

BIG MEADOWS
Nursing Home



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Employee Handbook

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ABOUT OUR FACILITY

WELCOME

Welcome to Big Meadows!

We are sure you have many questions about the facility, its procedures, its policies, and your role here. We have prepared this employee handbook to help answer these questions for you. You will want to keep this handbook to refer to when you have any questions or problems. If this handbook does not answer all your questions, please refer to the complete set of personnel policies and procedures available in the facility.

We are happy to have you joining our staff. There is no greater calling in life than to devote your time and talents to caring for others. A job well done helping others is the most rewarding, personally satisfying experience people can have.

We feel sure that the facility has made the right decision in hiring you, and that you've made the right choice in joining us. How do we know this? We think that after the interview process, we've both had time to evaluate each other and make a wise judgment.

We hope you enjoy the rewards of working at Big Meadows. We wish you a great deal of success in your future here!

MISSION

Big Meadows is a private, intermediate care facility committed to meeting the physical, emotional, intellectual, spiritual and recreational needs of elderly individuals with respect, dignity and empathy. Our goal is to assist each resident in reaching their maximum functional level of independence. We strive to provide the highest quality care and all the comprehensive rehabilitation services each individual resident requires to attain their highest functional abilities.

OUR PHILOSOPHY

Big Meadows, Inc. strives to provide the highest quality health care and services available to our residents. Our success depends on our staff. We have hired the most talented people who can work well together toward our common goal.

Everything we do here is a team effort. Every person here is expected to do their job well. With the support of each other and the excitement and enthusiasm we generate together, excellence never seems far out of our collective reach. We are committed to achieving excellence, but we can't do it without *you!*

MAJOR DEPARTMENTS

Administration

Implements policy directives and handles day-to-day operations of the facility. All Department Heads report to the Administrator.

Business Office

Maintains complete current (and historical) records for all residents and accounts in an orderly and efficient manner. Correspondence is among the many functions of the business office.

Dietary

Plans daily menus prepares and serves all meals to residents and staff and ensures that nutritional requirements of each resident are met.

Housekeeping/Laundry

Maintains the entire building interior in a clean, sanitary, and orderly fashion on a daily basis. Cleans and distributes all linen supplies.

Maintenance

Responsible for maintaining, repairing, and operating equipment within the physical plant, as well as the surrounding grounds which encompass over 14 acres in this rural setting.

Medical Records

Maintains all records pertaining to the overall condition, treatment and progress of each individual resident. Coordinates attendance and discussion of weekly interdisciplinary team meetings.

Restorative Nursing

Rehabilitative nursing provides for continuous medical treatment and nursing care. Nursing responsibilities include: medication administration, treatments and training in self-care skills.

Physical Therapy

Performs an initial assessment of each resident upon physician's order and designs rehabilitation programs in appropriate areas of activities of daily living (ADL's). Conducts and supervises the performing of techniques and procedures necessary to increase the potential for use of contracted limbs and degenerated muscles.

Occupational Therapy

The use of assessment and intervention to develop, recover, or maintain the meaningful activities, or occupations, of individuals, groups, or communities.

Activity Department

Utilizes recreation services to improve or maintain physical, mental, emotional and/or social functioning to assist residents in expressing independent lifestyles. Recreational therapy services involve a continuum of care, including treatment, leisure education and counseling, and group, individual, and community-based recreational activities.

Social Services

Assist patients and families in the initial transition to the facility and assists patients in achieving and maintaining a maximum level of social and emotional functioning. Services provided include psychosocial group therapy, individual counseling and discharge planning.

Speech-Language Pathology

Provides counseling, diagnostic evaluation and rehabilitative therapy for clients with speech, language, voice, swallowing or cognitive-communicative impairments.

Connections

Recognized Alzheimer's Special Care by the Illinois Department of Public Health (IDPH). We use the best parts of established programs for the care of people with Alzheimer's disease and other dementia illnesses.

FACILITY COMMITTEES

Safety Committee

Representatives from each department meet monthly to review accident/incident reports, identify problems and trends, as well as to develop and implement preventive programs and recommend appropriate follow-up action. The Safety Committee also has subcommittees which address key areas of resident care, such as the Restraint Reduction / Fall Committee.

Infection Control & Pharmacy Committee

This committee meets quarterly, and involves representatives from several key departments. The committee discusses issues concerning the use of proper infection control and aseptic techniques and reviews skin integrity measures and their effectiveness. Other topics typically addressed by the committee include medication administration, psychotropic medication usage, and other areas involving pharmacy interface.

Quality Assurance & Performance Improvement (QAPI) Committee

This committee meets monthly and involves representatives from each department and committee. The purpose of this "committee of committees" is to review problematic trends in all key areas affecting quality resident care, and design quality assurance studies to develop ongoing programs that increase the quality of care in these targeted areas.

Employee Committee

The purpose of the Employee Committee is to address problems which occur in the facility and use the ingenuity and knowledge of the staff to develop appropriate solutions. Employee representatives from all departments are specially selected to serve on the committee which meets every other month.

Emergency Preparedness Committee

The purpose of Emergency Preparedness Committee is to provide an all-hazards approach to Big Meadows on emergency policies and procedure, and to protect the lives and property of residents, staff, visitors, and Big Meadows.

JOINING US

EMPLOYMENT QUALIFICATIONS

At Big Meadows, Inc. we have set guidelines to judge a candidate's qualifications for employment here.

Because we do promote from within, if appropriate, we insist on the following qualifications for each employee hired:

1. You must have education or experience commensurate with the job.
2. You must be interested in a career with us rather than just a job.
3. You must be able to work with others to provide care for our residents.

Once we're assured that a candidate has these qualifications, we determine whether individual interests, aptitudes, skills, and experience fit the position.

EQUAL OPPORTUNITY STATEMENT

Big Meadows is an Equal Opportunity Employer. We do not discriminate on the basis of race, color, creed, religion, ancestry, national origin, gender (except where gender is a bona fide occupational qualification), sexual orientation, physical disability, age and marital status. We will make reasonable accommodations for individuals with disabilities, and individuals who become pregnant and/or have pregnancy related issues.

EMPLOYMENT-AT-WILL POLICY

Your employment with Big Meadows, both during the orientation period and after, is not governed by any written or oral contract and is considered an "at will" arrangement. This means that you are free, as is Big Meadows, to terminate the employment relationship at any time for any reason, so long as there is no violation of applicable federal and state laws.

HIRING PROCEDURE

To be considered for employment at the facility, each prospective employee must:

1. Receive and fill out an employment application.
2. Meet with the Administrator or head of the department or supervisor of the position available. (If candidate is to be considered, Department Head, Administrator or designee will check with applicant references and note comments on application form.)
3. Once all involved, are in agreement on hiring, an offer is extended to the applicant contingent on the successful completion of the criminal background check required for every employee.
4. If applicant desires, they may request one more meeting with the prospective department head or supervisor to discuss the offer.
5. The candidate is required to formally accept or reject the offer within 10 days.

SUBSTANCE ABUSE SCREENING

In the interest of maintaining a safe and healthy workplace for our employees, and in keeping with the Illinois Drug Free Workplace Act, this facility prohibits the unlawful use, manufacture, possession, sale or distribution on its premises, facilities or work places of any of the following: alcoholic beverages, intoxicants and narcotics, illegal or unauthorized drugs (including marijuana, or "look-alike" (simulated)

SUBSTANCE ABUSE SCREENING (CONT.)

drugs) and related drug paraphernalia. This facility's employees must not be at work under the influence of any drug, alcoholic beverage, intoxicant or narcotic or other substance (including legally prescribed drugs and medications) which will in any way adversely affect their working ability, alertness, coordination, response, or jeopardize the safety of others on the job.

Employees and/or prospective employees shall be subject to drug/alcohol testing or screening under the following circumstances:

- (1) Following any incident requiring medical attention (post incident);
- (2) On providing reasonable suspicion of being under the influence of alcohol/Unauthorized substances.
- (3) Random testing. POST-INCIDENT: Any employee who has a work-related injury that requires medical treatment beyond first aid will be subject to the taking of blood, urine, or saliva samples for the purpose of testing or screening for the presence of the substances named in this policy. All employees who have work related injuries are required to report them immediately to their supervisor and to complete an incident report by the end of their shift, or will be subject to disciplinary action.

REASONABLE SUSPICION: Employees may be required to take a drug or alcohol test or screening at any time that reasonable suspicion presents itself. Examples of reasonable suspicion include, but are not limited to: frequent visits to vehicle, unsteady gait, smell of alcohol/drugs, slurred speech, violent or threatening behavior toward staff or residents, altered awareness (confusion), dilated pupils, hallucinations, frequent absence from assigned work area(s), a credible allegation from a reliable source.

RANDOM TESTING: The facility may, at the discretion of the Administrator, perform random drug testing or screening on all staff.

Drug testing or screening will be done either at the facility utilizing an instant urine screening kit or at the hospital. Any employee who refuses to submit to testing or screening as described in this policy or who is found using, possessing or distributing any of the substances named in this policy, or who is found under the influence of any such substances, is subject to disciplinary action up to and including termination of employment. Legally prescribed drugs may be permitted on facility premises or work locations provided the drugs are contained in the original prescription container and are prescribed by an authorized medical practitioner for the current use of the person in possession. This medication must be kept in an area not accessible by residents. This facility has the right to report use, possession or distribution of any substances named in this policy to law enforcement officials and to turn over to the custody of law enforcement officials any such substance. The contacting of law enforcement officials is at the discretion of the Administrator or his or her designee. All employees are subject to the Illinois Drug Free Workplace Act. Employees who are convicted of any criminal controlled substance violation must report such a conviction no later than five (5) days after such a conviction. In keeping with our commitment to a Drug Free Workplace, assistance is available to any employee who voluntarily seeks alcohol and/or controlled substance abuse treatment services, including a leave of absence, through the Administrative Office. All such contacts and services will be handled on a confidential and case by case basis. Compliance with this policy is mandatory for this facility's employees and is considered a condition of employment.

ORIENTATION

General employee orientation will be conducted by the Administrator or their a designee. You will also be assigned to your Department Head for introduction to the Department, its policies and procedures and the individuals with whom you will work. Technical training and guidance will be offered at this time. To provide consistency among duties, shifts and wings, Nursing Aides will be assigned to one of our "Nurse Aide Trainers" each individual will spend as much time with the Trainer as is necessary to feel comfortable and confident in their knowledge of the policies and procedures. As it is vitally important that each employee be provided a strong foundation toward being a valued and valuable employee, please do not hesitate to request help if needed. As it is our intent to help each employee to excel in their job, you will be assisted in learning technical details, responsibilities, duties and about each individual with whom you will work.

TRAINING PERIOD

Before a person is considered a permanent employee, they must successfully complete an introductory period of 90 calendar days from the date of employment. During this time, the employee is constantly evaluated on their development of skills in the job classification, work performance, interest, quality, personality, efficiency, dependability and attitude. Attendance at in-service education programs will be expected. Employee benefits will accrue, but will not be received, during this time.

Employment may be terminated at any time during this period without notice due to the employee's failure to develop skills necessary in the fulfillment of the job description, or for any reasons described under "CODE OF CONDUCT".

If any employee shows a decline in the above-mentioned areas, the training period may be extended at the discretion of the Supervisor. During this period the cause of the extension will be corrected or employment will be terminated. The length of the additional probationary period is discretionary and will be determined by the Department Head. NO RAISES ARE GIVEN AT THE END OF THE 90 DAY INTRODUCTORY PERIOD.

UNIFORM AND DRESS CODE AGREEMENT

The uniform for the nurses, nurse aides, housekeeping, laundry, and dietary consist of scrubs (shirt & pants) and a name badge. Big Meadows provides each employee a name badge upon hire and requires you to wear your complete uniform while on duty. Staff will also be issued a walkie-talkie, which is part of their uniform, and must be carried at all times while on duty. Nurse aides are provided with a gait belt, which is a part of the uniform- not just to be worn -- but also to be used. Your nametag is also part of your uniform. For your safety, we require that the shoes you wear with your uniform be sturdy and provide good traction. The facility does not provide shoes. Crocs, open toed, open-heeled, or similar shoes are not safe or appropriate. For sanitary reasons, hair longer then shoulder length should be kept tied back while on duty. Fingernails longer than ¼ inch are not allowed for infection control and resident safety reasons. False nails are not appropriate or allowed. Offensive tattoos must be covered.

A professional and well-groomed appearance is expected and if the staff member is not dressed appropriately, they will be sent home to change clothing.

HOW TO RECOMMEND A POTENTIAL EMPLOYEE

We encourage employees to recommend people for possible employment. Because our employees are so familiar with our facility, we know your recommendations will often suit our needs. Job openings will be posted regularly. If you know someone who you feel would qualify for the position posted, please invite them to complete an application at the front office.

You as an employee can be rewarded \$500.00 for referring a new Full-time or Part-time employee. If you refer a new employee and they are employed with Big Meadows for 90 days you will be rewarded \$250.00 and another \$250.00 if the referred employee is still employed at 180 days for a grand total of \$500.00

KEEPING OUR RECORDS CURRENT

It is important that your employment records are kept up-to-date. Be sure to notify the personnel department if there are changes in any of the following:

1. Your name.
2. Your home address.
3. Your home telephone number.
4. Emergency phone number.
5. Your marital status.
6. The number of your dependents.
7. Continuing education certificate.
8. Your military status.
9. Your educational status.
10. Correction to your social security number.
11. Additional training, courses, or experience.
12. Certifications or licenses.

SENIORITY

Your seniority is the length of continuous employment since the first day you started to work at Big Meadows, Inc. Seniority is a primary factor in deciding the length of your vacation and may affect promotions.

Seniority will be terminated when an employee quits or is terminated for cause. An approved leave of absence will neither count toward nor reduce your seniority.

PROMOTIONS

The facility makes every effort to promote from within. Supervisors may recommend employees for promotion, and employees are encouraged both to apply for specific employment vacancies that may occur from time to time and to let management know, in general, if they are interested in career advancement. Employees are especially encouraged to enroll in courses or seminars that will broaden their qualifications and to report the successful completion of those courses to management. The supervisor of the affected department has a key role in selecting an employee for promotion, although senior management makes the final decisions.

TRANSFERRING TO ANOTHER DEPARTMENT

Many of the skills and talents required to complete various functions within the organization are similar and employees may want to broaden their experience by transferring to another area.

To request a transfer, you must speak with your supervisor. Facility employees are given first consideration for vacant positions. The employee must meet the qualifications for the vacant job and proceed through a regular interview process.

If the employee is approved for transfer, a mutually acceptable date must be worked out by both department heads and the employee.

A transfer from one department to another does not affect your seniority with the facility.

Once you've transferred from one department to another, it is important to acquaint yourself with procedural differences in the new department. Your new Department Head will be required to conduct an orientation session with you to make you aware of many of these differences. You will be required to successfully complete a three-month probation period in your new position.

LEAVING US

TERMINATION

If you plan to leave Big Meadows, Inc., please try to give your supervisor at least a two weeks written notice. We request the two weeks as a courtesy to us to give us time to find a replacement for you. Department Heads are required to give a one month notice. This will allow the high quality of services we render to the residents to continue without major disruption. Termination without proper notice will result in the forfeiture of all benefits not already taken. **You will not be considered for rehire when terminating without proper notice.**

WORK RULES / CODE OF CONDUCT

We pride ourselves on the clean, orderly, safe, and healthy environment at Big Meadows, Inc. To continue this, we need your cooperation. Please read and follow these rules of conduct:

1. We do not allow employees to post notices anywhere without permission of the administration.
2. We ask that employees not conduct personal business on facility time or with facility resources.
3. We strictly prohibit employees buying items from or selling items to residents. It is a conflict of interest, we are unable to regulate the activity, and can be seen as unethical towards residents.
4. We stress an atmosphere of respect for one another's rights and privacy.
5. Employees are not permitted to smoke in the facility. (Please see Smoking policy on page 22.)

WORK RULES / CODE OF CONDUCT, continued

The responsibility for discharging an employee rests with the Department Head. Discharge will be carefully considered as a final alternative for the benefit of the Company, the employee or both. Factors for such decisions will be based on record of fact not hearsay. The following are examples of the grounds for possible termination:

1. Refusal to carry out work-related instructions given by a manager or designated leader.
2. Willful neglect of duty.
3. Incompetency.
4. Flagrant conduct or committing a corrupt act.
5. Discourteous treatment of the public.
6. Disregard for established employee policies or procedures.
7. Insubordination.
8. Willfully falsifying an expense report, medical record, personnel record, or submitting false documents.
9. Malicious or careless acts that result in injury, property damage or expenses.
10. Failure to observe safety rules.
11. Disorderly physical conduct. Verbally or sexually threatening, insulting, or abusing other employees, residents, or a supervisor.
12. Unauthorized use, possession, removal (i.e., theft), neglect or willful damage to any company property, equipment, materials or foodstuffs, including cash from cash boxes, registers, safes, telephones and computer equipment.
13. Failure to report to work without notice, or excessive absenteeism or tardiness.
14. Clocking in or out for another employee.
15. Leaving the job site without permission.
16. Smoking in non-smoking areas.
17. Fighting / possession of dangerous weapons on company premises or at any time when performing company duties.
18. Being under the influence of, or the use of drugs or narcotics while on duty without proper medical authorization.
19. Using liquor on the premises or reporting to work under the influence of intoxicating beverages.
20. Doing personal work on company time or using company materials for personal work.
21. Unethical conduct.
22. Divulging confidential information in public.
23. Failure to follow safety policies / procedures or failure to use personal protective equipment.
24. Sleeping on the job is grounds for immediate termination of employment.

Any involuntary termination will be immediate and any benefits not taken will be forfeited, as *cause* for involuntary termination precludes further receipt of any benefits.

Evaluations, Warnings and Probation

EVALUATIONS

The job performance of each employee is formally evaluated at least once each year, typically on your anniversary month. Your immediate supervisor will fill out the evaluation form, and you may request a copy. At this point, you will have a meeting with the administrator or your supervisor to discuss the evaluation. These evaluations affect your promotions and raises. More importantly, they should be used as a constructive tool to improve your overall performance and to set appropriate career goals. If you believe your evaluation is unfair, you may schedule a meeting with Administration to discuss your concerns.

WARNINGS AND PROBATIONS FOR EXPERIENCED EMPLOYEES

We believe in working with our employees in the event there is dissatisfaction with their work performance, attitude or attendance. We utilize a number of disciplinary means including counseling, warnings, change of regular shift, suspensions and termination. Probations are usually given for a three month time period however, a greater or lesser length may be given if the situation warrants. Normally we will try to follow a progressive discipline course of action; however, individual cases may call for immediate termination or extended suspension. Situations that call for harsher discipline include verbal or physical abuse, but are not limited to these instances.

If you are suspended, you will be off work without pay for those days designated. Suspension days are scheduled at the discretion of the facility. Upon your return, you may be placed on a 90-day probation. While on probation, employee benefits will accrue however, you will not be eligible to utilize them.

EMPLOYEE ABSENTEEISM

It is extremely important that staff members come to work as scheduled. **If you are unable to be at work as scheduled, you must give a *minimum* of a two-hour (at least 4 hours notice for third shift) call off notice prior to the start of your shift.** Call-offs must be made to the charge nurse or the appropriate Department Head. You must talk to your/a supervisor and not leave a voicemail. Employees are personally expected to call their supervisor each day until they return to work. If you call off anytime during a pay period you will forfeit any bonuses from picking up shifts for that pay period.

Call offs can and will affect your annual performance raise.

**** Call-off days for all departments will be rescheduled at the supervisor's discretion! ****

EMPLOYEE ABSENTEEISM (CONT.)

Due to the nature of our work at Big Meadows, good attendance is imperative to the operation of the facility and to the care of our residents. If a scheduling conflict arises it is the employee's responsibility to make other arrangements or find a replacement with supervisors

If an employee must call off they need to do so themselves at least **two hours prior** to the scheduled start of their shift. A call off after two hours before the start of your shift is considered a late call off. When calling off you must speak directly with your supervisor or member of Administration or nurse on duty – never leave a call off notice on someone's voicemail. If you leave a call off notice on someone's voicemail it will be counted as a failure to report (no call/no show). Please avoid sending call off notice in a text message as well.

Employees will be considered late if they clock in at any point past the scheduled start of their shift. Late punches will be calculated yearly and will be reflected on your yearly evaluation

Employees are personally expected to call their supervisor or designee each day until they return to work. Physician documentation: If you are absent from work and return with physician documented illness/return to work note, the call off will not count against your total points.

Consecutive call offs for one circumstance will be counted as 1 occurrence. For example, if an employee calls off three regularly scheduled shifts due to the flu, that would be 1 point.

A failure to report (no call/no show) is when an employee fails to report their absence before the start of their shift. A failure to report (no call/no show) means you voluntarily terminate your own employment.

More than one call off in your first 60 days, may result in the termination of employment, at the discretion of the facility.

Absenteeism is tracked using a point system and disciplinary action is administered accordingly:

Per call off/occurrence	1 point
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Points in A Rolling 3 Month Period:

3 Points	Written Warning
4 Points	Suspension
6 Points	Termination of Employment
Failure to Report/No call	Termination of Employment

Call-off days for all departments will be rescheduled at the supervisor's discretion.

EMPLOYEE ABSENTEEISM (CONT.)

MANDATORY STAFFING POLICY FOR NURSING ASSISTANTS

It is our goal to provide more than state-mandated minimum nurse aide staffing coverage so we can serve our residents' direct care needs at all times. While we will continue to try to have more than adequate staffing scheduled to deliver quality care to our residents, we need to be prepared if problems arise. To assure that we meet our staffing requirements we will follow our policy for call-ins. To briefly reiterate this policy:

- a. Call-offs must be handled by a nurse who will mark the schedule appropriately.
- b. If we are below our minimum staffing levels for the upcoming shift, the nurses will attempt to call in additional aides.
- c. If no replacements can be found, the aides currently working will be asked to volunteer to help cover the shortage.
- d. Should no one volunteer, the DON/ADON will have a list that rotates amongst CNA's. The CNA that is at the top of the list must do a mandatory stay until the next replacement is on duty. Mandatory stay over until a replacement has arrived may mean working for an additional one (1) to eight (8) hours, never to exceed a 16 hour shift. If a shift is to exceed 16 hours, then that staff member is required to be off for a total of eight (8) hours plus their travel time for resting before they can start another shift. If there is a second call-off, then the second person on the list will have to stay. Once you have done a Mandatory stay over the DON/ADON will move your name to the bottom of the list.

COMMUNICATION

YOUR SUPERVISOR

Your supervisor is the person to turn to with your concerns, questions, criticisms, and suggestions. They are fully responsible for the day-to-day operation of your department or section. They are at least partially responsible for the department's workload, yearly budget, hiring, firing, and growth.

All supervisors regularly meet with their department to discuss previous and upcoming responsibilities, as well as to resolve problems, consider suggestions, determine priorities and, specifically, to listen to you. Of course, supervisors are receptive to employee's problems at other times as well.

We stress communication here: talking it over – talking it out – listening to each other – respecting each other's abilities, talents, and differences. IT WORKS!

WORKING WITH OTHER DEPARTMENTS

Big Meadows, Inc. has many departments. Consult your list of departments and their functions at the beginning of this handbook. This will suggest to you who to contact with regard to specific problems or questions.

Although your supervisor can direct you to the right department to get an answer, feel free to acquaint yourself with the functions of the various departments and the people who work there.

We encourage you to get to know each department. As we mentioned earlier, everything we do here must be a team effort to best serve the residents.

YOUR SALARY

COMPENSATION

We have tried to assure that our employees receive equitable compensation. We have carefully considered the requirements, initiative, responsibilities, and working conditions of each job. We will do our best to answer your questions about your compensation candidly. We do, however, consider salary information confidential, and we request that you do not discuss your salary with colleagues, clients, or competitors.

PAYDAY

Paychecks will be distributed via direct deposits every other Friday morning into a bank account of your choice.

As a condition of employment at Big Meadows, employees are required to participate in payroll direct deposit. This means the employee's pay will be deposited directly into their bank account each payday. A direct deposit statement will be provided each payday to the employee's personal email address.

TIME CLOCK AND BADGES

Failure to punch in/out properly may result in a delay in payment of wages. Employees making mistakes must fill out a green slip and turn it into their direct supervisor. Also; corrections must be submitted to the office in writing and initialed by your supervisor. Employees are encouraged to double-check their time punches before payroll is released. In compliance with state and federal laws, as well as mandatory staffing regulations and for safety headcount, it is imperative that we know who is in the building at all times. Excessive time punch errors will be considered attendance and performance infractions. Employees caught falsifying punches or green sheets will be terminated for theft of time and company property.

Badges are used for identification. Punching in/out for another employee is cause for termination. Moving or removing another staff member's badge is grounds for termination of employment. You are responsible for your badge.

Failure to punch in/out properly may result in a delay in payment of wages. Employees are responsible for their own badge. Employees with missed punches must contact their supervisor for corrections.

LEAVING FACILITY PREMISES DURING WORK HOURS

No employees are permitted to leave facility premises during their scheduled work hours. Employees are expected to take their breaks on facility premises, in case an emergency arises. Employees may leave the building **with prior supervisory approval** during unpaid meal breaks, and are expected to punch out and back in on their time cards during these times.

AMENDED 8/2025

YOUR SALARY (CONT.)

OVERTIME

Non-exempt employees are paid time and one-half for hours worked in excess of forty (40) hours per week. Overtime must be approved by your department head/supervisor in advance. Only actual time worked will be counted for purposes of computing overtime. Holidays, vacations, sick and other paid days of leave are not considered time worked for purposes of overtime calculations. Benefits are not accrued on overtime hours. Employees are expected to work overtime when unusual circumstance require additional personnel on short notice.

Certain employees are exempt from overtime pay. These exempt employees are salaried and are expected to work whatever hours are needed to complete their jobs.

PAYROLL DEDUCTIONS

Federal and state income taxes, and social security payments, all required by law, are deducted from your earnings. Often, these deductions may change as they are affected by changes in the amount you earn, by legislation, and by the number of dependents you declare.

You may authorize certain deductions by filling out the appropriate forms in the office.

If you have any questions about the deductions which appear on your payroll check stub, please contact the business office.

TIME OFF

VACATIONS

During your first year of service, you may earn up to a maximum of 48 hours paid vacation. Starting in your second year of continuous service, you begin earning vacation towards a maximum of 104 hours annually. Beginning with your fourth year of continuous service, your vacation accrues at a rate that will yield a maximum of 152 hours annual paid vacation. Beginning with your fourteenth year of continuous service, your vacation accrues at a rate that will yield a maximum of 192 hours annual paid vacation. Your vacation accrues on actual regular hours worked and on vacation taken (including holidays). Any absences or approved leaves of absence will affect the vacation time accrued. Accrued vacation time is available upon completion of the 90-day introductory period. Please schedule your vacations with your supervisor as far in advance as possible. Your preference for vacation dates will be taken into consideration, providing the request does not interfere with the efficient operation of the facility. In the case of duplicate requested dates, the department head will decide whose preference will be honored, taking into account several factors, including length of service. The final decision for approval of vacation requests lies with your Department Head and/or Administration. We encourage every employee to take his or her vacation time each year. Unused accrued vacation time can be carried over at the end of the calendar year, is the maximum amount of 160 hours. If you leave Winning Wheels, Inc. before taking the entire vacation time you have accrued, you will be paid for these days at a straight-time hourly wage.

PAID HOLIDAYS

We observe the following holidays each year:

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

To be eligible for holiday pay, you must work your scheduled days immediately before and after the actual holiday. Generally, if a holiday falls on a Sunday, it will be observed on the following Monday. If it falls on a Saturday, it will be observed on the preceding Friday.

The regular rate of pay times 1.5 will be paid to hourly employees working on an actual holiday or on the observed holiday. For example, if the Fourth of July falls on a Sunday, the holiday worked rate of pay (1.5 x your rate) would be in effect for that Sunday. Holiday worked rate of pay (1.5 x your rate) would be paid to those employees working the observed holiday on Monday. However, persons working both days will receive the holiday worked rate (1.5 x your rate) for the actual holiday and the regular rate for the observed date.

Full-time employees working their scheduled days before and after the holiday will also receive 8 hours of holiday pay at their regular rate. Employees who have not completed their 90-day introductory period are not eligible for holiday pay unless they work the actual or observed holiday and will be paid the holiday worked rate of pay (1.5 x your rate). Employees who are on sick leave, probation or suspension are not eligible for holiday pay.

Amended 8/2025

SICK LEAVE (PLAWA – Paid Leave for All Workers Act)

Employees are eligible to accrue and use paid sick leave as soon as they begin employment, in compliance with PLAWA. Employees accrue 1 hour of paid leave for every 40 hours worked, up to 40 hours per 12-month period (defined as a calendar year). The accrual begins on the first day of employment. Exempt employees will accrue leave based on their standard work week (e.g. 40 hours/week). Paid sick leave must be requested as soon as practicable, with reasonable notice when possible. Unused accrued sick leave is not paid out upon separate of employment. Unused accrued sick leave may carry over to the next calendar year, up to a maximum of 40 hours, but employees may use only 40 hours in a calendar year.

Amended 8/2025

SHORT TERM DISABILITY PROGRAM

Our organization needs and values the services of our employees every day in order to maintain high standards of productivity and to best serve the needs of our clients. To this end we expect that our employees will come to work every day, on time.

This "insurance" benefit is not available to individuals during their 90-day introductory or training periods and does not count as hours worked for overtime or vacation pay calculations. The benefit

does not accrue, accumulate, or carry over from one anniversary year to the next and is not available to employees on leave. A note from your doctor may be necessary at the discretion of your supervisor and is required for absences of 3 or more days. Personal Days and/or vacation time may be used for absences due to illness during the waiting period or in the event of absence due to family illness.

Revised 8/2025

BENEFIT ELIGIBILITY

BENEFIT	FULL-TIME(>=30HRS)	PART-TIME(<30HRS)	PRN**
VACATION*	YES	YES	NO
SICK PAY (PLAWA)	YES	YES	YES
DISABILITY INSURANCE	YES	NO	NO
EDUCATIONAL ASSISTANCE	YES	NO	NO
HOLIDAY PAY	YES	YES (PRO-RATED)	NO
SCHOOL VISITATION LEAVE	YES	YES	YES
DENTAL INSURANCE	YES	NO	NO
LIFE INSURANCE	YES	NO	NO
VOLUNTARY LIFE INSURANCE	YES	NO	NO
VOLUNTARY VISION INSURANCE	YES	NO	NO
CHILD CARE***	YES	YES	NO

*VACATION IS ACCRUED PER REGULAR HOURS WORKED AS FOLLOWS:

1 – 12 Months of Service = .0230769 PER REGULAR HOUR WORKED

13 – 48 Months of Service = .05 PER REGULAR HOUR WORKED

49 – 167 Months of Service = .0730769 PER REGULAR HOUR WORKED

168 and up Months of Service = .0923076 PER REGULAR HOUR WORKED

**DEFINITION OF TEMPORARY EMPLOYEE: Any employee (full or part time) who is employed for a specified, finite short-term period not to exceed six months. Such an employee will be ineligible for benefits (unless otherwise specified) unless he/she is transferred into a permanent position.

***Available immediately upon commencement of employment; other benefits are available the first day of the month following employment start date

All insurance benefits take effect the first day of the month following the employee's anniversary date, pending approval of application by provider.

Amended 08/2025

LEAVES OF ABSENCE

A leave of absence is defined as working days when you cannot be at work for reasons other than illness. Leaves of absence must be requested in writing and approved by facility administration. You may request a form for this purpose from administration. The different types of extended leave we recognize are described below. Please make sure you are aware of the specific regulations concerning the type of leave you will be taking. Check with Administration if your particular reason for leave is not discussed here. Each request for leave will be considered individually. You must apply accrued vacation toward the leave. If a leave is granted, the facility cannot guarantee the employee will be able to return to the same or comparable job or at the same rate of pay except if the leave qualifies under the Family Medical Leave Act. Benefits will not accrue during approved leaves of absence, nor will they be credited (i.e. for tuition reimbursement) during that time. Insurance benefits such as health insurance, dental insurance, and AFLAC may be continued, at the employee's option, during that employee's approved Leave of Absence for up to twelve (12) consecutive weeks. Each employee who chooses to continue their insurance during their Leave of Absence will need to notify the Personnel Department in writing prior to the beginning of the Leave period. The employee will be responsible for 100% of their premiums for each month. If the leave qualifies as an FMLA-approved leave, the employee is responsible for paying their share of the premium. This payment must be received at Big Meadows by the beginning of each month that you are on Leave. Failure to make the premium payment at the beginning of the month may result in the employee being terminated from the benefit program. Reapplication will be necessary upon the employee's return from Leave.

Revised 8/2025

BEREAVEMENT LEAVE

The facility will give any employee up to three of their scheduled days off with pay in the case of a death of an employee's parent, child, spouse, brother, sister, and guardian. One day will be given in the death of grandparents, grandchildren, and mother/father-in-laws. The number of days given is at your supervisor's discretion, and is based upon time needed for funeral planning and travel. If possible, 48 hours advance notice of intent to take bereavement leave is required. Employees may take up to 10 days of unpaid leave upon the death of their child, in accordance to the Illinois Child Bereavement Leave Act. Employees may be required to show proof.

Revised 8/2025

FAMILY LEAVE (INCLUDING MATERNITY LEAVE)

This leave may be granted to an eligible employee for up to twelve weeks unpaid leave per year for the birth or adoption of a child or because of a serious illness of the employee or a family member. To qualify you must have worked here for over 12 months and/or worked more than 1,250 hours during that period. Please refer to human resources or administration for an application to determine if you are eligible for this benefit.

PERSONAL LEAVE

Should you need a long-term personal leave of absence that does not fall under FMLA guidelines, you must discuss the reason with your supervisor. Your supervisor must obtain permission from administration for you to take such a leave. They are limited to a maximum of one year in duration.

SCHOOL VISITATION LEAVE

This pre-scheduled unpaid leave allows employees to attend school conferences or classroom activities related to their children when those conferences or activities cannot be scheduled during non-working hours. This benefit is limited to 8 hours during a given school year; no more than 4 hours may be taken during a given day. School visitation leave must be approved in advance by your supervisor.

MILITARY LEAVE

This leave may be granted to any employee who is a member of the U.S. Armed Services Active Reserve or National Guard for temporary field training or emergency duty.

The employee must submit their reserve order to their supervisor prior to reporting for military reserve training at which time the supervisor places the employee on Military Reserve Training status and fills in time sheets or time cards accordingly.

RELIGIOUS HOLIDAYS

We respect the right of each employee to worship as their faith dictates. Employees may apply personal or vacation days toward religious holidays they wish to observe that Big Meadows does not already recognize. Please make arrangements with your supervisor as far in advance as possible.

JURY DUTY

When an employee is called to serve on a jury, they will be granted a leave of absence as long as they submit the jury summons to administration. An employee will receive their regular pay during this period, minus the amount paid for serving on the jury. When you return to work, you must submit to your supervisor a statement from the court detailing the dates you served and the amount you were paid.

LAYOFFS AND RECALLS

Should a layoff be necessary, employees will be laid off based on seniority. If the length of service for two or more employees is equal, the determination will be based on attendance and productivity.

You will be recalled to work in the order of the layoffs. You will be notified of the recall by registered mail. Should you not return to work within five days after a notice of this recall has been received, we will assume you are not planning to return. During a layoff, seniority will not be affected.

Company Procedures

MAKING SUGGESTIONS

We truly welcome and encourage your suggestions on how to improve procedures, atmosphere, and productivity at Big Meadows, Inc. Your suggestions may be submitted by placing them in the suggestion box. All suggestions are reviewed by the Employee Committee and are forwarded to Administration for response.

HANDLING A PROBLEM OR FILING A COMPLAINT

We encourage our employees to learn to talk things over when they have problems or complaints about job conditions or colleagues. Bring these matters to your supervisor's attention first. Should you feel that your supervisor's response does not solve your problem, you may make an appointment with a member of administration. We are happy to work with you to try to solve problems, hear your concerns, and make suggestions.

Our formal policy is as follows:

An employee may present complaints on behalf of themselves or others to their supervisor, the Administrator, or any other person or agency without threat of discharge or reprisal in any manner.

- a. Anyone may by voice or in writing acknowledge their complaint.
- b. The complainant shall follow a chain of command beginning with the appropriate staff person, to the Director of the Department, then to the Administrator, and finally to the Chairman of Winning Wheels Board of Directors.
- c. Pending the need for further investigation, and / or if the complainant so requests, such a complaint will be investigated by a professional staff person, who shall be a licensed nurse, department supervisor, or an individual appointed by the Administrator. Such person shall conduct a complete investigation as soon as possible, but not exceed 48 hours unless extenuating circumstances exist.
- d. The investigator will, if necessary, document such complaint on an investigation form, and a copy of the investigation results shall be retained on file.
- e. If the complainant is still not satisfied, they may request the Administrator to reinvestigate the situation.
- f. If the grievance cannot be resolved, the complainant may file a complaint with the Chairman of the Winning Wheels Board of Directors.

EXPENSE REIMBURSEMENTS

Any expenses incurred by employees while traveling on facility business must be noted on a business expense reimbursement form. These forms are available from the business office. An estimated business expense form should be completed in advance and approved by your supervisor. Following the seminar or event, an actual business expense form must be filled in, signed by you and your supervisor, and sent to the office no later than a month after you return. Make sure you attach all receipts to your form. The mileage reimbursement rate for employees is the standard approved IRS rate per mile. Meals and overnight accommodation charges should also be included on these expense forms. Please have overnight travel approved beforehand unless it is an emergency.

ORDERING SUPPLIES

Generally, each department head will be responsible for supply items used within their respective areas. Each department head must work within approved budgets. Coordinate purchases with your department head.

Office supplies should be requested from the office. The business office manager will fill requests from stock or process orders as required.

PERSONAL CALLS

We ask that you limit your personal calls to emergencies or very important matters and that you keep these calls short. Personal calls must be made or received during designated break times only. We do not accept collect calls.

CELLULAR PHONE USE

Personal calls during the workday, regardless of the phone used, interfere with employee productivity, are disruptive to work processes, and are an additional distraction in an already busy work environment. Therefore, employees are prohibited from using personal cell phones during work time. Staff needing to use their personal cell phone may use them during their scheduled, non-paid meal break, outside of the facility, for example in his/her vehicle. Employees violating this policy will be subject to progressive disciplinary action. Exceptions to this policy may be granted by administration in circumstances demanding immediate attention. The company will not be liable for the loss of personal cell phones brought into the workplace.

SAFETY ISSUES FOR CELLULAR PHONE USE

Employees whose job responsibilities include regular or occasional driving and who are issued cell phones for business use are expected to refrain from using their phones while driving. Safety must be the first priority. Regardless of the circumstances, including slow or stopped traffic, employees are strongly encouraged to pull off to the side of the road and safely stop the vehicle before placing or accepting a call.

SAFETY ISSUES FOR CELLULAR PHONE USE (CONT.)

If acceptance of a call is unavoidable and pulling over is not an option, employees are expected to keep the call short. Under no circumstances are employees allowed to place themselves at risk to fulfill business needs. Employees who are charged with traffic violations resulting from the use of their phone while driving will be solely responsible for all liabilities that result from such actions.

Company Rules and Regulations

RESIDENT ABUSE AND NEGLECT

Our organization does not tolerate the neglect or abuse of its residents. Every resident has entrusted their care to our facility and can be assured of the total support and the cooperation of the staff.

Neglect and abuse in any form will be handled as follows:

1. Employees suspected of abuse will be immediately suspended, pending the outcome of the administrative investigation. Employees suspended for such a reason will be denied access to facility premises until a conclusion is reached.
2. The nature and scope of each incident/infraction will be investigated thoroughly by facility administration. If circumstances warrant, a first incident/infraction may be grounds for immediate termination. Any incident of physical abuse would automatically be considered as such.

Employees witnessing such conduct/treatment are required to immediately notify their supervisor to ensure prompt handling of the situation. Failure to report suspected abuse is grounds for disciplinary action. Employees should be advised that if a report is submitted based on the willful intent of being a false witness and/or purposely reporting false information, disciplinary action and/or termination will result. If you suspect resident abuse, report it immediately to the Administrator. If the Administrator is not in the facility, notify your supervisor or charge nurse and they will attempt to call the Administrator. If the Administrator is absolutely unable to be reached, contact the Director of Nursing and try to call the Administrator again. If both the Administrator and Director of Nursing cannot be reached, the charge nurse should conduct the preliminary investigation.

SOCIALIZATION WITH RESIDENTS

The intent of the Big Meadows socialization policy is to promote and enforce, to the extent possible, the therapeutic boundaries that must exist in the professional context of a staff - resident relationship in order to decrease potential conflicts of interest, and to ensure that each resident receives impartial and objective treatment. This policy also applies to auxiliary service providers (i.e. consultants).

The policy is as follows:

1. Socializing, while off duty, with residents who are actively participating in the facility's programs for a period of 90 days after final discharge from any program at Big Meadows is strictly prohibited. The term socializing includes, but is not limited to, the following:
 - a. Dating a resident.
 - b. Engaging in sexual activity with any resident.
 - c. Buying or accepting any alcoholic drinks for or from any resident.
 - d. Taking a resident outside of the facility on any type of outing that is not approved in writing by administration or is not part of the resident's written treatment plan.
 - e. Maintaining any verbal or physical contact with a resident beyond a greeting or brief conversation on or outside facility grounds while off duty. (This includes sitting with or near

SOCIALIZATION WITH RESIDENTS (CONT.)

- f. resident, sharing food or beverages, meeting a resident at a bar or restaurant, etc.)
 - g. Any contact with a resident by telephone, meetings, or in writing, which is not job related.
- 2. Accepting gifts from or giving gifts to residents without supervisor approval is prohibited. Small gifts within reason can be acceptable with supervisor approval. Accepting money from residents or families cannot be allowed.
- 3. Any attempts by residents, while under treatment, or recently discharged, to set up any type of socialization with a staff member, on or off duty, must be reported to an immediate supervisor.
- 4. It is the employee's responsibility to keep their supervisor fully informed of any contacts and related communication (i.e. telephone, meetings, and writing) with residents or former residents and their families, which may be, or could lead to be, therapeutically inappropriate.

Staff is advised to consult with their supervisor if they have a question about the appropriateness of their relationship with residents.

NON-HARASSMENT

It is the policy of Big Meadows to prohibit harassment of one employee by another employee or supervisor. This includes general harassment or harassment on the basis of age, race, color, handicap, national origin, religion and/or gender. Big Meadows defines harassment as the act of systematic and/or continued unwanted and annoying actions of one party or a group, including threats and demands that create a hostile or offensive work environment. Any employee who feels they are a victim of harassment should immediately report the matter to Administration and/or Human Resources. Violations of this policy will not be permitted and may result in disciplinary action up to and including termination.

SMOKING

Employees are not permitted to smoke in the building. The patio outside the employee break room is the only designated smoking area. Any violations can and will lead to the elimination of smoking privileges entirely.

GIFTS

No employee is permitted to personally accept gifts, (such as Christmas presents, monetary gifts) or promotional items (such as volume incentives) from a vendor, resident, or resident's family. Items received are to be used for the benefit of the residents and will be distributed by Resident Council, or be used in Activities, or be displayed for the enjoyment of the residents, as appropriate. If items are received by an employee personally, we ask that they turn them in to the front office so we can make sure that they are properly routed.

RIGHT OF INSPECTION

It is the right of this facility to inspect lunch pails, lockers, desks, and other personal areas at any given time. Please cooperate with us in this matter, as it may be done for your protection.

VISITORS

Generally, visitation of on-duty employees by friends, relatives, or other employees is discouraged. All visitors must sign in at the main reception area. They must also sign out when they leave the premises. Please let your supervisor know if you want a friend or relative to visit you during the workday, as you must receive his or her approval in advance. Visitors seeing employees must stay in public areas so as to not affect the work environment and privacy laws.

CONFIDENTIALITY

Every resident has the right to privacy and confidentiality of their clinical record and to the details of their care and treatment as a resident of Big Meadows. Information about a resident may be shared among staff of this facility only insofar as it is necessary for the best treatment of the resident or in the course of professional education. No information is to be shared (except as may be required by law) with anyone else except by the informed consent of the resident or of a person authorized to give consent on the resident's behalf. Bona fide students or trainees at the facility by permission are considered facility staff for the purposes and responsibility of upholding resident confidentiality.

All staff and employees of Big Meadows are under an equal obligation to treat as confidential any information acquired by any means about a resident or ex-resident. Breaches of confidentiality will be regarded as a serious offense and will be grounds for disciplinary and / or legal action.

IN-SERVICES/RELIAS TRAINING

Big Meadows has mandatory in-services and Relias computer training. All staff is required to have a minimum of 720 minutes of education a year. Plus, Federal regulation mandates an additional 360 minutes up to 720 minutes of dementia training (depending on your department). These are mandatory and if not completed in a timely manner it will result in disciplinary action up to and including termination of employment. Incomplete or late In-services / Relias can and will affect your annual performance raise.

PERSONAL ITEMS

Big Meadows will not be held responsible for employee personal items. Lockers are available for employees to use during work hours. It is the responsibility of the employee to provide a combination lock for the locker used during these hours. Locks should be removed at the end of the employee's shift.

PARKING

All employees are required to park in the employee parking lot located toward the back of the facility on the South side. The 11:00 p.m. - 7:00 a.m. or 10:00 p.m. - 6:30 a.m. shifts may park in the front parking lot.

Big Meadows, Inc. assumes no responsibility for vehicles and/or personal items in them while they are parked at the facility.

PARKING (CONT.)

Employees must get permission from the Administrator to leave their vehicles in the parking lot for over 24 hours. Vehicles that have not received this permission may be towed away at the expense of the owner.

Additional Benefits

EDUCATIONAL ASSISTANCE PROGRAMS

Big Meadows regards the training and development of its employees as an investment in a valuable human resource - an investment we hope will benefit not only our staff members and the facility, but most importantly, the residents we serve. It is the policy of Big Meadows to encourage employees to attend seminars and/or meetings to broaden skill levels and to encourage employees to increase their education base. Educational assistance is available to eligible full-time employees after 6 months of continuous service in two ways:

Tuition Assistance is available up to a maximum of \$500 per semester up to a maximum of \$750 per year, which may be applied toward tuition, books, lab fees, and special fees. The courses, which are subject to administrative approval, must be job related, must be taken from an accredited teaching institution, and must be passed with a minimum of a "C" grade, or Big Meadows must be repaid in full. The employee is required to work one full year for Big Meadows after completion of the classes (this does not include approved leaves of absence / maternity leave), or they will be required to pay back the assistance on a pro-rata basis. Tuition bills must be submitted to the business office at least one month prior to their due date to ensure timely remittance.

Conference Compensation is also available to meet the needs of our staff members in the rapidly changing health care environment. Big Meadows will typically cover the cost of seminar registration, travel, meals and lodging as required for a conference or seminar. Attendance must be approved in advance by your Supervisor and/or Administrator and an estimated business expense form must be completed, approved in advance, and adhered to as closely as possible. Proof of completion must be submitted for inclusion in your personnel file.

PROFESSIONAL LICENSES AND MEMBERSHIP DUES

Many positions within our facility require individuals to maintain an active license. Big Meadows will pay the cost of these licenses up to \$250 per year for our eligible full-time employees. Additionally, if the Administration feels that your membership in an organization representing your profession would be beneficial to both Big Meadows and yourself, then Big Meadows will pay the cost of the membership dues up to \$250 annually. Other fees associated with boards or licensure/certification examinations may be reimbursed contingent on administrative approval.

Revised 08/2025

ADDITIONAL BENEFITS (CONT.)

DENTAL INSURANCE

Full-time employees and their dependents are eligible to apply for dental insurance. The insurance representative visits the facility to meet with employees on an annual basis. Additional information is available in the Personnel Office.

Revised 8/2025

VISION INSURANCE

Full-time employees and their dependents are eligible to apply for vision insurance. Additional information and enrollment forms are available in the Human Resource Office.

Revised 8/2025

MEDICAL INSURANCE

Full time employees have the option to enroll in our Illinois Blue Cross Blue Shield plans.

Revised 8/2025

LIFE INSURANCE

Group life and accidental death and dismemberment insurance is provided at no cost to full-time employees (defined as 30 hours per week). The benefit is a flat \$50,000. This coverage is in addition to benefits payable under worker's compensation coverage.

Revised 8/2025

VOLUNTARY SUPPLEMENTAL INSURANCE

Full-time employees are eligible to participate in our Voluntary Life and Disability Insurance Program. Employees and their dependents have the opportunity to choose a level of low-cost group term protection that best suits them and their family members. Cost is based on the level of coverage chosen and the insured's age. Please contact the Human Resource Office for more information.

Revised 8/2025

SHORT TERM DISABILITY INSURANCE

Winning Wheels, Inc. has added short-term disability insurance at no additional cost to eligible employees. Disability insurance replaces a portion of your earnings. Short Term Disability benefits (STD) start on the fifteenth day of absence. STD benefits are payable up to a maximum of 11 weeks. The STD benefit level is 60% of your weekly earnings, to a maximum benefit of \$500 per week.

Disability benefits help protect you, your family and your possessions from the devastating effects of the loss of your income. The duration of the benefit period is determined by the insurance company, based on their guidelines.

SHORT TERM DISABILITY INSURANCE (CONT.)

The insurance company's trained specialists evaluate every disability claim for rehabilitation potential based on condition, duration, age and skills. In partnership with you, the employee, they customize a rehabilitation plan of action. They will consider and respect medical limitations, along with emotional, home and workplace elements of an employee's life. For individuals who are too ill to participate in a rehabilitation program, the insurance company will provide direct assistance in filing for Social Security Disability Benefits. A booklet and certificate of insurance, which contains complete plan information will be provided to each covered employee, and is available in the personnel office.

Revised 8/2025

CHILD DAYCARE

As a full-time or part-time employee of Winning Wheels, you may receive a discounted day care rate for your children at the Lyndon Play and Learn Center on the days that you are scheduled to work at a Winning Wheels, Inc. facility. Winning Wheels will not contribute toward miscellaneous charges such as field trips, late call-off charges and no call/no show charges.

The Center is state licensed and provides professional, trained staff. The Center provides an enjoyable, educational atmosphere, which includes preschool, use of the gymnasium and outdoor playground equipment. Meals and snacks are also prepared for the children. Care is provided for children ages 6 weeks to 12 years old.

More information about this exciting opportunity for your children is available in the business office or call the Lyndon Play and Learn Center directly at (815) 499-3245.

Amended 8/2025

NURSE PICK UP BONUS

A nurse pick up bonus program has been established to provide an incentive for hourly nursing employees to come in to cover call offs. The goal of this program is to provide an adequate number of staff to better meet resident needs and to ease the tension of having to come in early or stay late on regularly scheduled work days. The program will be implemented as follows: Hourly nursing employees who are called in to work on their day off, or are asked to work earlier than their scheduled shift(s), will receive a bonus of \$37.50 per four hours plus their hourly wages. To be eligible for bonus pay, employees will be required to have perfect attendance during that pay period. Supervisors are responsible for adding the bonus to their employees' payroll information. The bonus will be on the following paycheck

Amended 8/2025

WORKER'S COMPENSATION

We are members of the Nursing Home Risk Management Association (NHRMA), a self-funded worker's compensation program developed specifically for nursing homes. Basically, we put money into a fund which is used to pay worker's compensation benefits to any of our employees entitled to receive benefits under Illinois law. This program is an alternative to dealing with commercial insurance companies. Remember, your benefits paid to you come from us through the fund.

We decided to ask to become a member of NHRMA because their philosophy is simple and consistent with ours. We want to pay all legitimate claims promptly and make sure our employees get the benefits prescribed by law. While dealing with doctors, clinics, hospitals and insurance companies may appear overwhelming, we want to help you through this process, and eliminate the worries and headaches as best we can. We have contracted with Brentwood to administer claims for us. Should you be injured, one of their representatives may be calling you to discuss the facts surrounding your injury. Please provide any information relative to your injury so they can process your claim quickly. Your cooperation will help ensure the system runs smoothly.

If you have any questions or concerns about your benefits, bills, or anything else concerning Worker's Compensation, please feel free to contact the administrator or Management Services, Inc. directly.

If you are injured at work, remember to:

- 1) Promptly report to the nurse's station for proper medical care.
- 2) Make sure you notify your supervisor as soon as possible and fill out an incident report as completely as possible. We cannot provide benefits if we are not notified about the injury in a timely manner. Failure to report the incident by the end of the shift will be grounds for disciplinary action.
- 3) If your injury requires you to see a doctor, provide us with the name, address, and telephone number of the treating physician, and ask your doctor to promptly provide information to us about your condition due to the injury. You must obtain an authorization form for physician treatment from the unit nurse. A copy of this form must be submitted to the Administrator and the original will be sent with the employee to the physician. **All employees must provide their supervisor with an update of their condition after each doctor visit. We will be in close contact with you and your doctor to get you back to work as expediently as possible.**

WORKER'S COMPENSATION (CONT.)

The basic benefits for you, if you are injured in a work-related accident, include:

- 1) ***Reasonable and necessary medical care.*** We will pay the costs of emergency care and first aid required. We want to make sure you receive good medical care and will pay the reasonable cost of care.
- 2) ***Weekly benefits while you cannot work.*** These benefits are not paid for the first three working days off work following your accident unless your disability extends 14 or more calendar days. You should receive your first check within 14 days after we are notified of your accident.
- 3) ***Other benefits.*** The majority of all injuries usually involve only the previous benefits. If your injury is more severe, additional benefits may be due to you, and our insurance representatives will work with you to obtain your benefits.

Your cooperation will expedite the processing of any benefits, provision of timely medical treatment and your prompt return to work.

Special Policies Because of the very unique nature of our facility, we emphasize certain policies which we require employees to sign individually. They have been included in your orientation materials for your reference and your signed copies will be included in your personnel file. These policies will be discussed in detail at employee orientation. Please read these carefully and abide by them as these policies are strictly enforced.

WELCOME AGAIN

This handbook is a synopsis of our complete personnel policy and procedure manual. If you have a question which is not addressed in this handbook, please feel free to research the issue in the manual. Obviously, not all items can be anticipated, so if you are unable to find the answer to a specific question, please feel free to discuss it with the Administrator for resolution. Thank you for joining our dedicated team serving the residents of Big Meadows.

