



Wellspring

HOMECARE

EMPLOYEE
HANDBOOK

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Welcome

Welcome! We hope that your employment with WELLSPRING Homecare (hereafter referred to as WELLSPRING) will be rewarding and challenging. We are committed to our most valuable assets- our employees.

The people we employ are entrusted with our residents. Therefore, we strive to hire individuals who are passionate about serving our population. These individuals take pride in caring for others, ensuring their comfort, safety, and care. Our values are not just words but a way of operating. WELLSPRING rewards employee contributions in many ways, including competitive compensation, career opportunity, and professional development.

WELLSPRING complies with all federal and state employment laws, and this handbook generally reflects those laws. WELLSPRING also complies with any applicable local laws, although there may not be an express written policy regarding those laws contained in the handbook. This handbook will serve as a valuable resource to acquaint you with our policies to guide you across our organization.

In an effort to foster a safe and healthy work environment, please understand that this manual only highlights WELLSPRING's policies for your personal understanding and cannot, therefore, be construed as a legal document. It is intended to provide general information about the policies governing the employees of WELLSPRING and is not intended to be an express or implied contract. The guidelines presented in this handbook are not intended to be a substitute for sound management, judgement, and discretion.

It is impossible to anticipate every situation that may arise in the workplace or to provide information that answers every question. Circumstances will undoubtedly require that policies described in this handbook change from time to time. Accordingly, WELLSPRING reserves the right to modify, supplement, rescind, or revise any provision of this handbook from time to time as it deems necessary or appropriate in its sole discretion with or without notice to you.

No business is free from day-to-day problems. However, we believe our policies will help resolve such problems. We work together to make WELLSPRING a viable, healthy, and profitable organization. This is the only way we can provide a satisfactory working environment that promotes genuine concern and respect for others, including all employees and our residents. If any statements in this handbook are not clear to you, please contact your direct supervisor or a member of the Administrative Team.

Our Culture

Core Values

WELLSPRING prides itself on living its Core Values each day. Our Core Values are what distinguish us and set us apart from other organizations. These values are the blueprint of our foundation. We are passionate about meeting the needs of each customer and providing exceptional services in each interaction. We recognize the important role of our employees, and we respect their valuable contributions to our organization. At WELLSPRING, we pride ourselves on the diversity of our staff which fosters the strong and rich foundation our organization is built upon. Our employees are carefully screened, hired and trained, which enables us to match the best skills and abilities to our residents' needs.

Commitment: We don't overpromise, and we keep our promises. We uphold commitments while ensuring proper procedures are followed. Consistency, honesty, and accuracy are key to keeping our promises and earning our partners' confidence.

Respect: Ours is a level playing field. We treat every individual with equal and utmost respect. We communicate courteously and attentively at all times. Our role is to inform and to serve, not to condescend.

Warmth: We encourage kindness and dignity with friendly, personalized communication. We greet others with a smile, eye contact, and relaxed gestures. We address others by name and meet concerns and complaints with empathy first, appropriate action second.

Effort: Questions and requests are met with a "Yes we can" attitude and earnest effort. We genuinely want to find ways to satisfy others' needs, and we explain what we can do before explaining what we can't do. We never respond with an automatic "no."

Excellence: We provide something "extra" whenever possible. We strive to exceed our own and others' expectations. We seek partner and peer feedback, listening attentively to learn how we can respond to specific needs or improve personal and organizational performance.

Expedience: We honor the value of others' time. Whether dealing with partners or co-workers, we know that others are bound by time commitments beyond our understanding. We greet partners promptly and work quickly to provide information and to resolve issues.

Inclusivity: We value differences. We communicate gratitude and patience to people of all cultural backgrounds, ages, dispositions, and levels of ability, and financial understanding. We go out of our way to accommodate special needs and requests as if they were our own.

Responsibility: We take full responsibility for our actions. We express full accountability for any dissatisfaction and for negative behavior among our team. Any discontented client should be given courtesy, names of any associates involved and individuals who can help, and assurance of follow-up and resolution.

In keeping with these values, WELLSPRING issues several employment policies to ensure that all employees are treated appropriately and with dignity and respect. These policies are included in the following pages.

Please take the time now to read this handbook carefully. Sign the acknowledgment on the last page to show that you have read, understood, and agree to the contents of this handbook, which sets out the guidelines concerning your employment. This handbook supersedes any previously issued handbooks or policy statements dealing with the subjects discussed herein. WELLSPRING reserves the right to interpret, modify, or supplement the provisions of this handbook at any time. Neither this handbook nor any other communication by a management representative or other, whether oral or written, is intended in any way to create a contract of employment.

If you have questions about your employment or any provisions in this handbook, please speak to your manager or contact the Administrative Team.

We wish you success in your employment here at WELLSPRING!

Sincerely,

A handwritten signature in black ink, appearing to read 'Condase', is positioned below the word 'Sincerely,'.

Condase
President & CEO

1.0 Diversity & Inclusion Statement

At WELLSPRING, we are committed to fostering an inclusive culture that values and embraces diversity. We are committed to hiring and creating an environment where our employees can grow, ensuring everyone feels valued, heard, and supported.

1.1 Revisions to Handbook

This handbook is our attempt to keep you informed of the terms and conditions of your employment, including WELLSPRING policies and procedures. The handbook is not a contract. WELLSPRING reserves the right to revise, add, or delete from this handbook as we determined to be in our best interest, except the policy concerning at-will employment. When changes are made to the policies and guidelines contained herein, we will endeavor to communicate them in a timely fashion, typically in a written supplement to the handbook or in a posting on WELLSPRING bulletin boards.

1.2 At-Will Employment

Your employment with WELLSPRING is on an "at-will" basis. This means your employment may be terminated at any time, with or without notice and with or without cause. Likewise, we respect your right to leave WELLSPRING at any time. However, as a professional courtesy, we would prefer a 2-week written notification.

Nothing in this handbook or any other WELLSPRING document should be understood as creating a contract, guaranteed or continued employment, a right to termination only "for cause," or any other guarantee of continued benefits or employment. Only the President and CEO has the authority to make promises or negotiate with regard to guaranteed or continued employment, and any such promises are only effective if placed in writing and signed by the President and CEO. If a written contract between you and WELLSPRING is inconsistent with this handbook, the written contract is controlled. Nothing in this handbook will be interpreted, applied, or enforced to interfere with, restrain, or coerce employees in the exercise of their rights under Section 7 of the National Labor Relations Act.

2.0 Introductory Language and Policies

2.1 Ethics Code

WELLSPRING will conduct business honestly and ethically wherever operations are maintained. We strive to improve the quality of our services, products, and operations and will maintain a reputation for honesty, fairness, respect, responsibility, integrity, trust, and sound business judgment. Our managers and employees are expected to adhere to high standards of business and personal integrity as a representation of our business practices, at all times consistent with their duty of loyalty to the Company.

We expect that officers, directors, and employees will not knowingly misrepresent WELLSPRING and will not speak on behalf of WELLSPRING unless specifically authorized. The confidentiality of trade secrets, proprietary information, and similar confidential commercially-sensitive information (i.e., financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) about WELLSPRING operations, or that of our customers or partners, is to be treated with discretion and only disseminated on a need-to-know basis (see policies relating to privacy). Violation of the Code of Ethics can result in disciplinary action, up to and including termination of employment. The degree of discipline imposed may be influenced by the existence of voluntary disclosure of any ethical violation and whether or not the violator cooperated in any subsequent investigation.

3.0 Hiring and Orientation Policies

3.1 Accommodations for Pregnant Employees

WELLSPRING will provide reasonable accommodation to pregnant employees for known limitations related to pregnancy, childbirth, or other related medical conditions in accordance with the federal Pregnant Workers Fairness Act (PWFA).

Examples of potential reasonable accommodations include:

- Seating;
- Closer parking;
- Flexible hours;
- Additional break time to use the bathroom, eat, and rest;
- Leave or time off to recover from childbirth;
- Limitations on strenuous activities; and
- Limitations on strenuous activities or those that involve exposure to compounds that are not safe for pregnancy.

If you require accommodation, notify your manager. If the need for a particular accommodation is not obvious, you may be asked to include relevant information such as:

- The reason you need accommodation
- A description of the proposed accommodation.
- How the accommodation will address limitations caused by pregnancy, childbirth, or related medical conditions.

WELLSPRING will not require you to accept any accommodation without engaging in the interactive process to accurately understand your limitations and explore potential accommodations. WELLSPRING is not required to make your specific requested accommodation and is not required to provide any accommodation that would constitute an undue hardship on the Company.

If leave is provided as a reasonable accommodation, it may run concurrently with leave under the Federal Family and Medical Leave Act and/or any other leave where permitted by law.

WELLSPRING will comply with state or local laws that provide additional protections beyond the PWFA. WELLSPRING will not retaliate against employees who request or receive accommodation under this policy.

3.2 Conflicts of Interest

WELLSPRING is concerned with conflicts of interest that create actual or potential job-related concerns, especially in the areas of confidentiality, customer relations, safety, security, and morale. If there is any actual or potential conflict of interest between you and a competitor, supplier, distributor, or contractor to the Company, you must disclose it to your manager. If an actual or potential conflict of interest is determined to exist, WELLSPRING will take such steps as it deems necessary to reduce or eliminate this conflict.

WELLSPRING will not employ friends or relatives in circumstances where actual or potential conflicts may arise that could compromise supervision, safety, confidentiality, security, and morale. It is your obligation to inform WELLSPRING of any such potential conflict so WELLSPRING can determine how best to respond to the particular situation.

3.3 Employment Authorization Verification

New hires will be required to complete Section 1 of Federal Form I-9 on the first day of paid employment and must present acceptable documents authorized by the U.S. Citizenship and Immigration Services proving identity and employment authorization no later than the third business day following the start of employment with WELLSPRING. If you are currently employed and have not complied with this requirement or if your status has changed, inform your manager.

If you are authorized to work in this country for a limited period of time, you will be required to submit proof of renewed employment eligibility prior to expiration of that period to remain employed by the Company.

3.4 Job Descriptions

WELLSPRING maintains a job description for each position. If you do not have a current copy of your job description, you should request one from your manager.

Job descriptions prepared by WELLSPRING serve as an outline only. Due to business needs, you may be required to perform job duties that are not within your written job description. Furthermore, WELLSPRING may have to revise, add to, or delete from your job duties per business needs. On occasion, WELLSPRING may need to revise job descriptions with or without advance notice to employees. If you have any questions regarding your job description or the scope of your duties, please speak with your manager.

3.5 New Hires and Introductory Periods

The first 90 days of your employment are considered a probationary period. During this period, you will become familiar with WELLSPRING and your job responsibilities, and we will have the opportunity to monitor the quality and value of your performance and make any necessary adjustments in your job description or responsibilities. Completion of this introductory period does not imply guaranteed or continued employment. Nothing that occurs during or after this period should be construed to change the nature of the "at-will" employment relationship.

3.6 Training Program/Orientation

In most cases, and for most departments, training, and orientation of employees is done on an individual basis by a supervisor or manager. Even if you have had previous experience in the specified functions of your job duties, it is necessary for you to learn Wellspring specific procedures, as well as the responsibilities of the specific position. An orientation manual, guidelines and/or other resources will be provided for training. If you ever feel you require additional training, consult your manager.

4.0 Wage and Hour Policies

4.1 Attendance

If you know ahead of time that you will be absent or late, please call your supervisor at least four hours prior to the start of your shift. You may be required to provide documentation of any medical or other excuse for being absent or late where permitted by applicable law.

WELLSPRING reserves the right to apply unused vacation, sick time, or other paid time off to unauthorized absences where permitted by applicable law. Absences resulting from approved leave, vacation, or legal requirements are exceptions to the policy.

4.2 Direct Deposit

WELLSPRING encourages all employees to enroll in direct deposit. A direct deposit form is provided during orientation. Typically, the bank will begin the direct deposit of your payroll within two weeks after you submit your completed application. If you have selected the direct deposit payroll service, a written explanation of your deductions will be provided to you on paydays in lieu of a check.

4.3 Employment Classifications

WELLSPRING designates all employees as either exempt or nonexempt in compliance with applicable federal, state, and local law:

- **Exempt Employees.** Exempt employees are generally paid a fixed salary and are not entitled to overtime pay.
- **Nonexempt Employees.** Nonexempt employees are entitled to minimum wage and overtime pay.

WELLSPRING also assigns each employee to one of the following categories:

- **Regular Full-Time Employees.** Regular full-time employees are normally scheduled to work at least 40 hours per workweek, except for approved time off. Full-time employees are eligible for most WELLSPRING benefits.
- **Regular Part-Time Employees.** Regular part-time employees are normally scheduled to work 29 hours or less per workweek. Part-time employees are not eligible for most WELLSPRING benefits.

You will be informed of your classification, status, and responsibilities at the time of hire. Your classification, status, or responsibilities may change to accommodate the needs of the business. If you have a question regarding this information, contact your immediate supervisor. These classifications do not alter your employment at-will status.

4.4 Job Abandonment

A “no call/no show” is when an employee does not show up or call out of work. At Wellspring, an employee who does not show up or call out for his or her shift will be considered to have abandoned their job and have voluntarily resigned.

4.5 Paycheck Deductions

WELLSPRING is required by law to make certain deductions from your pay each pay period, including deductions for federal income tax, Social Security and Medicare (FICA) taxes, and any other deductions required under law or by court order for wage garnishments. The amount of your tax deductions will depend on your earnings and the information you list on your federal Form W-4 and applicable state withholding form. Permissible deductions for exempt employees may also include, but are not limited to, deductions for full-day absences for reasons other than sickness or disability and certain disciplinary suspensions. You may also authorize certain voluntary deductions from your paycheck where permissible under state law. Your deductions will be reflected in your wage statement. If you have any questions about deductions from your pay, contact your manager.

WELLSPRING will not make deductions to your pay that are prohibited by federal, state, or local law. Review your paycheck for errors each pay period and immediately report any discrepancies to your manager. You will be reimbursed in full for any isolated, inadvertent, or improper deductions, as defined by law. If an error is found, you will receive an immediate

adjustment, which will be paid no later than your next regular payday. WELLSPRING will not retaliate against employees who report erroneous deductions in accordance with this policy.

4.6 Recording Time

WELLSPRING is required by applicable federal, state, and local laws to keep accurate records of hours worked by certain employees. To ensure that WELLSPRING has complete and accurate time records and that employees are paid for all hours worked, nonexempt employees are required to record all working time using WELLSPRING time sheets. Speak with your manager for specific instructions. You must accurately record all of your time on timesheets and the timeclock to ensure you are paid for all hours worked and must follow established WELLSPRING procedures for recording your hours worked. Time must be recorded as follows:

- Immediately before starting your shift;
- Immediately after finishing work;
- Immediately before and after any other time away from work

If you are required to clock in, you should clock in no more than five minutes before the time you actually start working and clock out no later than five minutes after you actually stop working. Notify your manager of any pay discrepancies, unrecorded or mis-recorded work hours, or any involuntarily missed meal or break periods.

Falsifying time entries is strictly prohibited. Falsifying time entries includes working "off the clock." If you falsify your own time records, or the time records of co-workers, or if you work off the clock, you will be subject to disciplinary action up to and including termination. Immediately report to your supervisor or appropriate department any employee, supervisor, or manager who falsifies your time entries or encourages or requires you to falsify your time entries or work off the clock.

4.7 Workday/Workweek

WELLSPRING's workweek runs from Monday to Sunday. The workday begins at 7 am Monday morning and ends on Sunday 11:59 pm. Employees may be required to come in early, work late, or work overtime from time to time, depending on various factors, such as workloads, staffing needs, and special projects.

You are expected to be on the job, ready to work, when scheduled. Inability to report to work as scheduled may lead to disciplinary action, up to and including termination of employment, for violation of an attendance policy or job abandonment.

5.0 Performance, Discipline, Layoff, and Termination

5.1 Pre-Employment Background Check – (CORI)

A CORI (Criminal Offender Record Information) is a person's criminal history. If you have ever been charged with a crime in a state or federal court in Massachusetts, you will have a CORI record, whether your case ended with a conviction, a finding of not guilty, charges were dismissed, or another outcome.

WELLSPRING requires a CORI check conducted on every potential applicant for employment. This information is requested in recognition of the serious and sensitive nature of the work that we do and as protection to the vulnerable residents entrusted to the care and treatment of our staff.

5.2 Criminal Activity/Arrests

WELLSPRING will report all criminal activity in accordance with applicable law. Involvement in criminal activity while employed by the Company, whether on or off WELLSPRING property, may result in disciplinary action including suspension or termination of employment.

5.3 Exit Interview

You may be asked to participate in an exit interview when you leave WELLSPRING. The purpose of the exit interview is to provide management with greater insight into your decision to leave employment; identify any trends requiring attention or opportunities for improvement; and to assist WELLSPRING in developing effective recruitment and retention strategies. Your cooperation in the exit interview process is appreciated.

5.4 Open Door/Conflict Resolution Process

WELLSPRING strives to provide a comfortable, productive, legal, and ethical work environment. To this end, we want you to hear any problems, concerns, or grievances you have about the workplace to the attention of your manager and, if necessary, to upper-level management. To help manage conflict resolution we have instituted the following problem solving procedure:

If you believe there is inappropriate conduct or activity on the part of the Company, management, its employees, vendors, customers, or any other persons or entities related to the Company, bring your concerns to the attention of your manager at a time and place that will allow the person to properly listen to your concern. Most problems can be resolved informally through dialogue between you and your immediate manager. If you have already brought this matter to the attention of your manager before and do not believe you have received a sufficient response, or if you believe that person is the source of the problem, present your concerns to upper-level management. Describe the problem, those people involved in the problem, efforts you have made to resolve the problem, and any suggested solution you may have. Every attempt will be made to resolve the issue.

5.5 Outside Employment

Outside employment that creates a conflict of interest or that affects the quality or value of your work performance or availability at WELLSPRING is prohibited. WELLSPRING recognizes that you may seek additional employment during off hours, but in all cases expects that any outside employment will not affect your attendance, job performance, productivity, work hours, or scheduling, or would otherwise adversely affect your ability to effectively perform your duties or in any way create a conflict of interest. Any outside employment that will conflict with your duties and obligations to WELLSPRING should be reported to your manager. Failure to adhere to this policy may result in discipline up to and including termination.

5.6 Performance Improvement

WELLSPRING will make efforts to periodically review your work performance. The performance improvement process will take place annually, or as business needs dictate. You may specifically request that your manager assist you in developing a performance improvement plan at any time. The performance improvement process is a means for increasing the quality and value of your work performance. Your initiative, effort, attitude, job knowledge, and other factors will be addressed. You must understand that a positive job performance review does not guarantee a pay raise or continued employment. Pay raises and promotions are based on numerous factors, only one of which is job performance.

5.7 Post-Employment References

WELLSPRING policy is to confirm dates of employment and job title only. With written authorization, WELLSPRING will confirm compensation. Forward any requests for employment verification to Human Resources.

5.8 Promotions

To match you with the job for which you are best suited to meet the business needs, it is our policy to promote from within only when the most qualified candidate is available.

Promotions are made on an equal opportunity basis according to employees possessing the needed skills, education, experience, and other qualifications that are required for the job.

5.9 Resignation Policy

WELLSPRING hopes that your employment with WELLSPRING will be a mutually rewarding experience; however, WELLSPRING acknowledges that varying circumstances can cause you to resign from employment. WELLSPRING intends to handle any resignation in a professional manner with minimal disruption to the workplace.

Notice

WELLSPRING requests that you provide a minimum of two weeks' notice of your resignation. If you are a manager, you are requested to provide a minimum of four weeks' notice. If you provide less notice than requested, WELLSPRING may deem you to be ineligible for rehire, depending on the circumstances of the notice given.

WELLSPRING reserves the right to provide you with pay in lieu of notice in situations where job or business needs warrant.

Final Pay

WELLSPRING will pay separated employees in accordance with applicable laws and other sections of this handbook. Notify WELLSPRING if your address changes during the calendar year in which resignation occurs to ensure tax information is sent to the correct address.

Return of Property

Return all WELLSPRING property at the time of separation. Failure to return some items may result in deductions from your final paycheck where state law allows. In some circumstances, WELLSPRING may pursue criminal charges for failure to return WELLSPRING property.

5.10 Re-Employment

Former employees who are rehired and return to work within three months of their termination will not be required to go through another orientation period, unless WELLSPRING deems it necessary. Former employees who are rehired and return to work more than three months after their termination will be rehired only as new employees and must complete a new orientation period. They will be considered new employees for any and all benefits. As a general rule, WELLSPRING will not rehire former employees who:

- Were dismissed by WELLSPRING
- Resigned without giving two weeks' notice
- Were dismissed for inability to perform job duties
- Had a poor attendance record
- Had a below-average evaluation
- Violated safety rules and/or policies and procedures

5.11 Standards of Conduct

WELLSPRING wishes to create a work environment that promotes job satisfaction, respect, responsibility, integrity, and value for all our employees, clients, customers, and other stakeholders. We all share the responsibility of improving the quality of our work environment. By deciding to work here, you agree to follow our rules.

While it is impossible to list everything that could be considered misconduct in the workplace, what is outlined here is a list of common-sense infractions that could result in discipline, up to and including immediate termination of employment. This policy is not intended to limit our right to discipline or discharge employees for any reason permitted by law. Examples of inappropriate conduct include:

- Violation of the policies and procedures set forth in this handbook.
- Possessing, using, distributing, selling, or negotiating the sale of illegal drugs or other controlled substances.
- Being under the influence of alcohol during working hours on WELLSPRING property (including in WELLSPRING vehicles), or on WELLSPRING business.
- Inaccurate reporting of the hours worked by you or any other employees.
- Providing knowingly inaccurate, incomplete, or misleading information when speaking on behalf of WELLSPRING in the preparation of any employment-related documents including, but not limited to, job applications, personnel files, employment review documents, intra-WELLSPRING communications, or expense records.
- Taking or destroying WELLSPRING property.
- Possession of potentially hazardous or dangerous property (where not permitted) such as firearms, weapons, chemicals, etc., without prior authorization.
- Fighting with, or harassment of (as defined in our EEO policy), any fellow employee, vendor, or customer.
- Disclosure of WELLSPRING trade secrets and proprietary and confidential commercially-sensitive information (i.e., financial or sales records/reports, marketing or business strategies/plans, product development information, customer lists, patents, trademarks, etc.) of WELLSPRING or its customers, contractors, suppliers, or vendors.
- Refusal or failure to follow directions or to perform a requested or required job task.
- Refusal or failure to follow safety rules and procedures.
- Excessive tardiness or absences.
- Smoking in non-designated areas.
- Working unauthorized overtime.
- Solicitation of fellow employees on WELLSPRING premises during working hours.
- Failure to dress according to WELLSPRING policy.
- Use of obscene or harassing language in the workplace (as defined by our EEO policy).
- Engaging in outside employment that interferes with your ability to perform your job at this Company.
- Gambling on WELLSPRING premises.
- Lending keys or keycards to WELLSPRING property to unauthorized persons.

Nothing in this policy is intended to limit your rights under the National Labor Relations Act, or to modify the at-will employment status where at-will is not prohibited by state law.

6.0 General Policies

6.1 Bulletin Boards

WELLSPRING maintains an official bulletin board located in hallway or kitchen area for providing employees with official WELLSPRING notices, including wage and hour laws, changes in policies, and other employment-related notices. At times WELLSPRING may also post information of general interest to employees on the bulletin board. You are responsible for being informed about this material by periodically reviewing the bulletin board. Only authorized personnel may add and remove notices from the bulletin board.

6.2 NETWORK and Electronic Resources Policy

Network and Electronic Resources, such as computers, other hardware, software, e-mail, landline and cellular telephones, fax machines and internet access, are tools that Wellspring provides its employees to assist them in their work. These Network and Electronic Resources and related access systems are proprietary Wellspring property and subject to review or access by Wellspring at any time. All employees who use Wellspring's Network and Electronic Resources must follow the guidelines below:

1. Use Network and Electronic Resources for Wellspring business purposes only.
2. Messages and communications sent via Wellspring's Network and Electronic Resources are subject to subpoena and access by persons outside Wellspring and may be used in legal proceedings. Please consider this before sending any confidential messages or material via the Network and Electronic Resources.
3. E-Mail is not a substitute for face-to-face communication. If you have a conflict with someone or need to discuss an important issue, it should be handled in person or over the telephone if a meeting is not possible.
4. Remember that all of Wellspring's policies, including but not limited to policies on Equal Employment Opportunity, Harassment, Confidentiality, Personal Conduct and Rules of Conduct, apply to the use of Wellspring's Network and Electronic Resources. Employees must not review or forward sexually explicit, profane, or otherwise unprofessional or unlawful material through Wellspring's Network and Electronic Resource.
5. Passwords protecting the use of Wellspring's Network and Electronic Resources are Wellspring's property and will be assigned to employees as needed. Employees may not change passwords without the consent of the President of Wellspring. Employees must notify the President of all passwords and encryption keys assigned to or used by them and must notify the President of any changes to such passwords or encryption keys.
6. Do not install any software or program on any Wellspring computer or other hardware without the express consent of your supervisor or the President.
7. Wellspring expressly prohibits the unauthorized use, installation, copying or distribution of copyrighted, trademarked or patented material.
8. Employees must not attempt to override or evade any program or measure installed by Wellspring to protect the security or limit the use of its Network and Electronic Resources.

Wellspring retains the right to review all communications conducted and data saved, reviewed or accessed via Wellspring's Network and Electronic Resources, including Wellspring computers, e-mail and internet access. Wellspring does not permit its non-management employees to access or use any Wellspring password, e-mail or internet access other than their own. Inappropriate use of Network and Electronic Resources may result in discipline, up to and including discharge. Employees should be careful to safeguard their passwords, log off their terminals when not in use and not permit others to access Wellspring systems.

6.2 Computer Security and Copying of Software

Laptops and software programs purchased and provided by WELLSPRING are to be used only for creating, researching, and processing materials for WELLSPRING use. By using WELLSPRING hardware, software, and networking systems you assume personal responsibility for their use and agree to comply with this policy and other applicable WELLSPRING policies, as well as city, state, and federal laws and regulations.

All software acquired for or on behalf of WELLSPRING or developed by WELLSPRING employees or contract personnel on behalf of the Company, is and will be deemed WELLSPRING property. It is the policy of WELLSPRING to respect all computer software rights and to adhere to the terms of all software licenses to which WELLSPRING is a party. The Human Resources is responsible for enforcing these guidelines.

You may not illegally duplicate any licensed software or related documentation. Unauthorized duplication of software may subject you and/or WELLSPRING to both civil and criminal penalties under the United States Copyright Act. To purchase software, obtain your manager's approval. All software acquired by WELLSPRING must be purchased through Human Resources.

You may not duplicate, copy, or give software to any outsiders including clients, contractors, customers, and others. You may use software on local area networks or on multiple machines only in accordance with applicable license agreements entered into by the Company.

6.3 Non-solicitation/Non-distribution Policy

To avoid disruption of business operations or disturbance of employees, visitors, and others, WELLSPRING has implemented a Non-solicitation/Non-distribution Policy. For purposes of this policy, "solicitation" includes, but is not limited to, selling items or services, requesting contributions, and soliciting or seeking to obtain membership in or support for any organization. Solicitation performed through verbal, written, or electronic means is covered by the Non-solicitation/Non-distribution Policy.

You are prohibited from soliciting other employees during your assigned working time. For this purpose, working time means time during which either you or the employees who are the object of the solicitation are expected to be actively engaged with assigned work. You may conduct solicitations during your lunch period, coffee breaks, or other authorized nonworking time, so long as you do so when the other employees are also on nonworking time.

To avoid inappropriate litter, clutter, and safety risks, you may not distribute literature or other items that are not work related in working areas at any time. Working areas do not include break/rest areas, lunchrooms, or parking lots. Electronic distribution of materials is prohibited during work time. Literature that violates the company's equal employment opportunity (EEO) and non-harassment policies (including threats of violence), or is knowingly and recklessly false, is never permitted. Non-employees are not permitted to distribute materials on WELLSPRING premises at any time.

This policy is not intended to restrict the statutory rights of employees, including the right to discuss terms and conditions of employment. Violations of this policy should be reported to your manager. It is a policy of WELLSPRING to ensure the protection of the residents as well as the staff. To this end, **under no circumstances are any type of transactions to occur between residents and staff.** Transactions will be defined as any one of the following:

1. Lending money or any item to a resident.
2. Borrowing money or any item from a resident.
3. Accepting gifts in excess of \$5.00 from any resident. This could be money or personal items, clothing, furniture, linens, electrical items (e.g., clocks, televisions, radios, lamps, etc.).
4. Purchasing items for a resident and expecting a resident to pay you for the item.
5. Purchasing items from a resident or selling items to residents.

Any of the above could be interpreted as misappropriation of resident funds under the Attorney General Regulations as well as the regulations governed by the Department of Public Health.

WELLSPRING advises prior to any staff member taking a resident out **during non-working hours** to please be aware of the following responsibility you are assuming:

- Liability should there be an accident;
- False accusations which may be made against you from the resident;
- The overall effect it may have on how the resident interrupts you in the workplace;
- The effect it may have on the other residents should they request the same from you.

Please be aware there are some restrictions with certain residents regarding guardianship and who they can go out with. Prior to taking any resident out it must be cleared with management that these restrictions are not imposed by the guardian.

6.4 Personal Appearance

Your personal appearance reflects the reputation, integrity, and public image of WELLSPRING. All employees are required to report to work neatly groomed and dressed. You are expected to maintain personal hygiene habits that are generally accepted in the community, including clean clothing, good grooming and personal hygiene, and appropriate attire for the workplace and the work being performed. Wellspring expects employees to set an example of personnel cleanliness and clothing.

For positions such as Responsible Persons which involve activities such as cooking, cleaning, and interacting with residents, you will be required to wear scrubs which you will need to purchase. If your duties involve administrative activities in which you are responsible for representing the company in business matters, your clothing may include items such as button-down shirts, blouses, skirts, and dresses (minimum knee length), dress pants, and dress shoes. Regardless of your position, clothing should be clean, ironed, and well-fitting. All employees are required to wear a Company-issued name tag at all times during their shift. Fragrant products, including but not limited to perfumes, colognes, and scented body lotions or hair products, should be used in moderation out of concern for others with sensitivities or allergies.

WELLSPRING, in accordance with applicable law, will reasonably accommodate employees with disabilities or religious beliefs that make it difficult for them to comply fully with the personal appearance policy unless doing so would impose an undue hardship on the Company. Contact your manager to request a reasonable accommodation.

Failure to comply with the personal appearance standards may result in being sent home to groom or change clothes. Frequent violations may result in disciplinary action, up to and including termination of employment.

6.5 Personal Cell Phone/Mobile Device Use

While WELLSPRING permits employees to bring personal cell phones and other mobile devices (i.e., smart phones, tablets, laptops) into the workplace, you must not allow the use of such devices to interfere with your job duties or impact workplace safety and health.

Use of personal cell phones and mobile devices at work can be distracting and disruptive and cause a loss of productivity. Thus, you should primarily use such personal devices during nonworking time, such as breaks and meal periods. During this time, use devices in a manner that is courteous to those around you. Outside of nonworking time, use of such devices should be minimal and limited to emergency use only. If you have a device that has a camera and/or audio/video recording capability, you are restricted from using those functions on WELLSPRING property unless authorized in advance by management or when they are used in a manner consistent with your right to engage in concerted activity under section 7 of the National Labor Relations Act (NLRA).

You are expected to comply with WELLSPRING policies regarding the protection of confidential and proprietary information when using personal devices.

While operating a vehicle on work time, WELLSPRING requires that the driver's personal cell phone/mobile device be turned off. If you need to make or receive a phone call while driving, pull off the road to a safe location unless you have the correct hands-free equipment for the device that is in compliance with applicable state laws.

You may connect your personal device to WELLSPRING network or to WELLSPRING equipment (e.g., computers, printers, etc.).

You may have the opportunity to use your personal devices for work purposes.

Nothing in this policy is intended to prevent employees from engaging in protected concerted activity under the NLRA.

You will be subject to disciplinary action up to and including termination of employment for violation of this policy.

6.6 Personal Data Changes

It is your obligation to provide WELLSPRING with your current contact information, including current mailing address and telephone number. You should also inform WELLSPRING of any changes to your tax withholding status. Failure to do so may result in loss of benefits or delayed receipt of W-2 and other mailings. To make changes to this information, contact Payroll or the appropriate department, or person.

6.7 Security

All employees are responsible for helping to make WELLSPRING a secure work environment. Upon leaving work, lock all desks, lockers, and doors protecting valuable or sensitive material in your work area and report any lost or stolen keys, passes, or similar devices to your manager immediately. Refrain from discussing specifics regarding WELLSPRING security systems, alarms, passwords, etc. with those outside of the Company. Immediately advise your manager of any known or potential security risks and/or suspicious conduct of employees, customers, or guests of the Company. Safety and security are the responsibilities of all employees, and we rely on you to help us keep our premises secure.

6.8 Social Media

At WELLSPRING, we recognize the Internet provides unique opportunities to participate in interactive discussions and share information using a wide variety of social media. However, the use of social media also presents certain risks and carries with it certain responsibilities. To minimize risks to the Company, you are expected to follow our guidelines for appropriate use of social media. This policy applies to all employees who work for the Company.

Guidelines

For purposes of this policy, **social media** includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal website, social networking or affinity website, web bulletin board or a chat room, whether associated or affiliated with the Company, as well as any other form of electronic communication.

WELLSPRING principles, guidelines, and policies apply to online activities just as they apply to other areas of work. Ultimately, you are solely responsible for what you communicate in social media. You may be personally responsible for any litigation that may arise should you make unlawful defamatory, slanderous, or libelous statements against any customer, manager, owner, or employees of the Company.

Know and Follow the Rules

Ensure your postings are consistent with these guidelines. Postings that include unlawful discriminatory remarks, harassment, and threats of violence or other unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Be Respectful

WELLSPRING cannot force or mandate respectful and courteous activity by employees on social media during nonworking time. If you decide to post complaints or criticism, avoid using statements, photographs, video, or audio that reasonably could be viewed as unlawful, slanderous, threatening, or that might constitute unlawful harassment. Examples of such conduct might include defamatory or slanderous posts meant to harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, age, national origin, religion, veteran status, or any other status or class protected by law or WELLSPRING policy. Your personal posts and social media activity should not reflect upon or refer to the Company.

Maintain Accuracy and Confidentiality

When posting information:

- Maintain the confidentiality of trade secrets, intellectual property, and confidential commercially-sensitive information (i.e., financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) related to the Company.
- Do not create a link from your personal blog, website, or other social networking site to a WELLSPRING website that identifies you as speaking on behalf of the Company.
- Never represent yourself as a spokesperson for the Company. If WELLSPRING is the subject of the content you are creating, do not represent yourself as speaking on behalf of the Company. Make it clear in your social media activity that you are speaking on your own behalf.
- Respect copyright, trademark, third-party rights, and similar laws and use such protected information in compliance with applicable legal standards.

Using Social Media at Work

Do not use social media while on your work time, unless it is work related as authorized by your manager or consistent with policies that cover equipment owned by the Company.

Media Contacts

If you are not authorized to speak on behalf of the Company, do not speak to the media on behalf of the Company. Direct all media inquiries for official WELLSPRING responses to Human Resources.

Retaliation and Your Rights

Retaliation or any other negative action is prohibited against anyone who, based on a reasonable belief, reports a possible deviation from this policy or cooperates in an investigation. Those who retaliate against others for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

Nothing in this policy is designed to interfere with, restrain, or prevent employees from communications regarding wages, hours, or other terms and conditions of employment, or to restrain employees in exercising any other right protected by law. All employees have the right to engage in or refrain from such activities.

6.9 Suggestion Policy

At WELLSPRING, we welcome suggestions for continued improvement and welcome your ideas for better ways to do your job, produce or sell the products or services of our Company, or meet customer and client needs. Discuss your ideas with your Manager or another member of the management team. We also encourage you to offer any suggestions derived from seminars, magazines, or other outside sources of information you believe would add value to the Company.

Understand that any suggestions, innovations, inventions, or other matter created by you on work time or with WELLSPRING tools or property are considered to be the property of the Company.

6.10 Telephone Use

WELLSPRING phones are principally for work-related communications. Unless there is an emergency, limit long-distance telephone calls to business purposes only. Limit personal use of WELLSPRING telephones to brief communications during rest periods where possible. Casual conversation with friends and relatives during working hours is strongly discouraged. Telephone use is subject to the Use of WELLSPRING Technology Policy.

6.11 Third Party Disclosures

From time to time, WELLSPRING may become involved in news stories or potential or actual legal proceedings of various kinds. When that happens, lawyers, former employees, newspapers, law enforcement agencies, and other outside persons may contact our employees to obtain information about the incident or the actual or potential lawsuit.

If you receive such a contact, you should not speak on behalf of WELLSPRING and should refer any call requesting the position of WELLSPRING to the owner. If you have any questions about this policy or are not certain what to do when such a contact is made, contact the owner.

6.12 Use of WELLSPRING Technology

This policy is intended to provide WELLSPRING employees with the guidelines associated with the use of WELLSPRING information technology (IT) resources and communications systems.

This policy governs the use of all IT resources and communications systems owned by or available at the Company, and all use of such resources and systems when accessed using your own devices, including but not limited to:

- Email systems and accounts;
- Internet and intranet access;
- Telephones and voicemail systems, including wired and mobile phones, smartphones, and pagers.
- Printers, photocopiers, and scanners;
- Fax machines, e-fax systems, and modems;
- All other associated computer, network, and communications systems, hardware, peripherals, and software, including network key fobs and other devices.

General Provisions

WELLSPRING IT resources and communications systems are to be used for business purposes only unless otherwise permitted under applicable law.

All content maintained in WELLSPRING IT resources and communications systems are the property of the Company. Therefore, employees should have no expectation of privacy in any message, file, data, document, facsimile, telephone conversation, social media post, conversation, or any other kind or form of information or communication transmitted to, received, or printed from, or stored or recorded on WELLSPRING electronic information and communications systems.

WELLSPRING reserves the right to monitor, intercept, and/or review all data transmitted, received, or downloaded over WELLSPRING IT resources and communications systems in accordance with applicable law. Any individual who is given access to the system is hereby given notice that WELLSPRING will exercise this right periodically, without prior notice and without prior consent.

The interests of WELLSPRING in monitoring and intercepting data include, but are not limited to: protection of WELLSPRING trade secrets, proprietary information, and similar

confidential commercially-sensitive information (i.e., financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.); managing the use of the computer system; and/or assisting employees in the management of electronic data during periods of absence.

You should not interpret the use of password protection as creating a right or expectation of privacy, nor should you have a right or expectation of privacy regarding the receipt, transmission, or storage of data on WELLSRING IT resources and communications systems.

Do not use WELLSRING IT resources and communications systems for any matter that you would like to be kept private or confidential.

Violations

If you violate this policy, you will be subject to corrective action, up to and including termination of employment. If necessary, WELLSRING will also advise law enforcement officials of any illegal conduct.

6.13 Workplace Privacy and Right to Inspect

WELLSRING property, including but not limited to lockers, phones, computers, tablets, desks, workplace areas, vehicles, or machinery, remains under the control of WELLSRING and is subject to inspection at any time, without notice to any employees, and without their presence. You should have no expectation of privacy in any of these areas. We assume no responsibility for the loss of, or damage to, your property maintained on WELLSRING premises, including that kept in lockers and desks.

7.0 Benefits

7.1 401(k) Plan

Eligible employees may participate in WELLSRING 401(k) plan after completing any applicable waiting period as defined in the plan. Refer to your Summary Plan Description (SPD) for specific information. WELLSRING will notify you if you are eligible to participate in the 401(k) plan. Contact Human Resources to understand your eligibility requirements. This benefit may be canceled or changed at the discretion of the Company, unless otherwise required by law.

7.2 Bereavement Leave

WELLSRING recognizes the importance of taking leave when there is a death in the family. Where bereavement leave is not required by law, WELLSRING will provide bereavement leave as follows:

Full-time employees who have completed 3 months of service are eligible for 3 day(s) of unpaid bereavement leave for the death of an immediate family member. You may use accrued but unused paid time off if additional time is needed. Additional unpaid time off may be granted at the discretion of WELLSRING on a case-by-case basis.

For purposes of this policy, **immediate family member** includes the following and applies both to the family of the employee and the employee's spouse: child (including foster child and stepchild), spouse, sister, brother, parents (including foster parents and stepparents), grandparents, and grandchildren.

You must provide notice of your need for bereavement leave as far in advance as possible. WELLSPRING may require documentation supporting your need for bereavement leave.

7.3 Employee Assistance Program (EAP)

WELLSPRING provides an employee assistance program (EAP) to all eligible employees and their family members/dependents after the plan's defined waiting period. The EAP provides confidential access to professional counseling services for help with personal concerns that may impact job performance.

Voluntary participation in the EAP will not jeopardize your opportunities for promotion or employment. You can contact the EAP office directly. Any information about your contact, participation, or any recommended treatment is confidential and will not be disclosed to the Company.

In certain circumstances, you may be referred to the EAP by your Manager due to job performance issues. EAP services can be initiated by contacting the EAP service provider. Plan details are described in the Summary Plan Description (SPD).

EAP services are available to eligible participants without charge. However, the cost of any treatment or rehabilitation services you are referred to outside of the EAP is your responsibility if not completely covered by insurance. Refer to the SPD for plan information and details.

7.4 Military Leave (USERRA)

WELLSPRING complies with applicable federal and state law regarding military leave and re-employment rights. A military leave of absence will be granted to members of the uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA, with amendments) and all applicable state law. You must submit documentation of the need for leave to Human Resources. When returning from military leave of absence, you will be reinstated to your previous position or a similar position, in accordance with state and federal law. You must notify your manager of your intent to return to employment based on the requirements of the law. For more information regarding status, compensation, benefits, and reinstatement upon return from military leave, contact Human Resources.

7.5 Vacation, Earned Sick Time, and Leave of Absence Policies

The official WELLSPRING vacation policy is that after one year of continuous employment, employees who work 40 or more hours a week are eligible for one week (5 days) of paid vacation. These employees will continue to earn a day of paid vacation for each year of employment for up to two weeks (i.e., 10 days of vacation). The following is a breakdown of the number of hours and days of vacation time off for each year of service following year 1:

Year #1: 40 hours
Year #2: 48 hours
Year #3: 56 hours
Year #4: 64 hours
Year #5: 70 hours
Year #6: 80 hours

We encourage individuals to take vacation as long as schedules, staffing, and supervisors have approved of the vacation. In the event that vacation is not taken in the time it was earned it will be paid out at the end of the year.

Earned Sick Time

WELLSPRING provides paid sick leave to eligible employees in accordance with the Massachusetts Earned Sick Time Law.

Eligible employees accrue one hour of sick leave for every 30 hours worked per leave year, up to a maximum of 40 hours. New employees begin accruing sick leave on their first day of employment. For purposes of this policy, the leave year is any consecutive 12-month period year from an employee hire date. If you are classified as exempt, you are presumed to work 40 hours per week, unless you are normally scheduled to work fewer than 40 hours, in which case sick leave accrues based on your normal schedule.

You may use up to 40 hours of sick leave per leave year, and you may begin using sick leave on your 90th calendar day of employment. The smallest amount of sick leave you may take is one hour. You may carry over up to 40 hours of unused sick leave to the following leave year.

Leave of absence without pay may be granted at the discretion of the manager/administrator. Vacation and holiday time do not accrue during an authorized leave of absence.

7.6 Personal Leave of Absence

WELLSPRING recognizes that you may need time off from work in special circumstances that other leave policies may not address. In such cases, you may request a personal leave of absence.

Eligibility

All full-time employees employed for at least a year are eligible to apply for an unpaid personal leave of absence.

Requesting Leave

Requests for unpaid personal leave must be submitted to your manager in writing at least 30 days in advance where practical. In emergency situations, written notice must be provided as soon as possible. The request should include the reason for the leave as well as the dates you expect to begin and end the leave. Job performance, absenteeism, and departmental requirements will be taken into consideration before a request is approved. Requests for unpaid personal leave may be denied or granted for any reason and are within the sole discretion of the Company.

You will be required to use all available paid leave balances prior to taking an unpaid personal leave of absence. Sick leave, vacation time, or other benefits will not accrue during an unpaid personal leave of absence. Holidays that occur during an unpaid personal leave of absence will not be paid.

If you are granted a personal leave of absence, reinstatement to your position or any position is not guaranteed. Because operations sometimes require that vacant positions be filled, a personal leave of absence does not guarantee that the job will be available when the employee returns from a leave. Furthermore, changes in operations that occurred since your leave of absence may mean that you may need to adjust to changes to your work schedule upon your return.

Upon your return, WELLSPRING will make an effort to place you in your previous position or a comparable job which you are qualified to perform. If no such position is available, you

may be eligible for rehire as a new employee if you apply for an available position for which you are qualified and if your prior work history warrants you to be rehired.

Extension of Leave

You are required to return from unpaid personal leave on the originally scheduled return date. If you are unable to return, you must request an extension of the leave in writing at least 14 days in advance of the return date. Leave extensions will be considered on a case-by-case basis. If WELLSPRING denies the extension request, you must return to work on the originally scheduled return date or be considered to have voluntarily resigned from your employment.

Return to Work

In advance of your scheduled return date, your manager will arrange for you to resume your previous position, if available. However, the Company's need to fill a position may override the ability to hold a position open until your return. Therefore, we cannot assure you of our ability to reinstate you to any position after your leave. WELLSPRING retains the discretion to determine the similarity of any available positions and your qualifications. If we are unable to reinstate you or you refuse the offer of reinstatement to a different position, your leave status will be changed to a voluntary termination.

Failure to Return from Leave

If you fail to return to work after an unpaid leave of absence, you will be considered to have resigned your employment.

Alternative Employment

While on an unpaid leave of absence, you may not work or be gainfully employed either for yourself or others unless express, written permission to perform such outside work has been granted by the Company. If you are on a leave of absence and are found to be working elsewhere without permission, you will be subject to disciplinary action up to and including termination.

7.8 Unemployment Compensation Insurance

Unemployment compensation insurance is paid for by WELLSPRING and provides temporary income for employees who have lost their job under certain circumstances. Your eligibility for unemployment compensation will, in part, be determined by the reasons for your separation from the Company.

7.9 Workers' Compensation Insurance

Workers' compensation is a no-fault system designed to provide benefits to all employees for work-related injuries. Workers' compensation insurance coverage is paid for by employers and governed by state law. The workers' compensation system provides for coverage of medical treatment and expenses, occupational disability leave, and rehabilitation services, as well as payment for lost wages due to work related injuries. If you are injured on the job while working at WELLSPRING, no matter how slightly, you are to report the incident immediately to your manager. Consistent with applicable state law, failure to report an injury within a reasonable period of time could jeopardize your claim for benefits.

To receive workers' compensation benefits, notify your manager immediately of your claim. If your injury is the result of an on-the-job accident, you must fill out an accident report. You will be required to submit a medical release before you can return to work.

8.0 Safety and Loss Prevention

8.1 Drug and Alcohol Policy

WELLSPRING strives to maintain a safe and harmonious environment for all who reside here. To this end, WELLSPRING prohibits the use of alcohol consumption and the use of illicit drugs. Any employee accepted for employment at WELLSPRING is subject to random drug / alcohol screening based on one or more of the following.

1. Change in behaviors:
 - a. Mental Status
 - b. Glossy or bloodshot eyes
 - c. Smell of alcohol on person
 - d. Aggression
 - e. Unsteady gait
 - f. Drowsiness
2. Associating with individuals in the community who have a history of poly substance association/ use.
3. Should illicit drugs be found in the facility on an employee, the police will be notified.

Although the recreational and medical use of marijuana is legal in the state of Massachusetts, WELLSPRING restricts the use of marijuana on its properties. The following are policies regarding the use recreational marijuana and marijuana products:

Recreational Marijuana Use

Employees are not allowed to use marijuana and marijuana-infused products on WELLSPRING properties. This includes designated and non-designated smoking areas.

Selling or distributing marijuana or marijuana-infused products by employees on WELLSPRING properties is not permitted.

Medicinal Marijuana Use

Employees are not allowed to use medicinal marijuana and marijuana-infused products on WELLSPRING properties. This includes designated and non-designated smoking areas.

Selling or distributing medicinal marijuana or marijuana-infused products by employees on WELLSPRING properties is not permitted.

Procedure: Should the above behaviors be exhibited by any employee at WELLSPRING, we reserve the right to have a random poly-substance abuse test performed. Should the test results be positive, the following will take place:

First Offense Warning: WELLSPRING will suggest a substance abuse program in writing to the employee and assist in locating a program for him or her to attend.

Second Offense Warning: WELLSPRING will mandate a substance abuse program in writing and find a program for the employee to attend. Should the employee refuse to participate, a 30-day notice of discharge will be issued.

Third Offense Warning: The resident will be given a 30-day notice of discharge. WELLSPRING will assist the employee with finding an appropriate placement in the community.

Violations

Violation of this policy may result in disciplinary action, up to and including termination of employment.

8.2 Policy on Abuse

WELLSPRING will set forth the standard for prevention, reporting, and investigating resident abuse, neglect, and mistreatment and the misappropriation of resident property by any individual working or employed by a facility.

Definition CMR 155.003:

Abuse will be defined as the willful infliction of injury, unreasonable confident, intimidation, including verbal or mental anguish or assault and battery. Verbal or mental abuse shall require a knowing and willful act directed at a specific resident. A resident has been abused if:

1. An individual has made or caused physical contact with the resident in question either through direct bodily contact or through the use of some object or substance.
2. The physical contact in question resulted in death, physical injury, pain, or psychological harm to the resident.
3. Misappropriation of patient or resident property: the deliberate misplacement, exploitation, or wrongful temporary use of a resident's belongings without such resident's consent.
4. Neglect: the failure to provide goods and services necessary to avoid physical harm, mental anguish, or mental illness.

WELLSPRING will consider a resident who has been abused if the individual has knowingly and willfully used oral, written, or gestured language with the intent to injure, confine, intimidate, or punish the resident.

The following shall **not constitute abuse**:

1. The physical contact with resident that occurs in the course of carrying out a prescribed form of care, treatment, or therapy, and both the type of physical contact involved, and the amount of force used are necessary in order to carry out the prescribed form of care treatment, or therapy, provided that the resident has not refused such treatment or therapy.
2. The physical contact with the resident occurs in the course of providing comfort or assistance to the resident, and both the type of physical contact involved, and the amount of force used are necessary in order to provide comfort or assistance to the resident.
3. The physical contact with the resident occurs in the course of attempting to restrain the behavior of the resident in question, and both the type of physical contact involved, and the amount of force used are necessary in order to prevent the resident from injuring himself, herself, or any other person.
4. The resident in accordance with his/her expressed or implied consent is being furnished or relies upon treatment by spiritual means through prayer alone in accordance with a religious method of healing in lieu of medical treatment.

Procedure: Any person employed by WELLSPRING shall report to management any act which they may feel constitutes abuse against a resident. Due to the high acuity of residents living facilities with psychiatric issues, management, which is defined as the owner or of the director of nursing/administrator, shall then conduct an internal investigation into the allegation, interview all witnesses, and obtain written statement regarding the case. Should

management feel the allegation is invalid, the file should be kept on record. Should management feel the allegation is valid, they shall report the allegation to the Department of Public Health in accordance with the procedures set forth in 105 CMR 155.004 and CMR 155.005.

8.3 General Safety

It is the responsibility of all WELLSPRING employees to maintain a healthy and safe work environment, report any health or safety hazards, and follow WELLSPRING health and safety rules. Failure to do so may result in disciplinary action, up to and including termination of employment. WELLSPRING also requires that all occupational illnesses or injuries be reported to your manager as soon as reasonably possible and that an occupational illness or injury form be completed on each reported incident.

8.2 Workplace Violence

As the safety and security of our employees, vendors, contractors, and the general public is in the best interests of WELLSPRING, we are committed to working with our employees to provide a work environment free from violence, intimidation, and other disruptive behavior.

Zero Tolerance Policy

WELLSPRING has a zero-tolerance policy regarding workplace violence and will not tolerate acts or threats of violence, harassment, intimidation, and other disruptive behavior, either physical or verbal, that occurs in the workplace or other areas. This applies to management, co-workers, employees, and non-employees such as contractors, customers, and visitors. Workplace violence can include oral or written statements, gestures, or expressions that communicate a direct or indirect threat of physical harm, damage to property, or any intentional behavior that may cause a person to feel threatened.

Prohibited Conduct

Prohibited conduct includes, but is not limited to:

- Physically injuring another person.
- Threatening to injure a person or damage property by any means, including verbal, written, direct, indirect, or electronic means.
- Taking any action to place a person in reasonable fear of imminent harm or offensive contact.
- Possessing, brandishing, or using a firearm on WELLSPRING property or while performing WELLSPRING business except as permitted by state law.
- Violating a restraining order, order of protection, injunction against harassment, or other court order.

Reporting Incidents of Violence

Report to your manager, in accordance with this policy, any behavior that compromises our ability to maintain a safe work environment. All reports will be investigated immediately and kept confidential, except where there is a legitimate need to know. You are expected to cooperate in any investigation of workplace violence.

Violations

Violating this policy may subject you to criminal charges as well as discipline up to and including immediate termination of employment.

Retaliation

Victims and witnesses of workplace violence will not be retaliated against in any manner. In addition, you will not be subject to discipline for, based on a reasonable belief, reporting a threat or for cooperating in an investigation. If you initiate, participate, are involved in retaliation, or obstruct an investigation into conduct prohibited by this policy, you will be subject to discipline up to and including termination.

If you believe you have been wrongfully retaliated against, immediately report the matter to your supervisor or appropriate department.

9.0 Trade Secrets and Inventions

9.1 Confidentiality and Nondisclosure of Trade Secrets

As a condition of employment, WELLSPRING employees are required to protect the confidentiality of WELLSPRING trade secrets, proprietary information, and confidential commercially-sensitive information (i.e., financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) related to the Company. Access to this information should be limited to a "need to know" basis and should not be used for personal benefit, disclosed, or released without prior authorization from management.

If you have information that leads you to suspect that employees are sharing such information in violation of this policy and/or competitors are obtaining such information, you are required to inform your manager or appropriate department.

Violation of this policy may result in disciplinary action up to and including termination, and may subject the violator to civil liability.

10.0 Customer Relations

10.1 Customer, Client, and Visitor Relations

WELLSPRING strives to provide the best products and services possible to our customers and clients. Our customers and clients support this business and generate your wages. You are expected to treat every customer, client, or visitor with the utmost respect and courtesy during your working time. You should never argue or act in a disrespectful manner towards a visitor or customer during your working time. If you are having problems with a customer, client, or visitor, notify your manager immediately. If a customer, client, or visitor voices a suggestion, complaint, or concern regarding our products or services, inform your manager or a member of management.

Lastly, make every effort to be prompt in following up on customer, client, or visitor orders or questions. Positive customer, client, and visitor relations will go a long way to establishing WELLSPRING as a leader in its field.

Massachusetts Policies

Hiring and Orientation Policies

Disability Accommodation

WELLSPRING complies with the Americans with Disabilities Act (ADA), the Pregnancy Discrimination Act, and all applicable state and local fair employment practices laws and is committed to providing equal employment opportunities to qualified individuals with disabilities, including pregnancy, childbirth, and related medical conditions, such as lactation or the need to express milk for a nursing child. Consistent with this commitment, WELLSPRING will provide reasonable accommodation to otherwise qualified individuals where appropriate to allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship on the business.

Where an individual is suffering from a pregnancy-related disability or condition, reasonable accommodation may include, but is not limited to:

- More frequent or longer paid or unpaid breaks;
- Time off to attend to a pregnancy complication or recover from childbirth with or without pay;
- Acquisition or modification of equipment or seating;
- Temporary transfer to a less strenuous or hazardous position;
- Job restructuring;
- Light duty;
- Private non-bathroom space for expressing breast milk;
- Assistance with manual labor; or
- A modified work schedule.

If you require accommodation because of your disability (even if you can perform the essential functions of the job with some difficulty), it is your responsibility to notify your manager. You may be asked to include relevant information such as:

- A description of the proposed accommodation.
- The reason you need accommodation.
- How the accommodation will help you perform the essential functions of your job.

After receiving your request, WELLSPRING will engage in an interactive dialogue with you to determine the precise limitations of your disability and explore potential reasonable accommodations that could overcome those limitations. Where appropriate, we may need your permission to obtain additional information from your medical provider. All medical information received by WELLSPRING in connection with a request for accommodation will be treated as confidential.

WELLSPRING encourages you to suggest specific reasonable accommodations that you believe would allow you to perform your job. However, WELLSPRING is not required to make the specific accommodation requested by you and may provide an alternative accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on the Company.

If leave is provided as a reasonable accommodation, such leave may run concurrently with leave under the federal Family and Medical Leave Act and/or any other leave where permitted by state and federal law.

WELLSPRING will not discriminate or retaliate against employees for requesting an accommodation.

EEO Statement and Non-harassment Policy

Equal Opportunity Statement

WELLSPRING has a strict policy against all types of workplace harassment, including sexual harassment and other forms of workplace harassment, based upon an individual's membership in a protected class. All forms of harassment of, or by, employees, vendors, visitors, customers, and clients are strictly prohibited and will not be tolerated.

Policy Against Workplace Harassment

Policy Against Workplace Harassment

WELLSPRING has a strict policy against all types of workplace harassment, including sexual harassment and other forms of workplace harassment based upon an individual's sex, sexual orientation (including transgender status, gender identity, or expression), pregnancy (including childbirth, lactation, and related medical conditions), race (including traits historically associated with race, which include, but are not limited to, hair texture, type, and length, and natural and protective hairstyles such as braids, locks, twists, Bantu knots, hair coverings, and other formations), religion, color, national origin, ancestry, physical or mental disability, genetic information, marital status, age (40 and older), AIDS/HIV status, arrest and conviction information, status as a registered qualifying medical marijuana patient or registered primary caregiver, admission to a mental facility, military service, veteran status, or any other status protected by federal, state, or local laws. All forms of harassment of, or by, employees, vendors, visitors, customers, and clients are strictly prohibited and will not be tolerated.

Sexual Harassment

Sexual harassment means sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

- Submission to or rejection of such advances, requests, or conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment decisions; or
- Such advances, requests, or conduct have the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, humiliating, or sexually offensive work environment.

While it is not possible to identify every act that constitutes or may constitute sexual harassment, the following are some examples of sexual harassment:

- Unwelcome requests for sexual favors;
- Lewd or derogatory comments or jokes;
- Comments regarding sexual behavior or the body of another;
- Sexual innuendo and other vocal activity such as catcalls or whistles;
- Obscene letters, notes, emails, invitations, photographs, cartoons, articles, or other written or pictorial materials of a sexual nature;
- Repeated requests for dates after being informed that interest is unwelcome;

- Retaliating against another for refusing a sexual advance or reporting an incident of possible sexual harassment to WELLSPRING any government agency;
- Offering or providing favors or employment benefits such as promotions, favorable evaluations, favorable assigned duties or shifts, etc., in exchange for sexual favors; and
- Any unwanted physical touching or assaults or blocking or impeding movements.

Other Harassment

Other workplace harassment is verbal or physical conduct that insults or shows hostility or aversion towards an individual because of the individual's sex, sexual orientation (including transgender status, gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), race (including traits historically associated with race, which include, but are not limited to, hair texture, type, and length, and natural and protective hairstyles such as braids, locks, twists, Bantu knots, hair coverings, and other formations), religion, color, national origin, ancestry, physical or mental disability, genetic information, marital status, age (40 and older), AIDS/HIV status, arrest and conviction information, status as a registered qualifying medical marijuana patient or registered primary caregiver, admission to a mental facility, military service, veteran status, or any other status protected by federal, state, or local laws.

Again, while it is not possible to list all the circumstances that may constitute other forms of workplace harassment, the following are some examples of conduct that may constitute workplace harassment:

- The use of disparaging or abusive words or phrases, slurs, negative stereotyping, or threatening, intimidating, or hostile acts that relate to the above-protected categories;
- Written or graphic material that insults, stereotypes, or shows aversion or hostility towards an individual or group because of one of the above-protected categories and that is placed on walls, bulletin boards, or elsewhere on our premises, in emails or voicemails, or circulated in the workplace; and
- A display of symbols, slogans, or items that are associated with hate or intolerance towards any select group.

Reporting Discrimination and Harassment

If you feel that you have witnessed or have been subjected to any form of discrimination or harassment, immediately notify Human Resources.

WELLSPRING prohibits retaliation against employees who, based on a reasonable belief, provide information about, complain, or assist in the investigation of any complaint of harassment or discrimination.

We will promptly and thoroughly investigate any claim and take appropriate action where we find a claim has merit. To the extent possible, we will retain the confidentiality of those who report suspected or alleged violations of the harassment policy.

Discipline for violation of this policy may include, but is not limited to, reprimand, suspension, demotion, transfer, and discharge. If WELLSPRING determines that harassment or discrimination occurred, corrective action will be taken to effectively end the harassment. As necessary, WELLSPRING may monitor any incident of harassment or discrimination to assure the inappropriate behavior has stopped. In all cases, WELLSPRING will follow up as necessary to ensure that no individual is retaliated against for making a complaint or cooperating with an investigation.

State and Federal Remedies

In addition to WELLSRING reporting process, if you believe you have been subjected to harassment, you may file a formal complaint with either or both of the government agencies listed here. Using WELLSRING complaint process does not prohibit you from filing a complaint with these agencies. Note that claims must be filed with the Equal Employment Opportunity Commission (EEOC) and the Massachusetts Commission Against Discrimination (MCAD) within 300 days.

EEOC Boston Office

Address: John F. Kennedy Federal Building, 475 Government Center, Boston, MA 02203

Phone: 800-669-4000

Fax: 617-565-3196

TTY: 800-669-6820

ASL Video Phone: 844-234-5122

Website: <https://publicportal.eeoc.gov/portal/>

Massachusetts Commission Against Discrimination (MCAD)

Address: 1 Ashburton Place, Suite 601, Boston, MA 02108

Phone: 617-994-6000

TTY: 617-994-6196

Alternative Languages: 617-994-6196

Email: mcad@mass.gov

Fax: 617-994-6024

Pregnant Workers Fairness Act Notice

The Massachusetts Pregnant Workers Fairness Act prohibits discrimination against WELLSRING due to pregnancy or conditions related to pregnancy. The law also requires employers to provide reasonable accommodations to WELLSRING who are pregnant or have a condition related to pregnancy. Conditions related to pregnancy include, but are not limited to, morning sickness, lactation, or the need to express breast milk. The procedures for requesting accommodation are described in the Massachusetts Disability Accommodation policy.

Religious Accommodation

WELLSRING recognizes the diversity of religious beliefs and is committed to providing equal employment opportunities to all employees, regardless of their religious beliefs and practices or lack thereof. Consistent with this commitment, WELLSRING complies with Title VII of the Civil Rights Act of 1964 and all applicable state and local laws that prohibit employment discrimination on the basis of religion. WELLSRING will reasonably accommodate the sincerely held religious beliefs of employees if the accommodations would resolve a conflict between the individual's religious belief or practice and a work requirement, unless doing so would create an undue hardship.

All employees may request accommodation when their religious beliefs cause a deviation from WELLSRING dress code or the individual's schedule, basic job duties, or other aspects of employment. WELLSRING will consider the request but reserves the right to offer its own accommodation to the extent permitted by law. Some, but not all, of the factors that will be considered are cost, the effect that accommodation will have on current established policies, and the burden on operations — including other employees — when determining reasonable accommodations. At no time will WELLSRING question the validity of a person's belief.

If you request an absence to observe a holy day, you must provide WELLSRING with at least 10 days' notice. WELLSRING may require you to make up the time lost.

If you require religious accommodations, speak with your manager or appropriate department.

Requesting a Religious Accommodation

If you need accommodation because of your religious beliefs or practices, make the request with your manager. You may be asked to include relevant information such as:

- A description of the proposed accommodation.
- The reason you need the accommodation.
- How the accommodation will help resolve the conflict between your religious beliefs or practices (or lack thereof) and your work requirements.

After receiving your request, WELLSPRING will engage in an interactive dialogue with you to explore potential accommodations that could resolve the conflict between your religious beliefs or practices and work requirements. WELLSPRING encourages you to suggest specific reasonable accommodation. However, WELLSPRING is not required to provide the specific accommodation requested by you and may provide alternative accommodation, to the extent any reasonable accommodation can be made without imposing undue hardship on WELLSPRING.

WELLSPRING will not discriminate or retaliate against employees who, in good faith, request religious accommodation under this policy.

Wage and Hour Policies

Accommodations for Nursing Mothers

WELLSPRING will provide nursing mothers with reasonable break time to express milk for their nursing child. If you are nursing, WELLSPRING will provide you with a private room or location, other than a restroom, to express milk. The room or location will be shielded from view and free from intrusion from co-workers and the public.

Expressed milk can be stored in WELLSPRING refrigerators. Sufficiently mark or label your milk to avoid confusion for other employees who may share the refrigerator. You may also bring a personal cooler for storage.

The break time must, if possible, run concurrently with any break time already provided to you. Break time may be unpaid as permissible under applicable law.

You are encouraged to discuss the length and frequency of these breaks with your manager or supervisor.

WELLSPRING will not discriminate or retaliate against WELLSPRING who express milk in the workplace in accordance with this policy.

WELLSPRING is not required to provide the above benefits if doing so would impose an undue hardship on WELLSPRING.

Day of Rest

WELLSPRING will provide employees covered by Massachusetts' One Day of Rest in Seven Law with at least 24 consecutive hours of rest in every seven-day period. The day off will include an unbroken period between 8 a.m. and 5 p.m.

Meal and Rest Periods

WELLSPRING strives to provide a safe and healthy work environment and complies with all federal and state regulations regarding meal and rest periods. Check with your manager regarding procedures and schedules for rest and meal breaks. WELLSPRING requests that employees accurately observe and record meals and rest periods. If you know in advance that you may not be able to take your scheduled break or meal period, let your manager know; in addition, notify your manager as soon as possible if you were unable to or prohibited from taking a meal or rest period.

Overtime

If you are nonexempt, you may qualify for overtime pay. All overtime must be approved in advance, in writing, by your manager.

At certain times WELLSPRING may require you to work overtime. We will attempt to give as much notice as possible in this instance. However, advance notice may not always be possible. Failure to work overtime when requested or working unauthorized overtime may result in discipline, up to and including discharge.

Unless otherwise required or exempted by law, overtime pay of one and one-half times your regular rate of pay is paid for any hours worked in excess of 40 hours in a workweek. Holidays, vacation days, and sick leave days do not count as time worked for computing overtime. The following are recognized paid holidays for WELLSPRING:

New Year's Day	January 1
MLK Day	January 15
Memorial Day	Last Monday in May
Juneteenth	June 19
Labor Day	First Monday of September
Thanksgiving Day	Last Thursday of November
Christmas Day	December 25

Pay Period

At WELLSPRING, the standard pay period is biweekly for all employees. Pay dates are Tuesday. If a pay date falls on a holiday, you will be paid on the preceding workday. Special provisions may be required from time to time if holidays fall on pay dates. Check with your manager if this type of date arises. Review your paycheck for accuracy. If you find an issue, report it to your manager immediately.

Reporting Time Pay

WELLSPRING provides reporting time pay to nonexempt employees in accordance with applicable law. If you are scheduled to work three or more hours, you will be paid for at least three hours of work each day you report to work on time but are given no work or less than three hours of work. You will be paid your regular rate for the hours worked, plus payment at the minimum wage for applicable reporting time pay, not to exceed three hours. Speak with your manager for more information regarding reporting time pay.

Performance, Discipline, Layoff, and Termination

Disciplinary Process

Violation of WELLSPRING policies or procedures may result in disciplinary action including demotion, transfer, leave without pay, or termination of employment. WELLSPRING encourages a system of progressive discipline depending on the type of prohibited conduct. However, WELLSPRING is not required to engage in progressive discipline and may discipline or terminate employees who violate the rules of conduct, or where the quality or value of their work fails to meet expectations at any time. Again, any attempt at progressive discipline does not imply that your employment is anything other than on an "at-will" basis.

In appropriate circumstances, management will first provide you with a verbal warning, then with one or more written warnings, and if the conduct is not sufficiently altered, eventual demotion, transfer, forced leave, or termination of employment. Your manager will make every effort possible to allow you to respond to any disciplinary action taken. Understand that while WELLSPRING concerned with consistent enforcement of our policies, we are not obligated to follow any disciplinary or grievance procedure and that depending on the circumstances, you may be disciplined or terminated without any prior warning or procedure.

General Policies

Access to Personnel and Medical Records Files

WELLSPRING maintains separate medical records files and personnel files for all employees. Files containing medical records are stored separately and apart from any business-related records in a safe, locked, inaccessible location. The medical file is the repository for sensitive and confidential information related to an individual's health, health benefits, health-related leave and/or accommodations, and benefits selections and coverage. Medical records are kept confidential in compliance with applicable laws and access is on a "need-to-know" basis only.

Supervisors and others in management may have access to your personnel file for possible employment-related decisions. Upon written request, WELLSPRING will provide you with the opportunity to review your personnel file or will provide you with a copy of your personnel file. Inspection must occur in the presence of a WELLSPRING representative during normal working hours. All requests by an outside party for information contained in your personnel file will be directed to Human Resources, which is the only department authorized to give out such information.

Wage Disclosure Protection

In accordance with Massachusetts law, WELLSPRING will not:

- Require, as a condition of employment, that you refrain from inquiring about, discussing, or disclosing your wages or the wages of other employees.
- Discharge or in any other manner retaliate against you because you:
 - Opposed any act or practice that conflict with this policy;
 - Made or indicated an intent to file a complaint or otherwise cause to be instituted any proceeding regarding your rights under this policy;
 - Testified or are about to testify, assist, or participate in any manner in an investigation or proceeding regarding your rights under this policy; or
 - Disclosed your wages or inquired about or discussed the wages of other employees.

However, if you have access to or knowledge of the compensation information of other employees as a part of your essential job functions, you may not disclose that information to

individuals who do not otherwise have access to it without prior written consent from the individual whose information is sought or requested, unless the compensation information is a public record. This policy does not create an obligation for WELLSPRING to disclose wages. If you believe that you have been discriminated against or retaliated against in violation of this policy, immediately report your concerns to your manager. Nothing in this policy will be enforced to interfere with, restrain or coerce, or retaliate against employees regarding their rights under the National Labor Relations Act.

Benefits

Paid Family and Medical Leave

WELLSPRING provides time off to eligible employees who qualify for paid family and medical leave (PFML) benefits under Massachusetts law. PFML benefits are funded through a state tax.

Eligibility

To be eligible for PFML, you must work in Massachusetts and meet the financial eligibility requirements for unemployment benefits under Massachusetts law at the time of your requested leave.

Reasons for Leave

PMFL may be taken for the following reasons:

- The birth of a child, adoption of a child, or foster care placement of a child with you (Family Leave).
- To care for your own serious health condition (Medical Leave).
- To care for a family member with a serious health condition (Family Leave).
- To care for a family member who is a covered service member with a serious health condition (Family Leave).
- For a qualifying exigency related to a family member who is on active duty or has been notified of an impending call or order to active duty in the armed forces (Family Leave).

Family member means your spouse, domestic partner, child, parent, or parent of your spouse or domestic partner; a person who stood in loco parentis to you when you were a minor; or your grandchild, grandparent, or sibling.

Covered service member means:

- A member of the armed forces, including a member of the National Guard or Reserves, who is:
 - Undergoing medical treatment, recuperation, or therapy;
 - Otherwise in outpatient status; or
 - Is otherwise on the temporary disability retired list for a serious injury or illness that was incurred by the member in the line of duty on active duty in the armed forces, or a serious injury or illness that existed before the beginning of the member's active duty and was aggravated by service in the line of duty on active duty in the armed forces; or
- A former member of the armed forces, including a former member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy for:

- A serious injury or illness that was incurred by the member in line of duty on active duty in the armed forces; or
- A serious injury or illness that existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the armed forces and manifested before or after the member was discharged or released from service.

Serious health condition means an illness, injury, impairment, or physical or mental condition that involves either inpatient care in a hospital, hospice, or residential medical facility, or continuing treatment by a health care provider. To qualify as "continuing treatment," the patient must either be incapacitated for more than three consecutive full calendar days, incapacitated due to pregnancy or prenatal care, or incapacitated due to a chronic serious health condition that requires periodic treatment and continues over an extended period of time.

Leave Usage

Eligible employees may take up to 26 total weeks total of family and medical leave. Individually, the law provides:

- Up to 12 weeks of paid family leave in a leave year for the birth, adoption, or foster care placement of a child; to care for a family member with a serious health condition; or because of a qualifying exigency arising out of the fact that a family member is on active duty or has been notified of an impending call to active duty in the armed forces.
- Up to 20 weeks of paid medical leave in a leave year for a serious health condition that causes you to be unable to perform the functions of your position.
- Up to 26 weeks of paid family leave in a leave year to care for a family member who is a covered service member undergoing medical treatment or otherwise addressing the consequences of a serious health condition relating to the family member's military service.

For purposes of this policy, the leave year is the consecutive 52-week period beginning on the Sunday immediately before the first day that you take family or medical leave.

Intermittent Leave

If medically necessary, you may take PFML intermittently or on a reduced schedule basis:

- To care for your own, a family member, or a covered service member's serious health condition.
- Because of a qualifying exigency related to your family member who is on active duty or has been notified of an impending call or order to active duty.

If leave is taken for the birth, adoption, or placement of a child, you may only take leave intermittently or on a reduced schedule basis if you and WELLSRING agree.

Interaction with Other Laws

PFML will run concurrently with any leave for which you may be eligible under the federal Family and Medical Leave Act (FMLA) and the Massachusetts Parental Leave Act (MPLA).

Notice

Where the need for leave is foreseeable at least 30 days in advance, you must provide at least 30 days' written notice. If the need for leave is not foreseeable at least 30 days in advance, you must give notice as soon as practical under the circumstances.

In addition, if you are seeking intermittent or reduced schedule leave that is foreseeable due to a planned medical treatment, you must consult with WELLSPRING in advance of your application for benefits and make a reasonable effort to schedule treatment so as to not unduly disrupt the Company's operations, subject to the approval of your health care provider.

Failure to provide appropriate notice may result in the delay or denial of leave, where consistent with Massachusetts law.

Claims

To obtain PFML benefits, you must file an application for benefits with the Massachusetts Department of Family and Medical Leave (DFML). You must provide notice to WELLSPRING prior to filing your application for benefits with the DFML. The DFML will accept an application up to 60 days prior to the anticipated leave start date. All applications must be supported by a certification showing that the leave is for a qualifying reason. Applications and other forms are available from the DFML website (<https://www.mass.gov/guides/what-is-paid-family-and-medical-leave#-how-can-i-apply-for-paid-leave-massachusetts-benefits?>). You should be notified by the DFML of the approval or denial of your application within 14 calendar days.

Fitness for Duty Requirements

If you take leave because of your own serious health condition (except if you are taking intermittent leave), you are required to provide medical certification that you are fit to resume work. You will not be permitted to resume work until certification is provided.

Continuation of Health Benefits

If WELLSPRING provides you with health benefits under a group health plan, WELLSPRING will maintain and pay for your health coverage at the same level and under the same conditions as coverage would have been provided if you had not taken PFML. If you use paid time off to cover part or all of PFML leave, the employee portion of any premiums will continue to be paid through payroll deductions. If you are not using paid time off to cover part or all of PFML leave, you will be responsible for remitting your portion of health premiums to WELLSPRING in order to ensure continuation of benefits.

Reinstatement

Upon return from covered PFML, you will be reinstated to your previous position or to an equivalent position, with the same status, pay, employment benefits, length-of-service credit and seniority credit as of the date of leave. However, WELLSPRING reserves the right to deny reinstatement if other employees of equal length of service credit and status in the same or equivalent positions have been laid off due to economic conditions or other changes in operating conditions affecting employment during the period of leave.

Benefit Amount

An employee's weekly PFML benefits are calculated and provided by the Family and Employment Security Trust Fund. No family or medical leave benefits are payable during the

first seven calendar days of an approved initial claim for benefits, and this initial waiting period will count against the total available period of leave in a benefit year. Where the approved claim involves leave on an intermittent or reduced leave schedule, the wait period will be seven consecutive calendar days, not the total accumulation of seven days of leave.

Substitution of Accrued Paid Leave

Employees or covered individuals who are approved for paid leave benefits may choose to use accrued paid time off rather than receive a paid benefit under the PFML regulations. Employees or covered individuals may not be compensated with PFML benefits for any period of time for which they received compensation through the use of accrued paid leave. The use of paid time off will run concurrently with the leave period provided under PFML.

Retaliation

WELLSPRING will not retaliate against employees who request or take PFML in accordance with this policy.

Crime Victim and Witness Leave

Occasionally, employees may be the victim of a crime or legally compelled to attend a judicial proceeding as a witness. In these circumstances, employees may take unpaid leave to:

- Respond to a subpoena to appear as a witness in any criminal proceeding;
- Attend a court proceeding or participate in a police investigation related to a criminal case in which they are a witness or a crime victim (or a deceased family member was a victim);
- Attend or participate in a court proceeding related to a civil case in which they are a victim of family violence; or
- Obtain a restraining or protective order on their own behalf.

If you need to take leave under this policy, notify your manager as soon as possible. You may be required to provide documentation supporting such leave.

This policy does not apply to employees who have committed or are alleged to have committed a crime.

WELLSPRING will not retaliate against employees who request or take leave in accordance with this policy.

Jury Duty Leave

WELLSPRING encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your manager as soon as possible to make scheduling arrangements. You will be paid your regular wages for the first three days of juror service or any part thereof. For any additional days, time spent on jury duty will be unpaid.

WELLSPRING reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

WELLSPRING will not retaliate against employees who request or take leave in accordance with this policy.

Paid Sick Leave (Accrual Method)

WELLSPRING provides paid sick leave to eligible employees in accordance with the Massachusetts Earned Sick Time Law. PFML benefits are funded through a state tax. Eligible employees accrue one hour of sick leave for every 30 hours worked per leave year, up to a maximum of 40 hours. New employees begin accruing sick leave on their first day of employment. For purposes of this policy, the leave year is any consecutive 12-month period year from an employee hire date. If you are classified as exempt, you are presumed to work 40 hours per week, unless you are normally scheduled to work fewer than 40 hours, in which case sick leave accrues based on your normal schedule.

You may use up to 40 hours of sick leave per leave year, and you may begin using sick leave on your 90th calendar day of employment. The smallest amount of sick leave you may take is one hour. You may carry over up to 40 hours of unused sick leave to the following leave year.

Parental Leave

WELLSPRING provides up to eight weeks of unpaid leave in a 12-month period to employees for the birth or adoption of a child. You must work full time and have three consecutive months of employment with WELLSPRING to qualify for this leave.

You must provide at least two weeks' notice of the anticipated date of departure and the date you intend to return, or provide notice as soon as practicable if there are reasons beyond your control. You will be placed in your original job or an equivalent job with equivalent pay and benefits upon return from leave. You will not lose any benefits that accrued before leave was taken. Federal FMLA leave and Massachusetts parental leave run concurrently and cannot be used consecutively if leave is covered under both laws.

WELLSPRING will not retaliate against employees who request or take leave in accordance with this policy.

Veterans Day/Memorial Day Leave

WELLSPRING will provide employees who are veterans, as defined by applicable law, with unpaid leave to participate in a Memorial Day exercise, parade, or service in the community where they reside. WELLSPRING will also provide employees who are veterans with unpaid leave to observe Veterans Day. Veteran employees whose services are essential and critical to the public health or safety and determined to be essential to the safety and security of WELLSPRING. WELLSPRING properties are not eligible for this leave. WELLSPRING will not retaliate against employees who request or take leave in accordance with this policy.

Voting Leave

If your work schedule prevents you from voting on Election Day, WELLSPRING will allow you a reasonable time off to vote. The time when you can go to vote will be at the discretion of your manager, consistent with applicable legal requirements.

Safety and Loss Prevention

Workplace Smoking

WELLSPRING is concerned about the effect that smoking and secondhand smoke inhalation can have on its employees and clients. Smoking and vaping in the office, client areas, and restrooms is prohibited. Smoking is allowed in designated areas outside the building.

Acknowledgment of Receipt

By signing below, I acknowledge that I have received a copy of the WELLSPRING Employee Handbook and that I have read it, understand it, and agree to comply with it. I understand that WELLSPRING has the maximum discretion permitted by law to interpret, administer, change, modify, or delete the rules, regulations, procedures, and benefits contained in the handbook at any time with or without notice. No statement or representation by a supervisor, manager, or any other employee, whether oral or written, can supplement or modify this handbook. Changes can only be made if approved in writing by the President and CEO of the Company. I also understand that any delay or failure by WELLSPRING to enforce any rule, regulation, or procedure contained in the handbook does not constitute a waiver on behalf of WELLSPRING or affect the right of WELLSPRING to enforce such rule, regulation, or procedure in the future.

I understand that neither this handbook nor any other communication by a management representative or other, whether oral or written, is intended in any way to create a contract of employment. I further understand that, unless I have a written employment agreement signed by an authorized WELLSPRING representative, I am employed "at-will" (to the extent permitted by law) and this handbook does not modify my "at-will" employment status.

If I am covered by a written employment agreement (signed by an authorized WELLSPRING representative) or a collective bargaining agreement that conflicts with the terms of this handbook, I understand that the terms of the employment agreement or collective bargaining agreement will control.

This handbook is not intended to preclude or dissuade employees from engaging in legally protected activities under the National Labor Relations Act (NLRA). This handbook is not intended to violate any local, state, or federal law. No provision or policy applies or will be enforced if it conflicts with or is superseded by any requirement or prohibition contained in federal, state, or local law, or regulation. Furthermore, nothing in this handbook prohibits an employee from reporting concerns to, filing a charge or complaint with, making lawful disclosures to, providing documents or other information to, or participating in an investigation or hearing conducted by the Equal Employment Opportunity Commission (EEOC), National Labor Relations Board (NLRB), Securities and Exchange Commission (SEC), or any other federal, state, or local agency charged with the enforcement of any laws.

This handbook supersedes any previous handbook or policy statements, whether written or oral, issued by WELLSPRING.

If I have any questions about the content or interpretation of this handbook, I will contact the Executive Administrator.

Signature

Date

Print Name



One Company, Several Locations

Same Quality!

(617) 445-1868 | (617) 825-1793

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