



FULL RANGE HEALTH SERVICES PERSONNEL POLICY AND PROCEDURES



FULL RANGE
HEALTH SERVICES
Your Life. Your Goals. Your Way.

HANDBOOK ACKNOWLEDGEMENT FORM

I, the undersigned, acknowledge that I have received and have read the Full Range Health Services, LLC Handbook and will adhere to the policies set forth in this Handbook. I have had an opportunity to clarify any questions, which I may have concerning the provisions of this Handbook.

I understand that Full Range Health Services, LLC adheres to the policy of employment-at will, which enables either the employee or the employer to terminate the employment relationship at any time with or without cause. I further understand that this Personnel Handbook is not a contract and that the policies contained herein may be changed without notice at the sole discretion of Full Range Health Services, LLC and that the practice retains the right to interpret and apply the stated policies as it deems appropriate.

Signature: _____

Name (Printed): _____

Date: _____



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

Table of Contents

1. Harassment/Discrimination Free Workplace... Pg 6
2. Confidentiality... Pg 10
3. Conflicts of Interest... Pg 11
4. Classification of Employees... Pg 12
5. Categories of Employment... Pg 13
6. Employee Benefits... Pg 14
7. Continuing Education... Pg 15
8. Employee Code of Conduct... Pg 16
9. Dress Code and Personal Appearance... Pg 18
10. Email Policy... Pg 20
11. Social Media Policy... Pg 21
12. Family Medical Leave Act... Pg 24
13. Bereavement and Funeral Leave... Pg 35
14. Jury Duty... Pg 36
15. Holiday Pay Policy... Pg 37
16. Paid Time Off (PTO)... Pg 38
17. Weekend Policy... Pg 42
18. Resignation Policy... Pg 43



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

Harassment/Discrimination Free Workplace

Full Range Health Services, LLC (FRHS) strives to provide for all employees a professional and congenial work environment and expects all employees to treat each other with courtesy, consideration, professionalism and respect at all times.

Harassment/discrimination (collectively referred to herein as "harassment") based on race, color, religion, sex, sexual orientation, national origin, citizenship, veteran status, age, disability or any other classification protected by applicable law is a form of misconduct which undermines the integrity of the employment relationship. It refers to behavior which is not welcome, which debilitates morale and which, therefore, interferes with work effectiveness. Full Range Health Services, LLC intends to ensure that all of its employees work in an environment that is free from harassment by other employees, supervisors, contractors, consultants, vendors or clients.

Full Range Health Services, LLC prohibits and will not tolerate harassment of any kind, including, but not limited to, verbal, non-verbal, or physical harassment based on race, color, religion, sex, sexual orientation, national origin, age, disability, sexual orientation, medical condition, veteran status, marital status or any other characteristic or activity protected by applicable law. No employee in this organization is exempt from this policy. Employees who violate this policy are subject to discipline up to and including termination. Harassment can include, but is not limited to, slurs, epithets, threats, derogatory comments or visual depictions, unwelcome jokes, teasing, sexual advances, requests for sexual favors and other similar verbal or physical contact.

Sexual Harassment

It is the policy of Full Range Health Services, LLC to provide a work environment which is free of sexual harassment. Sexual harassment includes, but is not limited to, unwelcome sexual advances, requests for sexual favors, or any other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a condition of the individual's employment;
- Submission to or rejection of such conduct by the individual is used as the basis for employment decisions affecting the harassed individual; or
- The harassment has the purpose or effect of unreasonably interfering with an individual's work performance or creating an environment that is intimidating, hostile, or offensive to the individual.

Each employee must exercise his or her own good judgment to avoid engaging in conduct that may be perceived by others as harassment. The following is a partial list of conduct that would



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

be considered by Full Range Health Services, LLC to be in violation of its policy prohibiting sexual harassment:

- Verbal - Sexual innuendoes, sexual epithets, derogatory slurs, sexually explicit jokes, obscene or sexually suggestive comments about a person's body, offensive or unwelcome flirtations, unwanted sexual advances or propositions, threats or suggestive or insulting sounds;
- Visual/Non-verbal - Derogatory or sexually explicit posters, cartoons, photographs, magazines, drawings, or other printed items; suggestive objects, or pictures; e-mails, screen savers, or other electronic communications; graphic commentaries; leering or obscene gestures; and
- Physical - Unwanted physical contact, including touching, interference with an individual's normal work movement or assault.

Other Types of Harassment

Full Range Health Services, LLC prohibits harassment on the basis of race, color, religion, sex, national origin, citizenship, veteran status, age, disability or any other classification protected by applicable law. Such prohibited harassment may also be evidenced by similar verbal, non-verbal or physical conduct as described above with respect to sexual harassment.

Complaint Procedure

Employees who have witnessed harassment or who believe that they have been subjected to harassment must immediately notify either their supervisor or management at 610-241-2685. Should an employee who first notifies his/her supervisor of perceived harassment be unsatisfied with the response to the notification (because, for example, an investigation does not take place or any remedial action taken is insufficient in the employee's mind), the employee must immediately notify the Ownership of the perceived harassment. All reports of harassment will be investigated promptly and thoroughly by a person who is not involved in the alleged harassment. In response to a complaint of harassment, Full Range Health Services, LLC will conduct an immediate, thorough and objective investigation. Full Range Health Services, LLC, to the extent possible, will protect the confidentiality of harassment complainants. If Full Range Health Services, LLC determines that a violation of this policy has occurred, it will take corrective and preventative actions where necessary. A determination regarding the harassment alleged will be made and communicated to the person complaining of harassment as soon as possible.

Full Range Health Services, LLC strictly prohibits retaliation against employees who make complaints pursuant to this policy or who participate in the investigation of a violation of this policy. An employee who brings a complaint of harassment to the attention of Full Range Health Services, LLC in good faith will not be subject to retaliation as a result of reporting the



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

harassment. No cooperating witness involved in the investigation of a harassment complaint will be subject to retaliation. Failure on the part of the manager to report allegations of harassment will lead to disciplinary action if it is determined that a supervisor had knowledge but did not report the harassment to the appropriate manager or department.

Anti-Retaliation Policy

POLICY STATEMENT:

Full Range Health Services, LLC is committed to conducting business in accordance with the highest ethical and legal standards and prohibits any form of retaliation against employees who in good faith make complaints or report concerns of violations of FRHS's Code of Conduct or policies, or applicable laws, rules and regulations.

POLICY PURPOSE:

This policy is designed to ensure that all FRHS employees feel comfortable speaking up when they see or suspect illegal or unethical conduct without fear of retaliation.

POLICY GUIDELINES:

Full Range Health Services, LLC strictly prohibits any form of retaliation against an employee who in good faith makes a complaint, raises a concern, provides information or otherwise assists in an investigation or proceeding regarding any conduct that he or she reasonably believes to be in violation of FRHS's Code of Conduct or policies, or applicable laws, rules and regulations.

Full Range Health Services, LLC encourages all employees to report any activity they suspect to be illegal or unethical without fear of retaliation and to also cooperate with FRHS in the internal investigation of any matter by providing honest, truthful and complete information without fear of retaliation.

No employee will be discharged, demoted, suspended, threatened, harassed, intimidated, coerced, or retaliated against in any other manner as a result of his or her making a good faith complaint or assisting in the handling or investigation of a good faith complaint, that a FRHS policy, the Code of Conduct, or an applicable law, rule or regulation has been violated. Employees who in good faith make a complaint or participate in an investigation or proceeding under this policy, however, remain subject to the same standards of performance and conduct as other employees.

FRHS prohibits employees from being retaliated against even if their complaints are proven unfounded by an investigation, unless the employee knowingly made a false allegation,



FULL RANGE
HEALTH SERVICES
Your Life. Your Goals. Your Way.

provided false or misleading information in the course of an investigation, or otherwise acted in bad faith. Employees have an obligation to participate in good faith in any internal investigation of retaliation.

FRHS takes all complaints of retaliation very seriously. All such complaints will be reviewed promptly and, where appropriate, investigated. Any employee who violates this policy will be subject to disciplinary action, up to and including termination.

If you believe you have been retaliated against or that any other violation of this policy has occurred, or if you have questions concerning this policy, you must immediately notify your immediate manager, or submit your complaint to the FRHS Ownership at 610-241-2685.



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

Confidentiality

The nature of Full Range Health Services, LLC's business necessitates the handling of proprietary and confidential information about Full Range Health Services, LLC's business and about its patients. This proprietary and confidential information includes (without limitation): (1) patient lists or data, patient contact information, patient referral lists or data, patient referral sources, patient preferences or records, and patient health information and history; (2) pricing information and policies, billing information and policies, business methods and philosophies of delivering services, business plans and analyses, contractual arrangements, marketing and sales strategies; (3) physical security systems, access control systems, network and other equipment designs; (4) employment and payroll records; (5) tax information, forecasts, budgets, projections and other non-public financial information; (6) expansion plans, management policies and other business strategies and policies; and (7) office procedures and protocols.

During your employment and after you are no longer employed by Full Range Health Services, LLC, you are obligated to uphold and protect Full Range Health Services, LLC's proprietary and confidential information. Specifically, you may not disclose or communicate any of this information to any competitor or other third party, or use or refer to any of this information for any purpose, including but not limited to in the course of future employment for yourself or any entity other than Full Range Health Services, LLC, or remove materials concerning any of this information from Full Range Health Services, LLC's premises, except as necessary to properly perform services for Full Range Health Services, LLC during your employment.

If you have any questions concerning whether information that you have access to is considered confidential, please contact your supervisor. Failure to maintain confidentiality can result in disciplinary action up to and including termination.



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

Conflicts of Interest

Full Range Health Services, LLC expects its employees to serve the organization with undivided loyalty. You should put Full Range Health Services, LLC's interests ahead of any other business and commercial interest that you may have as an individual, and should avoid situations in which a conflict of interest, or the appearance of a conflict, could arise.

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. An actual, or potential, conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for the employee, or for a relative, as a result of Full Range Health Services, LLC's business dealings.

In order to avoid potential conflict of interest situations, employees who wish to seek either part-time or full time employment, in addition to their employment with Full Range Health Services, LLC, must obtain prior approval from Full Range Health Services, LLC before accepting such employment.

Should you be faced with a situation that may cause or appear to cause a conflict of interest with Full Range Health Services, LLC you are required to report the situation to your supervisor or the ownership.

Each situation will be reviewed on a case-by-case basis and Full Range Health Services, LLC will determine if a conflict exists and the course of action to be followed.

We expect that all employees act in the best interest of Full Range Health Services, LLC in all aspects of their duties.



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

Classification of Employees

Introductory Period

All employees of Full Range Health Services, LLC are subject to an introductory period during their first 90 days of employment.

Management uses this introductory period to assess the employee's work performance and establish goals for future performance. If the employee's work performance is unacceptable or if the employee and the job are incompatible, employment may be terminated either during or at the completion of the introductory period.

The introductory period is not a guaranteed period of employment, and completion of this period does not guarantee continued employment. Employment with Full Range Health Services, LLC is "at will" and may be terminated at any time by either the employee or Full Range Health Services, LLC.

Clinical Employees

Full Time Employees

Full-Time clinicians are regularly scheduled to work at least 25 clinical visits/hours per week. The hours which employees are scheduled to work depends on their position. In general all employees are reviewed on an annual basis. Please review the Benefits Policy for descriptions of eligibility for full-time employees.

Part Time and Per Diem Employees

Part-Time and Per Diem clinicians are regularly scheduled to work fewer than 25 clinical visits/hours per week. Please review the Benefits Policy for descriptions of eligibility for part-time employees. Part-time and Per Diem employees who are scheduled to work less than 20 hours per week are generally not eligible for benefits except as required by law.

Business Operations Employees

Full Time Employees

Full-Time Business Operations Employees are regularly scheduled to work at least 30 hours per week. The hours which employees are scheduled to work depends on their position. In general all employees are reviewed on an annual basis. Please review the Benefits Policy for descriptions of eligibility for full-time employees.

Per Diem Employees

Per Diem Employees are hired to fill business needs on a limited basis. Per Diem employees are paid only for actual hours worked and are not entitled to Company-provided benefits.



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

Categories of Employment

Each employee of Full Range Health Services, LLC is classified as either exempt or non-exempt under the Fair Labor Standards Act and/or applicable state law based on the nature of the position's duties.

Non-Exempt Employees

Non-Exempt employees are paid on an hourly basis and entitled to overtime at the rate of 1.5 times their regular hourly rate for hours worked in excess of 40 in a work week (Sunday to Saturday), unless state law provides for a different method of calculation. Working overtime is permitted only if authorized and approved in advance by your supervisor. Only actual hours worked will count toward computing weekly overtime pay.

Exempt Employees

Exempt employees are paid on a salary basis and are not eligible for overtime pay regardless of the number of hours they work. Deductions may be made from the salaries of exempt employees only in the following circumstances:

- When an exempt employee is absent from work for one or more full days for personal reasons, other than sickness or disability.
- For absences of one or more full days occasioned by sickness or disability (including work-related accidents) if the deduction is made in accordance with a bona fide plan, policy or practice of providing compensation for loss of salary occasioned by such sickness or disability
- To offset any amounts received by an employee as jury fees, witness fees or military pay for a particular week against the salary due for that particular week
- For penalties imposed in good faith for infractions of safety rules of major significance
- For unpaid disciplinary suspensions of one or more full days imposed in good faith for infractions of workplace conduct rules
- In the initial or terminal week of employment
- When an exempt employee takes unpaid leave under the Family and Medical Leave Act, he or she may be paid a proportionate part of the full salary for time actually worked.

Full Range Health Services, LLC is committed to compliance with the FMLA regarding deductions from the pay of exempt employees. If you believe that improper deductions have been made from your pay, please notify the Payroll department immediately.



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

Employee Benefits

Full Range Health Services, LLC has developed benefit plans to help provide protection to you and your dependents. Details regarding the benefits offered by Full Range Health Services, LLC are included in Summary Plan Descriptions, which can be obtained from the Human Resources Department.

Full Range Health Services, LLC reserves the right to modify or terminate any and all benefits at any time, with or without notice, in accordance with the applicable plan terms.

Wherever possible, Full Range Health Services, LLC will give employees as much advance notice as possible and practical of any changes. Nothing in this policy or Handbook shall create the right, contractual or otherwise, to any employee benefit.

Full Range Health Services, LLC currently offers the following benefits to eligible employees, subject to the terms of the applicable benefit plans. Open enrollment is held annually.

- Medical, dental, vision and prescription coverage to eligible employees.
- Retirement Plan- Employees can designate any percent or dollar amount of their paycheck toward their retirement upon enrollment up to an annual maximum (Eligible following 12 months of employment)
- Long Term Disability (LTD), Short Term Disability (STD), Life and Accidental Death and Dismemberment (AD&D) Insurance to eligible employees.

If you have any questions about the benefits offered by Full Range Health Services, LLC or your eligibility for those benefits, please contact the Human Resources Department.

Performance Reviews

Under normal circumstances, employees will be evaluated and reviewed annually, at which time they will be eligible for consideration for merit based increases to compensation. Such increases may be awarded at the sole discretion of Full Range Health Services, LLC if they are deemed appropriate based on business and performance considerations.

In the event that an employee is promoted, he or she will generally not be eligible for merit based increases to his or her compensation until at least 12 months after the promotion.

Full Range Health Services, LLC reserves the right to adjust the timing of performance reviews in order to meet individual and business needs.



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

Continuing Education

Part and Full Time Employees are eligible for CEU repayment up to \$300 and \$1000 respectively per year based on prior approval with the following requirements:

1. Submit work order request for CEU request prior to taking course, including specifics about pricing, location, dates, and how the course will be used to impact your clinical care
2. Develop a PowerPoint presentation within 2 weeks of completion of the class to present at a local POD meeting, General Team Meeting, or Conference Call.
3. Remain with the practice for 6 months following any reimbursed courses. If resignation occurs prior to 6 months, 100% of cost will be repaid to the practice.
4. MedBridge: Online CEU/Training System with unlimited access. Mobile app, Website. \$200 for annual subscription with Full Range Code: <https://www.medbridgeeducation.com/r/7EE3B41>
5. Full Reimbursement will occur following completion of 10 units. Submit your certificate of Completion to Support.
6. Eligibility: all clinical team that averages 6 or more visits per week for more than 6 months.



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

Employee Code of Conduct

Overview

It is Full Range Health Services, LLC's goal to have and maintain an outstanding reputation for integrity, ethical behavior, and high standards of moral conduct, and is committed to maintaining integrity as a fundamental guiding principle for our employees and others who act on our behalf. This policy and the Code of Conduct have been prepared as a means of reaffirming our commitment to always doing what is morally and ethically right, and are intended to guide us in upholding this ethical commitment. This policy and the Code of Conduct are in addition to and do not replace any existing Full Range Health Services, LLC policy or procedure.

In order to ensure that we continue to provide the highest levels of compassionate, quality healthcare and related services to all those in need, and, in so doing, comply with all applicable laws, rules, and regulations, each employee is expected to understand and abide by the guidelines contained within this policy and in the Code of Conduct.

These guidelines are designed to assist you in making the right choices when confronted with difficult situations.

This policy and the Code of Conduct impose requirements that are often more exacting than those mandated by law, reflecting our goal of conducting ourselves with the highest level of integrity and excellence. Ultimately, the responsibility for ethical behavior rests with each of us in the exercise of our independent judgment and the fulfillment of our respective responsibilities.

Full Range Health Services, LLC also expects each employee to recognize and avoid activities and relationships that involve, or might appear to involve, conflicts of interest and behavior that may cause embarrassment to the organization or compromise its integrity.

The following principles are intended to guide employees in recognizing these situations:

- Full Range Health Services, LLC and its employees and independent contractors will abide by the letter and spirit of all applicable laws, rules, and regulations and will act in such a manner that upon full disclosure all facts related to any activity will reflect favorably upon the organization.
- Full Range Health Services, LLC and its employees and independent contractors will adhere to the highest ethical standards of conduct in all business activities and will act in a manner that enhances our standing as a vigorous and ethical contributor within the community.



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

Rules for Employee Conduct

The following is a non-exhaustive list of unacceptable conduct that can result in disciplinary action up to and including termination. Disciplinary action may include the following, in no particular order: verbal warnings, written warnings, suspensions and/or termination of employment. The appropriate disciplinary action to be imposed will be determined by the Full Range Health Services, LLC in its sole discretion.

This list does not alter in any manner the at-will nature of your employment:

1. Violation of applicable laws, rules or regulations;
2. Violations of Full Range Health Services, LLC's policies, procedures or safety rules;
3. Insubordination, including refusal to perform work required by a supervisor or other member of management;
4. Failure to maintain appropriate licenses including revocation, lapse or suspension of license;
5. Dishonesty, including any falsification or misrepresentation, providing incorrect or misleading information in connection with the preparation of any records of FRHS, including, but not limited to, medical records, applications for employment and time records;
6. Engaging in conduct creating an actual or potential conflict of interest;
7. Violations of attendance policy or other time theft including, but not limited to, failure to observe work schedules, starting time, quitting time and meal periods, or sleeping, loafing or other abuse of time during working hours;
8. Failure to meet productivity targets or goals;
9. Being intoxicated or under the influence of a controlled substance while at work; use, possession, or sale of a controlled substance in any quantity while on Full Range Health Services, LLC premises or business, except medications prescribed by a physician which do not impair work performance;
10. Theft or attempting to steal equipment and/or other property belonging to any client, employee or FRHS;
11. Unauthorized use or removal of Company property or property belonging to fellow employees or clients without prior permission;
12. Willful, reckless or negligent damage, abuse, sabotage or destruction of property of FRHS or others;
13. Immoral, indecent or criminal conduct;
14. Possession of firearms or other dangerous weapons on FRHS property or while conducting FRHS business; or
15. Threatening, harassing, intimidating, coercing, or physically harming other employees, visitors or clients.
16. All employees are entitled to be treated with dignity and respect in the workplace and have a duty of care to treat others (colleagues, vendors, patients, etc.) with dignity and respect.



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

Dress Code and Personal Appearance

Employees must dress in a manner that is appropriate for an office environment and in line with proper business casual attire. Employees are expected to present a professional and businesslike image to clients, visitors, customers and the public at all times.

Business Casual Attire includes dress, corduroy or khaki slacks for men and women and skirts, dresses, and capris for women. Shorts are not acceptable. Polo, knit, golf or oxford shirts are acceptable for both men and women. Other acceptable tops include blouses, turtlenecks, blazers/sport coats, cardigans and sweaters.

Hats are not permitted.

Footwear

Appropriate footwear includes dress shoes, conservative walking shoes, loafers, clogs, boots, and flats. Flip-flops are not acceptable. Flip-flops are not acceptable even if they have a heel.

Sneakers are also unacceptable Mondays through Thursdays, but they are acceptable on casual Fridays. Slippers are never acceptable. In clinical positions, open toed shoes are not acceptable.

Casual Friday

On Fridays only, clean jeans (with no rips or tears) are acceptable for administrative staff working in the office. At its discretion, a department may, during special occasions, allow staff to dress in a more casual fashion than is normally required.

Casual Friday rules also apply to anyone working Saturday and Sunday.

Inappropriate attire for work includes mini-skirts, midriff tops, shirts with potentially offensive words (includes terms, logos, pictures, cartoons, or slogans), jerseys, halter-tops, sweatshirts with hoods, stretch pants and leggings (worn as pants), and t-shirts unless worn under another blouse, shirt, jacket, or dress. Full Range Health Services, LLC t-shirts are permitted on casual Fridays. Torn, dirty, wrinkled or frayed clothing is unacceptable.

Personal Hygiene

All Full Range Health Services, LLC employees are expected to comply with the following personal hygiene requirements during their employment with Full Range Health Services, LLC: wash hands after using restroom at work, bathe/shower on a regular basis, use soap/shampoo for cleansing, use deodorant, brush teeth, brush hair, wear ironed/wrinkle free clothes, wear clean clothes, limit fragrances, keep nails trimmed and clean, trim stray hairs, groom facial hair on a regular basis (men).



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

Jewelry, Makeup, and Tattoos

Full Range Health Services, LLC expects all employees to exercise appropriate judgment with regard to personal appearance, dress and grooming to be most effective in the performance of their workplace duties. The company recognizes that personal appearance is an important element of self-expression and strives not to control or dictate appropriate employee appearance, specifically with regard to jewelry, makeup, or tattoos worn as a matter of personal choice.

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

Full Range Health Services, LLC permits employees to wear jewelry and/or makeup or to display tattoos at the workplace within the following guidelines. Factors that management will consider to determine whether jewelry, make up, or tattoos may pose a conflict with the employee's job or work environment include:

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

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

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

Violations of this policy may result in disciplinary action.



FULL RANGE
HEALTH SERVICES
Your Life. Your Goals. Your Way.

Email Policy

All electronic communications and stored information transmitted, received, or archived in the company's information system are the property of Full Range Health Services, LLC. Full Range Health Services, LLC reserves the right to access and disclose all messages sent by email. All email should be treated as a formal document with proper business standards being followed. Spelling, grammar, punctuation and the need for branding should be checked.



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

Social Media Policy

Social media encompasses a broad sweep of online activity. These activities include, but are not limited to, using or participating in social or professional networking sites, such as Facebook, MySpace, and LinkedIn, posting or reviewing content on video-sharing sites, such as YouTube, creating “wikis”, authoring or commenting on blogs and micro-blogs, such as Twitter, and even news sites or blogs that allow you to leave comments. This social networking and social media policy applies to any website or mobile application that allows you to publish, share, create any type of content be it text, audio, video, images, or location information. It is your individual decision to engage in social media activities outside of company time on your own personal equipment. If you do engage in social media activities, it is important for you to be careful with communications that may impact FRHS or our employees, even if you make the communications in your personal capacity. It is the right and duty of FRHS to protect its employees and itself from, among other things, unauthorized disclosures of confidential information or matters that could affect our business and reputation.

To ensure that Full Range Health Services, LLC and its employees adhere to their ethical and legal obligations, employees are required to comply with Full Range Health Services, LLC’s Social Media Policy. The intent of FRHS’s Social Media Policy is not to restrict the flow of useful and appropriate information, but to minimize the risk to FRHS and its employees and to allow you to participate with confidence not only in FRHS’s blog or Facebook page, but in all other social media platforms as well.

In order to maintain Full Range Health Services, LLC’s reputation and legal standing and to protect our employees, FRHS has put together the following list of Do’s and Don’ts as guidelines for issues that may be raised by social media and other aspects of the internet and online culture. Although the guidelines set forth below may not cover every situation, they provide guidance that will generally apply. At all times, employees are expected to use their best judgment while engaging in social media activities. Furthermore, FRHS’s policies, including the principles set forth in Full Range Health Services, LLC’s Employee Handbook and in its Information Technology Policy, apply to your online presence and communications if they relate to FRHS, its employees’, its patients’, its clients’, its properties’, its vendors’, its distributors’, or its related affiliates’ reputation and legal standing – even if you are engaging in these activities outside of the office or on a personal phone or computer:

DO:

- Think before you act or post and use common sense. You are personally responsible for the content you publish on blogs, wikis or any other form of user-generated media internally and externally, including, but not limited to, Facebook, MySpace, LinkedIn, Youtube, and Twitter. Be mindful: what you publish will be public for a long time, and what you do and say may be viewed by your co-workers. This includes all postings that you may participate in, whether you originate, support, “like” and/or add comments.



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

Consider:

- Are you using offensive language, posting references to illegal drugs, posting explicit sexual references, or posting obscene, embarrassing, derogatory or otherwise inappropriate material (such as disparaging comments about Full Range Health Services, LLC's or a competitors' employees, products, services, distributors, and business prospects) that could injure FRHS's reputation or legal standing?
- Are you posting or repeating false and disparaging information about a living person or a real product, strategy, or company?
- Obey the law. Respect privacy, copyright, trademark, libel, defamation and other laws.
- Exercise discretion when adding "friends." The process of connecting by inviting or responding to a co-worker's "friend" request can often be awkward or create feelings of exclusion and coercion. Before inviting a coworker to connect with you online ask: Is this connection appropriate?
- Exercise good judgment. Ensure that your profiles and postings are consistent with how you would present yourself to co-workers, vendors, or distributors.
- Keep good taste in mind at all times.
- When engaging in social media activities on behalf of Full Range Health Services, LLC with the express permission of the organization, use the following guidelines:
 - Ensure that your blog posts and comments are accurate and factual.
 - Link directly to online references and original source materials.
 - Delete spam and/or comments that are off-topic or offensive.
 - Reply to emails and comments when appropriate.
 - Acknowledge and correct mistakes promptly.
 - When corrections are made, preserve the original post, showing by strikethrough the corrections that have been made, to maintain integrity.

DON'T:

- Engage in social media activities for business purposes on behalf of Full Range Health Services, LLC without the express permission of the organization. Such engagement on behalf of Full Range Health Services, LLC, including establishment of official external sites representing Full Range Health Services, LLC, must be approved and coordinated through ownership. Full Range Health Services, LLC's Social Media Team provides oversight and assistance to guide development of new social media platforms, sharing knowledge and instituting best practices for successful implementation.
- Engage in social media activities while on company time.
- Use external web sites for work-related purposes (e.g. photo sharing through Flickr.com) without prior approval from the organization in conjunction with the ownership.
- Post photos taken in the Full Range Health Services, LLC workplace (including off site locations where you perform work for Full Range Health Services, LLC such as patient homes and facilities) without the express permission of ownership.



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

- Use social media to harass, threaten, defame, embarrass, disrespect, or offend co-workers, customers, distributors, patients or others.
- Use ethnic slurs, personal insults, obscenity, or engage in any conduct that would not be acceptable in the Full Range Health Services, LLC workplace.
- Reveal private information (e.g., social security numbers, home addresses, medical information, and so forth) about others.
- Post anything that might compromise your integrity or the integrity of FRHS or a co-worker.
- Disclose, post, or refer to any confidential or proprietary information of or about FRHS, its distributors, or its vendors, including, but not limited to, business and financial information, pending business transactions, sales and marketing strategies, manufacturing processes and procedures, intellectual property such as designs, ideas, or innovations, and company-issued documents.
- Post the name, trademark, or logo of Full Range Health Services, LLC or any distributor or business with a connection to Full Range Health Services, LLC without the express permission of the ownership.
- Conceal conflicts of interest, your identity or the fact that you work for Full Range Health Services, LLC.
- Represent that you are communicating the views of Full Range Health Services, LLC or submit postings that might reasonably create the impression that you are communicating on behalf of or as a representative of Full Range Health Services, LLC without the express permission of the ownership.
- Use Full Range Health Services, LLC-owned equipment – including computers, hand-held electronic devices, company-licensed software or other electronic equipment – to conduct personal blogging or social and professional networking activities.

Nothing in Full Range Health Services, LLC's Social and Professional Networking Guidelines is intended to prohibit or infringe upon an employee's rights under the National Labor Relations Act, or any other federal or state statute protecting employee workplace rights.

WHEN IN DOUBT, ASK BEFORE YOU ACT. It is impossible to list all forms of online behavior that may raise concerns or potentially injure FRHS's reputation or legal standing. If you are not sure if certain conduct online is appropriate or legal, please consult with senior management or ownership (610-241-2685). Users who violate FRHS's Social Networking Guidelines may be subject to discipline, up to and including termination of employment, so we ask that you take these matters seriously.



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

Family Medical Leave Act

Overview

Full Range Health Services, LLC will grant authorized family or medical leaves of absence without pay to eligible employees in accordance with the policies and procedures outlined below and in accordance with the Family and Medical Leave Act. This Family and Medical Leave Act policy statement is intended to summarize the basic provisions of Full Range Health Services, LLC's FMLA policy. This statement is not intended to address all situations that may arise under the FMLA. If you have any questions relating to the FMLA, please contact the Human Resources Department to discuss this policy.

Eligibility

To be eligible for FMLA leave, you must meet the following criteria:

- have worked for Full Range Health Services, LLC for at least twelve (12) months;
- have worked at least 1,250 hours during the twelve (12) months immediately before the date you would like to start your leave; and
- work at a location in the United States or in any territory or possession of the United States where at least 50 employees are employed by FRHS within 75 miles.

Leave Entitlement

General FMLA Leave

In accordance with the FMLA, Full Range Health Services, LLC must grant an eligible employee up to a total of twelve (12) work weeks of unpaid leave during any rolling 12-month period (measured backward from the date the employee's leave begins) for one or more of the following reasons:

- for the birth and care of a newborn child or a child adopted or placed in the foster care of the employee, provided that if both parents work for Full Range Health Services, LLC, their combined leave entitlement shall be twelve (12) weeks for both employees, not a combined twenty four (24) weeks;
- to care for an immediate family member (spouse, child, or parent) with a serious health condition;
- to take medical leave when the employee is unable to work because of a serious health condition; or
- for any "qualifying exigency leave" arising when a spouse, son, daughter, or parent of the employee is a "covered military member" on covered active duty, or has been notified of an impending call to covered active duty status in the Armed Forces.

Time missed from work because of a Workers' Compensation claim will be counted toward the rolling 12-month FMLA entitlement.



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

Military Caregiver Leave

An eligible employee who is the spouse, son, daughter, parent, or next of kin of a covered service member with a serious illness or injury is entitled to up to 26 weeks of leave in a single 12-month period to care for the covered service member. Military caregiver leave is available during “a single 12-month period,” which is measured forward from the date an employee’s first FMLA leave to care for the covered service member begins.

Intermittent or Reduced Schedule Leave:

Eligible employees may request intermittent or reduced schedule leave when medically necessary due to the serious health condition of a covered family member or the employee, or the serious injury or illness of a covered service member. Eligible employees may also take FMLA leave on an intermittent or reduced schedule leave when necessary because of a qualifying military exigency, as outlined below. If employees need leave intermittently or on a reduced leave schedule for planned medical treatment, they must make a reasonable effort to schedule the treatment so that it does not unduly disrupt FRHS’s operations. In addition, an employee must provide at least thirty (30) days prior notice or such notice as is practicable.

Employees requesting intermittent or reduced schedule leave may be required to transfer temporarily, during the period that the intermittent or reduced leave is requested, to an available alternative position for which the employee is qualified and which better accommodates recurring periods of leave than does the employee’s regular position, as permitted by law. The alternative position will have equivalent pay and benefits, but may not have equivalent duties.

For the birth, adoption or foster care of a child, Full Range Health Services, LLC and the employee must mutually agree to the schedule before the employee may take the leave intermittently or work a reduced hourly schedule.

Employees on intermittent leave may be required to recertify the need for the leave to the extent permitted by law.

Definitions

The following definitions apply to this policy:

“Child” means a biological child of the employee, adopted child, foster child, legal ward, or a niece, nephew or grandchild whom the employee is actively raising. A “son or daughter” includes a child 18 years or over who is “incapable of self-care because of a mental or physical disability.”

“Covered Active Duty” means: (A) in the case of a member of a regular component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country; and (B) in the case of a member of a reserve component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country under a call



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

or order to active duty under a provision of law referred to in section 101(a)(13)(B) of title 10, United States Code.

“Covered Service Member” means: (A) a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy or is otherwise in outpatient status, or on the temporary disability retired list, for a serious injury or illness; or (B) a veteran who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness and who was a member of the Armed Forces, including a member of the National Guard or Reserves, at any time during the period of 5 years preceding the date on which the veteran undergoes that medical treatment, recuperation, or therapy.

“Covered Military Member” means an employee’s spouse, son, daughter, or parent on covered active duty or called to covered active duty status.

“Healthcare Provider” means doctors of medicine or osteopathy authorized to practice medicine or surgery by the state in which the doctor practices; or podiatrists, dentists, clinical psychologists, optometrists and chiropractors (limited to manual manipulation of the spine to correct a subluxation as demonstrated by x-ray to exist) authorized to practice and perform, within the scope of their practice, under state law; or nurse practitioners, nurse-midwives and clinical social workers authorized to practice, and performing within the scope of their practice, as defined under state law, or Christian Science practitioners listed with the First Church of Christ, Scientist in Boston Massachusetts; or any healthcare provider recognized by the employer or the employer’s group health plan benefits manager.

“Immediate Family Member” means a spouse or a child (which includes biological child, adopted child or child for whom employee is “loco parentis”) and parent (specifically excluding in-laws).

“Intermittent Leave” or “Reduced Workweek” means leave which is taken when medically necessary for planned treatment and/or unanticipated treatment of a serious health condition or a covered service member’s serious injury or illness, to provide care or psychological comfort to a covered family member with a serious health condition or a covered service member with a serious injury or illness, or in the event of a qualifying exigency. Such leave is taken on a reduced leave schedule or intermittently, rather than all at once.

“Next of Kin of a Service member” means the nearest blood relative other than the covered service member’s spouse, parent, son, or daughter, in the following order of priority: blood relatives who have been granted legal custody of the covered service member by court decree or statutory provisions, brothers and sisters, grandparents, aunts and uncles, and first cousins, unless the covered service member has specifically designated in writing another blood



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

relative as his or her nearest blood relative for purposes of military caregiver leave under the FMLA.

“Serious Health Condition” means an illness, injury, impairment, or physical or mental condition that involves:

- any period of incapacity or treatment connected with inpatient care (i.e., an overnight stay) in a hospital, hospice or residential medical-care facility, and any period of incapacity or subsequent treatment in connection with such inpatient care;
- continuing treatment by a health care provider, which includes a period of incapacity of more than three (3) consecutive, full calendar days, and any subsequent treatment or period of incapacity relating to the same condition. Such treatment must occur two (2) or more times within thirty (30) days of the first day of incapacity, or treatment (on at least one occasion) must result in a regimen of continuing treatment under the supervision of the health care provider. The first (or only) treatment visit must be an in-person visit to a health care provider and must take place within seven (7) days of the first day of incapacity;
- any period of incapacity due to pregnancy or for prenatal care;
- any period of incapacity or treatment for such incapacity due to a chronic serious health condition, which is a condition that requires periodic visits (at least twice a year) for treatment by a health care provider, continues over an extended period of time (including recurring episodes of a single underlying condition), and may cause episodic rather than continuing period of incapacity (e.g., asthma, diabetes, epilepsy, etc.);
- a period of incapacity which is permanent or long-term due to a condition for which treatment may not be effective (e.g., Alzheimer’s, a severe stroke, terminal cancer); or
- any period of absence to receive multiple treatments (including any period of recovery there from) by a healthcare provider or by a provider of health care services under orders of, or on referral by, a health care provider for restorative surgery after an accident or other injury, or a condition that would likely result in a period of incapacity of more than three (3) consecutive, full calendar days in the absence of medical intervention of treatment.

As applied in this section, incapacity shall mean the inability to work or perform other regular daily activities due to a serious health condition, treatment therefore, or recovery there from.

“Serious Injury or Illness” means: (A) in the case of a member of the Armed Forces, including a member of the National Guard or Reserves, an injury or illness that was incurred by the member in line of duty on active duty in the Armed Forces (or existed before the beginning of the member’s active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that may render the member medically unfit to perform the duties of the member’s office, grade, rank, or rating; and (B) in the case of a veteran who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during a period described in Part (B) of the definition of Covered Service member above, means a



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

qualifying (as defined by the Secretary of Labor) injury or illness that was incurred by the member in line of duty on active duty in the Armed Forces (or existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that manifested itself before or after the member became a veteran. "Spouse" has the meaning as defined in accordance with applicable state law and may include common-law spouses in states where common-law marriages are recognized. Unmarried domestic partners do not qualify as spouses under the FMLA.

"Qualifying Exigency" includes the following non-medical, non-routine activities:

- Short-notice deployment;
- Military events and related activities;
- Childcare and school activities;
- Financial and legal arrangements;
- Counseling;
- Rest and recuperation; and
- Post-deployment activities

Other events which arise out of a covered military member's covered active duty or call to covered active duty status may also be included provided that FRHS and the employee agree that such leave qualifies as an exigency, and agree to both the timing and duration of such leave.

"Veteran" means a person who served in the active military, naval, or air service, and who was discharged or released there from under conditions other than dishonorable.

Procedures

Requesting Leave

In the case of a foreseeable leave of absence under this policy, the employee must contact the Human Resources Department to receive the necessary paperwork and forms. FRHS requests notice of the need for FMLA leave at least thirty (30) days in advance, if possible, certainly in instances of expected birth or placement of child or planned medical procedure. If it is not possible to give thirty (30) days notice, then as much notice as possible is requested. The notice should include the following information:

- Purpose for the leave (can be in general terms)
- Date the leave is to begin and the anticipated return to work date.

In the case of an unforeseeable leave of absence under this policy, employees must notify FRHS as soon as possible. Notification should occur the same day the employee becomes aware of the need for leave if the employee learns of the need during work hours. If the employee becomes aware of the need for leave after work hours, they must notify FRHS the next day. Employees are also required to comply with FRHS's usual and customary call-out



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

procedures:

If an employee expects to be absent from work, they are required to notify their manager as soon as possible in advance of the anticipated tardiness or absence. If the employee is unable to call, someone else should call for them. An employee who does not report for two (2) consecutive working days without notification will be considered to have voluntarily resigned.

Unauthorized or excessive absences, tardiness or absences without appropriate notice may be grounds for disciplinary action, up to and including termination of employment.

An employee wishing to take foreseeable leave due to a qualifying exigency must give notice as soon as practicable, regardless of how far in advance such leave is foreseeable.

In the event an employee is unable to contact FRHS to notify them of the need for leave, the Human Resources Department will send the employee the necessary paperwork and forms detailing eligibility information and the employee's responsibilities.

Notification

Upon an employee's request for FMLA leave, or when FRHS acquires knowledge that an employee's leave may be for an FMLA-qualifying reason, FRHS will notify the employee in writing as to whether the employee is eligible within five (5) business days, absent extenuating circumstances. If the employee is not eligible for FMLA leave, the notice will include at least one reason why the employee is not eligible. FRHS may retroactively designate leave as FMLA leave provided that FRHS's failure to timely designate FMLA leave does not cause the employee harm.

Employees will also be provided with written notification of their obligations and responsibilities imposed by the FMLA and this Policy including, but not limited to, the need for an employee to submit a certification from a healthcare provider in situations involving the serious health condition of the employee or the employee's family member, FRHS's right to request re-certification, a return-to-duty certificate and information regarding the employee's obligation to pay any necessary insurance premiums during the course of the leave.

When FRHS has enough information to determine whether the leave is being taken for a FMLA-qualifying reason, FRHS will notify the employee whether the leave will be designated and will be counted as FMLA leave within five (5) days absent extenuating circumstances. FRHS will also notify the employee whether any paid leave will be substituted for unpaid FMLA leave. If FRHS determines that leave will not be designated as FMLA-qualifying, FRHS will notify the employee of such determination. An employee may be automatically placed on FMLA leave (without first completing an FMLA Request Form or FMLA Certification Forms) if FRHS has reason to know that the employee's absence is due to an FMLA-qualifying



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

condition based on information received from the employee or the employee's spokesperson (e.g. employee undergoes emergency surgery or suffers a work-related injury that is a serious health condition or the employee presents a doctor's note which in FRHS's sole discretion and judgment demonstrates that the absence was due to an FMLA-qualifying reason). In such cases, FRHS will unilaterally designate the leave as FMLA leave to the extent permitted by law. In addition, FRHS will subsequently provide written notification of the designation of FMLA leave to the employee within five (5) business days absent extenuating circumstances.

Certifications and Reporting

A certification issued by a healthcare provider is required to support an employee's request for leave due to a serious health condition of the employee or the employee's family member. The Certification should be completed and returned to the Human Resources Department for FRHS within fifteen (15) days of the commencement date of the requested leave. If an employee does not provide such certification within fifteen (15) days, the employee must provide reasonable explanation for the delay. Certification of Health Care Provider forms is available from the Human Resources Department. If a Certification is incomplete or insufficient for any reason, the employer will advise the employee of this event in writing of the deficiency, and the employee shall have seven (7) calendar days to cure the deficiency. FRHS may request a medical recertification at least every six (6) months in connection with an absence even with respect to ongoing conditions. FRHS reserves the right to request clarification of a medical certification and recertification when necessary, to the extent permitted by law.

FRHS may require the employee to obtain the opinion of a second health care provider designated and paid for by FRHS. In the event of a conflict between the first and second opinions, FRHS may, again at its own expense, obtain a third opinion from a healthcare provider approved jointly by FRHS and the employee. This third opinion will be final and binding.

Employees who take leave for their own serious health condition or to care for a covered family member will be required to report to FRHS on a regular basis. A reporting schedule will be worked out with the Human Resources Department.

Employees are expected to provide FRHS with notice as soon as possible (within two business days if practicable) if the dates of leave change or are extended. In order for a Family or Medical Leave of Absence that was for less than twelve (12) or twenty six (26) weeks (depending upon the need for the leave), to be extended for longer than what was originally approved, the employee's request for additional time must be accompanied by an appropriate healthcare provider's certification.

Failure to comply with these requirements may result in a delay in the start of FMLA leave.



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

Pay During Family and Medical Leave

FMLA provides eligible employees with up to 12 workweeks (or 26 workweeks as appropriate) of unpaid leave. Employees may choose to use PTO while on leave, however, once the PTO time runs out, the remainder of the 12 workweeks (or 26 workweeks) of leave, if any, will be unpaid FMLA leave. Any paid leave used for an FMLA qualifying reason will be charged against an employee's entitlement to FMLA leave. This includes leave for disability or workers' compensation injury/illness, provided that the leave meets FMLA requirements. The substitution of paid leave for unpaid leave does not extend the 12 workweek (or 26 workweek) leave period.

Employees on leave are not eligible for holiday pay.

When an employee is receiving a portion of his or her income through short-term disability or workers' compensation benefits while on FMLA leave, FRHS and employee may agree to permit the employee to use a pro rata portion of other paid time off benefits to make up the difference in pay.

Benefits During Family and Medical Leave

Welfare Benefits

Medical/dental insurance benefits will continue during unpaid leave, provided the employee continues to pay the contribution ordinarily deducted from his/her paycheck. Payment for insurance is due in full on the 1st of the month, with a 30-day grace period. FRHS will provide the employee with advance written notice of the terms and conditions under which these payments must be made.

Employees, who have purchased insurance in optional insurance plans are responsible for premium payments ordinarily deducted from their biweekly pay in accordance with the payment schedule outlined above for health insurance.

Return to Work Following Leave

Generally upon return from FMLA leave, an employee must be restored to the employee's original job, or to an equivalent job with equivalent pay, benefits, and other terms and conditions of employment.

In addition, an employee's use of FMLA leave cannot result in the loss of any employment benefit that the employee accrued or was entitled to before using FMLA leave, nor be counted against the employee under a "no fault" attendance policy.

If possible, the employee should contact the Human Resources Department at FRHS at least two weeks prior to the scheduled return to work date.



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

If the FMLA leave is for the employee's serious health condition, the employee must present a Full Range Health Services, LLC Return to Work release from his/her healthcare provider. Without such a note, the employee will not be permitted to return to employment. Failure to return from Family and Medical Leave will be treated as a voluntary resignation.

Failure to Return To Work

If an employee fails to return to work after he/she has exhausted FMLA leave, his or her employment will be terminated unless he or she is entitled to further leave under applicable law or Company policy.

Usually when the employee on leave does not return to work and the reason is not due to serious health reasons of the employee or the employee's family member or a circumstance beyond the employee's control, FRHS is entitled to recover from the employee any FRHS-paid costs with respect to the entire leave period. In addition, FRHS may elect to maintain other benefits for the employee, such as life or disability insurance, for which the employee would normally pay the premiums and FRHS will also be entitled to recover the cost of these premiums, based on the same criteria as recovery of the employee's share (paid by FRHS) of medical premiums.

Key Employees

Under specified and limited circumstances where restoration to employment will cause substantial and grievous economic injury to its operations, an employer may refuse to reinstate certain highly-paid "key" employees after using FMLA leave during which health coverage was maintained. A "key" employee is a salaried "eligible" employee who is among the highest paid 10% of employees within 75 miles of the work site. In order to deny job restoration, the employer must:

- In response to the employee's notice of intent to take FMLA leave, notify the employee of his or her status as a "key employee" and (at the same time or as soon as practicable thereafter) of the potential consequences with respect to reinstatement and maintenance of health benefits if FRHS should determine that substantial and grievous economic injury to FRHS's operations will result if the employee is reinstated from FMLA leave;
- notify the employee as soon as the employer decides to deny job restoration and explain the reasons for this decision;
- offer the employee a reasonable opportunity to return to work from FMLA leave after giving this notice; and
- make a final determination as to whether reinstatement will be denied at the end of the leave period if the employee then requests restoration.

If an employee fails to comply with the procedures outlined in this policy, the employee's absence may be



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

considered unapproved and subject to disciplinary action up to and including termination of employment. For further information about the federal guidelines of the Family and Medical Leave Act of 1993, visit the Department of Labor website at: <http://www.dol.gov/whd/fmla/> For further information regarding FRHS FMLA Leave Policy, please contact Human Resources.

Military Leave

All employees of FRHS are eligible for unpaid Military Leave in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA) and applicable state laws.

FRHS will not discriminate or retaliate against past and present members of the uniformed services and applicants to the uniformed services.

When applicable state law provides additional rights beyond USERRA, FRHS will comply with state law.

Employees are eligible for leave under this policy when they are absent from work due to service in the uniformed services, which include the Army, Navy, Air Force, Marine Corps or Coast Guard (including Reserve units of these service branches), the Army National Guard, the Air National Guard, the Commissioned Corps of the Public Health Service, and any other category of service designated by the President of the United States in a time of war or emergency. For purposes of this policy, “service” means active duty, active duty for training, inactive duty training (such as drills), initial active duty training, full-time National Guard duty, funeral honors duty performed by National Guard or reserve members, and any absence to take an examination to determine fitness for any type of duty listed above.

If an employee is absent due to service in the uniformed services, the employee will have the right to be reemployed with FRHS if the employee:

- Provides the Human Resources Department with advance written or verbal notice of the employee’s military service (unless impossible or unreasonable because of military necessity);
- Has five years or fewer of cumulative uniformed service while employed with FRHS;
- Returns to work and/or applies for reemployment in a timely manner after conclusion of service in accordance with applicable laws (the time limits for returning to work differ depending on the length of the leave);
- Was not discharged from service under other than honorable conditions; and
- Circumstances have not so changed as to make reemployment impossible or unreasonable and reemployment does not impose an undue hardship on FRHS (for example, FRHS may not be required to reemploy the employee if the employee’s position has been eliminated for unrelated business reasons).

Employees may elect to continue their existing health care coverage with FRHS for up to 24



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

months while on a military leave. For employees on active duty for fewer than 31 days, FRHS provides health care coverage as if the employee had not taken leave. Employees who are on active duty for 31 or more days may be required to pay up 100% of the full premium. Even if employees do not elect to continue coverage of their health plan during the military leave, once they return they will be given the option to be reinstated without a waiting period or preexisting condition exclusion except for service connected illnesses or injuries.

PTO will continue to accrue during a military leave of absence.

Employees on military duty leave for up to thirty (30) days are required to return to work for the first regularly scheduled shift after the end of service allowing reasonable travel time.

Employees on longer military duty leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Employees returning from military duty leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

Bereavement and Funeral Leave

When a death occurs in an employee's family, all salaried clinicians who work 25 visits or more per week, marketing operations employees and business operations employees who work 30 hours or more per week may take up to three (3) days off with pay to attend the funeral or make funeral arrangements. Per diem employees are ineligible for this benefit.

FRHS will provide up to three (3) days off with pay in the event of the death of an immediate family member. Immediate family includes spouse/civil union partner/domestic partner, child, child of civil union partner/domestic partner, step-child, parent, parent of spouse, parent of civil union partner/domestic partner, step-parent, stepparent of civil union partner/domestic partner, brother, sister, grandparent, grandchild, grandchild of civil union partner/domestic partner.

FRHS will provide up to one (1) day off with pay in the event of the death of a close relative. Close relatives include aunt, uncle, cousin, niece, nephew, grandparent of spouse, grandparent of civil union/domestic partner, brother/sister-in-law of spouse/civil union partner/domestic partner.

Employees need to contact Human Resources within twenty-four (24) hours of the passing.

Employees requesting bereavement are required to submit an obituary notice or death certificate for leave approval/verification.

Any request for additional time off can be granted with supervisor's approval.



FULL RANGE
HEALTH SERVICES
Your Life. Your Goals. Your Way.

Jury Duty

Full Range Health Services, LLC encourages and supports employees in the exercise of their civic responsibility to serve as jurors.

Full Range Health Services, LLC will provide paid jury duty leave for all eligible employees (25 hours and above) up to a maximum of two (2) days per year. Thereafter, employees may use PTO or take unpaid leave.

Employees will be required to submit proof of jury participation to their supervisor. Employees may also keep any compensation paid to them by the courts for jury duty. If the jury is dismissed early, the employee must return to work for the remainder of the day.



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

Holiday Pay Policy

Full Range Health Services, LLC observes 6 paid holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Full Range Health Services, LLC will be closed on these holidays.

As a courtesy to Full Range Health Services, LLC's employees, if an observed holiday falls on a Saturday, the Company will be closed on the Friday before the holiday. If the holiday falls on a Sunday, the Company will be closed on the Monday following the holiday.

Please note that full time employees with schedules of 25 hours per week or more are eligible to receive holiday pay.

Hourly, temporary, and per diem employees are not eligible for holiday pay.

The following applies only to administrative employees:

Employees who do not have prior approval to take PTO and call out the day before and/or after an observed holiday shall forfeit their right to holiday pay for the day unless there is a documented extenuating circumstance which prohibits the employee from reporting for duty.

Documentation explaining this circumstance must be furnished upon employee's return to work. If documentation is not received, the employee will not be paid for the holiday. In addition to not receiving pay for the holiday, disciplinary actions may apply up to and including termination.



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

Paid Time Off (PTO)

Full Range Health Services, LLC recognizes the importance of time off to provide the opportunity for rest, recreation, recuperation from illness, and other personal activities. Therefore, Full Range Health Services, LLC grants paid time off (PTO) to all of its full time employees. PTO may be used for vacation, sick, religious, or personal reasons.

Unless otherwise provided in a written offer letter or employment agreement, the following policy will apply to all Full Range Health Services, LLC employees eligible for PTO.

Eligibility

PTO periods are calculated based upon your length of service with Full Range Health Services, LLC. Regular full-time employees are eligible for paid vacation in accordance with the schedule shown (unless otherwise provided in a written offer letter or employment agreement).

Length of Service on January 1 PTO Eligibility

Less than 1 year (defined as 365 days):	10 days prorated from hire date
1 year but less than 3 years:	12 days
3 years but less than 5 years:	15 days
5 years but less than 9 years:	17 days
9 years or more:	20 days

You will accrue PTO monthly during the current calendar year. Employees will not accrue PTO days while on leaves of absence. Accrued PTO is the PTO time earned and designated to be used in the current calendar year.

You will have an annual allotment of PTO time (based on your work schedule and expected months of service during the calendar year). You will not be required to wait for the full year accrual of PTO before using the time.

On January 1 of each calendar year, you will receive an annual allotment of PTO time based on an expected full calendar year of employment. If you take PTO in advance of it being earned, it will be considered an advance of your future compensation and will be reconciled in your final paycheck, the difference billed directly to you, to the extent permitted by law.

Per diem employees are not eligible for PTO.

Scheduling PTO

PTO requires prior approval from the supervisor, unless there is an emergency situation. Employees should submit an "Employee Request for Time Off" form to their supervisor at least one month prior to the start of the planned PTO. Supervisors will work with employees to try to meet their PTO requests, wherever possible.



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

However, supervisors may decline a request for PTO in order to meet business and/or patient needs. This applies to all PTO requests including but not limited to religious holidays, vacations, personal reasons, etc. If PTO is declined, the employee is expected to report to work as scheduled. Please note PTO requests should be approved before trip/travel reservations are made to prevent the need for cancellation of travel plans. One clinician of each discipline may be off at any one time, until there are 4 or more full time clinicians on the same team. This will ensure adequate coverage for our patients.

Any requests for medical leaves should be forwarded to the HR Department.

When requesting scheduled time off, employees are encouraged to review their department calendar, in order to determine how many other staff members have already been approved for time off on their requested dates.

Once the "Employee Request for Time Off" form is completed, the employee is required to submit it to their department supervisor who will sign off on it, update his/her records, and submit a copy to Payroll to update the department calendar, which is available via Outlook (under public folders and PTO Calendar).

When an employee is out on an unscheduled day off, upon employee's return to work the employee is required to fill out the "Employee Request for Time Off" form and submit it to his/her divisional supervisor before noon on the first day back.

It is each employee's responsibility to accurately track his or her PTO used and remaining during the year. If there is a discrepancy between the employee's records and company records, the employee must report the discrepancy to their supervisor immediately and provide supporting documentation so that the discrepancy can be corrected.

Unpaid Time Off

Full Range Health Services, LLC does not allow unpaid time off for clinical, business operations and administrative employees. If an employee exceeds his or her PTO allotment for the year and misses time from work for any reason not covered under applicable law, he or she may be subject to disciplinary action, up to and including termination.

Makeup Time vs. PTO

Employees must use their PTO any time they will not be in the office, whether scheduled or unscheduled unless the employee has worked at least four (4) hours during a one (1) day period. If the employee cannot work a full day but has worked at least four hours in a one day period, the employee can either use PTO for the hours missed or make up the hours within the current pay period (Sunday through Saturday). For any hours not worked and not made up within the same week, PTO will be charged. All hours made up must be approved by



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

management prior to being performed .

Example 1: If an employee works two hours from 8 a.m. -10 a.m. and leaves for the remainder of the day, the employee will need to use 6 hours of PTO to make up for the hours of work missed.

Example 2: If an employee works from 8 a.m. -12 p.m. and leaves sick after 12 noon, the employee can either use 4 hours of PTO or work 4 additional hours that same week to make up the time. Note: If this occurs on a Friday the employee would not have an opportunity to make up the time that work week and thus not be eligible. If there is a supervised group working on the weekend, the employee may request permission to make up the time.

Permission to make up time on a supervised weekend is at the discretion of the supervisor/manager and is based on business needs.

Make up time trends will be closely monitored by supervisors and may be immediately eliminated if there is excessive use or abuse of this benefit.

Carry Over of PTO

For business operations employees who end the calendar year with PTO that has been accrued and is unused, those employees have the option to have that PTO carried over to the following calendar year and/or paid out to them by the end of the 2nd quarter (June 30th) of the following year. (Employees may be paid out an unlimited number of PTO days but can carry over a maximum of 5 days.) Unused PTO days (up to a maximum of 5 days) remaining at the end of the calendar year will be automatically rolled over to the following calendar year. (For those employees who have more than 5 days remaining, the additional remaining time will be paid out by the end of the second quarter of the following year.) For employees who want their remaining PTO paid out at the end of the year instead of rolled over, a "PTO Payout" form must be completed and submitted to payroll by the end of the first week of January for the previous year.

For marketing employees who end the calendar year with PTO that has been accrued and is unused, the unused PTO days (up to a maximum of 5 days) remaining at the end of the calendar year will be automatically rolled over to the following calendar year. If there are more than 5 PTO days remaining, only 5 days can be rolled over and the remaining days will be paid out.

PTO Pay at Termination

If you decide to resign your employment with Full Range Health Services, LLC, we request that you give FRHS 30 days notice of your decision. To the extent permitted by applicable law, resigning employees who do not give 30 days notice prior to separation will not be entitled to



pay out of any accrued but unused PTO.

If more PTO days are used than have been accrued prior to separation of employment, employees will be required to repay Full Range Health Services, LLC for the un-accrued PTO.

In the event that Full Range Health Services, LLC terminates your employment for reasons unrelated to performance or disciplinary action, your accrued but unused PTO will be paid to you upon termination. To the extent permitted by applicable law, in the event that Full Range Health Services, LLC terminates your employment for performance or disciplinary reasons, you will not be paid for accrued but unused PTO.

PTO Usage Per Payroll

When weekly expectation is not met for the 2 weeks of a payroll period, PTO will be automatically drawn if any one of the following are true:

1. POD Leader was not notified via email or phone call
2. Mid-Week report is not completed
3. Patients are turned down during the week.

If any of the above are true, the difference between the weekly expectation and the actual productivity will be automatically made up via PTO.



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

Weekend Policy

One Part-time or Full-time Physical Therapist will be “on call” for each weekend. This will operate on a rotational basis. The only visits required will be PT Opens or Evals (required for compliance). Visits made may be flexed to current week or paid out. Part-time employees are considered salaried employees less than 25 visits per week. Full-time employees are considered salaried employees over 25 visits per week. Part-time employees and Full-time employees will be assigned to weekends on a 1:2 ratio.



FULL RANGE

HEALTH SERVICES

Your Life. Your Goals. Your Way.

Resignation Policy

As per the employee agreement signed at date of hire, 30 days notice is expected from all employees prior to resignation. If less than 30 days notice is provided, an employee will automatically transition to per visit status at the applicable per visit rate effective the date of resignation. Benefits will remain effective as per policy.

If 30 days notice is provided, an employee will remain in a salaried position as long as the following are met:

1. Expected productivity continues to be met on a weekly basis
2. Effective and timely communication continues with team and management
3. Paid Time Off bank is a positive amount

If Paid Time Off bank is a negative amount, an employee will automatically transition to per visit status at the applicable per visit rate effective the date Paid Time Off bank reduced below zero.