Your employer may not retaliate or discriminate against you because you have taken Paid Family Leave. If your employer does not return you to your same or a comparable job, you must formally request reinstatement.

Benefits

Year	Weeks Available	Max % of Employee Average Weekly Wage	Cap % of State Average Weekly Wage
1/1/2024	12	67%	67%

The Average Weekly Wage (AWW) is set every year after a comprehensive analysis by the New York State Department of Labor.

Appendix B

Social Media Policy

At Unlimited Care, Inc., we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media. This policy applies to all employees who work for Unlimited Care, Inc.

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 web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with Unlimited Care, Inc., as well as any other form of electronic communication. The same principles and guidelines found in Unlimited Care, Inc. policies and three basic 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 that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow employees or otherwise adversely affects patients, suppliers, people who work on behalf of Unlimited Care, Inc. may result in disciplinary action up to and including termination.

Know and follow the rules

Carefully read these guidelines, the Unlimited Care, Inc. Code of Ethics and Standards of Business Conduct and Health Care Compliance Policies, Health Insurance Portability and Accountability Act ("HIPAA"), and the Discrimination & Harassment Prevention Policy, 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.

Be respectful.

Always be fair and courteous to fellow employees, patients, suppliers or people who work on behalf of Unlimited Care, Inc. Also, keep in mind that you are more likely to resolve work related complaints by speaking directly with your co-workers or by speaking to your Manager or HR Director rather than by posting complaints to a social media outlet. Nevertheless, if you post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage customers, members, employees 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.

Be 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. Never post any information or rumors that you know to be false about Unlimited Care, Inc., fellow employees, members, customers, suppliers, people working on behalf of Unlimited Care, Inc. or competitors.

Post only appropriate and respectful content

- Maintain the confidentiality of Unlimited Care, Inc. trade secrets and private or confidential information. Trades secrets may include information regarding the development of systems, processes, know-how and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications.
- Do not create a link from your blog, website or other social networking site to a Unlimited Care, Inc. website
- Express only your personal opinions. Never represent yourself as a spokesperson for Unlimited Care, Inc.

Using social media at work

Refrain from using social media while on work time or on equipment we provide unless it is work-related as authorized by your manager or consistent with the Company Equipment Policy. Do not use Unlimited Care, Inc. email addresses to register on social networks, blogs or other online tools utilized for personal use.

Retaliation is prohibited.

Unlimited Care, Inc. prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

Unlimited Care Inc Coronavirus (Covid-19) Policy

Policy brief & purpose

The Unlimited Care Inc. policy includes the measures we are actively taking to mitigate the spread of coronavirus. Please follow all these rules diligently, to maintain a healthy and safe workplace in this unique environment. It's important that we all respond responsibly and transparently to these health precautions. We assure you that we will always treat your private health and personal data with high confidentiality and sensitivity.

This coronavirus (COVID-19) policy is susceptible to changes with the introduction of additional governmental guidelines.

Sick leave arrangements:

- If you have cold symptoms, such as cough/sneezing/fever, or feel poorly, do not come to work, contact your manager to request sick leave.
- If you have a positive COVID-19 diagnosis, you can return to the office only after you've fully recovered, completed DOH quarantine period and are asymptomatic.
- If you have recently returned from international or domestic travel, Unlimited Care Inc may ask you to obtain a Covid-19 test within 3-5 days after your return. You can return to the office only if you are negative and fully asymptomatic. Unlimited Care Inc will implement all measures that have been determined to protect all staff.
- If you've been in close contact with someone infected with COVID-19, with high chances of being infected yourself, you must contact your manager for instructions regarding coming to work, COVID-19 testing, and you must monitor yourself and complete daily screenings. The first sign of symptoms you must again notify your manager who will refer you to your physician for further instructions.
- If you're a parent and you have to stay at home with your children, you may be entitled to New York State Paid Family Leave, see page 29.
- If you need to provide care to a family member infected by COVID-19, you may be required to quarantine depending upon doctor's recommendation. You may return to work provided that you're asymptomatic and have a negative test.

General hygiene rules:

- Wash your hands frequently (follow the 20-second hand-washing rule). You can also use the sanitizers you'll find around the office.
- Cough/sneeze into your sleeve, preferably into your elbow. If you use a tissue, discard it properly and clean/sanitize your hands immediately.
- Open the windows regularly to ensure open ventilation.
- Avoid touching your face, particularly eyes, nose, and mouth with your hands to prevent from getting infected.
- If you find yourself coughing/sneezing on a regular basis, avoid close physical contact with your coworkers and take extra precautionary measures (such as requesting sick leave).

*Unlimited Care complies with all NYS and OSHA Vaccine mandates, travel guidance, as well as the NY Heroes Act which requires employers to ensure employees wear appropriate face coverings in accordance with Department of Health guidance. Masks are to be worn at all times when in common areas.

During an airborne infectious disease outbreak, the following minimum controls will be used in all areas of the worksite:

Individuals may not be aware that they have the infectious disease and can spread it to others.

Therefore, employees should maintain distance, wear masks, limit what they touch and wash hands thoroughly and often.

Shared surfaces (copiers, doorknobs, coffee machine, etc.) should be cleaned periodically throughout the day. Proper respiratory etiquette (cover your mouth, etc.) should be always followed.

Any employees with added risk factors should inform their supervisors if additional accommodation is necessary.

For more detailed information please log onto the Unlimited Care Inc. website: <https://www.unlimitedcareinc.com/>

or Contact Adam Kaplan, **Safety Compliance/Recruitment Manager**



Know Your Rights: Workplace Discrimination is Illegal

The U.S. Equal Employment Opportunity Commission (EEOC) enforces Federal laws that protect you from discrimination in employment. If you believe you've been discriminated against at work or in applying for a job, the EEOC may be able to help.

Who is Protected?

- Employees (current and former), including managers and temporary employees
- Job applicants
- Union members and applicants for membership in a union

What Organizations are Covered?

- Most private employers
- State and local governments (as employers)
- Educational institutions (as employers)
- Unions
- Staffing agencies

What Types of Employment Discrimination are Illegal?

Under the EEOC's laws, an employer may not discriminate against you, regardless of your immigration status, on the bases of:

- Race
- Color
- Religion
- National origin
- Sex (including pregnancy and related conditions, sexual orientation, or gender identity)
- Age (40 and older)
- Disability
- Genetic information (including employer requests for, or purchase, use, or disclosure of genetic tests, genetic services, or family medical history)
- Retaliation for filing a charge, reasonably opposing discrimination, or participating in a discrimination lawsuit, investigation, or proceeding.

What Employment Practices can be Challenged as Discriminatory?

All aspects of employment, including:

- Discharge, firing, or lay-off
- Harassment (including unwelcome verbal or physical conduct)
- Hiring or promotion
- Assignment
- Pay (unequal wages or compensation)
- Failure to provide reasonable accommodation for a disability or a sincerely-held religious belief, observance or practice
- Benefits
- Job training
- Classification
- Referral
- Obtaining or disclosing genetic information of employees
- Requesting or disclosing medical information of employees
- Conduct that might reasonably discourage someone from opposing discrimination, filing a charge, or participating in an investigation or proceeding.

What can You Do if You Believe Discrimination has Occurred?

Contact the EEOC promptly if you suspect discrimination. Do not delay, because there are strict time limits for filing a charge of discrimination (180 or 300 days, depending on where you live/work). You can reach the EEOC in any of the following ways:

Submit an inquiry through the EEOC's public portal:
<https://publicportal.eeoc.gov/Portal/Login.aspx>

Call 1-800-669-4000 (toll free)
1-800-669-6820 (TTY)
1-844-234-5122 (ASL video phone)

Visit an EEOC field office (information at www.eeoc.gov/field-office)

E-Mail info@eeoc.gov

Additional information about the EEOC, including information about filing a charge of discrimination, is available at www.eeoc.gov.



EMPLOYERS HOLDING FEDERAL CONTRACTS OR SUBCONTRACTS

The Department of Labor's Office of Federal Contract Compliance Programs (OFCCP) enforces the nondiscrimination and affirmative action commitments of companies doing business with the Federal Government. If you are applying for a job with, or are an employee of, a company with a Federal contract or subcontract, you are protected under Federal law from discrimination on the following bases:

Race, Color, Religion, Sex, Sexual Orientation, Gender Identity, National Origin

Executive Order 11246, as amended, prohibits employment discrimination by Federal contractors based on race, color, religion, sex, sexual orientation, gender identity, or national origin, and requires affirmative action to ensure equality of opportunity in all aspects of employment.

Asking About, Disclosing, or Discussing Pay

Executive Order 11246, as amended, protects applicants and employees of Federal contractors from discrimination based on inquiring about, disclosing, or discussing their compensation or the compensation of other applicants or employees.

Disability

Section 503 of the Rehabilitation Act of 1973, as amended, protects qualified individuals with disabilities from discrimination in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment by Federal contractors. Disability discrimination includes not making reasonable accommodation to the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or employee, barring undue hardship to the employer. Section 503 also requires that Federal contractors take affirmative action to employ and advance in employment qualified individuals with disabilities at all levels of employment, including the executive level.

Protected Veteran Status

The Vietnam Era Veterans' Readjustment Assistance Act of 1974, as amended, 38 U.S.C. 4212, prohibits employment discrimination against, and requires affirmative action to recruit, employ, and advance in employment, disabled veterans, recently separated veterans (i.e., within three years of discharge or release from active duty), active duty wartime or campaign badge veterans, or Armed Forces service medal veterans.

Retaliation

Retaliation is prohibited against a person who files a complaint of discrimination, participates in an OFCCP proceeding, or otherwise opposes discrimination by Federal contractors under these Federal laws.

Any person who believes a contractor has violated its nondiscrimination or affirmative action obligations under OFCCP's authorities should contact immediately:

The Office of Federal Contract Compliance Programs (OFCCP)
U.S. Department of Labor
200 Constitution Avenue, N.W.
Washington, D.C. 20210
1-800-397-6251 (toll-free)

If you are deaf, hard of hearing, or have a speech disability, please dial 7-1-1 to access telecommunications relay services. OFCCP may also be contacted by submitting a question online to OFCCP's Help Desk at <https://ofccphelpdesk.dol.gov/s/>, or by calling an OFCCP regional or district office, listed in most telephone directories under U.S. Government, Department of Labor and on OFCCP's "Contact Us" webpage at <https://www.dol.gov/agencies/ofccp/contact>.

PROGRAMS OR ACTIVITIES RECEIVING FEDERAL FINANCIAL ASSISTANCE

Race, Color, National Origin, Sex

In addition to the protections of Title VII of the Civil Rights Act of 1964, as amended, Title VI of the Civil Rights Act of 1964, as amended, prohibits discrimination on the basis of race, color or national origin in programs or activities receiving Federal financial assistance. Employment discrimination is covered by Title VI if the primary objective of the financial assistance is provision of employment, or where employment discrimination causes or may cause discrimination in providing services under such programs. Title IX of the Education Amendments of 1972 prohibits employment discrimination on the basis of sex in educational programs or activities which receive Federal financial assistance.

Individuals with Disabilities

Section 504 of the Rehabilitation Act of 1973, as amended, prohibits employment discrimination on the basis of disability in any program or activity which receives Federal financial assistance. Discrimination is prohibited in all aspects of employment against persons with disabilities who, with or without reasonable accommodation, can perform the essential functions of the job.

If you believe you have been discriminated against in a program of any institution which receives Federal financial assistance, you should immediately contact the Federal agency providing such assistance.



This handbook is only a summary. The Company may from time-to-time revise or discontinue policies, procedures or benefits described in this handbook, and/or institute new policies, procedures or benefits. Neither this handbook, nor any other Company policies, procedures nor practices, (whether verbal or written) or the acceptance or continuance of employment is to be construed as a contract of employment, a promise of continued employment, or as creating an implied or contractual duty between an employee and the Company. To the contrary, all employment relationships are at will and can be terminated by the employee or by the Company for reasons which either the employee or the Company, as the case may be, consider sufficient. The foregoing remains true notwithstanding any of the provisions set forth in this handbook. The at-will employment relationship between the employee and the Company cannot be changed except by a written agreement signed by both the employee and the President of Unlimited Care, Inc.