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***Practice Administrator for Dennis R. Hardin, DDS, Inc.***

EMPLOYEE HANDBOOK

AND

POLICY MANUAL

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**EMPLOYEE HANDBOOK**

# INTRODUCTION

## *About This Handbook*

This handbook provides an overview of Lumina HealthCare LLC’s company policies, procedures, expectations and benefits. In all instances where the term "Lumina HealthCare" is used in this handbook, it should be interpreted as Lumina HealthCare, LLC, its subsidiaries and affiliated companies. By becoming familiar with the contents of the handbook, you will develop an understanding of what Lumina HealthCare expects from you and what you can expect from Lumina HealthCare.

This handbook has been prepared so that you may be better informed about policies, procedures, benefits and other issues concerning your employment here and replaces any other general or employment handbooks you may have received previously. All policies and practices outlined in this handbook are applicable to all employees.

All employees are expected to be familiar with and abide by the policies in this handbook, and all those with authority to do so have a duty to administer these policies fairly and consistently and to enforce them when necessary. After reviewing the handbook, please sign the attached Acknowledgment confirming that you have read and understand the policies and procedures included in the handbook. If you have any questions about anything presented here, please see your supervisor for clarification and/or explanation.

***Revisions and Additions***

Lumina HealthCare reserves the right to revise any or all policies, procedures and benefits in whole or in part, with or without notice, at any time.

# EMPLOYMENT AT LUMINA

## *Equal Employment Opportunity Employer*

Lumina HealthCare is an equal opportunity employer. It is Lumina HealthCare's policy to prohibit unlawful discrimination against any employee or applicant for employment based on race, color, religion, gender, age, national origin or ancestry, sexual orientation, disability, status as a special disabled veteran or veteran of the Vietnam era, marital status or any other factor prohibited by federal, state or local laws.

Lumina HealthCare shall recruit, hire, train and promote qualified persons to all job titles without unlawful discrimination, and to administer all personnel actions, such as compensation, benefits, transfers, layoffs or terminations, returns from layoff, training, education and social and recreational programs, without discrimination.

This equal employment opportunity policy is consistent with the requirements and objectives established by the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, the Vietnam Era Veterans' Readjustment Assistance Act of 1974, the Presidential Executive Order 11246 and other civil rights laws, all as amended.

If you believe discrimination has occurred, or if you have questions concerning this policy, you should notify your immediate supervisor or Human Resources immediately. Notification should be specific and include details of the incident(s), name(s) of individuals involved, and the name(s) of witnesses. Reports will be investigated, and appropriate corrective action will be taken, if warranted. All reports will be handled confidentially, except as necessary for investigation and resolution. This policy prohibits retaliation, harassment or other adverse action because of making a good faith complaint, assisting in an investigation opposing discrimination or otherwise exercising rights protected by law. Unlawful harassment and/or discrimination may lead to disciplinary action up to and including termination of employment.

## *Immigration Law Compliance*

Lumina HealthCare is committed to employing only United States citizens and those who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

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 Lumina HealthCare within the past three (3) years or if their previous I-9 is no longer retained or valid. Employees with questions or seeking more information on immigration law issues are encouraged to contact the Human Resources Department. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

## *Problem-Solving Procedure*

We realize that misunderstandings and differences of opinion sometime develop in the daily work situation. Should a problem or concern arise, the following problem-solving procedure will assist with its resolution:

*Discuss your problem or concern with your immediate supervisor, who will listen and investigate or make recommendations as to how your problem might be resolved. We encourage you to try to resolve such matters through open discussion with your supervisor. If you are uncomfortable taking your concern to your immediate supervisor, or if he/she does not help you to your satisfaction, you can take your concern directly to the next level of management.*

## *Ethical and Legal Business Practices*

Lumina HealthCare expects the highest standard of ethical conduct and fair dealing from each employee, officer, director, volunteer and all others associated with the Company. All our activities are to be conducted in compliance with the letter and spirit of all laws and regulations. Our reputation is a valuable asset, and we must continually earn the trust, confidence and respect of our suppliers, our members, our customers and our community.

This policy provides general guidance on the ethical principles that we all must follow, but no guideline can anticipate all situations. You should also be guided by basic honesty and good judgment, and be sensitive to others’ perceptions and interpretations.

If you have any questions about this policy, consult your supervisor or manager. You are expected to promptly disclose to the management of the company anything that may violate this policy. We will not tolerate retaliation or retribution against anyone who brings violations to Managements’ attention.

## *Giving and Receiving Gifts*

You may not give or receive money or any gift to or from a supplier, government official or other organization. Exceptions may be made for gifts that are customary and lawful, are of nominal value and are authorized in advance.

You may accept meals and refreshments if they are infrequent, are of nominal value and are in connection with business discussions.

If you do receive a gift or other benefit of more than nominal value, report it promptly to a member of management. It will be returned or donated to a suitable charity.

## *Examples of Conduct Not Permitted*

In general, conduct that interferes with operations, brings discredit to Lumina HealthCare, or is offensive to patients of physicians to whom the Company provides administrative services, business guests or co-workers is not tolerated. The Company cannot anticipate every type of action which may be considered unacceptable conduct. However, the following are a few examples of conduct that is not permitted and will subject the individual involved to disciplinary action up to and including immediate termination. This list includes, but is not limited to:

* Entering Company property or performing work for the Company while under the influence of or having in your possession, any intoxicating beverage or illegal drug.
* Failure to comply with any Company policy including, without limitation, Lumina HealthCare policies on equal employment opportunity and harassment.
* Failure to meet performance expectations and fulfill job requirements.
* Failure to follow proper billing procedures.
* Altering treatment records.
* Violation of attendance policies.
* Refusal to follow management's instructions concerning a job-related matter (insubordination).
* Reckless conduct, unsafe practices, or unsafe performance of any job.
* Leaving the premises during working hours or rest breaks without authorization from your supervisor.
* Unauthorized use of Company assets, including equipment, property, information and funds.
* Improper use or disclosure of proprietary or Company confidentiality or customer/client information.
* Improper, unprofessional, or threatening behavior or language while on Company property or on Company business.
* Lying to patients, other employees or management.
* Harassing, sexually or otherwise, another employee, business associate or customer, or failing to report harassment of any kind.
* Theft, misuse or willful destruction of Company property or of another individual's property, or failure to report any knowledge of theft or other activities not in the best interest of Lumina HealthCare.
* Any action that is or can reasonably be expected to be detrimental to Lumina HealthCare or its reputation.
* Any violation of Lumina HealthCare substance abuse control policy.
* Violation of Company safety or security policies or procedures.
* Failure to comply with the Company's policy on vehicle usage, including failure to maintain the minimum mandated liability insurance limits, where stated, on all personal vehicles used for Company business.
* Unauthorized solicitation or distribution during working time or in any working area.
* Deliberately interfering with the operations of the Company.
* Falsifying any Company record or report, including applications for employment, time sheets and sales records.
* Failure to call-in or show up to work for several consecutive days.
* Possession of firearms, weapons, or unauthorized ammunition or explosives on Company property or while on Company business.
* Conviction of a crime committed in any Company workplace or during working hours.
* Conviction of a felony at any place or time.

These examples are illustrative of the types of behavior that are not permitted at Lumina HealthCare, but are not intended to be all-inclusive. Other types of behavior or conduct could also lead to disciplinary action up to and including immediate termination. You are expected to comply with all Company policies and procedures and all standards of conduct.

## *Confidentiality and Proprietary Information*

Lumina HealthCare, LLC considers any and all records, or information obtained or created in the performance of your duties to be the sole property of the Company. Consequently, such information as names of vendors and resources, names of employees, etc., is confidential. As an employee of Lumina HealthCare, you are responsible for adhering to our Confidentiality and Non-Disclosure policy. Failure to do so will subject an employee to disciplinary action, up to and including termination, as well as other applicable legal actions.

The communication to others or use of this information by any individual that is either against or inconsistent with the Company's interests will subject the individual to legal action, which may include criminal prosecution. The person or company who receives such information may also be subject to legal action. Upon resignation or termination, the employee is responsible to ensure that any and all records and copies thereof are returned to the Company.

## *Definition of "Proprietary Information"*

Proprietary information is defined as any information possessed by the Company that is not readily available to the public. This includes any information relating to the business, projects, products, employees, or customers of the Company.

## *Confidentiality and Non-Disclosure Policy*

The Company's Confidentiality and Non-Disclosure policy serves to protect the Company's proprietary information and systems, in addition to confidential information regarding patients, customers, products, services, and systems. Our policy provides that the Company, not employees, owns all proprietary information. This holds true even in instances where employees develop or discover information or products during their employment with the Company. Furthermore, employees may not directly or indirectly compete with the Company during the course of their employment.

Please help protect confidential information - which may include, for example, sensitive information encountered in the course of business activities such as Company, employee, patient or provider information; also customer lists and company financial information. Please take the following precautionary measures:

* Discuss work matters only with other Lumina HealthCare employees who have a specific business reason to know or have access to such information;
* Do not discuss work matters in public places;
* Monitor and supervise visitors to Lumina HealthCare to ensure that they do not have access to company information;
* Do not place forms, reports or other documents in trash bins/cans that contain confidential information. HIPAA regulations require all such documents to be shredded; and
* Secure confidential information in desk drawers and cabinets at the end of every business day.

Your cooperation is particularly important because of our obligation to protect the security of patient information, facilities and our own confidential information. If at any time you are uncertain as to whether you can properly divulge information or answer questions, please consult the VP of Compliance.

## *Non-competition Policies*

While you are employed with our company, we ask you that you not take an outside job for pay with a competitor of our company. Nor should you do work on your own in areas that compete in any way with the services we provide.

## *Conflicts of Interest*

Employees must avoid any interest, influence or relationship which might conflict or appear to conflict with the best interests of Lumina HealthCare. You must avoid any situation in which your loyalty may be divided and promptly disclose any situation where an actual or potential conflict may exist.

Examples of potential conflict situations include:

* Having a financial interest in any business transaction with Lumina HealthCare;
* Owning or having a significant financial interest in, or other relationship with, a Lumina HealthCare competitor, customer or supplier; or
* Accepting gifts, entertainment or other benefit of more than a nominal value from a Lumina HealthCare competitor, customer or supplier.

Anyone with a conflict of interest must disclose it to management and remove themselves from negotiations, deliberations or votes involving the conflict. You may, however, state your position and answer questions when your knowledge may be of assistance to Lumina HealthCare.

# Work Rules and Standards

Work rules and regulations regarding employee behavior are necessary for the company's efficient operation and for the benefit and protection of the rights and safety of all. This section of your Handbook summarizes some of the Company’s expectations and work rules.

## *HIPAA*

It is Lumina HealthCare's policy to maintain the protection of confidential health information consistent with the requirements and objectives established by the Health Insurance Portability & Accountability Act of 1996 (HIPAA). We expect all employees to conduct their normal business functions in strict compliance with Lumina HealthCare's HIPAA Data Security and Policy Manual.

## *Hepatitis B Vaccination Protection*

Hepatitis B virus (HBV) is a pathogenic microorganism that can cause potentially life threatening disease in humans. HBV infection is transmitted through exposure to blood and other potentially infectious materials (OPIM), as defined in the OSHA Bloodborne Pathogens standard, 29 CFR 1910.1030.

The standard requires employers to offer the vaccination series to all workers who have occupational exposure, at no cost to the employee. To ensure immunity, it is important for individuals to complete the entire course of vaccination contained in the USPHS recommendations, which is a series of three (3) vaccinations.

For the safety of patients treated by physicians to whom Lumina HealthCare provides services and for the safety of our employees, Lumina requires that all clinical staff be vaccinated for Hepatitis B virus as a condition of employment. The condition will be waived if the worker is assigned to, for example, clerical duties only, or if the worker has previously received the vaccine series.

Further information is available upon request.

## *No Harassment Policy*

In accordance with applicable law, Lumina HealthCare prohibits unlawful harassment because of sex, race, color, national origin, ancestry, religion, creed, physical or mental disability, marital status, medical condition, sexual orientation, age, or any other basis protected by federal, state, or local law. All such harassment is unlawful and will not be tolerated. We strive to provide a work environment that is pleasant, professional, and free from intimidation, hostility or other offenses which might interfere with work performance.

## *Sexual Harassment Defined*

Applicable state and federal law defines sexual harassment as unwanted sexual advances, requests for sexual favors, or visual, verbal, or physical conduct of a sexual nature when: (I) submission to the conduct is made a term or condition of employment; or (2) submission to or rejection of the conduct is used as the basis for employment decisions affecting the individual; or (3) the conduct has the purpose or effect of unreasonably interfering with the employee's work performance or creating an intimidating, hostile, or offensive working environment. This definition includes many forms of offensive behavior. The following is a partial list:

##### Unwanted sexual advances; offering employment benefits in exchange for sexual favors; making or threatening reprisals after a negative response to sexual advances; visual conduct such as leering, making sexual gestures, or displaying sexually suggestive objects, pictures, cartoons, or posters; verbal conduct such as making or using derogatory comments, epithets, slurs, sexually explicit jokes, or comments about any employee's body or dress; verbal sexual advances or propositions; verbal abuse of a sexual nature, graphic verbal commentary about an individual's body, sexually degrading words to describe an individual, or suggestive or obscene letters, notes, or invitations; physical conduct such as touching, assault, or impeding or blocking movements; and/or retaliation for reporting harassment or threatening to report harassment.

##### It is unlawful for males to sexually harass females or other males, and for females to sexually harass males or other females. Sexual harassment on the job is unlawfulwhether it involves co-worker harassment, harassment by a supervisor, or harassment by persons doing business with or for the Company.

##### Harassment by Nonemployees

Lumina HealthCare will also endeavor to protect employees, to the extent possible, from harassment reported by nonemployees in the workplace, including customers, clients and suppliers.

## *Other Types of Harassment*

Prohibited harassment on the basis of race, color, national origin, ancestry, religion, physical or mental disability, marital status, medical condition, sexual orientation, age, or any other protected basis, includes behavior similar to sexual harassment, such as:

Verbal conduct such as threats, epithets, derogatory comments, or slurs; visual conduct such as derogatory posters, photographs, cartoons, drawings, or gestures; physical conduct such as assault, unwanted touching, or blocking normal movement, or interfering with work because of race, gender or any other protected classification; retaliation for reporting harassment or threatening to report harassment.

## *Responsibility*

All employees, and particularly managers, have a responsibility for keeping our work environment free of harassment. Any employee who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to their immediate supervisor or a management representative with whom they feel comfortable. When management becomes aware of the existence of harassment, it is obligated by law to take prompt and appropriate action, whether or not the victim wants the company to do so.

## *Reporting*

If your complaint involves your supervisor, you need to report the incident to Human Resources or another member of management. Any incidents of harassment must be immediately reported. The appropriate investigation and disciplinary action will be taken. All reports will be promptly investigated with due regard for privacy of everyone involved, however, confidentiality cannot be guaranteed. Any employee found to have harassed a fellow employee or subordinate will be subject to severe disciplinary action up to and including termination. We will also take any additional action necessary to appropriately remedy the situation. Retaliation of any sort will not be permitted. No adverse employment action will be taken for any employee making a good faith report or alleged harassment. We accept no liability for harassment of one employee by another employee. The individual who makes unwelcome advances,

threats or in any way harasses another employee is personally liable for such actions and their consequences. We may or may not provide legal, financial or any other assistance to an individual accused of harassment if a legal complaint is filed.

***Complaint Procedure and Investigation***

Any employee who wishes to report a possible incident of sexual harassment or other unlawful harassment or discrimination should promptly report the matter to the Human Resources Department. If the supervisor of that department is not available, or you believe it would be inappropriate to contact that department, contact a member of the Executive Management Team. Lumina HealthCare will conduct a prompt investigation as confidentially as possible under the circumstances. Employees who raise concerns and make reports in good faith can do so without fear of reprisal; at the same time employees have an obligation to cooperate with Lumina HealthCare in enforcing this policy and investigating and remedying complaints. Any employee who becomes aware of possible sexual harassment or other illegal discrimination against others should promptly advise the Human Resources Department or any other appropriate member of management.

## *Substance Abuse Control Policy*

Lumina HealthCare recognizes its responsibility to provide a safe, drug-free work environment. Our business culture, driven by a commitment to excellence in all areas and staffed by dedicated professionals, and is incompatible with substance abuse in any form. We are particularly interested in our employees' safety, health, job performance and the reputation of the Company and its employees in the community. To this end, we will take all appropriate steps to ensure a drug-free workplace. We ask for your help in this endeavor - please notify management if you become aware of any alcohol or drug-related activity in violation of this policy. Lumina HealthCare has adopted this Substance Abuse Control Policy for the purpose of creating and maintaining a safe, healthy, productive and drug-free work environment and to comply with the Drug Free Workplace Act of 1988.

## *Policy Provisions*

Lumina HealthCare prohibits the following:

* Reporting to work under the influence of alcohol or illegal drugs or substances, including the illegal use of prescription drugs;
* The illegal use, sale, manufacture, distribution or possession of drugs while on Company business or premises and while operating vehicles on Company business;
* The use, sale, possession, transfer or purchase of alcoholic beverages on Company premises or while performing Company business, except in connection with Company-authorized events; and
* Working under the influence of prescription or non-prescription drugs that could impair judgment or motor functions and place persons or property in jeopardy.

The illegal use of drugs off-premises and off-duty is inconsistent with an employee's responsibilities to the Company because it can affect employee health, safety and on-the-job performance. To the extent that such use results in the presence of such drugs or their metabolites in the body fluids of any employee while working on Company business, or on Company property, that employee will be in violation of this policy and subject to the procedures set forth herein.

In accordance with the Drug Free Workplace Act of 1988, any employee convicted of a criminal drug statute violation must advise the Company within five (5) days of the conviction.

If you believe that a coworker is in violation of the substance abuse policy, you must notify your supervisor immediately. In the event you believe that supervisory staff is in violation of the substance abuse policy, you must notify the Chief Operations Officer or Human Resources Director.

## *Drug and Alcohol Screening*

To further protect our employees and patients, Lumina HealthCare reserves the right to require drug and alcohol tests as a condition of employment at these or other times:

* As a step in the employment process;
* Post hire, when there is a reasonable suspicion to believe an employee is under the influence of drugs or alcohol, or has the presence of illegal drugs in his/her system while working, and there is reasonable cause for concern; and/or
* As a follow-up program to treatment for drug or alcohol abuse.

A positive test result or refusal to submit to a drug and alcohol test may be grounds for termination. Lumina HealthCare will take steps to protect the confidentiality of the results of drug and alcohol testing.

## *Investigation*

Lumina HealthCare reserves the right of access to all Company-owned areas. Desks, lockers, cabinets, drawers, etc., are provided for the convenience of Lumina HealthCare employees and may be searched at any time to the extent considered necessary by management. Please cooperate with us on this matter, as it is done for your protection. Lumina HealthCare also reserves the right to search employee property on Company property, such as handbags, lunch boxes, briefcases and employee cars on Company property. Desks, lockers, cabinets and drawers that employees use are the property of Lumina HealthCare. If you have placed a personal lock on any such locker, desk, cabinet, etc., you may be asked to remove it. If you are not available, it may be removed by the Company. Lumina HealthCare may, but is not required to, obtain the employee's consent when property belonging to or used by an employee is to be searched. Lumina HealthCare shall have the right to conduct a search if there is reasonable suspicion to believe that a violation of the substance abuse control policy or any other Company policy related to the health and safety of employees has occurred.

The Company will place any contraband found into properly marked containers and transport it by police or other personnel authorized to be in possession of the substance during transport. Testing of the contraband will be by a recognized laboratory. Law enforcement agencies will be notified as appropriate.

## *Prescription Drugs*

Prescription drugs are a cause for concern if they affect the ability of any employee to work safely. If you are taking drugs prescribed by a licensed physician, you must:

* Have the drug in its original container, which identifies the drug, dosage, date of prescription and authorizing physician;
* Review with your physician any work restriction(s); and
* Review the restriction(s) with your supervisor or other authorized representative of the Company.

As long as these procedures are followed and so long as use of the prescription drug does not pose a health or safety risk, the use of prescription drugs shall not be cause for disciplinary action pursuant to this policy.

## *Violence in the Workplace*

Lumina HealthCare does not tolerate fighting, threats and other acts of violence against employees, co-workers, customers, patients or vendors. In addition, unauthorized possession of firearms, weapons, ammunition or explosives on Company property or while on Company business is strictly prohibited.

Acts or threats of violence, whether made directly or indirectly, violate the safe and professional environment of our business. If you are subjected to or threatened with violence, or if you become aware of another individual who has been subjected to or threatened with violence, or if you know of circumstances which might result in violence, you should report this information to your supervisor or Human Resources immediately. Any employee who is suspected of possessing a weapon will be subject to a search at the company's discretion. Such searches may include, but not be limited to, the employee's personal effects, desk and workspace. Employees who engage in such conduct will be disciplined, up to and including immediate termination of employment.

Please bring all threats to our attention so that we can deal with them appropriately - do not assume that any threat is not serious. Any investigation into threatening remarks or conduct will be conducted with as much confidentiality as possible. No adverse action will be taken against anyone who brings a good-faith complaint under this policy.

## *Reporting Illegal and Unethical Acts*

If you have knowledge of or suspect any illegal behavior by another employee, you are required to report such activity immediately to the Vice President of Compliance and the manager of the Human Resource Department.

## *Personal Use of Office Equipment and Supplies*

Lumina HealthCare business operations rely heavily on communications. We have invested in telephone lines, fax machines, and other business equipment and supplies that are necessary to keep our operations flowing smoothly and effectively. Lumina HealthCare resources are limited, and the equipment provided needs to be used to handle customer calls, business transactions, written communications, etc. Company supplies such as stamps, pens, paper, etc. are for company business only and are not for personal use.

Therefore, we ask that you exercise caution and good judgment when using Company equipment and supplies and limit use for business purposes only. Abuse of Company property and equipment may result in discipline, up to and including termination.

While we understand an occasional necessity to use company time, phone and equipment for personal use, we appreciate your attempts to avoid overly abusing this privilege.

## *Personal Mail*

All mail delivered to the company is presumed to be related to company business. Mail sent to you at the company will be opened by the office and routed to your department. If you do not wish to have your correspondence handled in this manner, please have it delivered to your home.

## *Personal Telephone Calls and Voice Mail*

Please restrict personal calls during working time. Personal phone calls should be dealt with before and after work, or during breaks and lunch period. Warnings will be given for excessive personal calls made or received during work time.

Personal long distance calls are not permitted on Company phones. If you need to make a personal long distance call and have the express permission of your supervisor, you may do so by charging it to your home telephone number, personal credit card number, or your personal cell phone. The voice mail system is intended to send and receive business-related messages. It is not designed as a storage medium for these or personal messages. Voice mail messages should be checked and cleared daily. Saving multiple voice messages for an extended period of time can negatively impact system performance.

Lumina HealthCare reserves the right to monitor its voice mail system to ensure compliance with this policy. You should not have an expectation of personal privacy with respect to the voice messages you send or retrieve via Lumina HealthCare voice mail system.

## *Cell Phones and Pagers*

Though we understand and support advances in modern technology, we ask you not to use cell phones or other modern electronic devices when working with a patient or conducting regular company business (headphones, ipod, bluetooth, etc.). There should be no ringing or beeping of cell phones or pagers while you are at the office or visiting a facility. Please try to avoid using your cell phone while at the facility; please leave it in the car or set it to vibrate mode. Please do not wear headphones while conducting company business. Warnings will be given to employees who continuously disregard this rule. Cell phones and pagers should be set to vibrate or off mode during work hours.

These policy rules and conditions apply to all users of computer and communication resources and services, wherever the users are located. For the purposes of this policy, the term "users" refers to all employees, independent contractors, and other persons or entities accessing or using Lumina HealthCare computer and communication resources and services. Access to any of these services by non-Lumina HealthCare employees is not allowed.

Violation of this policy may result in disciplinary action, up to and including possible termination, and/or legal action. This policy may be amended or revised periodically as the need arises.

## *Computer and Communications*

Lumina HealthCare has the right to monitor any and all aspects of computer and communications systems, including your e-mail and Internet access, to ensure compliance with this policy. Your computer and computer account are provided to you to assist you in the performance of your job. You should not have an expectation of personal privacy in anything you create, send, receive or download on the computer. The computer and communication systems belong to Lumina HealthCare and should be used for business purposes only. The Company reserves the right to monitor the operation of these systems, to access all records within them, and to retain or dispose of those records as it deems necessary. Even if you use a personal password or code to access these systems, all messages composed, sent or received are not your private property - they belong to the Company.

Users are governed by the following provisions, which apply to all use of computer and communication resources and services: You must comply with all software licenses, copyrights, and all other state and federal laws governing intellectual property. Fraudulent, harassing, embarrassing, indecent, profane, obscene, intimidating or other unlawful material may not be sent by mail, downloaded by other form of electronic communication, or displayed on or stored in Lumina HealthCare computers. If you encounter or receive such material, you should immediately report it to your supervisor. Lumina HealthCare computer and communication resources and services may not be used for the transmission or storage of commercial or personal advertisements, solicitations, promotions, destructive programs (viruses and/or self-replicating code), political material, obscene material or any other unauthorized or personal use. Lumina HealthCare is not responsible for the actions of individual users. Violation of this policy may result in disciplinary action, up to and including possible termination, and/or legal action. This policy may be amended or revised periodically as the need arises.

## *E-Mail*

You should use the same care in drafting e-mail and other electronic documents as you would for any other written communication. Anything created on the computer may be reviewed by others. In addition, the confidentiality of any message should not be assumed. Even when a message is erased, it is still possible to retrieve that message. The following guidelines apply to the use of Lumina HealthCare e-mail system:

* E-mails to or from an attorney representing Lumina HealthCare should be treated as privileged.
* Do not send personal messages or jokes using the Company's e-mail. Even if the material is not offensive, you should not encourage the use of e-mail for non-business related activities. If you receive non-business-related messages, jokes or files from someone else, delete the messages and refer that person to the Lumina HealthCare policies. If the activities continue, contact theperson's supervisor.
* If you receive a chain mail message, reply to the sender asking him/her not to send junk e-mail. If the sender is a Lumina HealthCare employee, speak to the employee's supervisor. Delete the message without forwarding it to any additional users. Please note that some chain messages are disguised as warnings about viruses - do not forward these messages.

In addition to this policy, employees must familiarize and follow the additional guidelines regarding e-mail usage as described in the Company’s HIPAA and Data Security Policy Manual.

## *Internet*

All users must understand that Internet access is a privilege provided by Lumina HealthCare and is intended to be used for business purposes. Access to questionable or potentially offensive sites (e.g., pornographic sites) is prohibited, and violation of this policy could be grounds for revocation of this privilege or disciplinary action, up to and including termination.

Internet browsing is to be limited to that which supports a Lumina HealthCare business function.

Lumina HealthCare reserves the right to, and does, monitor Internet usage including sites visited and time spent at those sites.

## *Copy Machine*

* Copy machine should not be used for any personal business.
* Add paper and replace toner when necessary.
* If machine is not working properly, please do not try to repair it yourself. Please report any

malfunction to your supervisor.

* Turn off the copier at the end of each day.

## *Fax Machine*

* Fax machine should not be used for any personal business.
* Continuously make sure that the fax machine has an adequate supply of paper.
* Clean the fax machine periodically.
* Replace cartridge whenever necessary.

## *Lights and Doors*

* Turn off all the lights before leaving the office.
* Close and lock the doors before leaving the office.

Only selected employees will be given a set of keys for the office. The last person to leave the office must lock the doors. Should you lose your set of keys, report to it office manager immediately.

## 

## *Company Equipment*

When using Lumina HealthCare property, including computer equipment or hardware, exercise care, perform required maintenance and follow all operating instructions, safety standards and guidelines.

Notify your supervisor if any equipment or machines appear to be damaged, defective or in need of repair. This prompt reporting could prevent the equipment's deterioration and could also help prevent injury to you or others. Should you have questions about the maintenance and care of any workplace equipment, ask your supervisor.

If you use or operate equipment improperly, carelessly, negligently or unsafely, you may be disciplined or even discharged. In addition, you may be held financially responsible for any loss to Lumina HealthCare because of such mistreatment.

## *Parking Arrangements*

Parking is available anywhere on the parking lot around the building as long as it is not marked RESERVED.

## *Workplace Solicitation*

To promote a professional and collegial workplace, prevent disruptions in business or interference with work, and avoid personal inconvenience, Lumina HealthCare has adopted rules about soliciting for any cause and distributing literature of any kind in the workplace.

Employees may not solicit on Lumina HealthCare property or use company facilities, such as e-mail, voicemail or bulletin boards during working time for solicitation. This policy applies to collecting funds, requesting contributions, selling merchandise, gathering employee signatures and promoting membership in clubs or organizations.

Working time means time during which employees are expected to be actively engaged in their assigned work; it does not include scheduled meal or break periods.

You may solicit another employee only if both you and the other employee are not on working time, and you may distribute literature only in nonworking areas and while not on working time to other employees who are not on working time.

Nonemployees may not make solicitations or distribute literature at any time.

Lumina HealthCare may grant limited exemptions from these rules for charitable purposes at its discretion.

## *Company Bulletin Boards*

The posting of materials on Company bulletin boards is limited to official organization communications. Examples of approved postings include:

* Equal Employment Opportunity statements;
* Federal and state posters;
* Payday notices;
* Workers' compensation insurance information;
* State disability insurance/unemployment insurance information (as applicable);
* Work rules and schedules; and/or
* Job opening bulletins.

## *Company announcements*

Check all the bulletin boards regularly to obtain important information about company events and policies. Only Lumina HealthCare employees should use company bulletin boards. Management must approve all postings.

## *Communication with Press or Media*

Media inquiries in relation to Lumina HealthCare must be handled in accordance with the following guidelines:

All inquiries should be referred to the Chief Operations Officer, who will respond directly or designate another spokesperson and who will also help draft or direct an appropriate response if necessary. This policy covers all forms of responses to the media, including off-the-record and anonymous statements.

## *Company Vehicles*

Company vehicles are for company use only. At all times, employees must comply with the company’s policy for vehicle usage and maintenance. At no time may non-employees either drive or be a passenger in a company car.

All staff driving and using company vehicles and equipment are responsible to keep it clean at all times. At the end of the day, each vehicle must be cleaned of all trash (papers, bottles, cans, food, etc.), inspected for any possible damage and locked (make sure that all windows are closed). If there is any damage or other problem with the vehicle or equipment, you must report it to your supervisor immediately.

Using a mobile phone and/or texting while driving is strictly forbidden. Violation of this policy will result in disciplinary action and possible termination of employment.

Traveling clinical staff members are required to follow the direct route of travel between facilities during their work day. Lunches must be taken within one (1) mile of the direct route of travel. Company vehicles may not be used for personal business before, during or after working hours.

## *Smoke Free Environment*

It is Lumina HealthCare's policy to comply with all applicable federal, state and local regulations regarding smoking in the workplace. Smoking is permitted only in specially designated areas and only during predetermined break times and meals. This policy applies to all employees and to all visitors while on Company premises.

You are expected to exercise common courtesy and respect the needs and sensitivities of your coworkers with regard to the smoking policy. Smokers are expected to keep the smoking area clean and not to abuse break and work rules.

Complaints about smoking issues should be resolved at the lowest level possible. The support and cooperation of all employees is expected.

Helping to maintain a safe, healthy, clean and professional work environment is the responsibility of each and every employee. You are responsible for keeping both individual and common work areas neat and clean.

## *Fragrance Policy*

Please help us to accommodate our coworkers and visitors who are chemically sensitive to fragrances and other scented products. For those who are sensitive to fragrances, reactions may include: difficulty breathing, headache, dizziness, asthma attacks or asthma-like symptoms. Employees are discouraged from wearing or applying excessive amounts of perfume, cologne, scented lotions, hair products or using other scented products in the workplace.

***Your Work Area***

Desk area must be clean and organized. No eating or drinking is allowed at the desk. You can have a quick snack (fruit, crackers or candy) as long as it is out of sight and not on the desktop at any time. Drinks are allowed on your desk only if they are in an appropriate container to prevent spillage. Eating lunch at your desk is not allowed. Food should be eaten only during breaks or meal periods and only in the designated eating areas. If you are seen eating lunch at your desk you will be warned.

## *Safety*

Lumina HealthCare is committed to maintaining a safe and healthy environment for all employees. Report all accidents, injuries, potential safety hazards, safety suggestions and health and safety related issues immediately to your manager.

If you or another employee is injured, contact your supervisor or manager immediately. Seek help from outside emergency response agencies, if needed. Contact information is posted on the Company bulletin board.

You must complete an Employee's Claim for Worker's Compensation Benefits Form if you have an injury that requires medical attention. If your injury does not require medical attention, you must still complete a Supervisor and Employee Report of Accident Form, in case medical treatment is later needed and to ensure that any existing safety hazards are corrected. You can obtain the required forms from the Human Resources Department.

A Federal law, the Occupational Safety and Health Act (“OSHA”), requires that we keep records of all illnesses and accidents that occur on the job. OSHA also provides for your right to know about any health hazards which might be present on the job

In addition, the state Workers' Compensation Act also requires that you report any illness or injury caused by the workplace, no matter how slight. If you do not report an injury, you may jeopardize your right to collect workers' compensation payments as well as health benefits.

You can obtain the required reporting paperwork from the Human Resources Department.

## *Safety and Health*

You can help Lumina HealthCare provide a safe and healthy work environment by following safety rules

and regulations and by learning and practicing the safe methods of performing your job. If you become aware of any potentially hazardous conditions, it is your responsibility to report the situation immediately to a supervisor, the Vice President of Compliance or the Human Resources Director.

## *Safety Guidelines*

Take the time to learn the safest way of doing your job. If you have suggestions for better and safer methods of doing your job, or if you have any questions as to how something should be done, please bring them to your supervisor's attention. Always be conscious of the safety of others, as well as your own safety. For your safety, please keep the following guidelines in mind:

* Never operate any equipment unless instructed in its proper use and authorized to do so.
* Be sure to wear personal protective clothing and equipment wherever provided or required.
* Never endanger yourself or others by taking unnecessary chances or by playing around.
* In the office area, please keep file drawers closed when not in use and learn the safe ways in which to use our office equipment.
* Be sure your office equipment or work area is ergonomically correct for your stature and physical abilities.

These safety guidelines, together with those specific to your department, will help in promoting safety consciousness and an accident-free environment.

## *Emergencies*

It is important that all employees be prepared in case of a fire or other emergency. You need to know what to do, what actions to take, and where to go. Know the location of fire extinguishers and emergency exits. In case of a fire or other emergency requiring evacuation of the building, leave the building in a calm and orderly manner by following the emergency evacuation route(s) for the facility. Gather at the pre-determined staging area for a "head count" and further instructions. Note that all fire drills and similar emergency exercises will be announced to employees in advance. Assume that all unannounced emergency alarms indicate a bona fide emergency and exit the building.

## *Security*

Security is the responsibility of all Lumina HealthCare employees. Security safeguards are necessary to help protect you, your property and the property of the Company. To guard against theft of your personal belongings, be sure to keep your wallet, purse and/or any other valuables in a safe place, and keep your car locked. Lumina HealthCare discourages you from keeping personal property in the office and will not assume responsibility for the loss of such property.

## *Security Checks*

For general security reasons, management reserves the right to conduct inspections of all work and non-work areas including, but not limited to, packages, lockers, cabinets and drawers, handbags, briefcases, carrying cases and vehicles, and Lumina HealthCare also reserves the right to search an employee's personal property. As an employee of Lumina HealthCare, you are expected to comply with any Company investigations. Any inspection by the Company may occur with or without prior notice. Employees are not permitted to remove any Company property or merchandise from the premises for any reason unless pre-approved in writing by your supervisor.

## *Visitors in the Workplace*

Due to the proprietary nature of our business and for business efficiency, all business guests must enter at the reception area/lobby, and wait there for the person they came to see. While on Company premises, visitors should be accompanied by an employee at all times.

If employees who are on medical or maternity leave come to the office for social purposes, they should keep their visits short and coordinate with involved employees so that their visit coincides with lunch times or breaks, so as not to interupt business.

Former employees are not permitted in the workplace.

## *Fire*

If a fire should occur, call the fire Department (911) and give them our address, suite number, Lumina HealthCare name, your name and location of the fire.

If the fire is small, and while waiting for emergency help to arrive, use the fire extinguisher or fill containers with water for fighting fires. Do this only if your personal safety will not be put at risk and you have a clear escape route.

If time permits, close all doors behind you as you leave the building; do not open hot doors. When leaving a smoke filled room, move quickly by crawling on your hand and knees. Poisonous gases are likely to rise, and the air is fresher near the floor. If your clothes catch on fire, STOP, DROP AND ROLL.

## *Earthquake*

During the earthquake, *remain calm*, as you will be better able to assess your situation. Management will coordinate exiting of employees, assess damage and follow through with damage reports.

## *Building Evacuation*

Anytime you are requested to leave the building, for a drill or threat of any nature, leave immediately. Be sure you have your own car keys with you. After exiting the building, remain clam and most of all,

do not reenter the building for anything until notified otherwise by your supervisor. The designated emergency area is in the parking lot. Do not separate from your department/group without first getting permission from your immediate supervisor. If a decision is made by Management to inform employees to go home and return to work the next business day, your supervisor will let you know as soon as necessary.

## *Disabilities Accommodation*

We are committed to providing equal employment opportunities to otherwise qualified individuals with disabilities, which may include providing reasonable accommodations where appropriate. In general, it is your responsibility to notify your supervisor or another member of management of the need for an accommodation. Upon doing so, your supervisor or another member of management may ask you for your input on the type of accommodation you believe may be necessary based upon functional limitations caused by your disability. Also, when appropriate, the Company may need your permission to obtain additional information from your physician or other medical professionals.

## *Working With Relatives*

For purposes of this policy, relatives are defined as: spouse, parent, child, sibling, in-law, aunt, uncle, cousin, niece, nephew, grandparent, grandchild, or members of household. Should two employees in a reporting relationship become relatives, as defined in this policy during their employment with us, the choice will be theirs as to which employee accepts a transfer into an available position in a non-reporting relationship suitable to his/her skills and experience. If, between the two employees, a decision cannot be made, the employee with the least seniority must transfer or resign.

The existing employment of relatives will be grandfathered into this policy so that employees can remain in their current position. However, all related employees who are hired or employees who become relatives after the effective date of this handbook must abide by this policy, subject to the discretion of management.

## *Reference/Background Checks*

Lumina HealthCare conducts reference and background checks on all new employees. Employees who have falsified information on their employment applications will be disciplined, which could include termination. Applicants who have provided false information may be eliminated from further consideration for employment.

## *Employment Information*

We will respond to all reference check inquiries from other employers. Response to such inquiries will confirm only dates of employment and position(s) held. Information on your performance, work habits or character will not be disclosed.

During your employment with us, it is possible that we will need to provide employment verification for purposes of enabling you to obtain credit, loans, etc. We will provide information on dates of employment, positions held and salary of current or former employees when the request is accompanied by written consent from the employee. Requests for former or current employment verifications and reference letters should be forwarded directly to the Human Resources Department.

## *Keeping Your Employee Records Up To Date*

It is your responsibility to ensure your employment records are kept up-to-date. This includes notifying us of any changes in the following types of information:

* Name;
* Telephone number;
* Home and/or mailing address;
* Marital status (for benefits and tax withholding purposes only);
* Number and identity of dependents (for benefits and tax withholding purposes only);
* Telephone numbers and addresses of dependents, spouse, former spouse (for insurance purposes only);
* Beneficiary designations;
* Persons, and relevant contact information, to be notified in case of emergency;
* Driving record or status of driver's license (if you operate a Company vehicle or your position routinely requires you to drive during regular business hours); or
* Military or draft status.

## *Work Hours*

To maintain an effective work environment, Lumina HealthCare has established its working hours as required by Company operations, customer service needs and department needs. Due to the nature of our operations, employees in different departments and different locations may have different work schedules. Lumina HealthCare reserves the right to change its working hours for any reason.

## *Your Work Schedule*

You will be given your work schedule upon being hired. Your supervisor will also provide you with information on rest and meal periods in your department.

It may be necessary at times for Lumina HealthCare to change the hours of work to accommodate the needs of our patients and the Company. We appreciate your cooperation. While Lumina HealthCare wishes to provide regular work hours, your assignment to a particular work schedule does not guarantee you a certain number of hours of work per day or per week.

All nonexempt and hourly employees are required to keep an accurate record of their work hours on time cards or time sheets each day. Failure to do so will result in disciplinary action up to and including

termination.

## *Additional Hours*

Lumina HealthCare expects each employee to be available for work outside his/her normal working hours if and when the need arises. On these occasions, you may be asked to work extra time and/or work outside your normal working hours.

Nonexempt and hourly employees must have advance permission from their supervisor before working additional hours. You may not clock in early, work "off the clock," or work through breaks or your scheduled meal period.

## *Rest & Meal Periods*

Rest and meal periods are intended to provide employees an opportunity for rest and relaxation. Accordingly, they should be taken away from employee work areas and employees are not permitted to perform any duties during such periods.

Meal periods of thirty (30) minutes are provided for each nonexempt field employee and sixty (60) minutes are provided for each office employee (note: changes to this policy may be made at the discretion of management and within the requirements of applicable law). Lunch breaks must be taken within the first five hours of the employee's shift. Nonexempt employees are required to record the beginning and end of their meal periods. If you work in the office, on special occasions, i.e. a doctor appointment that is late in the day, you can request a half-an-hour lunch with an allowance to leave the office half-an-hour earlier. Such request should be made in writing and submitted to the office manager for approval.

Two (2) ten-minute rest breaks, one (1) during each four-hour shift, are provided with pay each full working day. These breaks may not be combined or added to an employee's lunch period or skipped in order to shorten the workday. Additionally, employees may not leave the premises during rest breaks.

Your supervisor will provide you with your department's schedule for breaks and lunch periods.

## *Attendance and Punctuality*

Your value as an employee of Lumina HealthCare is determined in part by your dependability. Normal work hours are from 8 a.m. to 5 p.m., Monday through Friday with one (1) hour allotted for lunch. Hours for some positions may vary. You are an essential member of our team, and the Company, our patients and your coworkers depend on you to be there to do your work. Therefore, it is important that you be prompt and regular in your attendance. When you know in advance that you will need to be away from work, please give your supervisor as much notice as possible.

We realize that, at times, circumstances may cause you to be absent from work for all or part of a day. However, you may put your employment with Lumina Healthcare in jeopardy if absences or tardiness become excessive.

## *Call-In Procedure*

If it is necessary for you to be late or absent for any reason, you are responsible for following the call-in procedure for your work team or department. While call-in procedures vary by department and location, there are some general requirements that are universal to all employees:

1. You must telephone your supervisor before your starting time, if possible. If you cannot reach your supervisor when you call, speak with the person designated in your work team's or department's call-in procedure. You must speak personally with an appropriate person. Leaving a message on voice mail is not sufficient.

1. Provide an explanation of why you are going to be late or absent and when you expect to return to work. Also leave a phone number where you can be reached.

If appropriate, provide an update on any pending work assignments that may need to be handled in your absence. Your supervisor may need to reschedule/redistribute your work activities while you are absent.

It is your responsibility to ensure that proper notification is given. Failure to do so will subject you to disciplinary action up to and including termination. If you do not call to inform your supervisor or office manager that you are running late and you come to work more than ten (10) minutes late, you will be subject to a formal written warning.

## *Notification Requirements*

If you will be absent for more than one (1) day, you must call in daily unless other arrangements are made with your supervisor to keep him/her informed as to your anticipated return to work. You may be required to submit a doctor's note to verify an illness or injury.

If you are absent from work for three (3) consecutively scheduled workdays without giving proper notice to Lumina HealthCare, your employment may be considered to have been voluntarily terminated. You are encouraged to consult with your supervisor concerning any specific guidelines for absence and tardiness within your department.

## *Transfers & Relocation*

To meet business needs, Lumina HealthCare may occasionally need to transfer employees to a different

department, shift or location. Employee requests for transfers will be accommodated where possible.

Contact your supervisor or manager for help or information about transfers.

## *Employee Personal Appearance and Dress*

Employees are expected at all times to present a professional, business-like image to patients and the public. Acceptable personal appearance, like proper maintenance of work area, is an ongoing requirement of employment with the Company. Radical departures from conventional dress or personal grooming and hygiene standards are not permitted. You must comply with the following personal appearance standards:

* Employees are expected to dress in a manner that is normally acceptable in similar business establishments. Employees should not wear suggestive attire, jeans, athletic clothing, tennis shoes, shorts, sandals, t-shirts or tank tops and similar items of casual attire as this clothing does not present business-like appearance.
* Hair should be kept clean, combed, and neatly trimmed or arranged. Shaggy, unkempt hair is not permissible, regardless of length. Sideburns, mustaches and beards should be neatly trimmed.

Employees should make every effort to cover tattoos to ensure that they are not noticeable by staff or patients. Your supervisor or office manager can help you determine what is appropriate attire depending upon your position. Any employee dressed inappropriately will be sent home to change and required to return to work in appropriate attire. This time away from work will be unpaid time off.

***Appearance Requirements:***

***Support Office***

* Support office staff must dress in professional business attire.
* All male employees must wear a long-sleeve dress shirt, coordinated with slacks and dress shoes.
* Female employees may not we dresses and skirts with lengths higher than three inches above the knee. Slits exceeding five inches above mid knee are not acceptable. Tight-fitting dresses or skirts and midriff blouses should not be worn to the office.
* Tennis shoes and jeans are not allowed.
* No flashy, dirty or wrinkled clothing.

***Mobile Dental Office Staff***

* + Clinical staff (non-physicians) must wear scrubs with name badges attached.
  + Tennis shoes are allowed only if you are wearing scrubs.
  + Oversize clothes hanging out from under your scrubs (such as T-shirts) are NOT allowed at any time.
  + No hats, no sandals, no hanging pants, no sweaters or jackets over scrubs, no wild hair styles, no facial piercings (other than earrings) and no excessive jewelry.
  + Clothes/coats/scrubs should be clean and pressed on daily basis.
  + A name tag is required to be worn at all times by all clinical staff.

## *Performance Appraisals*

All of us like to know how we are doing on the job. Day-to-day comments from supervisors help, but now and then there is a need to review all phases of your work performance. In our company we have a performance review process that requires each supervisor to evaluate the performance of every employee under his/her supervision. We endeavor to conduct written performance reviews of each employee's performance annually. Your supervisor will discuss your performance with you at the time of each performance review, point out how well you are carrying out your job responsibilities, and suggest where any improvements can be made.

Your review will be based on such factors as the quality and quantity of the work you have done during the past twelve (12) months, knowledge of your job, initiative, attendance, personal conduct record and attitude toward your job and coworkers. Please understand that a performance review is not a guarantee of a pay increase.

Our performance review gives you an opportunity to have a face-to face discussion of your performance with your immediate supervisor and to learn how you can maintain and/or improve your on-the-job performance.

In addition to regular performance evaluations described above, special written performance evaluations may be conducted by your supervisor at any time to advise you of the existence of performance or disciplinary problems.

If you have any questions about how you are doing or what we can do to help you improve your performance, please ask your supervisor to visit with you in private. He or she will always try to help you in every way possible.

## *Raises and Bonuses*

Pay increases and bonuses are based upon merit. Raises and bonuses are determined by the performance level of the individual employee as documented through performance evaluation process. An employee whose performance is rated as meeting or exceeding job standards will be eligible to receive a merit raise. There is no guarantee of annual salary increases. Salary modifications will be considered on the evaluation of several factors, including, but not limited to:

* Job performance;
* Attendance;
* Punctuality;
* Professionalism;
* Desk area up-keep;
* Company vehicle up-keep (if applicable);
* Personal phone calls; and
* Any warnings in the employee’s file

## *Timekeeping and Pay Records*

Accurately recording time worked is the responsibility of every nonexempt and exempt employee. Federal and state laws require Lumina HealthCare to keep accurate records of time worked by each nonexempt employee in order to calculate employee pay and benefits. The number of hours worked is all time actually spent on the job performing assigned duties.

## *Your Time Records*

Federal and State laws require that accurate records of the hours worked by staff members be maintained. You are responsible for keeping an accurate record of your hours worked. This includes clocking in and out promptly at the beginning and end of each shift unpaid break and meal periods. You must clock in as close to your start time as possible, but no sooner than five (5) minutes before you are scheduled to work. Employees may not, under any circumstances, clock other employees in or out or work "off the clock" for any reason. Employees may not to volunteer to work off the clock, nor be directed to do so. If you are asked to work off the clock by anyone, you should notify the Human Resources Department immediately.

Violation of time-keeping procedures and/or falsification of time worked will result in disciplinary action, up to and including termination.

All nonexempt employees are required to complete an individual time card or time sheet showing the daily hours worked. Time records covering semi-monthly and daily entries must be completed by the close of each workday. The following rules apply to completing time records:

* You must accurately record the time you begin and end work, as well as the beginning and ending time of each meal period (whether the time is recorded manually or by "clocking in"). You should also record the beginning and ending time of any split shift or departure from work for personal reasons.
* Overtime work must always be approved before it is performed. Failure to obtain approval may result in disciplinary action up to and including termination.

You are not permitted to work "off the clock," including working through meal breaks. You must accurately record all hours you spend on the job performing assigned duties. You are not authorized to work through the scheduled lunch or rest periods. Your supervisor will provide you with detailed timekeeping information. Altering, falsifying or tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination.

## *Pay Periods*

Most employees are paid on a bi-weekly pay cycle. Payday is every other Friday and is for the pay period that ended the previous Saturday. You may pick up your paycheck after 4:00 PM on payday.

Each paycheck will reflect pay for the number of hours worked in each pay period.

## *Overtime Pay*

Employees may be required to work overtime from time to time. Although Lumina HealthCare gives as much advance notice of overtime work as possible, you may be required to work overtime without notice when necessary to meet job requirements. As a reminder, all overtime hours worked must receive advance approval from your supervisor.

Full-time employees will be paid overtime compensation in accordance with policies established by the Fair Labor Standards Act and state laws. When necessary, the usual pay is one and one half times your regularly computed wages.

Sick leave, vacation and holiday time are not included when computing overtime hours. If you have questions about your eligibility for overtime pay, please talk to your manager.

***Computing Overtime***

A workday begins at 12:01 a.m. and ends at 12:00 midnight. In most circumstances, nonexempt employees will be paid overtime for all hours worked over eight (8) hours in one day and/or forty (40) hours in a workweek.

Where the law requires a different calculation of hours worked for overtime pay, you will be paid accordingly.

For the purpose of computing overtime, company designated holidays do not count as hours worked. Vacation, sick days, holidays, time spent on jury duty or funeral leave, and other forms of paid or unpaid time does not count toward hours worked.

Exempt employees are compensated for job completion and do not receive overtime pay.

## *Nonexempt Pay Issues*

The following pay-related policies apply to nonexempt employees only. Please speak with your supervisor if you need clarification on which policies apply to your position.

**Call Back Pay:** If you are asked to return to work after you have left the premises for the day, you will be paid a minimum of two (2) hours or the time actually worked, whichever is greater.

## *Payroll Deductions*

Lumina HealthCare is required by law to deduct from your paycheck federal, state and local withholding taxes, social security taxes and any court-ordered withholding such as garnishments or child support payments. These amounts, which are designated on your paycheck, are forwarded directly to the appropriate entity.

Lumina HealthCare also makes other deductions that have been authorized by you in writing. These include deductions for healthcare coverage, 401(k) retirement savings plan contributions, and certain other benefits. If you have any questions about your paycheck, please contact your supervisor.

***Errors in Pay***

Every effort is made to avoid errors in your paycheck. If you believe an error has been made, tell your supervisor immediately. Inform your supervisor of what you received and how it differs from what you were expecting. He/she will take the necessary steps to research the problem and to assure that any necessary correction is made promptly. Pay corrections are typically processed on your next regular pay check.

# TERMINATION AND RULES OF CONDUCT

## *Warnings*

According to the policies and philosophy of our office, warnings are to be used as a tool to assist in communicating a need for behavior/performance change. We want warnings to be helpful, positive and courteous, but they will clearly indicate the nature of the problem and the resulting consequences if changes are not made. Please consider warnings as an opportunity to make improvements in your performance. Two (2) or more warnings may result in probation, elimination of merit increase or possible termination.

## *Introductory Period*

All newly hired employees are employed with the understanding that the first ninety (90) days in their position are an introductory period.

This introductory period provides an opportunity for both you and Lumina HealthCare to evaluate each other and to determine the desirability of continuing the employment relationship. During your first ninety (90) days in your new position, your job performance will be observed by your supervisor to ensure job compatibility. If, at the end of ninety (90) days, the supervisor is pleased with your performance, the introductory period will end. Please do not ask for a raise at the end of your introductory period.

The introductory period does not represent a guarantee or contract of employment for ninety (90) days or any other period of time. Lumina HealthCare reserves the right to terminate your employment, for any reason not prohibited by law, at any time during the employment relationship, including during this introductory period. After this introductory period, your employment will remain an at-will status as defined elsewhere in this document.

As stated herein, during your introductory period, and during the entire course of your employment, you will be an "at-will employee."

## *Disciplinary Action*

Lumina HealthCare seeks to resolve performance and conduct problems in the most positive and constructive manner possible. We believe our employees are responsible individuals interested in working together toward common goals

Improper conduct or improper work performance, whether or not covered by the specific rules of conduct above, may be grounds for disciplinary action. Disciplinary action may range from verbal, written or final warnings to suspension or immediate termination, depending upon the facts of the particular case and the employment history of the employee involved. Although the Company may choose to implement any of these forms of disciplinary action at its sole discretion, this does not alter an employee's at-will employment with the Company. This means that the terms of employment may be changed with or without notice, with or without cause including, but not limited to termination, demotion, promotion, compensation, transfer, benefits, job duties, and location of work.

## *Employment At-Will*

This handbook is not intended to create, and shall not be construed as creating, an employment contract between Lumina HealthCare and any employee. Your employment is at-will, which means that you or the Company may terminate your employment at any time for any reason which is not prohibited by law, with or without advance notice. Additionally, the terms and conditions of employment may be changed with or without notice, with or without cause, including, but not limited to demotion, promotion, transfer, compensation, benefits, duties, and location or work. Only the President of Lumina HealthCare has the authority to establish an employment contract or change the at-will nature of the employment relationship. Any such change or contract must be in writing and signed by the appropriate parties. This policy of at-will employment is the sole and entire agreement between you and the Company as to the duration of employment and the circumstances under which employment may be terminated.

## *Separation from the Company*

The employment relationship may be terminated at any time by either you or Lumina HealthCare. If you initiate the separation, it is considered a voluntary resignation.

## *Resignation*

If you elect to resign, we request that you give at least two (2) weeks advance written notice prior to your departure date to your supervisor.

***At the Time of Your Separation***

On the effective date of your termination, you will be informed of any final pay, benefits or conversion privileges that may be available to you. If you completed your introductory period, you may be eligible to receive pay for any earned but unused vacation time.

You will be responsible for returning all Company property, including keys, credit cards, materials, customer lists, and Company or client equipment, records or information.

All applicable benefit election deductions will be withheld through your final paycheck. All applicable insurance benefits will remain in effect through midnight of the last day of the month in which employment is terminated, and you will be offered the opportunity to continue applicable coverage through COBRA, if you are eligible. If you will be moving after your departure from the Company, you should submit a written change of address to ensure that any further correspondence, including year-end tax information, is delivered to you promptly.

## *Exit Interview*

Employees separating from Lumina HealthCare may be asked to participate in an exit interview and provide any constructive comments and suggestions on improving working conditions at Lumina HealthCare. We appreciate receiving your candid opinion of your employment with us.

## *Compensation*

Lumina HealthCare's goal is to compensate its employees in an equitable manner, based on such factors as the responsibilities of each job, the Company's overall growth and performance, and other business conditions affecting wages on an annual basis. In addition, our goal is to reward employees for their individual performance, achievements and contributions to Lumina HealthCare’s success.

After the first year of employment, wages and salaries are normally reviewed annually, but a review does not guarantee an increase. Our philosophy is to pay for performance, and pay increases are based solely upon individual merit and business conditions.

## *Employee Classification*

**Defining "Nonexempt" and "Exempt":**

Under both federal and state law, there are two categories of employees - exempt and nonexempt. Nonexempt employees must keep records of their hours worked and must be paid overtime for any hours worked over eight (8) hours in one workday or forty (40) hours in one workweek.

Exempt employees are exempt from these terms. Exempt employees generally include those in managerial, professional, commissioned sales, and certain administrative positions. If you are an exempt employee, you are normally paid on a salary or commission basis regardless of hours worked.

Your position classification depends on the nature of responsibilities of your job and the relevant requirement of federal, and California state law. If you have any questions about your position classification, please speak with your supervisor.

Do not discuss or share information with fellow employees regarding your rate of pay. Discussion of your rate of pay may result in termination.

# EMPLOYEE BENEFITS

## *Eligibility for Benefits*

At the time you are hired, you are categorized as a full-time, part-time; or temporary employee, and you will be informed at that time of any Company benefits for which you are eligible. If you do not receive this information upon your starting work, and/or if you have questions in regard to your employment status and/or your eligibility for benefits, you should contact your supervisor or the Human Resources Director immediately.

Full-time employees are eligible for medical insurance benefits on the first of the month following three (3) months of continuous employment. Open enrollment for these plans is in October, November and December.

In general, employment category definitions encompass the following:

* **Full-time:** Full-time employees are those individuals who regularly work at least thrity-two (32) hours per workweek. Benefit eligibility requirements for full-time employees vary from benefit to benefit. Employees eligible to participate in one or more benefits programs will receive information regarding those benefits plans and programs upon meeting applicable eligibility requirements.
* **Part-time:** Part-time employees are those individuals who regularly work less than thrity-two (32) hours per workweek. Part-time employees may be eligible to participate in certain benefits plans and programs and will receive information regarding those benefits upon meeting any applicable eligibility requirements.
* **Temporary:** Temporary employees are those individuals hired for a particular duration, for the completion of a specific project, or on an as needed or intermittent basis. The job assignment, work schedule and duration of the position will be determined on an individual basis. Temporary and casual employees are not eligible for Company benefits, other than those mandated by law.

## *Benefits*

Lumina HealthCare is pleased to offer an array of benefits to its employees. As always, Lumina HealthCare reserves the right to add, alter or terminate its employee benefits programs, at any time, to the extent permitted by applicable federal, state or local law.

Our current employee benefits package provides a variety of benefits for you and your family. Benefits offered include:

* Health Insurance - HMO and/or PPO

You are eligible for our health plan if:

* You are considered a full-time employee (more than thirty-two [32] hours per week); and
* You have been employed with our company for at least ninety (90) days.

The company pays up to $85.00 towards your monthly insurance premium. The employer contribution amount is revisited annually.

Your spouse is eligible for coverage along with all dependent children under the age of twenty-six (26). The monthly insurance premium for your spouse and/or children will be deducted from your wages.

In addition to these benefits, Lumina HealthCare also currently offers eligible employees the following:

* Holiday pay;
* Vacation pay; and
* Educational reimbursement.

## *Educational Expenses*

Dental assistants achieving their license as a Registered Dental Assistant will receive educational expense allowance, if the employee is a full-time employee of the Company. The maximum annual reimbursement dollar amount is $200.00

## *Insurance Continuation Provisions [COBRA]*

Options for continued health insurance coverage under the COBRA Act are available for you, your spouse and dependent children for up to eighteen (18) months in the event of your resignation, reduction of hours, layoff or termination (except where termination results from gross misconduct), or for up to thirty-six (36) months for your spouse and/or dependent children in the event of your death, divorce or separation. You must meet certain eligibility requirements in order to be eligible for COBRA. If coverage is provided under Medicare or a covered child ceases to be a dependent as defined in the plan, coverage under the plan ends. The initial eighteen-month continuation period may be extended for a total of twenty-nine (29) months if the Social Security Administration determines that a qualified beneficiary was disabled at the time of the original termination or reduction of hours.

The full cost of coverage at group rates plus a 2% additional administrative fee is the responsibility of the employee, spouse or dependent child. You will be notified of your rights for continued health coverage at the time you become covered by the group health plan and in the event you leave the company or have a reduction of hours. You must notify the Company if an event occurs that would enable your spouse and/or dependent children to exercise their COBRA rights or of an event that terminates COBRA coverage. We will provide you with the details of your rights under COBRA in separate notification letters.

## *Vacation and Leave*

Lumina HealthCare currently provides paid vacation for full-time employees, for the purpose of rest and relaxation. Therefore, employees will not receive pay in lieu of taking vacation.

***Vacation Awards & Accruals***

Upon completion of twelve (12) months of employment, on the first day of their second year of employment, employees will be awarded vacation pay as listed on the vacation tables below. Vacation benefits will then accrue on a semimonthly basis in accordance with the established accrual rates.

Vacation will be accrued and will carry over from year to year under this policy, up to a maximum accrual amount as described in the table below. When the maximum accumulation amount is reached, employees will no longer accrue vacation time. Once the balance falls below this cap, vacation accruals will resume.

Unless management approves otherwise, vacations may only be taken for a maximum of one (1) week at a time, so as not to overburden your co-workers or cause a backlog of work that must wait until your return back to work.

***Vacation Awards and Accrual Rate Table***

***Full Time Employees***

|  |  |  |
| --- | --- | --- |
| **Length of Service** | **Vacation Days**  **Per Year** | **Vacation Accrual Cap** |
| Prior to 1st anniversary date | 0 | n/a |
| From 1st year until 5th anniversary date | 5 (40 hrs) | 60 hrs |
| From 5th until 8th anniversary date | 10 (80 hrs) | 120 hrs |
| From 8th until 10th anniversary date | 12 (96 hrs) | 144 hrs |
| After 10th anniversary date | 15 (120 hrs) | 180 hrs |

***Vacation Usage***

You are not eligible to use vacation during your first twelve (12) months of employment. Once you are eligible to begin taking vacation, vacation time may be taken as earned, up to the maximum amount accumulated. There will be no borrowing of time not yet earned. Vacation may be used in increments of four (4) hours for office staff. Prior written management approval at least four (4) weeks in advance is required, although management may waive the time limit. If you would like to take vacation time, please request it in writing at least four (4) weeks ahead of time. Fill out Request for Time Off form and give it to the office manager.

## *Holidays*

Lumina HealthCare observes the following holidays during the year. Six (6) of these days are paid as full days, two (2) of the days are are observed as 1/2 day off for all full-time employees who have finished their introductory period. You must physically work at your assigned work location the scheduled workday before and the day after a holiday in order to be paid for the holiday. The only exception is if there is a lack of work, and the manager has requested that you take the day off.

If you plan on taking vacation days before or after a holiday, you must take a minimum of three (3) pre-approved days off in order to have the paid holiday.

Part-time employees that are regularly scheduled to work on a holiday will receive holiday pay up to the amount of hours they would normally work, not to exceed eight (8) hours.

Lumina HealthCare observes the following holidays:

New Years Eve (1/2 day)

New Years Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Eve (1/2 day)

Christmas Day

***Additionally, Lumina HealthCare is pleased to offer 1/2 day off with pay to honor birthdays for full time employees who have passed their ninety (90) day introductary period.*** Please request the 1/2 dayoff with pay at least one (1) week in advance.

## *Sick Days*

## Full time employees shall be granted six (6) paid sick days to be used during the calendar year.  For purposes of this policy, “calendar year” shall mean the period from October 1 through September 30.  Employees may take no more than three (3) paid sick days during a six (6) month period (meaning the period from October 1 through March 31 and the period from April 1 through September 30).   New employees shall be subject to a ninety (90) day introductory period, during which time sick days may not be used.  If sick days are not used by the end of the calendar year, there is no carry-over to the following year.

## 

## If you would like to request a sick day, please report your absence by 8:00AM by calling your supervisor or office manager.

## *Un-Paid Time Off*

With the prior approval of management, unpaid time off may be provided to regular employees.

# Leaves of Absence

## *Bereavement*

At the discretion of management, full-time employees may be allowed up to three (3) working days off without pay in the event of a death in the immediate family. Please notify your supervisor as soon as possible if you need to take funeral leave. For the purposes of this policy, immediate family is defined as husband, wife, child, grandchild, parent, brother, sister and grandparent, those same relatives of your spouse, or members of your immediate household.

## *Jury Duty/Court Duty*

To enable you to fulfill your civic responsibilities, or if you are called for jury duty or subpoenaed to appear in court as a witness, Lumina HealthCare will grant unpaid time off. You must show the court

summons or subpoena to your supervisor as soon as it is received.

While on jury duty, and particularly while on standby status, you are expected to work as much of your regularly scheduled shift as the jury duty reasonably permits. In the event you are excused from jury duty on a scheduled workday, you are required to contact your supervisor and be prepared to report to work as soon as possible.

## *Voting in Elections*

Lumina HealthCare wants to make sure you have the opportunity to vote in national, state, or local elections. If your working hours make it impossible for you to get to the polls before or after work, please talk to your supervisor beforehand. If it is necessary, you can arrange to come in late or leave early, without a loss of pay, (up to two [2] hours) in order to get to the polls.

## 

## *Family/Medical Leave of Absence*

Lumina HealthCare's Family and Medical Leave policy is intended to comply with the Family and Medical Leave Act of 1993 ("FMLA" or the "Act"), and will be consistent with the Act and any applicable regulations. Lumina HealthCare will not interfere with, restrain or deny any eligible employee's exercise of any right protected under the Act. Lumina HealthCare will not discriminate against any eligible employee who takes leave under this policy, nor will Lumina HealthCare retaliate against any employee who protests any unlawful practice under the Act. Lumina HealthCare will also comply with any applicable state or local law (CFRA) that grants employees greater family or medical leave rights than those provided under the Act.

## *Eligibility*

Federal law sets duration of Leave Eligibility for a Family and Medical Leave of Absence (FMLA). Under the law, you are eligible for up to twelve (12) workweeks of unpaid leave within a twelve (12) month period, which is calculated on a calendar year, if all of the following apply:

* You have been employed by Lumina HealthCare for at least fifty-two (52) weeks;
* You have worked at least 1,250 hours during the twelve (12) month period immediately preceding the leave; and
* You are employed at a worksite where at least fifty (50) Lumina Healthcare employees are employed within a seventy-five (75) mile radius.

***When Leave Can Be Taken***

If you meet the eligibility requirements, you are entitled to CFRA for one or more of the following reasons:

* For the birth of your child and to care for the newborn child;
* For placement of a child with you for adoption or foster care and to care for the newly placed child;
* To care for your child, spouse or parent with a serious health condition; or
* Because of a serious health condition that makes you unable to perform your job.

## *Request for Leave*

Employees needing or requesting a leave should contact Human Resources directly to obtain the necessary forms, instructions and rules regarding leaves. You must provide notice as soon as possible, and at least within two (2) working days after you learn of a need for leave (unless medical necessity requires otherwise). The notice should specify the anticipated timing and the duration of the leave. Failure to give this notice may result in a delay in the start of the leave. If an employee requests additional leave within the same twelve (12) month period of the initial leave, the employee does not have to re-qualify under the eligibility requirements, provided the leave is for the same reason as the initial leave. If additional leave is requested for a different reason than the original leave, the employee must re-qualify (i.e., six [6] weeks of leave was for the care of a newborn, and additional leave is requested for the employee's own illness.) The twelve (12) work week period will be calculated on a calendar year.

Lumina HealthCare will require certification by a health care provider of the employee before granting any medical leave of absence. If Lumina HealthCare does not receive proper certification within five (5) calendar days of the onset of the leave, your absence from work may be deemed unexcused and you may be subject to disciplinary action, depending on the facts and circumstances surrounding the leave.

## *Benefits During FMLA Leave*

An employee on a family/medical leave of absence will continue his/her coverage under Lumina Healthcare's group health plan (i.e., medical insurance) and ancillary insurances (i.e. life, cafeteria plan) which are in effect on the day before the leave of absence begins. Lumina HealthCare requires its employees to continue to pay the employee's share of insurance premiums which are associated with any employee elective benefits (i.e., dependent coverage). If premiums are raised or lowered while the employee is on leave, the employee would be subject to the new premium rates. Insurance payments are due and payable to Lumina HealthCare on the 10th of each month. Failure to submit timely payment may result in the loss of elective benefit coverage.

## *Status Report During Leave*

While on an approved leave of absence, Lumina HealthCare may require you to provide updates every two (2) weeks regarding your status and anticipated timeline for returning to work.

## *Pregnancy Disability Leave (PDL)*

***Eligibility***

Any employee disabled due to pregnancy, childbirth or a related medical condition may take up to a maximum of four (4) months of unpaid leave. Pregnancy disability leave runs concurrent with the twelve (12) weeks provided by the Federal Family and Medical Leave Act however, following the birth of the child, an employee is entitled to additional unpaid leave under the CFRA. The Human Resources Department can provide additional information about these rights.

***Duration of Leave***

The pregnancy disability leave need not be taken in one continuous four (4) month period. For instance, if an individual's physician determines the employee may need a six (6) week leave at the beginning of a pregnancy and a ten (10) week leave for childbirth, the employee may be entitled to both. The employee must also submit a doctor's statement at the beginning of the leave and a doctor's release verifying the employee is able to return to work.

***Request for Leave***

Employees requesting a pregnancy leave should contact Human Resources directly to obtain the necessary forms, instructions and rules regarding leaves. You must provide notice as soon as possible, and at least within two (2) working days after you learn of a need for leave, unless medical necessity dictates otherwise. The notice should specify the anticipated timing and the duration of the leave. Failure to give this notice may result in a delay in the start of the leave.

***Benefits During PDL Leave***

An employee on pregnancy disability leave of absence will continue her coverage under Lumina HealthCare's group health plan (i.e. medical insurance) and ancillary insurances (i.e. life and cafeteria plan) which are in effect on the day before the leave of absence begins.

Lumina HealthCare requires its employees to continue to pay the employee's share of insurance premiums, which are associated with any employee elective benefits (i.e., dependent coverage). If premiums are raised or lowered while the employee is on leave, the employee would be subject to the new premium rates. Insurance payments are due and payable to Lumina HealthCare on the 10th of each month. Failure to submit timely payment may result in the loss of elective benefit coverage.

## *Certification of Health Condition*

Lumina HealthCare will require certification by a health care provider of the employee before granting a pregnancy leave of absence. If Lumina HealthCare does not receive proper certification within five (5) calendar days of the onset of the leave, your absence from work may be deemed unexcused and you may be subject to disciplinary action.

## *Return to Work*

Upon your return from leave, Lumina HealthCare will ordinarily restore you to the same position held when the leave commenced or to a similar position with equivalent pay, benefits and other terms and conditions of employment. An employee returning from leave has no greater right to reinstatement than if she had been continuously employed rather than on leave. If you fail to return to work at the end of your allotted leave, your failure to return will be deemed a voluntary termination of your employment with Lumina HealthCare. If you fail to return for reasons other than the continuation, recurrence or onset of a certified serious health condition, or any other circumstances beyond your control, Lumina HealthCare may recover its costs for maintaining group health coverage during your leave of absence.

## *Other Employment*

Outside employment during your leave period is prohibited and may result in disciplinary action up to and including immediate termination.

## *Military Leave*

Lumina HealthCare will grant a military leave of absence without pay to an employee who is inducted into the armed forces or who has reserve duty or National Guard obligations. Upon completion of duties, you may be reinstated into your former position or into another position of equal pay and status in accordance to the Uniform Services and Reemployment Rights Act (USERRA)

## *Annual Military Training*

If you participate in annual military training, you may apply any available vacation time to the leave if you wish; however, you are not obligated to do so. You must notify your supervisor of any such obligations as far in advance as possible so arrangements can be made.

## *Domestic Violence Leave*

If you are a victim of domestic violence, the Company will provide you with the necessary time off to appear in court to obtain protection from the domestic violence. If you are unable to provide advance notice of your need for Domestic Violence Leave, you must provide verification of your court-related activities upon your return to work. Domestic Violence Leave is considered unpaid time off; however, you may apply your accrued vacation or time to cover your hours absent from work.

# RECEIPT AND ACKNOWLEDGEMENT

I have received a copy of the Lumina HealthCare Employee Handbook ("Handbook").

I will read the Handbook in its entirety. I understand that I am obligated to comply with all of the policies and procedures contained in the Handbook and that any failure by me to abide by those policies and procedures may result in disciplinary action against me including, but not limited to, my employment being terminated. The Handbook is a summary of a few of the policies and procedures that govern employees. The Handbook supersedes and replaces all previously issued Handbooks.

The Handbook and the policies contained therein do not create an employment contract between Lumina HealthCare and myself, or any other employee. Lumina HealthCare may revise the policies or procedures in the Handbook, in whole or in part, at any time, with or without notice.

Employee's Name (please print) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee's Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Witness \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# ACKNOWLEDGMENT OF AT-WILL

I acknowledge that my employment at Lumina HealthCare is "at-will," meaning that the terms of employment may be changed with or without notice, with or without cause, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties, and location of work. There is no agreement express or implied between the Company and me for continuing or long-term employment. No conduct by Lumina HealthCare or its employees establishes a specific understanding of continued or long-term employment. While supervisors and managers have certain hiring authority, no supervisor, manager, or representative of the Company, other than the President, has any authority to alter the at-will relationship.

Employee's Name (please print) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee's Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Witness \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# APPENDIX

***Lifting Heavy Objects Safely***

It is sometimes necessary to load and unload awkward or heavy objects into the van or car by hand. In this situation care must be taken to avoid any chance of injury to your back, legs and arms. The following points advise you on how to minimize the risks involved and how the correct lifting technique can help you avoid any problems.

***Assess the situation***

Before lifting or carrying a heavy object, plan ahead and consider the following:

* Test the weight of a large object by lifting a corner, can you lift the load safely by yourself or do you need help? ASK for help!
* Check how far you have to carry the load and if the path is clear of anything which may cause you to fall.
* Check that all doors have been opened before lifting the object.
* Once the load is lifted, will it block your view?

Correct lifting techniques for heavy items:

1. Before you lift a heavy object make sure you have a firm footing
2. Stand close to the object and center yourself over it with your feet shoulder width apart, squat down to the ground.
3. Before starting to lift make sure you have a good handhold.
4. To lift, straighten your knees and raise from the ground in a smooth, steady motion.
5. Concentrate on keeping your back straight and let your legs do the lifting.
6. Tightening your stomach muscles will help to support you.
7. Never bend your back to pick up anything.
8. Once upright, do not twist or turn your body. Keeping your head up and looking upwards will help to keep your back straight.