

Winning Wheels

Comprehensive Rehabilitative Care and Independent Living Solutions

Employee Handbook

Winning Wheels

701 East Third Street
Prophetstown, IL 61277
815-537-5168

S.T.R.I.V.E. & Frontier Hollow

415 A Street
Prophetstown, IL 61277
815-537-5358

Lyndon Progress Center

501 6th Avenue West
Lyndon, IL 61261
815-778-3610

Pinnacle Place

1125 North Fifth Street
Savanna, IL 61074
815-273-2105

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Welcome

Welcome to Winning Wheels, Inc.!

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 challenge of working at Winning Wheels, Inc. We wish you a great deal of success in your future here!

Our Philosophy

Winning Wheels, Inc. strives to provide the highest quality health care and services available to our residents. Our success depends on our employees. 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 his or her 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!

History

Winning Wheels, Inc. was founded in 1970 and opened its doors in 1979. It began as the dream of Mike Maki, a young quadriplegic who was injured in a diving accident. After years of living in nursing homes for the elderly, Mike sought to develop a facility that was devoted to meeting the needs of mentally alert, physically disabled young adults. From its small beginning, the facility has grown to 88 licensed beds. Continued clinical expansion necessitated the development of two additional program sites. The Lyndon Progress Center houses the Developmental Training program as well as the Lyndon Play and Learn childcare center and a gymnasium. S.T.R.I.V.E. is a 16-bed intermediate care facility, which exclusively serves the developmentally disabled segment of the client population. Another addition to the Winning Wheels continuum of care is Frontier Hollow, consisting of 16 apartments designed to accommodate the needs of physically disabled residents in an independent living setting. Pinnacle Place in Savanna is a Supportive Living facility providing seniors with affordable options to maintain their independence with carefree retirement living. Winning Wheels has become a forerunner in the field of rehabilitation by becoming one of the few such facilities in the nation to combine the treatment regime typically associated with a rehabilitation hospital and the skilled long-term care provided by a residential facility. Due to the uniqueness of the organization, referrals are received from throughout the United States. Our sister facility, Big Meadows Nursing Home is located in Savanna, Illinois. We are currently supported by Plymouth Management Services.

Major Departments

Administration

Appointed by the Board of Directors to implement policy directives and handle 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 their accounts in an orderly and efficient manner.

Day Treatment- STRIVE ONLY

A training program for our developmentally disabled residents. The program's purpose is to increase activities of daily living and socialization skills to enable participants to progress toward community reintegration.

Dietary

Plans daily menus, prepares and serves all meals to residents and staff and ensures that nutritional requirements of each resident are met. Over 100,000 meals are served each year as a result of their efforts.

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 site, as well as the surrounding grounds which encompass over 12 acres in this rural setting just at Winning Wheels alone! They also support STRIVE and Frontier Hollow.

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.

Human Resources

Maintains complete current (and historical) records for all employees, as well as payroll and benefit information.

Restorative Nursing

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

Occupational and Physical Therapy

Performs an initial assessment of each resident upon admission 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.

Recreational Therapy: 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.

Contracted Partnerships

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

Facility Committees

Quality Assurance and Performance Improvement (QAPI)

This committee meets regularly 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 patient care, and design quality assurance studies to develop ongoing programs that increase the quality of care in these targeted areas. Representatives from each department meet regularly to review accident/incident reports, identify problems and trends, as well as to develop and implement preventive programs and recommend appropriate follow-up action.



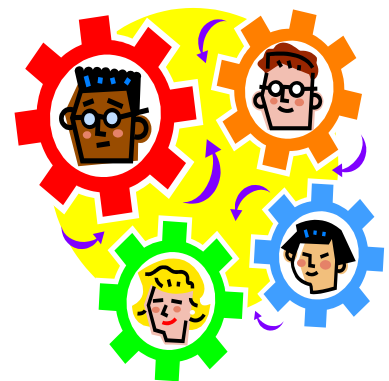
Joining Us

Employment Qualifications

At Winning Wheels, 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

We hire and promote employees on the basis of their qualifications, without regard to race, religion, color, sex, age, national origin or a disability unrelated to the job in question. In accordance with the Illinois Human Rights Act and the Americans with Disabilities Act, Winning Wheels will make reasonable accommodations for those individuals with disabilities, including pregnancy and pregnancy related issues.

Employment-At-Will Policy

Your employment with Winning Wheels, 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 Winning Wheels, 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. Apply online for an open position.
2. Meet with the head of the department or supervisor of the position available. (If candidate is to be considered, Human Resources 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 physical examination and criminal background check required for every employee.
4. Background Checks.
5. The candidate is required to formally accept or reject the offer within 10 days.

Substance Abuse Screening

Revised 3/2026

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) 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) Prior to employment. (2) Following any incident requiring medical attention (post-incident); (3) On providing reasonable suspicion of being under the influence of alcohol/unauthorized substances. (4) Random testing.

PRE-HIRE TESTING: Any potential candidate with undergo a physical assessment and drug screen.

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 any or 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.

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On your first day you will be paired with another employee, for department specific training and TB test prior to any required departmental shadowing on your unit.

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Dress Code

Winning Wheels strives to project a professional image to residents and visitors. It is essential that you be well groomed and appropriately dressed at all times. You are also expected to be friendly and courteous to everyone you meet – you are representing Winning Wheels. Uniforms are used for easy recognition by residents, visitors, and teammates. Pinnacle Place requires any color scrubs for all departments outside of Administration.

Housekeeping Laundry: WW- Khaki Scrubs

Dietary: WW/STRIVE- Black Scrubs, LPC- Any Scrubs

Nurses: WW- Navy Blue Scrubs, STRIVE/FH- Green Scrubs

CNAs/DSPs: WW/STRIVE- Dark Gray Scrubs

Restorative Staff: WW- Teal Scrubs

Activities: WW/STRIVE- Royal Blue Polo and Black Bottoms

Maintenance: WW/STRIVE/FH/LPC- Navy Blue Polo and Black Bottoms

Homemakers: FH- Navy Scrubs

Daycare: LPC- Casual, Comfortable, Child Appropriate Clothing

IT: Polo and Khakis, Professional apparel allowed

Administration: ALL FACILITIES- Business Casual Tops and Bottoms. No leggings. T-shirts and Jeans may only be worn on Fridays or theme days. Tops should be in good taste, and non-revealing. Bottoms should be an appropriate length and in good taste. Professional apparel allowed.

Designated casual days are on our FUN FRIDAYS! All employees may wear jeans (no rips, tears, or destructed denim allowed) and a Winning Wheels (or affiliates based on location) top, or any fun scrubs in good, kept condition.

Theme days are at the discretion of the administrator and are not a free dress down day. Staff may dress in accordance with the theme.

Direct care and Dietary personnel are prohibited from wearing acrylic or false nails, or natural nails more than ¼ inch in length. This is based on the fact that they are a source of cross contamination and possible injury for the residents.

Direct care staff is prohibited from wearing jewelry that could interfere with resident care. Large or dangling earrings have the possibility of being pulled out.

During warm/hot temperatures, carpi or crop length pants are permitted. Shorts are not permitted unless working as a childcare provider at LPC. In colder months, lab jackets or fleece jackets may be worn over uniforms. Full coverage sweatshirts and/or hoodies are only allowed if corresponding with a theme.

Any abnormal bruising of the skin (hickies) will not be tolerated. Staff will be asked to cover such areas with a bandage or additional clothing. If action to cover the bruising does not take place, disciplinary steps will be taken.

Dress code violations will result in being sent home without pay, as well as receiving a disciplinary write up. Failure to return will be considered job abandonment.

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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 online. Referral forms can be found on BambooHR.

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Keeping Our Records Current

It is important that your employment records are kept up-to-date. Be sure to update on BambooHR 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. The beneficiary for your group life insurance.
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.



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Seniority

Your seniority is the length of continuous employment since the first day you started to work at Winning Wheels, 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.

If the employee is approved for transfer, a mutually acceptable date (not to exceed two weeks) 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. Detailed forms are available on BambooHR.

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Leaving Us

Termination

If you plan to leave Winning Wheels, Inc., please try to give your supervisor at least 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 must give a one-month notice. This will allow the high quality of services we render to the residents to continue without major disruption. **You will not be considered for rehire when terminating without proper notice.**

Work Rules

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

We do not allow employees to post notices anywhere without the permission of the administration.

We ask that employees not conduct personal business on facility time or with facility resources.

We strictly prohibit employees buying items from or selling items to residents due to the fact it is a conflict of interest and we are unable to regulate the activity.

We stress an atmosphere of respect for one another's rights and privacy.

The responsibility for discharging an employee rest 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 records of facts; 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. Willful neglect of duty.
2. Incompetence.
3. Flagrant conduct or committing a corrupt act.
4. Discourteous treatment of the public
5. Disregard for established employee policies and procedures; insubordination.
6. Falsifying an expense report, medical record, personnel record, or submitting false documents.
7. Malicious or careless acts that result in injury, property damage or expenses; failure to observe safety rules.
8. Disorderly physical conduct; verbally or sexually threatening, insulting or abusing other employees, residents or a supervisor.
9. 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.
10. Failure to report to work without notice, or excessive absenteeism or tardiness.
11. Clocking in or out for another employee.
12. Leaving the job site without permission.
13. Smoking in non-smoking areas.
14. Fighting / possession of dangerous weapons on company premises or at any time when performing company duties.
15. Being under the influence of, or the use of drugs or narcotics while on duty without proper medical authorization.
16. Using liquor on the premises or reporting to work under the influence of intoxicating beverages.
17. Doing personal work on company time or using company materials for personal work.
18. Immoral conduct. Disloyal or unethical conduct.
19. Breaking the trust of a resident, lying; divulging confidential information in public.
20. Failure to follow safety policies / procedures or failure to use personal protective equipment.
21. Any incidents of workplace violence (violence inflicted upon employees from any source, including patients, third parties or co-workers).
22. Employees under the age of 21 smoking on facility properties.

Any involuntary termination will be immediate.

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Evaluations, Warnings and Probation

Evaluations

The job performance of each employee is formally evaluated annually. Your immediate supervisor will fill out the evaluation form, and you may request a copy. At this point, you will have a meeting with your supervisor to discuss the evaluation.

These evaluations affect your promotions. 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.



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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, loss 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.

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Employee Absenteeism

Due to the nature of our work at Winning Wheels, 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. If an employee must call off, they need to do so themselves at least 3 hours prior (30 minutes for daycare staff) to the scheduled start of their shift. A call off after 3 hours (30 minutes for daycare staff) 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 – never leave a call off notice on someone's voicemail or via text. Staff should not be contacting supervisors, admins, department heads via social media. Employees will be considered late if they clock in at any point past the schedule start of their shift.

Employees are expected to personally call their supervisor each day until they return to work. Physician documentation will be required if you are absent from work for three or more consecutive scheduled work days.

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 2 points. A failure to report (no call / no show) is when an employee fails to report their absence before the start of their shift. Absenteeism is tracking using a point system and disciplinary action is administered accordingly:

Late	1 point
Leaving Early	1 point
Call Off	2 points

Points in a Rolling 4 Month Period:

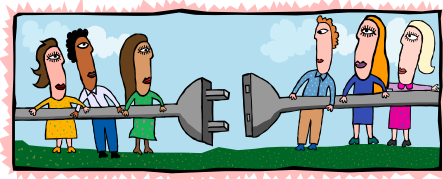
6 Points	Written Warning
10 Points	Suspension
12 Points	Termination of Employment
Failure to Report	Termination of Employment

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Communication

Your Supervisor

Your supervisor is the person to turn to with your concerns, questions, criticisms, and suggestions. He or she is fully responsible for the day-to-day operation of your department. He or she is 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

Winning Wheels, 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 clients.

Payday

Is bi-weekly via direct deposit only.

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Time Clock

Failure to punch in/out properly may result in a delay in payment of wages. 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 will be terminated for theft of time and company property.

Altering time punches or clocking another employee in or out is also cause for termination.

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Leaving Facility Premises During Work Hours

No employees are permitted to leave facility premises during their 15-minute breaks. All employees are expected to take their 15-minute breaks on facility premises, in case an emergency arises. Employees may leave the building during unpaid meal breaks, but must notify their supervisor. Employees are expected to punch in/out for their meal breaks. It is not necessary to punch in/out for the two 15-minute breaks that are taken throughout the work day. Failure to punch out prior to leaving the facility property for your 30-minute break is grounds for immediate termination and will be considered job abandonment.

Revised 3/2025

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. Unauthorized overtime will result in progressive disciplinary action, up to and including termination. 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. 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.

Annual Raises

Winning Wheels, Inc. pays salaries that are fair and competitive with current rates in the area for comparable jobs. Increases are normally awarded annually, provided performance is satisfactory as determined by your supervisor and/or Department Head. Salary schedules are reviewed and adjusted periodically to reflect changes in the job market. Promotions and transfers within the facility will not necessarily alter your pay rate.

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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 on BambooHR. If you have any questions about the deductions, which appear on your payroll check stub, please contact Human Resources

Making Up Missed Time (Salaried Staff)

Salaried employees do have the option of making up missed time within the pay period. Your supervisor must be aware of the missed time and your intentions of making up the time when the time is missed. The ability to make up hours, etc. is up to the discretion of your supervisor and may be limited by your supervisor due to department needs, etc.

Revised 3/2026

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. A team member cannot roll over more than 160 hours. Any current employee with over 160 on their next anniversary would have their hours put in a separate vacation bank to access. 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 will carry over at the end of the calendar year. The maximum amount an employee can accumulate is 576 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.

Pinnacle Place expects employees to secure coverage for the time they are requesting off.

Revised 3/2026

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.

Sick Leave (PLAWA – Paid Leave for All Workers Act)

Employees are issued paid sick leave as soon as they begin employment, in compliance with PLAWA. Employees are issued 40 hours per 12-month period (defined as a calendar year). Paid sick leave must be requested as soon as practicable, with reasonable notice when possible. Unused accrued sick leave is not paid out upon separation of employment and does not carry over.

3/2026

Benefit Eligibility

BENEFIT	FULL-TIME (36 or more)	PART-TIME (35 or under)	TEMPORARY and PRN**
VACATION*	YES	YES	NO
SICK PAY ***	YES	YES	YES
DISABILITY INSURANCE	YES	NO	NO
EDUCATIONAL ASSISTANCE	YES	NO	NO
LIFE INSURANCE	YES	NO	NO
HOLIDAY PAY	YES	YES (pro-rated)	NO
CHILD CARE*** (on worked days)	YES	YES	NO
SCHOOL VISITATION LEAVE	YES	YES	YES
DENTAL INSURANCE	YES	NO	NO
MEDICAL INSURANCE	YES	NO	NO

VOLUNTARY LIFE INSURANCE	YES	NO	NO
VISION INSURANCE	YES	NO	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

ACCURUES IMMEDIATELY, AVAILABLE TO USE AFTER 90 DAYS

****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**

All insurance benefits take effect the first day of the month following one calendar month of continuous service.

Revised 3/2026

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 the Personnel Department. 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 Leave Act.

Benefits will not accrue during approved leaves of absence, nor will they be credited (e.g., for tuition reimbursement) during that time. Insurance benefits such as health insurance, dental insurance, and supplemental insurance 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 Winning Wheels 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.

Bereavement Leave

The facility may 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 may be given in the death of grandparents, grandchildren, and mothers/fathers-in-law. The number of days given is at your supervisor's discretion, and is based upon time needed for funeral planning and travel. Employees may be required to show proof (IE obituary, death certificate, etc.) that the leave is legitimate. 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.

FMLA

This leave may be granted to an eligible employee for up to twelve weeks unpaid leave per calendar 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 worked more than 1,250 hours during that period. Please refer to Human Resources for an application to determine if you are eligible for this benefit.

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 his/her reserve order to his 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.

Jury Duty

When an employee is called to serve on a jury, he or she will be granted a leave of absence as long as he submits the jury summons to administration. An employee will receive his or her 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.

Revised 3/2026

Company Procedures

Making Suggestions

We truly welcome and encourage your suggestions on how to improve procedures, atmosphere, and productivity at Winning Wheels, Inc. See an administrator to share your great ideas!

Revised 3/2026



Handling A Problem or Filing a Complaint

We encourage our employees 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 the 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 himself or others to their supervisor, the Human Resource Department, the Administrator or any other person or agency without threat of discharge or reprisal in any manner.

1. Anyone may, by voice or in writing, acknowledge his or her complaint.
2. The complainant shall follow a chain of command beginning with the appropriate staff person, to the Director of the Department, then to the Administrator.
3. 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 to exceed 48 hours unless extenuating circumstances exist.
4. The investigator will, if necessary, document such complaint on an investigation form and a copy of the investigation results shall be retained on file.
5. If the complainant is still not satisfied, he may request the Administrator to reinvestigate the situation and/or a referral to the Quality Assurance Committee may be made at that time.
6. If the complainant is still not satisfied, he may file a complaint with the Chairman of the Winning Wheels Board of Directors.

Revised 3/2025

Expense Reimbursements

Any expenses incurred by employees while traveling on facility business must be noted on a travel expense 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.

Revised 3/2026

Using Our Phone System

To use the phone:

1. To place an outside call - lift the handset, dial 9 and dial the telephone number when you hear the dial tone.
2. To transfer an outside call to another extension - while the call is on the line, press TRANSFER button, and the correct office extension number to which the call should be transferred.

Use the following as a guide to phone etiquette in answering the phone:

1. Answer promptly.
2. Identify the facility and yourself.
3. Transfer calls promptly.
4. Give accurate and careful answers.
5. Confidential information is to be given out only by the Administrator or Director of Nursing.

If the caller wishes to leave a message, make sure caller's name, phone number, message and party whom it is intended is accurately written down and left in the appropriate place.

Revised 3/2025

Phone Etiquette

1. When answering the phone:
 - a. Always say the Department and then your name. Example: "Hello, B-Wing, this is Jane Doe, how can I help you?"
 - b. After 5:00 p.m. and before 8:00 a.m., on weekends, and holidays (when the Business Office is closed) always say location name first. Example: "Hello, Winning Wheels, B-Wing, this is Jane Doe, how can I help you?"
2. Paging (unavailable at Pinnacle Place)

When your caller needs to speak with another person, put the call on hold by pushing the HOLD button. Press 208, wait for the phone to beep twice, then press 00 and speak into the phone to tell them what extension the call is on. Repeat this message twice. After you're through paging, quietly press the hang up button (where the receiver goes). This is to prevent a loud hang up noise that would be heard over the facility's intercom system. Example: "Jane Doe, you have a call on line 208. Jane Doe, you have a call on line 208." (Make sure you say what extension you answered the call on.)
3. Picking up a "Page" or phone call
 - a. Press the Park button with the blinking light twice.
4. Transferring a phone call (unavailable at Pinnacle Place)
 - a. When you answer the phone and the caller needs to be transferred to another department, press "Transfer" and then the extension number of that department. Example: "Transfer" 204 (this call would then be transferred to B-Wing)
 - b. There is a list by all phones of the names of staff and their extensions.
5. Night Service: The phones are switched over to night service when the Business Office is closed. When there is an incoming call, the voice mail automatically picks up the call.

Revised 3/2025

6. Voice Mail: Voice mail is somewhat like an answering machine for different phones throughout the facility. If you answer a call and the caller wants to check their voice mail, you press "Transfer" and dial 770, then hang up. If your caller wishes to leave a message for someone in their voice mail, or if you would like to leave someone a message in their voice mail, you push the "Direct Voice Mail" button and then the extension number of the person they wish to leave a message with.

7.

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.

Revised 3/2025

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 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.

Revised 3/2026

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. 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 patients. Every patient has entrusted his/her care to our facility and can be assured of the total support and the cooperation of the staff. Neglect and abuse in any form: profanity, defamation, indiscretion and/or dishonor by an employee to a patient 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/infracton will be investigated thoroughly by facility administration. If circumstances warrant, a first incident/infracton may be grounds for immediate termination.

Employees witnessing such conduct/treatment are required to immediately notify their supervisor and the Administrator to ensure prompt handling of the situation. Failure to report suspected abuse is grounds for disciplinary action up to and including termination of employment.

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.

Confidentiality

Every resident has the right to privacy and confidentiality of protected health information, including information contained in his or her clinical record, as well as any information regarding his/her residency at this facility. Information about a resident may be shared among staff of this facility only insofar as the minimums necessary to ensure optimum treatment of the resident or for the purposes of payment and/or health care operations. No information is to be shared (except as may be required by law) with anyone else except with 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 this purpose and have the same obligation to comply with established privacy practices.

All staff and employees of Winning Wheels are under an equal obligation to treat as strictly 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 action up to and including termination of employment.

Socialization With Residents

The intent of the Winning Wheels socialization policy is to promote and enforce, to the extent possible, the therapeutic boundaries that must exist in the professional context of a staff - patient 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 or any aftercare programs or for a period of 90 days after final discharge from any program at Winning Wheels is strictly prohibited. The term socializing includes, but is not limited to, the following:
 - a. Dating a patient.
 - b. Engaging in sexual activity with any patient.
 - c. Buying or accepting any alcoholic drinks for or from any patient.
 - d. Taking a patient outside of the facility on any type of outing that is not approved in writing by administration or is not part of the patient'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 a patient, sharing food or beverages, meeting a patient at a bar or restaurant, etc.)
 - f. Any contact with a patient by telephone, non-work-related meetings, in writing, or on social media,
 - g. Borrowing items from residents.
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 is not 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, writing) with residents or former residents and their families, which may be, or could lead to be, therapeutically inappropriate.

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

Revised 3/2026

Non-Harassment

It is the policy of Winning Wheels to prohibit harassment of one employee by another employee or supervisor. This includes general harassment, sexual harassment or harassment on the basis of age, race, color, handicap, national origin, religion and/or gender. While it is not easy to define precisely what harassment is, it certainly includes slurs, epithets, threats, derogatory comments and unwelcome jokes, teasing or conduct. Any employee who feels that he or she is a victim of harassment should immediately report the matter to Administration. Violations of this policy will not be permitted and may result in discipline up to and including discharge.

Smoking

Employee smoking is permitted only in designated areas on a designated 15- or 30-minute break time. Under NO circumstances will staff be allowed to smoke inside the facility. Smoking while actively engaged in routine work assignments is prohibited. Disciplinary action will occur if this policy is violated. No one under the age of 21 is allowed to smoke on Winning Wheels property. Staff are never to give cigarettes, vapes, tobacco, or nicotine of any kind to residents.

Revised 3/2026

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 at any time. Items received are to be used for the benefit of the residents and will be distributed by Resident Council, or be used in Recreational Therapy, 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 administrator so we can make sure that they are properly routed.

Revised 3/2025

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.

In-services

Winning Wheels/ STRIVE/ Frontier Hollow/LPC use web-based programs to ensure all staff are receiving necessary education and training. Staff will be required to periodically log in to the program and complete the required assignments. Occasionally, facilities and departments will hold meetings and conduct training/education that cannot be provided through the program (i.e., return demonstrations). When these sessions are held, staff is expected to be present. Courses that become overdue or required department training/education that is not attended will be subject to disciplinary action.

Personal Items

Winning Wheels will not be held responsible for employee personal items. Lockers are available for employee use during work hours. It is the responsibility of the employee to provide a combination or pad lock for this purpose.

Parking

We have provided a lighted parking lot for the safety and convenience of our staff. Please leave the front lot or spots open for visitors. Winning Wheels, Inc. assumes no responsibility for vehicles and/or personal items in them while they are parked at the facility. 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

Winning Wheels 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 Winning Wheels 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 in two ways:



Tuition Assistance is available up to a maximum of \$500 per semester up to a maximum of \$1500 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 Winning Wheels must be repaid in full. The employee is required to work one full year (this does not include approved leaves of absence, including maternity leave) for Winning Wheels after completion of the classes, or they will be required to pay back the assistance on a prorated basis. Tuition bills must be submitted to the business office at least two weeks 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. Winning Wheels 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. Winning Wheels 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 Winning Wheels and yourself, then Winning Wheels 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.

Dental Insurance

Full-time employees and their dependents are eligible to enroll in dental insurance.

Revised 3/2026

Vision Insurance

Full-time employees and their dependents are eligible to enroll in vision insurance.

Revised 3/2026

Medical Insurance

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

Revised 3/2025

Life Insurance

Group life and accidental death and dismemberment insurance is provided at no cost to full-time employees (defined as 36 hours per week). The benefit is a flat \$50,000. This coverage is in addition to benefits payable under worker's compensation coverage.

Revised 3/2026

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.

Revised 3/2026

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.

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,

Revised 3/2026

Child Day Care

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 3/2025

Nursing Pick Up Bonus

A nursing 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 \$10.00 for Nurses or \$5.00 for CNAs per hour 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 3/2026

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 Services, Inc. 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 NHRMA directly.

If you are injured at work, remember to:

1. Immediately report to the nurse's station for proper medical care.
2. Notify your supervisor and fill out an incident report as completely as possible within 24 hours. 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 an additional medical professional, 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. **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.**

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.

About Our Facilities:

S.T.R.I.V.E.

is an acronym for Socialization, Training, Rehabilitation, Independence, Vocation, and Education. It is a specialized division of Winning Wheels, Inc. and is uniquely designed to serve the needs of mentally alert, mobility impaired individuals who are diagnosed as developmentally disabled due to severe physical disabilities (e.g., Cerebral Palsy; Spina Bifida). S.T.R.I.V.E. is a stepping stone in the continuum of care, and designed to optimize client levels of functional independence. The facility provides rehabilitative treatment and training in self-care skills in a comfortable, group home environment.

Winning Wheels

Services are available to individuals who are dependent or semi-dependent on wheelchair use due to a number of physical disabilities. These disabilities may include, but are not limited to:

- *Spinal cord injury, defect or degeneration
- *Brain injury with related paralysis
- *Central nervous system disorders
- *Progressive musculoskeletal disorders
- *Seizure disorders
- *Amputations and orthopedic disabilities
- *Cardiovascular accidents with paralysis

The goal of treatment for all patients is achieving a maximum level of functional independence. For some individuals, due to the severity of their disorder or its degenerative nature, independent living may not be feasible. However, most individuals are eventually referred to community-based support services for assistance in pursuing independent lifestyles. The average length of stay at Winning Wheels varies according to each patient's individual needs. The average age of facility clientele is 51, with a minimum age of 18. Winning Wheels also conducts all fingerprinting for all facilities.

The Lyndon Progress Center

is a non-residential facility which offers various services to the residents of both S.T.R.I.V.E. and Winning Wheels, as well as to citizens of the surrounding areas. This site office the administration facilities. The Center is the location for the STRIVE Developmental Training Program. Residents attend this program to learn adaptive living skills. The program is operational five days per week.

The Lyndon Play and Learn Center

offers Child Care and Preschool to the children of Winning Wheels employees, as well as to the surrounding community. Each child participates in daily educational and recreational activities. The program has access to a gymnasium and playground equipment. Nutritionally balanced meals and snacks are provided.

Frontier Hollow Apartments

is the most recent addition to the Winning Wheels continuum of care, and is an all-new option in independent living for physically challenged individuals. Frontier Hollow features eight duplexes with sixteen one-bedroom apartments that are specially designed to accommodate the needs of physically disabled residents. Homemaker and personal care services are available, as are a wide array of other amenities.

Pinnacle Place

Pinnacle Place is a licensed Supportive Living Facility, providing adults 65+ with affordable options to maintain their independence with carefree retirement living. The facility, located in Savanna, IL, combines housing, personal and health-related services in response to the individual needs of residents who need help in activities of daily living. Supportive services are available 24-hours per day to promote resident self-direction and to emphasize independence, individuality, privacy, dignity and autonomy in a residential setting.

Big Meadows Nursing Home (our sister facility)

Big Meadows is nestled among rolling hills and beautiful trees in the Northwestern Illinois community of Savanna, an historical town on the banks of the Mississippi River. Big Meadows utilizes an interdisciplinary team in the evaluation, diagnosis and treatment of each resident. Under the direction of our Medical Director and primary care physicians, individualized care plans are developed to assist each resident in attaining their fullest achievable potential and to ensure that a program of the most comprehensive health care services is being delivered. The treatment team is comprised of professionals from a variety of clinical disciplines, including Restorative Nursing Care, Restorative Rehabilitation Services, Physician Services, Dietary Services, Recreational Therapy, and Social Services.

Welcome Again

This handbook is a synopsis of our policies, 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 your supervisor or the Administrator for resolution. Thank you for joining our dedicated team serving the residents of Winning Wheels, Inc.