

Becky Dorner & Associates Consulting



CONSULTING

The Experts in Nutrition and Foodservice

2017 Employee Handbook

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Table of Contents

Introduction, About Us, Mission, Vision, Values	1
Employee Handbook and At-Will Policy	2
Organizational Chart, Open Door Policy	3
Your Job.....	4
Equal Opportunity	4
Prior to Employment	4
Positive Performance	5
Employee at Will Agreement and Confidential Matters	5
Accommodations for Disabilities and Religious Beliefs or Practices	5
Health Insurance Portability and Accountability Act (HIPAA)	5
Mantoux/PPD Test.....	6
Introductory Period.....	6
Attendance/Punctuality	6
Job Classifications	7
Working Hours	7
Lunch and Breaks	7
Work Schedules.....	7
Arranging for Coverage for Your Time Off	7
Billable and Non-Billable Hours for Field Staff	8
Work from Home for Field Staff.....	8
Expense Reimbursement.....	8
Compensation for Consulting Requiring Overnight Stays	9
Pay Period and Accurate Recording of Time Worked	9
Overtime	9
Paycheck Deductions	9
Garnishments, Attachments, and Judgments	10
Field Staff: Record of Consultant Services.....	10
Dress and Grooming	10
Your Benefits	11
Paid Time Off.....	11
Holidays	12
Retirement Savings Plan.....	13
AFLAC	13
Mileage Reimbursement for Field Staff	13
Paid Staff Meeting Time.....	13

Table of Contents

Continuing Professional Education (CPE).....	14
Malpractice Insurance Coverage	14
Leave of Absence	14
Bereavement Leave	14
Jury Duty and Subpoenaed Testimony	15
Military Leave	15
Workers' Compensation	15
Right to Alter Benefits in the Best Interest of the Company as a Whole	15
Rules and Regulations	16
Moonlighting.....	16
Harassment Prohibited.....	16
Smoking Policy	16
Alcohol and Drug Abuse	17
Weapons and Workplace Violence	17
Disciplinary Action, Dismissal and Rules Conduct.....	17
Miscellaneous	19
Personal Status Changes	19
Electronic Mail and Telephones	19
Appropriate Use of Mobile Communication Devices	19
Computers, Software and Internet Use	20
Social Media Policy	20
Ending the Employment Relationship	23
Questions.....	23
Receipt and Acknowledgement.....	23

Becky Dorner & Associates Consulting Employee Handbook

Thank you for being an employee of Nutrition Consulting Services, Inc. dba Becky Dorner & Associates Consulting (referred to as “BDAC” in this document). You are an important member of our team, and our desire is that all of our employees share a sense of pride and accomplishment in everything we do. We believe that each employee contributes directly to our growth and success, and we encourage you to make suggestions and provide solutions to improve our operation.

Becky Dorner & Associates Consulting (BDAC) is defined by the combined efforts of all its employees, so we must always strive to give our best efforts. As part of our team we recognize and fully appreciate your dedication to excellence, and we know that the feeling of satisfaction which arises from a job well done will continually motivate all of us to succeed.

This handbook is being provided to you as a **general guideline** for conduct and benefits, and to abide by all state and federal employee laws. Please note that nothing in the handbook is intended to abrogate or interfere with protected rights. If you have any questions regarding the information in this handbook or anything related to BDAC operations, please contact me at becky@beckydorner.com. I welcome your suggestions and questions.

Sincerely,

Becky

Becky Dorner, RDN, LD, FAND, President

ABOUT US

Becky Dorner & Associates Consulting (BDAC) is a team of nutrition professionals dedicated to providing innovative quality dietetic services in Ohio, Pennsylvania, and surrounding areas. BDAC’s core business is to provide nutrition and dietetic services to long term care facilities/communities (nursing facilities, assisted living facilities, rehabilitation facilities, group homes, etc.), acute and subacute care facilities, home health and hospice agencies, and other entities. BDAC provides both permanent and temporary services, including clinical documentation, food service consulting, quality improvement/assurance, cost control consulting, staff education/training and other services as needed by the client. Other endeavors include prevention and wellness services for groups and individuals.

VISION: To be known as the most highly respected and valued nutrition and dietetic consulting firm in Ohio, Pennsylvania, and surrounding areas.

MISSION: To be the leader in nutrition services by providing the highest quality services with a focus on customer satisfaction, caring, integrity and excellence in professional standards; to exceed customer expectations by being a valued member of their team and providing the best possible solutions for their food, nutrition and regulatory concerns.

VALUES: Our core values include caring, integrity, professionalism, leadership, loyalty, trust, knowledge, continual learning, customer satisfaction, communication, collaboration and fiscal responsibility.



CONSULTING

The Experts in Nutrition and Foodservice

Becky Dorner & Associates Consulting Employee Handbook

EMPLOYEE HANDBOOK AND AT-WILL POLICY

The full content of this Employee Handbook is presented only as a matter of information. The language used in this material and in all other BDAC policies, is not intended to create, nor is it to be construed to constitute, a contract between BDAC and any one or all of its employees. *All employment with BDAC is for no definite period of time and may be terminated at any time, without prior notice by either BDAC or the employee. BDAC reserves the right to change, suspend, or terminate without notice any of its plans, policies or procedures whether they be contained in this handbook or in other documents of BDAC. These policies supersede any and all policies previously issued by BDAC. Oral modification of the contents of this material is not authorized or allowed, and such representations are to be of no effect.*

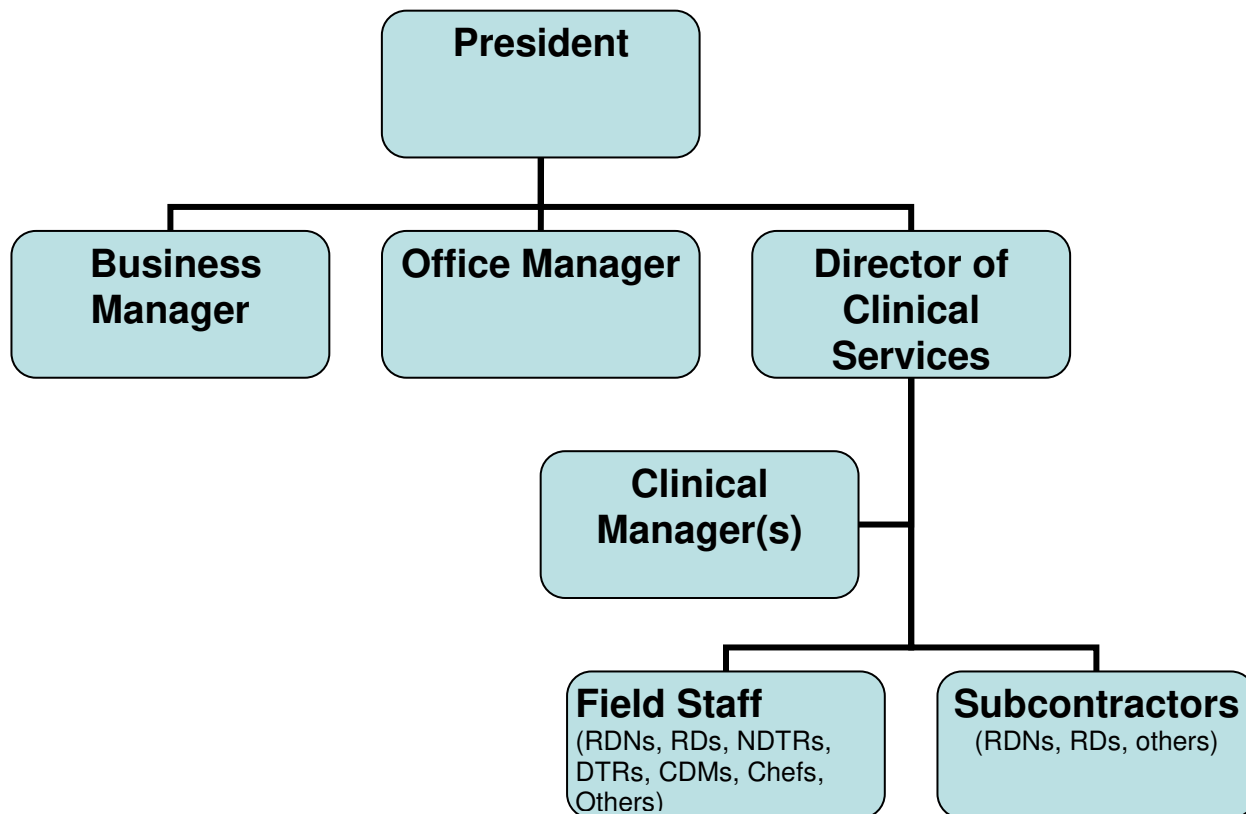
DEFINITIONS

- “Field Staff” refers to BDAC (registered dietitian nutritionists or RDNs, registered dietitians or RDs, licensed dietitians or LDs, nutrition and dietetic technicians or NDTRs, dietetic technicians registered or DTRs, nutrition associates, dietary managers, chefs, etc.) who work primarily at BDAC client locations.
- “Supervisor” refers to the person you report directly to. See organizational chart for clarification.
- “Designee” refers to a person that a manager has given authority to in order to complete a task.

Becky Dorner & Associates Consulting Employee Handbook

INTRODUCTION

ORGANIZATIONAL CHART



OPEN DOOR POLICY

In any company, problems or differences of opinion regarding work matters may arise occasionally between employees and their supervisors, fellow employees or clients. We encourage you to bring any problem you might have to the attention of your supervisor. If your supervisor, after a reasonable amount of time, is unable to resolve the problem to your satisfaction or you are uncomfortable discussing the matter with your supervisor, BDAC's President has an open door policy to discuss any matter.

This open door policy and problem review procedure is designed to resolve problems quickly and is based on the following principles:

- We encourage you to bring your problems and questions to your supervisor's attention, in writing when possible. We also request that you provide at least 2-3 possible solutions.
- Your problem and its possible solutions will be thoroughly discussed and evaluated on its merits.
- If possible, any necessary corrections to resolve the problem will be made.

We cannot correct a problem unless we know about it. Therefore, you are encouraged to use the BDAC's open door policy to air any problems or concerns you may have regarding your job.

Becky Dorner & Associates Consulting Employee Handbook

YOUR JOB

EQUAL OPPORTUNITY

Since we are an equal opportunity employer, all employees and prospective employees will be recruited, selected and trained without regard to age, sex, race, color, religion, disability, citizenship, national origin, marital status, veteran status, genetic information, or any other characteristic protected by applicable law. This same non-discriminatory consideration will be used in all other aspects of the employment relationship.

All applicants are carefully interviewed and full consideration is given to their training, education, skills, experiences, growth potential and previous work record. All managers and employees are charged with fulfilling their responsibilities for the active support of our equal employment opportunity program. Our equal employment opportunity policy applies to all phases of employment.

PRIOR TO EMPLOYMENT

- **BACKGROUND CHECKS:** As mandated by the state's laws, all field staff agree to a background check which includes fingerprinting prior to employment. The information may be shared with the employees' BDAC clients as needed to comply with State and facility standards.
- **IMMIGRATION LAW COMPLIANCE:** BDAC is committed to employing only individuals who are legally authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin. In compliance with federal law, each employee must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility prior to or within 3 days of employment.
- **W-4 AND STATE WITHHOLDING CERTIFICATE** document is required. Any changes the employee makes to the W-4 must be provided to the office to be kept on file.
- **EMPLOYEE AT WILL AGREEMENT WITH COVENANT NOT TO COMPETE:** All employees sign this agreement prior to employment with BDAC.
- **AUTHORIZATION TO RELEASE RECORDS** is required so that BDAC can provide needed information to BDAC clients (including but not limited to state license, Commission on Dietetic Registration or CDR, Ohio Board of Dietetics License, resume, Mantoux/PPD test results, and other information as required by the client).
- **EMPLOYEE EMERGENCY CONTACT INFORMATION.** Any changes such as contacts, phone numbers, addresses, etc. must be provided to the Office Manager to be kept on file.
- **FIELD STAFF:**
 - **MANTOUX/PPD TEST:** Each field staff member will have an approved TWO STEP Mantoux/PPD test prior to beginning in any BDAC client facilities (unless otherwise approved by the client). Copies will be kept on file by the office and distributed to clients as required. This information is updated yearly and provided to the Office Manager.
 - **PROOF OF DRIVER'S LICENSE AND CAR INSURANCE COVERAGE:** Prior to employment, all field staff must submit proof of driver's license and current car insurance coverage. This information is updated yearly and provided to the Office Manager.
 - **PROOF OF VALID CDR REGISTRATION, AND VALID LICENSE WITH THE STATE BOARD OF DIETETICS AS APPLICABLE:** As required by the job offer, field staff must provide proof of valid CDR registration, valid license (or limited permit) from the State Board of Dietetics, and/or copy of university transcripts as appropriate. Copies will be kept on file by the Office Manager and distributed to clients as required. This information is updated yearly as appropriate and you provide it to the Office Manager each year as it is renewed.

Becky Dorner & Associates Consulting Employee Handbook

POSITIVE PERFORMANCE

BDAC employees support the company's mission, vision and values, and strive to achieve the company's goals. BDAC expects that all employees will conduct themselves in a positive and professional manner at all times. This includes striving to provide the highest quality service to our customers, and achieving mutually set performance goals for customers and for BDAC. Refer to your job description for additional information.

EMPLOYEE AT WILL AGREEMENT AND CONFIDENTIAL MATTERS

All employees sign an Employee at Will Agreement with Covenant not to compete and non-disclosure agreement as a condition of employment. As a part of this agreement, employees also agree to maintain confidentiality of key business information.

The protection of confidential business information and trade secrets is vital to the interests and the success of BDAC. Such confidential information includes, but is not limited to, the following examples:

- Compensation data and personnel information
- Financial information
- Marketing strategies, business plans, and pricing information
- Pending projects and proposals
- Publications, manuals and forms
- Customer lists
- Contracts, contract details
- Staff lists
- Internal procedures related to nutrition and dietetic practice and business
- Software, company emails and other computer programs

Any employee who discloses trade secrets or confidential business information is subject to disciplinary action up to and including possible discharge and/or possible legal action, even if he or she does not actually benefit from the disclosed information.

Ohio is an employee at will state. As an Ohio company, all employment with BDAC is for no definite period of time and may be terminated at any time, without prior notice by either BDAC or the employee as noted in the employee at will agreement that each employee signs prior to employment.

ACCOMMODATIONS FOR DISABILITIES AND RELIGIOUS BELIEFS OR PRACTICES

BDAC complies with the Americans with Disabilities Act, as amended by the ADA Amendments Act, the Ohio Civil Rights Act, and all applicable state and local laws. If you have a disability which affects your ability to perform your job duties, please contact your supervisor to discuss the appropriate accommodations we can make for you to safely and effectively perform your job. A statement from your physician describing the extent of your disability and limitations may be necessary in order for us to make the proper accommodations. BDAC will also, where appropriate, provide reasonable accommodations for an employee's religious beliefs or practices.

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)

All field staff sign a HIPAA Agreement each year agreeing to abide by all HIPAA laws which is kept on file by the Office Manager and provided to each of the individual employee's clients.

Becky Dorner & Associates Consulting Employee Handbook

MANTOUX/PPD TEST

Each member of the field staff will have Mantoux/PPD test (TB test) completed prior to employment. Thereafter, field staff will follow the policies and procedures for the clients they work with and assure compliance. Additional tests and paperwork may be required based on clients' needs and changes in local/state/federal laws. Test results must be appropriate for the individual to be allowed to work with BDAC facility clients (per the clients' policies). The results will be provided to the Office Manager, kept on file by the Office Manager and a copy will be provided to each of the employee's clients as needed.

INTRODUCTORY PERIOD

The first ninety (90) days of employment for all new employees is considered an introductory period. During this period of time, new employees will learn not only about their specific job responsibilities, but also the overall atmosphere of BDAC and the responsibilities of the rest of the staff. The introductory period provides new employees with the opportunity to determine whether or not BDAC is right for them, and it also gives BDAC a chance to observe the work habits and performance of new employees. During this introductory period BDAC does not pay for mileage reimbursement.

ATTENDANCE/PUNCTUALITY

BDAC needs the combined efforts of all employees to ensure an uninterrupted, efficient operation. Absenteeism and tardiness place burdens on BDAC, your fellow workers and clients. We understand that there may be times when you are unable to report to work due to illness, emergency or other personal issues. In the event of an unexpected absence or lateness, call the Office Manager or your supervisor at least two (2) hours before you are scheduled to consult at a client's facility (or other work setting) to explain the nature of the absence or lateness and the time when you expect to return to work. If the Office Manager or your supervisor are not available, leave a message on the Office Manager's voice mail or email so the message can be routed to your supervisor and your clients.

Excessive absenteeism or tardiness, as determined by management, even with advance notice, may result in disciplinary action, up to and including discharge. It is in your own interest to report to work, each day, on time. An employee who is absent from his/her assigned work location without notice or approval of the leave from supervisory personnel for two (2) or more work days may be considered absent without authorized leave. In such cases, BDAC may treat the job as abandoned and the employee can be automatically terminated, unless the employee can provide BDAC with acceptable and verifiable evidence of extenuating circumstances.

Employees who are absent without notice or approval for less than two (2) work days and who subsequently report to work, must provide a detailed written reason for such absence and regardless of stated reasons, may be subject to disciplinary action including termination. Employees who are absent for three (3) or more work days due to illness may be requested to provide a note from their healthcare provider. BDAC reserves the right to request documentation verifying the reason for an absence of less than 3 days.

Any unauthorized leave or unexcused absence will not be compensated in any form by BDAC.

Becky Dorner & Associates Consulting Employee Handbook

JOB CLASSIFICATIONS

In compliance with the federal Fair Labor Standards Act, each employee falls into one of the following classifications:

- Nonexempt employees (field staff and office staff) who are subject to minimum wage and overtime requirements. Nonexempt employees are typically paid on an hourly basis and are eligible for overtime pay for professional consulting to the client or office hours actually worked in excess of forty hours in a work week.
- Employees in executive, administrative/managerial and professional positions who are exempt under the law and not eligible for overtime pay. Exempt employees are paid on a salary basis.

WORKING HOURS

The normal work week for a full time employee is 40 hours, consisting of five 8 hour days typically Monday through Friday. The work week begins Sunday and ends on the following Saturday. Flexible time schedules are available to all employees. For office staff, normal start times range from 7:30 to 9:30 AM and end times from 4:00 to 6:00 PM. For field staff, hours and days may vary based on clients' needs and requirements. A flexible schedule may be allowed, in BDAC's sole discretion, so long as clients are serviced to their satisfaction and according to their contract agreement. BDAC or clients may, from time to time, require a change in an employee's work schedule to meet operating demands. Any work outside of regular business hours needs prior approval from the client.

LUNCH AND BREAKS

BDAC allows a one hour unpaid meal period for all employees each day, which the employee may choose to take or skip as desired. BDAC does not provide paid morning or afternoon breaks.

WORK SCHEDULES

For field staff, monthly schedules must be emailed or faxed to the Office Manager before the first day of the month. Please use the full name of the facility you are working in daily. Field staff must notify the Office Manager of any schedule changes as they happen.

ARRANGING FOR COVERAGE FOR YOUR TIME OFF

All employees are expected to assist with arranging for coverage for their time off. For field staff, please work with your supervisor and/or the Office Manager to assure that all clients are taken care of during your time off.

It is most important that billable hours are provided according to BDAC client contract obligations. These contracts are legally binding and we must be sure to fulfill the obligations. In most cases, it is expected that arrangements will be made for another staff person to cover your contract obligations while you are off.

Becky Dorner & Associates Consulting Employee Handbook

BILLABLE AND NON-BILLABLE HOURS FOR FIELD STAFF

Field staff will work required hours in the client facilities as outlined in the contract between BDAC and each facility. ***If a facility wants to decrease contracted hours, please contact the Office Manager and provide details.*** A change in the contract may be required prior to implementing any changes.

Field Staff are responsible for obtaining prior approval, from the proper client authority, for all additional consulting hours over and above the contracted hours. This is done by following this procedure:

1. Inform the proper authority (i.e., Administrator, Executive Director or Assistant Administrator) of the extra hours needed over and above the contract time and reason for additional hours. Additional work may include clinical documentation via remote access, menu customization, writing special diet extensions, inservices, mock surveys, quality improvement, chart audits, weight tracking, extra time spent due to survey, additional admissions, food service consulting, etc.
2. Written authorization from proper client authority must be obtained for additional hours. If possible, have the client authority sign the facility report or send an e-mail to the Office Manager approving the additional hours.
3. Submit hours through the online time card system as billable to the facility. The online time card system will document all work performed during the month.
4. On rare occasion, additional hours are needed which are not approved by the client. Any extra time needed for the client/facility that has been refused by the proper client authority needs to be discussed with your supervisor who is responsible for directing Field Staff, or the Office Manager (or President, if your supervisor or the Office Manager is not available). If pre-approved by your supervisor or the Office Manager (or the President), submit these hours to BDAC as non-billable hours, along with the reason for the extra hours. ***All non-billable hours must be pre-approved.*** Employees who work non-billable hours without prior approval by the President will be subject to disciplinary action.

WORK FROM HOME: FIELD STAFF

For Field staff, work will be conducted primarily at the client's site. Field staff may occasionally be asked to do a project or to do remote documentation for a client that may be completed offsite. The client must approve the billable hours in writing and in advance of the work, in order for the work to be approved and paid. Field staff may also be asked by the President to do an occasional project which may be done from home. This work must be pre-approved in writing by the President prior to working any hours from home.

EXPENSE REIMBURSEMENT

BDAC will reimburse employees only as pre-approved by the President for appropriate business related expenses, including mileage, meals, and supplies. Employees should submit expense reports on the online time card system (Spring Ahead virtual software) and must provide receipts and other supporting documentation as required by BDAC in order to obtain reimbursement for business expenses. In order to avoid the denial of reimbursement for business expenses, employees must obtain prior written approval for all significant travel and other business expenses ***prior*** to incurring the expenses. BDAC will not reimburse employees for alcoholic beverages or for excessive costs, such as expensive accommodations, meals, transportation, or gratuities.

Becky Dorner & Associates Consulting Employee Handbook

COMPENSATION FOR CONSULTING REQUIRING OVERNIGHT STAYS

Field staff may be requested to work in locations which are too far away to reasonably manage round-trip travel in one day. Overnight stays must be pre-approved in writing by the President. For **pre-approved** overnight stays BDAC will pay:

- Mileage
- Billable consulting time
- Reasonable lodging which will be arranged by the Office Manager or designee
- Reasonably priced meals reimbursed from receipts submitted

PAY PERIOD AND ACCURATE RECORDING OF TIME WORKED

Employees are paid once per month, on or near the first business day of the subsequent month. Employees are responsible for ensuring that their hours are reported accurately on the online time card system (Spring Ahead virtual software) since this is used to bill clients and pay employees. Employees must assure that the hours reflected are true and accurate and that no additional hours have been worked. Off-the-clock work is strictly prohibited.

OVERTIME

Field staff or office staff may only work overtime hours with the express written **pre-approval** of the President. Field staff should arrange their schedules to accommodate their client assignments without exceeding the 40 hour per week limit. Any weeks with total hours exceeding 40 must be **pre-approved** in writing by the President. Overtime compensation is paid at the rate of 1½ times the employee's regular hourly rate for all hours actually worked in excess of 40 in a work week. Executive or administrative/managerial staff who are classified as exempt are not entitled to overtime compensation for hours worked in excess of 40 in a work week.

PAYCHECK DEDUCTIONS

Each pay period, you will receive an earnings statement which itemizes the deductions from your wages. These deductions fall into two groups: those required by law, and those authorized by you in writing. Deductions required by law include: Federal Insurance Compensation Act (Social Security/Medicare), Federal Income Tax Withholding, State Income Tax Withholding, and Attachments, Garnishments or Levies.

Voluntary deductions authorized by you may include payments for your contributions into the 401(k) Plan or Aflac Supplemental Insurance.

Unemployment Compensation is based on the State an employee resides.

- For employees residing in Ohio, Unemployment Compensation and Workers' Compensation premiums are paid by BDAC, and there is no deduction made from your paycheck.
- For employees residing in Pennsylvania, BDAC is required to withhold a percentage from gross pay for Pennsylvania Unemployment Compensation.

Becky Dorner & Associates Consulting Employee Handbook

GARNISHMENTS, ATTACHMENTS, AND JUDGMENTS

Normally, BDAC will not help creditors in the collection of personal debts from employees. However, under certain legal procedures, BDAC is compelled by law to take action. If your wages are attached, we are required by law to withhold from your earnings and pay to your creditor a specified amount each payday until the debt is settled. Excessive involvement by BDAC in the collection of your personal finances could lead to disciplinary action, up to and including termination.

FIELD STAFF: RECORD OF CONSULTANT SERVICES

Copies of your full consulting reports must be provided to the Office Manager by the end of *each week*. Consulting reports are legal documents and provide evidence of compliance with contracts and regulations. Reports must be specific about work performed, concerns discovered, suggestions made for improvement and compliance to regulations, discussions with facility staff and administrators, referrals, etc. This is a legal record which also justifies our charges to each facility, and our records must be complete enough to allow reconstruction of daily activities months later.

DRESS AND GROOMING

BDAC is a business casual workplace. Employees are expected to maintain appropriate standards of professionalism, grooming, and personal hygiene at all times during working hours, as determined by your supervisor. Employees must adhere to the BDAC clients' dress codes when working at a client's place of business.

Becky Dorner & Associates Consulting Employee Handbook

YOUR BENEFITS

PAID TIME OFF

BDAC has a paid time off policy to allow employees to take vacation time, to accommodate personal matters that require employees to be absent from work, and/or to receive pay while off sick or for other health or personal reasons. Employees are eligible to take paid time off based on the following schedule.

The amount of paid time off to which an employee becomes entitled is determined by the numbers of years of service and the hours worked by the employee during the previous calendar year in accordance with the following schedule:

YEARS OF SERVICE:	1 thru 9 Years
<u>Hours Worked</u>	<u>Earned Paid Time Off</u>
0 - 1,247	0
1,248 - 1,455	hours x .0321 (40/1248)
1,456 - 2,080	hours x .0385 (80/2080)

YEARS OF SERVICE:	10 Years or More
<u>Hours Worked</u>	<u>Earned Paid Time Off</u>
0 - 1,247	0
1,248 - 1,455	hours x .0385 (48/1248)
1,456 - 2,080	hours x .0577 (120/2080)

Hours worked includes actual facility consulting time plus any paid time off hours used during the previous calendar year. Any holiday hours paid during the period are excluded from the calculation.

Employees become eligible for paid time off after one (1) year of service with BDAC. The amount of paid time off for which the employee is eligible during the first year is prorated based upon the employee's anniversary date and hours worked. In subsequent calendar years, the employee's paid time off shall be determined using the figures above.

Becky Dorner & Associates Consulting Employee Handbook

Example of Paid Time off Earned for a Part-time Employee

Employee start date:	July 1, 2016
Hours worked from July 2016 To June 2017	1600 hours
Earned paid time off based on calendar year	62 hours
Prorated multiplier is based on start date:	X 0.5
April 1: 0.75	
July 1: 0.5	
October 1: 0.25	
Paid time off hours available from July to December 2017: 31 hours	

Paid time off must be scheduled in advance with either your supervisor or the Office Manager. Since the summer months, November and December are popular months for paid time off days, requests will be reviewed closely in order to balance the contracted hours and coverage for our facilities. BDAC reserves the right to refuse a request for paid time off as a result of operating objectives. Paid time off scheduled, even if approved in advance, is subject to change based on work loads and business needs.

Because BDAC believes that employees need time away from the job, employees who do not take earned paid time off during the authorized year shall forfeit any unused paid time off pay. Unused paid time off may not be carried over from the authorized year into the following year without the written permission from the President. Employees are not entitled to pay in lieu of taking paid time off, except in rare cases when the company has not allowed requested time off and/or when approved by the President. Upon separation of employment, unused, earned paid time off will be paid to the employee.

BDAC does request that you do your best to find coverage for your paid time off as needed. Please work with the Office Manager and/or your supervisor to achieve this. See **ARRANGING FOR COVERAGE FOR YOUR TIME OFF**, page 7.

HOLIDAYS

Employees of BDAC are eligible for paid holidays. BDAC will grant holiday pay based on the work history for the three calendar months preceding the holiday month. Qualifying hours included in the calculation are consulting hours and paid time off hours. Holiday hours are excluded from the calculation.

Payment will be made based on the employees' hourly rate at the time of the holiday multiplied by an 8 hour work day.

BDAC generally observes the following paid holidays, but reserves the right to add or eliminate a paid holiday or holidays in any given year, at its discretion. In a year that a recognized holiday falls on a Saturday or Sunday, BDAC reserves the right to determine whether and when the holiday will be observed.

Becky Dorner & Associates Consulting Employee Handbook

Holiday	3 months preceding	Qualifying hours for holiday
Good Friday	Jan, Feb, Mar *	312
Memorial Day	Feb, Mar, Apr	312
Independence Day	Apr, May, Jun	312
Labor Day	Jun, Jul, Aug	312
Thanksgiving	Aug, Sep, Oct	312
Christmas	Sep, Oct, Nov	312

*If Good Friday falls in March, the calculation would be based on December, January, February.

RETIREMENT SAVINGS PLANS

When BDAC exceeds its annual earnings objectives, BDAC shares a portion of the profits earned with its employees. In these profitable years and at its discretion, BDAC may make a contribution into the BDAC Qualified Retirement Plan for each employee of no less than 3% of the employee's gross wages for the year. This contribution is solely from BDAC requiring no contribution from the employee.

In addition, BDAC offers a 401(k) retirement savings plan to all employees in which employees can choose to contribute pre-tax dollars. Employees should consult their plan documents for more details regarding the retirement savings and profit sharing plan and eligibility. Contributions are made solely at the discretion of the employee. The company does not contribute to this part of the plan.

AFLAC

BDAC provides voluntary insurance for employees and their families through Aflac. Various types of insurance policies are available and are purchased at the discretion by the employee. BDAC will withhold the monthly premium from the employee's paycheck and forward it on to Aflac.

MILEAGE REIMBURSEMENT FOR FIELD STAFF

BDAC provides mileage payments for travel from home to facility and from facility to home (HF/FH). Mileage records for each month must be entered into the online time card system (Spring Ahead virtual software) as an expense report. The online system requires date, facility expense type (i.e. mileage, tolls) and miles driven after each visit. BDAC will reimburse the employee at a per mile rate as determined by the following schedule:

Miles Driven Round Trip per Visit	Rate per Mile
1-79	\$0.50
80+	\$0.60

Note: For facilities with billable travel time, staff need to log travel time into the online time card system (Spring Ahead virtual software) for each facility so that the client can be invoiced. (Staff is paid the mileage as noted above, not for the travel time).

PAID STAFF MEETING TIME

Staff attending company-required training (via in-person staff meetings, webinars, teleseminars, conference calls, self-study programs or other forms of training or meetings) will be paid for the meeting

Becky Dorner & Associates Consulting Employee Handbook

or training time (depending on the length of the meeting and your attendance time). There may be additional training or meetings that are company-required (via in-person staff meetings, webinars, teleseminars, conference calls, self study programs or other forms of training or meetings). Staff will be notified when trainings are company-required (mandatory) meetings.

Mileage from home to staff meetings and back is **not** paid.

Additional training and continuing professional education (CPE) programs are offered at no charge for your benefit to assist you with continual learning, and in maintaining your licensure/registration CPEs. Staff time for these additional training programs will not be paid unless the training is company-required.

CONTINUING PROFESSIONAL EDUCATION (CPE)

BDAC provides continuing education opportunities for field staff on a regular basis. Staff is expected to participate in these and other CPE programs to earn CPEs needed to maintain professional license, registration or certification, and education needed to stay up to date on information pertinent to the job.

MALPRACTICE INSURANCE COVERAGE

BDAC pays for professional medical liability occurrence insurance. We also encourage you to purchase your own malpractice insurance for the best possible coverage against professional liability.

LEAVE OF ABSENCE

Occasionally, an employee may experience a serious health condition, or pregnancy/child birth, that requires more time off than is accumulated under the earned paid time off policy. In such circumstances, the employee may request an unpaid leave of absence for up to ninety (90) days. BDAC requires that the employee concurrently use and exhaust all available paid time off at the start of the leave of absence. Leaves of absence of this type will be granted at the sole discretion of BDAC, based upon business needs. Requests for a Leave of Absence must be submitted to the President in writing. Please contact the Office Manager for appropriate form to use for this purpose. If an employee fails to report to work on the first regularly scheduled work day following the end of his or her approved leave of absence, the employee will be deemed to have voluntarily resigned employment. Generally, BDAC will not approve multiple leaves of absence in any one rolling 12 month period.

BDAC reserves the right to require written approval by a physician who has examined the employee and provided written approval that the employee is fit for duty to return to work.

BEREAVEMENT LEAVE

Time off with pay is granted to employees if a death occurs in the immediate family as defined below. Note: Immediate family is defined as the employee's father, mother, brother, sister, spouse, children, father-in-law, mother-in-law, grandparents, stepparents, and stepchildren.

Average Hours Worked per Week

in the Previous 6 Months of Employment

Employee working 32 or more hours per week
Employee working 24 hours per week

Days Granted with Pay

3 days granted (8 hours/day)
1 day granted (8 hours/day)

Bereavement leave is given in order to make the necessary arrangements, attend the funeral, or handle other affairs associated with the death of the family member. Additional time off without pay

Becky Dorner & Associates Consulting Employee Handbook

(or using paid time off) may also be granted by the President upon written request. Please submit your request for paid or unpaid bereavement leave in writing to the Office Manager and/or President.

JURY DUTY AND SUBPOENAED TESTIMONY

If employees are required to serve jury duty or fulfill testimonial obligations, the employee may use available paid time off, or request an unpaid jury duty leave of absence. Employees are expected to notify the Office Manager promptly upon receipt of the jury duty summons or subpoena, to call in to the Office Manager daily to report their status while on jury duty, and report to work on non-jury days or on days when the jury is dismissed early, unless instructed otherwise by their supervisor. Employees should submit evidence of the call to jury or testimonial service to the Office Manager prior to taking a leave under this provision.

MILITARY LEAVE

Employees who are members of the U.S. Military Reserve or National Guard are eligible for unpaid leave for reserve training or emergency military duty. A long-term unpaid leave of absence will be granted to employees who enter active full-time military service, up to the limits provided by law.

WORKERS' COMPENSATION

It is expected that all employees will exercise caution to protect themselves as well as their fellow workers. Please notify management if you observe a hazard or have an idea to improve safety in any area where you work. All employees are required to wear seat belts when driving and operate vehicles in a safe and law abiding manner, as required by law. Field staff will use infection control precautions as needed.

Employees injured on the job and those witnessing an injury must report the injury immediately to their immediate supervisor or other available member of management and fill out an injury report as soon as possible. An employee's failure to promptly report an injury in the workplace may result in disciplinary action.

All of BDAC employees are covered by the STATE's Workers' Compensation Act (according to the state they reside in). If you are injured in the course of your work, it may be considered an industrial accident and processed under the State's workers' compensation system. On allowed claims, the Bureau of Workers' Compensation pays for lost work time, medical bills, and disability claims based on a formula set by State law.

RIGHT TO ALTER BENEFITS IN THE BEST INTEREST OF THE COMPANY AS A WHOLE

New situations develop constantly and BDAC retains the rights to: 1) change, suspend or eliminate any and all policies, procedures, and benefits now in existence or which may come into existence in the future with or without prior notice; 2) to make such changes, suspensions or eliminations to policies, procedures and benefits retroactively.

Becky Dorner & Associates Consulting Employee Handbook

RULES AND REGULATIONS

MOONLIGHTING

BDAC expects that its employees will not compete directly against the company by providing services in our core business area (refer to About Us on page 1, and employee at will agreement with covenant not to compete). BDAC employees are encouraged to refer business to the company. This policy helps to keep our business strong and healthy and also solidifies job security.

BDAC recognizes the fact that an employee may be justified under some circumstances in accepting casual outside employment providing such employment does not interfere or create a conflict of interest with your position at BDAC. No employee shall accept or engage in any business or employment that would conflict with BDAC's interests or diminish the ability of the employee to render to the company full undivided service through employment with BDAC.

If you are considering work for another company, please notify your supervisor, the Office Manager or the President to discuss the matter prior to accepting the job. We may be able to help or provide alternatives and thus avoid a conflict. In cases of conflict of interest, failure to secure advanced permission may result in termination.

HARASSMENT PROHIBITED

BDAC is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, disability or any other legally protected characteristic will not be tolerated.

As an example, sexual harassment (both overt and subtle) is a form of employee misconduct that is demeaning to another person, and undermines the integrity of the employment relationship. Sexual harassment is any deliberate or unsolicited verbal comment, gesture, or physical contact of a sexual nature which is unwelcome. It refers to behavior which is personally offensive, that disables morale, creates an intimidating, hostile working environment, and interferes with the work effectiveness of its victims and their co-workers. Compliments of a socially acceptable nature do not constitute sexual harassment.

All employees who believe themselves to be victims of any type of unlawful harassment are strongly urged to bring these violations to the immediate attention of the President. Do not suffer in silence - we cannot take corrective action unless we know about the inappropriate conduct.

All members of management and employees are charged with the responsibility to maintain a work relationship free of all forms of unlawful harassment. Management will take swift action to investigate all complaints of harassment and will take immediate and appropriate remedial action as needed to terminate the harassment. BDAC will not take adverse action against any employees because they have made good faith complaints about harassment.

SMOKING POLICY

Pursuant to Ohio State law, smoking is prohibited in all indoor areas and enclosed spaces. Employees who smoke must follow applicable State smoking laws. If you are working for a BDAC client, you must observe the client's smoking policy when on their property.

Becky Dorner & Associates Consulting Employee Handbook

ALCOHOL AND DRUG ABUSE

For the protection of all of our staff and customers, all employees are strictly forbidden to use, unlawfully possess, or be under the influence of alcohol or illegal drugs at any time during the work day or anywhere on BDAC' (or Client's) premises or at BDAC functions or events. Off duty sale or use of illegal drugs, or abuse of prescription drugs, is also prohibited. As a condition of employment, employees may be required to submit to drug or alcohol testing. Employees who are convicted of a criminal drug statute, operating a vehicle under the influence (OVI), or any other law, must report the conviction immediately to the President.

WEAPONS AND WORKPLACE VIOLENCE

It is the policy of BDAC to expressly prohibit any acts or threats of violence, including sexual assault by any employee or former employee or client personnel against any other employee in or around a BDAC office, client facility or elsewhere. BDAC will not tolerate any acts or threats of violence against employees or visitors at any time while engaged in business with or on behalf of BDAC.

In keeping with the spirit and intent of this policy and to ensure the objectives are attained, BDAC is committed to the following:

- To provide a safe and healthful work environment, in accordance with the safety and health guidelines.
- To take prompt disciplinary action, up to and including termination, against any employee who engages in any threatening behavior or acts of violence, including sexual assault or uses of obscene language or gestures.
- To take appropriate action when dealing with employees, former employees, clients or visitors who engage in this type of behavior.

DISCIPLINARY ACTION, DISMISSAL AND RULES OF CONDUCT

BDAC employment procedures are aimed at hiring people who are reliable and will be satisfied employees. However, employees may resign or be dismissed for various reasons. Disciplinary terminations may or may not be preceded by a warning, depending on the nature of the offense.

In all businesses, it is necessary to have certain rules and regulations. These rules and regulations are not meant to restrict the rights of any one person, but are to protect the rights of all. We, therefore, have provided for your guidance **some** of the reasons for disciplinary action or dismissal:

1. Disclosure of confidential business information.
2. Lapse or termination of required license for licensed professionals, registration or certification which limit the individual's ability to practice.
3. Intentional falsification of payroll records, personnel records, or other records required in the transaction of BDAC business. Tampering with medical records or falsifying legal documents. Refusing to sign or provide required documents (including but not limited to job descriptions, job evaluations, written warnings, etc). Misrepresentation or withholding of pertinent facts in securing employment or during employment.
4. Deliberate or reckless destruction or damage to BDAC property or BDAC Clients' property. Theft, attempted theft, or unauthorized removal of BDAC property from BDAC's premises or BDAC Client's premises, or allowing such theft to happen.
5. Negligent, careless, unsafe, or inefficient performance of duty. Failure to observe safety rules and/or instructions.

Becky Dorner & Associates Consulting Employee Handbook

6. For Field Staff: Failure to follow government regulations related to consulting work, current professional standards of practice or standards of professional performance.
7. Excessive tardiness or absences without valid excuse. Absence without proper notification to immediate supervisor, or insufficient reasons for absenteeism.
8. Discourteous or otherwise unprofessional treatment of customers. Insubordination, including refusal or failure to perform assigned work.
9. Possession, use or sale of illegal drugs or alcohol on BDAC or BDAC client's premises. Reporting to work or being on the job under the influence of alcohol, illegal drugs, or other medications which could impair judgment. Commission of unlawful or immoral acts either on or off duty which may, in the judgment of BDAC management, injure BDAC's reputation, even if such acts do not lead to a criminal conviction.
10. Improper personal use of BDAC (or BDAC Client's) telephones, computers, software, email system, Internet service, handheld devices, or other equipment. Personal use of BDAC (or BDAC Client's) property, supplies or equipment without proper approval (such as surfing the web, personal emails or phone calls *on paid time*).
11. Making malicious, false, or derogatory statements that may damage the integrity or reputation of BDAC, its employees, members, or customers. Fighting, either orally or physically, on BDAC premises or on BDAC Client's premises. Intimidation of other employees or management.

Although the above are specific reasons for dismissal or disciplinary action, it is not an exhaustive list, and there may be other reasons for dismissal or disciplinary action, at the sole discretion of BDAC.

Becky Dorner & Associates Consulting Employee Handbook

MISCELLANEOUS

PERSONAL STATUS CHANGES

Each employee has the responsibility to notify BDAC of any change in name, address, telephone number, email address, marital status, number of dependents, emergency contacts, or related information for the purpose of ensuring that all of BDAC benefits and personnel records are current.

ELECTRONIC MAIL AND TELEPHONES

BDAC's internal electronic mail ("email"), phones, and voicemail systems are provided to assist employees in conducting the business of BDAC. No employee may use BDAC email, phones, or voicemail for personal messages; to create or send any offensive messages or communications that may constitute verbal abuse, defamation, or disparagement of employees, customers, vendors, competitors or any other person or organization, or to send or distribute any other information that is not related to BDAC's business.

No employee may access or attempt to access or retrieve the email or voicemail messages of another employee or transmit messages from another employee's email address without that employee's permission. Email messages should be written with the understanding that they are the property of BDAC and are subject to review at any time. The confidentiality of any message should not be assumed.

During business hours, personal calls should only be made in the case of an absolute necessity or emergency. If non-emergency personal calls must be made, please arrange to make them in private during your lunch or break periods. Employees are expected to limit use of personal cellular phones and other personal communication devices to non-work times.

APPROPRIATE USE OF MOBILE COMMUNICATION DEVICES

BDAC believes that the task of driving requires full attention and focus. Cell phone usage, even with the assistance of hands-free devices, is a significant distraction to drivers that places themselves and others at risk. Therefore, the Company has the following policy regarding use of cellular phone (including any device that makes or receives phone calls, leaves messages, sends text messages, surfs the Internet, or allows reading/responding to email), and applies regardless of whether the device is Company-supplied or personally owned.

- Any employee who operates a motor vehicle for work purposes or during working time is prohibited from using any cellular phone, with or without the assistance of a hands-free device, while driving. Any employee who is issued a Company-supplied cellular phone may never use that device while driving, whether driving for personal or Company-related business.
- The prohibitions in this policy include receiving or placing calls, text messaging, surfing the Internet, receiving or responding to email, checking for phone messages, and capturing or viewing any form of electronic media.
- Because employees are not permitted to use cellular phones while driving, employees should pull over at the next available safe stop to return a work-related call, text message, or email. You should completely exit interstate highways, park completely off any other type of roadway, or locate another safe stop, such as a parking lot, before using a cellular phone.

Becky Dorner & Associates Consulting Employee Handbook

COMPUTERS, SOFTWARE AND INTERNET USE

All software on BDAC computers is subject to a license agreement. All employees shall use software only in accordance with its license agreement. Unless otherwise provided in the license, any duplication of copyrighted software, except for backup and archival purposes, is a violation of the law and is prohibited by BDAC policy. No employee shall give software to any outsiders or install BDAC-owned software on employee-owned computers without management permission. No software may be installed on BDAC computers unless it has first been reviewed and approved by BDAC. Employees shall not install or utilize personal photo software, videos, music, computer games or other forms of software entertainment on BDAC computers. BDAC reserves the right to have all personal software (computer games, entertainment, photos, etc.) removed from BDAC computers.

Access to the Internet is provided to office staff (and to our field staff at client locations) for the benefit of BDAC and its customers. Every employee has a responsibility to maintain and enhance BDAC' public image, and to use the Internet in a productive manner. All Internet communications should be for professional reasons only. Internet-based email accounts may be used for BDAC related business purposes only.

BDAC reserves the right to access and monitor all information in its computer systems, phone systems, desks, storage areas, and other equipment and areas. There is no expectation of privacy in the use of said systems.

SOCIAL MEDIA POLICY

Intent and Application

This policy is not intended to restrict communications or actions protected or required by state or federal law. This policy is intended to assure that the use of Social Media by employees, during and outside work, is consistent with BDAC's mission, as well as its legal and ethical responsibility to protect its own confidential information and that of its clients and employees.

This policy does not apply to, nor is it intended to interfere with, non-Prohibited Posts on personal pages, Profiles and walls or Blogs that do not relate to BDAC and confidential information over which BDAC has no duty to monitor or control. Personal Posts and Blogs are not a work-related activity.

Company's Position on Social Media

BDAC recognizes the value and utility of Social Media and Blogs. Employees may access Social Media and Blogs for personal use only during non-working time and in compliance with guidelines set forth in this Employee Handbook. Employees should not access or use Social Media while at work, even during breaks or other non-working time, without permission.

Employees may not create a Social Media site, Profile or Blog that appears to represent BDAC, nor may the Employee Post Content that appears to speak on behalf of BDAC without obtaining prior, express, written authorization.

No Expectation of Privacy and General Responsibility

Users of Social Media should have no expectation of privacy with respect to sites, Posts and Blogs they enter, create, transmit, forward or keep on their Wall or on the Walls of others. BDAC may view, but is not obligated to monitor, Social Media sites and profiles, Posts and Blogs even if they occur outside BDAC or are done during non-working time.

Becky Dorner & Associates Consulting Employee Handbook

Users of Social Media are responsible for the Content of all their Social Media sites, Profiles, Posts and Blogs. If BDAC receives a report, or if it discovers a Social Media site, Profile, Post or Blog that contains prohibited Content, it may require the Employee to remove the prohibited Content immediately.

Prohibited Content

Employees must not use computers, cell phones or smart phones to access or use Social Media, during work, including breaks and non-working time, to Post Content that:

- Includes photographs or videos of BDAC clients' non-public or restricted areas.
- Includes photographs or videos recording unprofessional behavior in an identifiable BDAC client setting.
- Uses BDAC name, logo or other company identifier in a manner that would make it appear that the User is acting or speaking as an authorized agent of BDAC, without prior, express written authorization.
- Impersonates another employee through the creation of a false Profile, buzz or otherwise.
- Creates the appearance that the employee is acting or speaking on behalf of BDAC, without prior, written express authorization.
- Discloses BDAC confidential and proprietary information.
- Provides a link from a user's site, Profile or Blog to BDAC website or profile without prior, express, written authorization.
- Contains critical or disparaging comments about patients or vendors.
- Contains critical or disparaging comments about other employees, clients, BDAC or its products and services, including comments that could erode customer and public confidence, erode good will, and damage BDAC's reputation.
- Contains obscene or inappropriate sexual language, photographs, videos or texts or other unprofessional or offensive behavior that could damage BDAC's reputation, detract from employees' effective performance of job responsibilities, or interfere with the performance of others in the workplace, as BDAC determines in its sole discretion.
- Constitutes Cyber-bullying or other unlawful Content, including false, slanderous, intentionally misleading, defamatory, hateful, harassing, offensive, or discriminatory language.
- Disrupts the orderly operation of BDAC and its employees.

Reporting

Employees and other persons who are aware of Prohibited Use or a Social Media site, Profile, Post or Blog that contains prohibited Content should report to the President, without fear of retaliation. Employees who violate this Policy, including those who do not remove prohibited Content immediately, may be subject to disciplinary action, up to and including immediate discharge.

Becky Dorner & Associates Consulting Employee Handbook

Definitions

- **Blog:** Blog or Blogging (noun and verb) is a type of website, usually maintained by an individual, with regular chronological Posts describing events or expressing opinions, along with links to other sites, which may be general or about a particular topic, and which invites others to comment and contribute.
- **Confidential Information:** Confidential Information means Content that includes employee personal and private information, and Company business, financial, billing, legal, strategic planning and proprietary information that is not in the public domain and which may not be Posted without express authorization.
- **Content:** Content means the subject matter of the Post, in all media, including written text, photographs, images, videos, audios (podcasts), tags, pokes and links.
- **Cyber-bullying (Cyber-stalking or Cyber-pranking):** The inappropriate or illegal use (not protected by free speech) of Social Media to enter Posts that are intended to bully, defame, discriminate, disparage, embarrass, harass, harm, hurt, impersonate, injure, misrepresent, ridicule, slander, threaten or torment another person(s) or entity.
- **Post:** Post or Posting (noun and verb) means entries on one's own or on another's Social Media wall, including text, photos, videos, images, audios, instant messages, uploads and downloads, tweets, pokes and tags. Posting can be done by computer, cell phone, smart phone or other electronic devices that can access the internet.
- **Profile:** Profile includes information about the user when signing up to participate in a Social Media network. The Profile may be personal or used for business and professional reasons.
- **Social Media:** Social Media (also known as social networking or Web 2.0) involves the interactive use of the internet by users, friends or fans, who join on-line, web-based communities through which they Post, communicate and exchange Content. Social Media sites include Facebook, MySpace, YouTube, Flickr, Twitter, LinkedIn, Instagram, Pinterest, as well as Blogs, Podcasts, Bulletin Boards and Wikis. Social Media constantly is growing and evolving. Along with rapid changes is the introduction of new networks and new vocabulary to describe applications. The absence or lack of an explicit reference to a Social Media site, use or term does not limit the application of this Policy.
- **Wall:** Wall is the place on a Social Media Profile where members of the on-line community or network one can enter and keep Posts.

Becky Dorner & Associates Consulting Employee Handbook

ENDING THE EMPLOYMENT RELATIONSHIP

There may be a time when either you or BDAC decides to end the employment relationship. BDAC requests that employees provide the courtesy of a minimum of 30 days advance notice for resignation. BDAC may conduct an exit interview with employees who resign. Employees are expected to return all BDAC property, including keys, documents, passwords, phone cards, equipment and manuals, to the office on or before the last day of employment.

QUESTIONS

You and your needs are important to BDAC. This Handbook is intended as a general guideline. Special needs, circumstances, and problems of individual employees require special responses. As questions arise, please contact your supervisor. If he/she is unable to help or answer your questions, please contact the President.

RECEIPT AND ACKNOWLEDGMENT

All employees are required to review this manual in its entirety and sign the Receipt and Acknowledgment page that s/he has received the handbook (and also understands employment at-will, no contract, etc.)

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