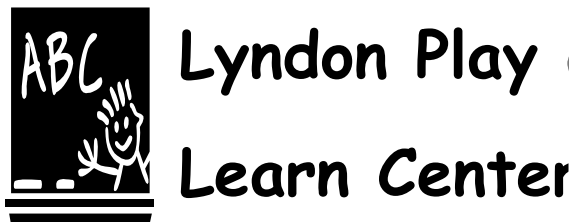


**Team Member
Resource Guide**



About Our Organization

Welcome to Winning Wheels, Inc.!

This resource guide has been prepared for you to have as a reference throughout your employment with our organization and is often updated (we will revise, rescind, or modify any aspect of this document as needed to keep it up-to-date). Each facility has specific and detailed policies and procedures that supersede any information in this document. You can also visit www.wvihub.com for policies, procedures, job descriptions, internal employment opportunities and more!

Our Philosophy

Winning Wheels, Inc. strives to provide the highest quality health care and human services available to those we serve. Our caring and talented team members work together toward a common goal, everything we do is a team effort. With the support of each other and the excitement and enthusiasm we generate, excellence is never far from our collective reach. It is just as important to us to take care of our staff as it is our residents and the communities we serve.

Equal Opportunity Statement

Winning Wheels, Inc. is an Equal Opportunity Employer. We do not discriminate based on 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. Reasonable accommodations will be made when possible.

History and Organization Overview

Winning Wheels was founded in 1970 and opened its doors in 1979. It began as the dream of Mike Maki, a young man with quadriplegia 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 and several facilities under the Winning Wheels, Inc. organization umbrella and continuum of care:

S.T.R.I.V.E. is a 16-bed intermediate care facility exclusively serving developmentally disabled young adults with severe physical impairments.

Frontier Hollow is an apartment complex consisting of 16 individual apartments designed to accommodate the needs of physically disabled residents in an independent living setting.

The Lyndon Progress Center houses the Community Day Services Program as well as the Lyndon Play and Learn Center and American Health Enterprises. American Health Enterprises is the management company responsible for overseeing the day to day operations and support of all of the facilities.

Lyndon Play and Learn Center is a daycare center providing services to the children of staff members and surrounding communities.

Big Meadows is an Intermediate Care facility with private rooms and Connections, a locked dementia unit.

Pinnacle Place is a senior Supportive Living Facility offering residents spectacular views of the Mississippi river.

Winning Wheels, Inc. is a non-profit organization prioritizing their staff and residents governed by a board of directors.

Joining Us

Employment Qualifications

At Winning Wheels, Inc. we have set basic employment standards for all positions:

- You must meet the criteria in the job description
- You must possess good intentions and want to make a difference, not just a living
- You must be able to work as part of a dedicated team

Employment-At-Will Policy

Your employment with Winning Wheels, Inc. 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, Inc. 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 Process

It is vital to a successful employment experience that new team members are not only a good fit for the organization but that the organization is a good fit for them! All team members at all facilities must fulfill the same basic pre-employment requirements including completing an employment application, satisfactory reference checks completed, physical and drug screen.

Once an offer has been accepted and pre-employment requirements completed, new team members will complete a comprehensive orientation and onboarding program both on site and with the Human Resource representatives.

Attire/Appearance/Dress Code

Each facility and position within our organization is unique. We want our team members to be comfortable, yet professional and reflect the quality of care and pride we have in the services we provide. It is essential that team members be well groomed and appropriately dressed according to their position and facility specific standards. Safety is also an important consideration in attire choices. For example, shoes should be sturdy and slip resistant and jewelry such as large earrings should be avoided.

Recommending Potential Employees

You are going to love your job and want to tell others about our awesome organization! Please feel free to invite others to check us out! In most cases referral bonuses may be applicable.

Job Descriptions

Job descriptions are available for all positions within the organization and are provided to all new team members. We review job descriptions continuously and update as necessary. Job descriptions are intended to provide an overview of position responsibilities, requirements and physical demands but are not an all-inclusive list, other duties may be assigned as necessary.

General Employment Information

Conduct and Professionalism

As a representative of Winning Wheels, Inc. it is important to conduct yourself in a professional and respectful manner. Below is an example of the Conduct expectations of the organization:

- Provide quality care and protect the rights of all residents/patients.
- Follow all laws and rules and be ethical, fair and honest.
- Avoid conflicts of interest and make decisions that are in the best interest of the organization and residents/patients.
- Promote a safe environment and appropriate workplace practices.
- Handle all interactions with respect and professionalism.
- Assume goodness in intentions.
- Uphold a culture of accountability.
- Preserve confidentiality and information security.
- Use social media and technology responsibly.
- Record, report and document information accurately and adequately.
- Cooperate with inquiries, audits and investigations.
- Maintain an open mind when discussing opportunities for improvement.
- Handle conflicts with diplomacy and respect.

Communication and Compliance

Communication is vital to a fulfilling experience for both the organization and the team member. We strive to have an open-door policy. If you have a concern, idea, etc. please talk to the appropriate party to constructively address it – this is how progress and improvements are made! If we have a concern with your performance, we will discuss it with you. Should there continue to be an issue we would progressively address it according to the situation. We believe in working with our team members and adding to the investments we have made in their success. We utilize several disciplinary means including coaching/counseling, warnings and employment suspension. In some unavoidable cases employment may be terminated.

If you feel you have voiced a concern and it has not been addressed, please use our compliance hotline. The Compliance hotline has been established as an avenue for employees or interested parties to report suspected criminal activity, and illegal or unethical conduct occurring within the organization in the event other resolution channels are ineffective or the caller wishes to remain anonymous.

Winning Wheels, Inc. Compliance Hotline: 815-499-9329

Compliance Officer: Robin Landis, C.F.O.

Performance Evaluations

Performance evaluations are completed annually upon employment anniversary with merit-based pay increases awarded at that time. This is a great opportunity to recognize team members and their contributions to the organization as well as discuss goals and future progress.

The Hub

Winning Wheels, Inc. has an organization wide website providing up to date employment information and resources for our team members. Visit www.lwwihub.com for job descriptions, policies, benefit information and more.

Dependability

Due to the nature and importance of our work, good attendance and dependability are imperative. Each facility, department and position have unique scheduling and attendance requirements and specific policies and processes to address them.

In general, all team members need to avoid absences if at all possible. If an absence is unavoidable please provide as much notice as possible. A failure to report to work (no call/no show) will result in termination of employment. Call offs also affect the status of any bonuses and call in pay earned for that pay period.

Extended absences may be protected under certain circumstances. If you are in need of an extended absences, please contact your Administrator or Human Resources for additional information.

Employment Status

We have three options for team members as far as employment status:

- PRN status does not provide for a guaranteed amount of hours provided by either the employer or team member. The team member works when available or needed and it can vary depending on the schedule and organizational needs. To remain actively employed as PRN status, you must regularly pick up shifts.
- Part-Time is any budgeted/set amount of hours up to 71 per pay period.
- Full-Time is a budgeted amount of hours from 72 or more hours per pay period.

Leaves of Absence

If you are requiring time away from work aside from standard vacation or personal days, please contact the Regional Human Resource Director to see which leave would be appropriate and to make arrangements for the absence.

Resident Abuse and Neglect

Our organization takes resident abuse and neglect very serious and has zero tolerance. Every resident has entrusted us with their care and can be assured of total support and cooperation of our team members. Any instances of suspected abuse or neglect will be immediately investigated and involved team member will be suspended during the investigation.

All team members are educated in detail regarding resident abuse and neglect upon hire at orientation and annually during their employment. Failure to report abuse or neglect is grounds for disciplinary action up to and including termination of employment. Disciplinary action and employment termination could also result from willful intent of being a false witness and/or purposely reporting false information.

Confidentiality

Every resident has the right to privacy and confidentiality of protected health information, including information contained in their clinical record, as well as any information regarding their residency at this facility. Resident information should only be shared as necessary for your position and to those authorized to receive the information. Detailed education on resident rights, privacy and HIPAA is provided during orientation and annually thereafter.

Professional Boundaries

It is important to maintain professional boundaries and relationships with residents. Failing to do so could result in disciplinary action up to and including termination of employment dependent upon the specific incident. Some examples:

- Socializing with residents while off duty
- Dating or engaging in sexual activity
- Taking resident on an unapproved outing
- Accepting or giving gifts with a resident or their family members

Harassment Free Culture

Winning Wheels, Inc. is committed to providing a culture free of harassment for team members. This includes general harassment, sexual harassment, or harassment on the basis of age, race, color, handicap, national origin, religion and/or gender. Winning Wheels, Inc. 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.

Potential harassment should be reported immediately to Administration or Human Resources. Confirmed violations will result in appropriate disciplinary action and possible employment termination.

Tobacco Use

Team members are not permitted to use tobacco products in any form on the premises of the organization and are never to be given to residents.

Gifts and Personal Items

Team members are not permitted to personally accept gifts or promotional items from a vendor, resident, or resident's family at any time. If items are received by a team member personally, we ask that they turn them in to the front office so we can make sure they are properly routed. The facilities reserve the right to inspect personal bags, belongings and work environments at any given time.

Winning Wheels, Inc. cannot be held responsible for personal items belonging to team members.

Safety

Safety for our staff and residents is always a priority. Our safety committee meets regularly to review concerns and maintain a proactive approach to the safety program.

If you are injured at work:

- Report the injury immediately and seek appropriate medical attention if necessary.
- Complete and submit an incident report to your supervisor. This allows us to follow up and submit the incident to our worker's compensation insurance company, NHRMA Mutual.
- If your injury requires medical attention, please provide your supervisor or Human Resources with the treating provider's information.

Training and Education

Winning Wheels, Inc. provides ongoing training and education to all staff members. This is done through in-person training as well, in house publications and RELIAS, our online learning platform. It is the team member's responsibility to complete training as assigned.

Our amazing team members are the core of our organization and it is our mission to ensure they are generously compensated and supported with a comprehensive employment benefit package.

Payday

Team members are paid bi-weekly via direct deposit. Pay details are emailed to staff members for their records. It is important to review your pay details and notify your supervisor or administrator immediately if you have any questions or discrepancies.

Recording Worked Time

Time clocks are utilized to accurately record time worked. Team members are required to clock in and out at the beginning and end of their shift and the beginning and end of the thirty-minute meal period. Errors clocking in and out should be reported to your supervisor immediately. Team members should never clock in or out for anyone else, doing so could result disciplinary action.

Working from home is not permitted except for extenuating circumstances with administrative approval.

Payroll Deductions

Federal and state income taxes, and social security payments, all required by law, are deducted from earnings. These deduction amounts may fluctuate based on the amount of earnings you have each pay period and by the amount of withholding you declare. You may change your withholdings at any time by contacting your administration or human resources to complete and submit the necessary forms.

If an inadvertent deduction is improperly made to a team member's paycheck, the team member must report it immediately to their Administrator.

The team member's portion of insurance premiums will be deducted from the regular paycheck. Should there not be enough earnings to cover the deductions, the team member will be responsible for payment of those deductions.

Overtime

Non-exempt status (Hourly) team members are paid time and one-half for hours worked in excess of forty (40) hours per week. Only actual time worked will be counted for purposes of calculating overtime: holidays, vacation sick and other paid time off are not considered time worked.

Exempt Status

Exempt status (Salaried) team members are compensated for their budgeted number of hours per pay period (typically 80 hours) regardless of the time actually worked and are not compensated for overtime. Exempt status team members are expected to communicate with their supervisor regarding their schedules and time worked.

Call-In Pay, Shift Differential and Bonuses

In certain staffing situations call-in pay, shift differential and bonuses may be awarded. If a team member calls off a regularly scheduled shift, they forfeit any discretionary bonuses awarded that pay period.

Compensation and Employment Benefits

Paid Time Off

We work hard and want to reward team members with paid time off. There are several different types of paid time off and the amounts of each depend on your employment status (PRN, part-time, full-time). Please see Human Resources for detailed policies. Paid time off benefits are effective after the initial 90 days of employment and do not accrue and cannot be used during a disciplinary action period (probation or suspension).

- Vacation Time (accrued benefit)
- Paid Holidays
- Sick Pay (accrued benefit)

Expense Reimbursement

Expenses incurred by team members while conducting business on behalf of the organization will be reimbursed by following the proper procedure. When possible, expenses need to be approved in advance and can be reimbursed by providing documentation and an expense form to your facility's administrator. Mileage is reimbursed at the current rate set by the IRS. Reimbursement requests must be submitted within thirty days of incurring the expense.

Education Assistance

Team members are the organization's most valuable asset and to invest in that we offer opportunity for advancement and growth. Full time team members can take advantage of tuition reimbursement, conference compensation and the nurse aide training program. For detailed information please contact Human Resources.

Professional Licenses and Membership Dues

For positions within the organization requiring active licensure or certification, Winning Wheels, Inc. will cover those costs for the eligible full-time team member up to \$250.00 per year. Professional memberships, board licensure/certification, examinations, etc. beneficial to the organization may also be reimbursed up to \$250.00 per year based on administrative approval. Please contact Human Resources for detailed information.

Comprehensive Employment Benefits Package

Winning Wheels, Inc. offers several different options for insurance coverage. Below is a list of options available, for detailed plan information, enrollment and changes please contact Human Resources.

- Dental Insurance
- Vision Insurance
- Health Insurance (group, major medical)
- Supplemental Coverage
- Life Insurance
- Short Term Disability Coverage
- Employee Assistance Program

Team members are eligible to enroll or change coverage upon initial hire, annually during the annual enrollment period and within 30 days of a qualifying event (birth, death, marriage, divorce, loss of coverage, new coverage available, etc.).

Coverage is effective the first of the month following team member's hire date. Benefits are subject to change or revocation at any time, with or without notice, at the sole discretion of the organization.

Child Care Services

The Lyndon Play and Learn Center provides quality child care services and preschool programming. The center is open to community members but gives priority to Winning Wheels, Inc. team members. Team members utilizing the Lyndon Play and Learn Center are eligible for a 75% discount. For enrollment information or detailed information on the program please contact Human Resources.

The best employment benefit = making a real difference every day!!!

