



EMPLOYEE HANDBOOK



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Welcome To Our Company

Welcome to the Continuum Rehabilitation team! We look forward to working with you and assisting you in achieving exciting and rewarding career opportunities with Continuum. This Handbook will serve as your point of reference for any standards, policies, and procedures that Continuum employees are expected to follow.

It is required that you review and return the acknowledgement form located at the back of this Handbook. This acknowledgement form will be kept on file for our records.

If you have questions, please do not hesitate to contact the Continuum Rehabilitation corporate office.

Mission Statement

Continuum Rehabilitation's goal is to assist home health agencies in delivering superior patient care in an affordable, professional, and effective manner. Continuum aims to develop longterm, mutually beneficial relationships with every clinician and client. By utilizing our state of the art management software system, we streamline the screening, placement, and management process, making Continuum Rehabilitation the first choice for both clinicians and clients.

Section 1 - Code of Business Ethics

Code of Business Ethics/Corporate Compliance Guidelines

The first element of the Code of Business Ethics is putting the interests of the client facilities and ultimately the patient above our personal and individual interests. It is in the best interest of Continuum Rehabilitation to avoid conflicts of interest between our clients, clinicians, and internal staff.

Continuum has developed Corporate Compliance Guidelines to supplement and reinforce our clients' existing policies and procedures. It is also meant to assist Continuum Rehabilitation to comply with all applicable laws, rules and regulations.

- Preserving Continuum Rehabilitation's reputation for integrity and professionalism is an important objective. All employees are responsible for conducting their jobs in a manner reflecting standards of ethics that are consistent with accepted criteria for personal integrity. The manner in which employees carry out their responsibilities is as important as the results they achieve.
- All activities are to be conducted in compliance with both the letter of the law and spirit of applicable laws, regulations, and judicial decrees.
- No employee should, at any time, take any action on behalf of Continuum, which is known or should be known to violate any law or regulation.
- Continuum is committed to protecting the privacy, confidentiality and security of personal (education, employment and health) information of its employees. This policy is designed to assure compliance with applicable state and federal laws and regulations. Information about a clinician's medical condition and history is required during the hiring process. Continuum recognizes this health information must be held securely and in confidence, in accordance with applicable law.
- Marketing materials, regardless of medium, shall accurately describe the services, facilities and resources of Continuum Rehabilitation.
- To maintain high standards of performance, Continuum employs only those individuals who it believes are most qualified without regard to race, color, religion, sex, age, national origin, disability, sexual orientation, pregnancy, veteran status or any other legally protected characteristic, in compliance with all federal, state and local laws regarding discrimination.
- Continuum is committed to maintaining a workplace environment in which employees are free from unlawful harassment.
- Continuum will not tolerate violence or threats of violence in the workplace, including but not limited to abusive language, intimidation, inappropriate gestures and/or physical fighting by any employee. These actions are strictly prohibited and may lead to severe disciplinary action, up to and including termination.

- Continuum recognizes that its internal staff and clinicians are its most valuable assets and is committed to protecting their safety and welfare. Employees are required to report accidents and unsafe practices or conditions to their supervisors or other management staff. Timely action will be taken to correct unsafe conditions.
- Employees that are licensed or certified in any profession shall follow all applicable rules and professional codes of conduct pertaining to that profession, in addition to the rules stated herein.
- Continuum Rehabilitation prohibits the manufacture, use, possession, sale or transfer of illegal drugs and alcohol on Continuum property, in company vehicles or while engaged in company activities. Being under the influence of illegal drugs or alcohol, while on company property, in company vehicles, or while engaged in company activities is strictly forbidden.
- Continuum is committed to providing initial and ongoing education for all employees regarding their responsibilities to uphold the Code of Business Ethics and this set of Continuum Rehabilitation's Corporate Compliance guidelines.
- Continuum prohibits clinicians from discussing billing rates of clients or special rates of Continuum with other healthcare providers.
- Continuum prohibits clinicians from discussing the personal or business affairs (including compensation) of any employee, which the employee could reasonably consider to be confidential with any third party not directly involved with the said personal or business affair.
- Continuum is committed to protecting its own and its client's trade secrets, Proprietary Information and other Confidential Information.
- It is the desire of Continuum to provide authorized third parties with information whenever requested while committing to our responsibility to control the release of information to protect the privacy and confidentiality of the employee and/or corporate information.
- Employees are not authorized to issue any statement, written or oral, on behalf of Continuum Rehabilitation to any news media representative or grant any public interview pertaining to the company's operations or financial matters. Media inquiries should be directed to the Chief Executive Officer (CEO).

Any employee who becomes aware of any ethical issues or unethical practices must immediately report it to their supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, because of their involvement in the situation, you should immediately contact the CEO of Continuum. Any employee can raise concerns and make reports without fear of reprisal or retaliation.

All reports and inquiries are handled confidentially to the greatest extent possible under the circumstances. You may choose to remain anonymous, though in some cases, that can make it more difficult to follow up and ensure resolution to the situation.

Continuum Rehabilitation wants every employee to report violations of our Code of Business Ethics and Corporate Compliance Guidelines whenever you see them or learn about them. In fact, it is a requirement of your employment. If you do not know whether something is a problem, please ask a member of management.

Section 2 - Employment

Application for Employment

Continuum Rehabilitation relies upon the accuracy of information provided in the employment application, as well as the accuracy of all other information provided by prospective employees throughout the hiring process. All candidates for employment must fully complete, date, and sign the standard Continuum employment application. The application should be completed in detail and signed by the applicant to verify the accuracy and completeness of all personal and employment information. It is the company's policy to check the employment history and references of all candidates. Any misrepresentations, falsifications, or material omissions in any of this information may result in the Company's exclusion of the candidate from further consideration for employment, or if the person has been hired, termination of employment.

At-Will Employment

Employment with Continuum Rehabilitation is "at-will" meaning that employment may be terminated by the employee or Continuum at any time, with or without cause or advance notice, for any lawful reason. The only exception to "at-will" employment status would occur if the President enters into a written employment agreement with an employee.

Immigration and Naturalization

In compliance with the federal Immigration Reform and Control Act of 1986, as amended, our company is committed to employing only individuals who are authorized to work in the United States.

Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility within three (3) days of commencing employment. An employee will not be allowed to continue employment without providing the appropriate documents to establish both his/her identity and employment eligibility.

If an employee is authorized to work in this country for a limited time period, the individual will be required to submit proof of renewed employment eligibility prior to expiration of that period to remain employed by the company.

Orientation

Continuum Rehabilitation will provide all new employees with an orientation to the company's policies and procedures. Each employee will receive an Employee Handbook.

Some clients also require some form of orientation. The amount of time required by each client varies. Some clients require computer training classes and orientation prior to assigning any work with a client.

Orientation time worked at the facility is paid at the orientation rate, which is less than the employee's regular pay rate, in accordance with applicable law.

Required Clearances

Effective 3/1/16, as required by our agency customers, Continuum will run criminal background checks and apply for child abuse clearances at Company expense on all full time staff and candidates. Part time staff and candidates are responsible for obtaining any required background checks and child abuse clearances at their expense.

Introductory Period

Continuum has an Introductory Period for new employees. This Introductory Period is designed to enable you to demonstrate your skills and apply your knowledge to your job function. During the Introductory Period, Continuum will evaluate your work habits and abilities to make sure that you can perform your job satisfactorily. The Introductory Period also gives you time to decide if the new job meets your expectations.

The first sixty (60) calendar days of employment at Continuum Rehabilitation are considered an Introductory Period. Since your employment with Continuum is voluntary and at-will, you may terminate your employment at any time during or after the Introductory Period, with or without cause or advance notice. Likewise, Continuum also may terminate your employment at any time during or after the Introductory Period, with or without cause or advance notice for any lawful reason.

Please understand that completion of the Introductory Period does not guarantee continued employment for any specified period of time, nor does it require that an employee be discharged only for "cause."

Employment Classifications

Employees are classified by two major categories: "exempt" and "non-exempt." This Handbook applies to both exempt and non-exempt employees.

Exempt employees are generally salaried and fall into one or more of the following five (5) classifications: executive, professional, administrative, computer professional or outside sales. These employees are exempt from the applicable provisions of state and federal wage and hour laws.

Employees are also classified within one of the following three (3) statuses: Full-Time, Modified-Full-Time, or Part-Time.

Continuum Rehabilitation employees who are categorized as "full-time" will be eligible to receive company sponsored group medical insurance coverage and Paid Time Off (PTO) benefits. An employee will be eligible to begin receiving "full-time" benefits on the first day of the calendar month following the second consecutive month in which the employee works a "full-time schedule".

(i) Full-Time Employee: Defined as clinician who performs a minimum of 100 billable visits per month (the "Full-Time Requirement"). The Full-Time Requirement is measured monthly. This requires an average of 25 billable visits per week or 5 billable visits per day. Professional staff who achieve and maintain the Full-Time Requirement are eligible for the full-time company employee benefits package.

Shortfalls in reaching the Full-Time Requirement that occur for reasons other than the professional staff member turning down offered work during the month will not reduce the Full-Time Requirement in that month. If the Full-Time Requirement is not reached in a given month, then, following a review by the supervisor, the professional staff member's eligibility for the company's full-time employee benefits package may be altered for subsequent periods until the Full Time Requirement is attained for three (3) consecutive months.

(ii) Modified-Full-Time Employee: For professional staff, a modified-full-time employee is defined as a clinician who performs a minimum of 80 billable visits per month (the "Modified Full Time Requirement"). The Modified-Full-Time Requirement is measured monthly. This requires an average of 20 billable visits per week or 4 billable visits per day.

Professional staff that achieve and maintain the Modified-Full-Time Requirement are eligible for the company's modified employee benefits package, which includes health care insurance only. PTO is not accrued or paid for modified full time employees, and the employee is considered a part-time employee for all other company employee benefits.

Shortfalls in reaching the Modified-Full-Time Requirement that occur for reasons other than the professional staff member turning down offered work during the month will not reduce the Modified-Full-Time Requirement in that month. If the Modified-Full-Time Requirement is not reached in a given month, then, following a review by the supervisor, the professional staff member's eligibility for the company's modified employee benefits package may be altered for subsequent periods until the Modified-Full-Time Requirement is attained for three (3) consecutive months.

(iii) Part-Time Employee: For professional staff, a part-time employee is defined as a clinician who performs less 80 billable visits per month.

PTO policy- (PTO)

PTO is a benefit for which Full-Time Employees are eligible to earn a Basic PTO Benefit of 1.25 days/month or an Enhanced PTO Benefit of 1.75 days/month.

Eligibility for Full-Time Employees begins with the first month that the Full-Time Requirement is achieved. The Full-Time Requirement is 100 completed visits per month for the Basic PTO Benefit and 140 completed visits per month for the Enhanced PTO Benefit. Full-Time Employees who complete 90-99 visits per month will earn .625 days for each such month.

The maximum Basic PTO benefit, which can be earned per calendar year, is 15 days. The maximum Enhanced PTO benefit, which can be earned per calendar year, is 21 days.

PTO days are not in addition to holidays /personal days etc. As of December 31st each year, all earned and unused PTO days will be "cashed out" and paid to the Full Time Employee in the next payroll run.

A "business day" is defined as any calendar day during a month, which is a Monday through Friday excluding the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Though these holidays are not paid holidays, clinicians are not

required to work on these days in order to achieve “full-time” status. At the discretion of the employee and their individual scheduling determinations, Saturday and Sunday can also be considered as a business day.

PTO day calculation

The value of a PTO day will be calculated by determining the Full-Time Employee’s average number of billed visits per day over the prior 4 months (“PTO Average-Daily Productivity”) and multiplying the PTO Average-Daily Productivity) by the Full-Time Employee’s current visit pay rate. Continuum reserves the right to examine an employee’s production and adjust the amount of earned PTO’s as a result to conform to the above calculation.

PTO day, value calculation

For purposes of establishing the monetary value of a given Full-Time Employee’s PTO day, consideration will be given to the productivity achieved by that Full-Time Employee while the PTO days were accrued. The value of a PTO day will be calculated by determining the Full-Time Employee’s average number of billed visits per day over the prior 4 months (“PTO Average-Daily Productivity”) and multiplying the PTO Average-Daily Productivity) by the Full-Time Employee’s current visit pay rate.

Continuum reserves the right to examine an employee’s production and adjust the amount of earned PTO’s as a result to conform to the above calculation.

PTO scheduling

It is the responsibility of the Full-Time Employee to notify the Company of planned PTO days one (1) month in advance. The Company reserves the right to refuse requests for PTO on less than one (1) month’s notice, or in cases where the absence of the Full-Time Employee will result in significant disruption to the Company.

Equal Employment Opportunity Policy

Continuum Rehabilitation is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, age, national origin, disability, sexual orientation, pregnancy, veteran status or any other legally protected characteristic. The company will make reasonable accommodations for qualified individuals with known physical or mental disabilities in order that they may perform the essential functions of their job, unless doing so would impose an undue hardship on the operations of the company.

Equal opportunity and fair consideration will be given to all applicants and employees in personnel actions, including, but not limited to recruiting and hiring, selection for training, promotion, demotion, discipline, rates of pay or other compensation, transfer and termination.

Any employee with questions or concerns about any type of discrimination is encouraged to bring the issue to the attention of the President. Any violation of the Equal Employment Opportunity Policy by any employee or any manager should be reported immediately. Employees and managers can raise

concerns without fear of reprisal. Managers have the overall responsibility of carrying out the company's Equal Employment Opportunity Policy. It is the responsibility of every manager to comply with fair employment practices at all times.

No manager or employee shall retaliate against any other employee for reporting violations of this policy. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination from employment.

Personnel Records

It is important that Continuum Rehabilitation maintain certain personnel information about each employee for its records. The company, therefore, will maintain a personnel file for each employee. Personnel files include such information as the employee's job application, resume, training records, performance evaluations, salary adjustments and other employment information. All employees are responsible for keeping their personnel file up to date with regard to pay, deductions, benefits and other employment matters. Employees who have a change in any of the following items are to notify the Administrative Coordinator.

- Legal name
- Home address
- Home telephone number
- Emergency contacts
- Dependents
- Marital status
- Change of beneficiary
- Driving status
- Exemptions
- Additional education and special training courses

Personnel files are the property of Continuum Rehabilitation and access to the information they contain is restricted. Generally, only managers who have a legitimate reason to review employee information are permitted access to an employee's personnel file. Employees may review their personnel file at the office in the presence of an authorized supervisor, in accordance with applicable law. Unless otherwise permitted, employees must schedule any review during normal office hours and the review must be scheduled so as not to interfere with the employee's normal work schedule. Employees may normally request to review their file once every 12-month period.

Section 3 - Working Hours and Pay

Availability of Continuum Rehabilitation Office Staff

The Continuum Rehabilitation offices, located in Pittsburgh, PA, and Malvern, PA, are open Monday through Friday from the hours of 8:30am – 4:30pm. The telephone numbers for the Pittsburgh office is (412) 563-6255 and for the Malvern office is 610-251-6894. Outside of normal business hours, and in the event of an emergency, please contact the President at (412) 551-1844.

In the event of an emergency, natural disaster or other uncontrollable event, Continuum Rehabilitation will continue to operate through our network from a location where phones and computers are functional. Continuum will do everything possible to support you in meeting your needs during crisis situation(s). In any emergency situation, you are urged to use your own discretion in deciding whether you can commute safely to work.

If the office is open but you are unable to report to work, you must contact your supervisor and you will be required to use available PTO, or in the case where no PTO is available, a day without pay, in accordance with applicable law.

Attendance and Punctuality

Attendance and punctuality are important factors for your success with the company and to the successful operation of the company. All employees of Continuum work as a team, and this requires that each person be in the right place at the right time. Employees are required to report to work on time and work the hours normally scheduled for their position.

Employees are expected to notify their supervisor as soon as possible of their absence from work, and under no circumstances any later than two (2) hours before their scheduled starting time each day they are going to be absent from or late to work. Employees unable to call in themselves because of an illness, emergency, or for some other reason, are to have someone call on their behalf. In the event of a medical-related absence of three (3) days or more, the employee may be required to submit a doctor's statement to his/her supervisor.

Employees who have a poor attendance record or excessive lateness, may be subject to disciplinary action, up to and including termination from employment. Extenuating circumstances affecting punctuality and attendance will be considered by management on an individual basis. Employees who have exhausted their PTO must obtain approval from their supervisor and the President for time off without pay.

To assure compliance with absenteeism policies, supervisors are required to monitor the attendance of their staff. Supervisors will keep accurate records and document conversations with employees concerning attendance and punctuality.

An employee who is denied permission to take a day off and proceeds to be absent may be terminated for insubordination.

The company considers three (3) consecutive days of unreported absence by an employee to be equivalent to job abandonment and a voluntary resignation from the company. In this case, the effective date of termination is the last day that the employee reported to work.

Employee Referral Policy

A Full-Time or Modified Full-Time Employee will earn a cash bonus (the “Referral Bonus”) if they refer to the company a qualified professional who becomes a Full-Time Employee; Modified Full-Time Employee or Part-Time Employee within thirty (30) days of the referral. The Referral Bonus will be \$500 for each referred professional who becomes a Full-Time Employee; \$300 for each referred professional who becomes a Modified Full-Time Employee and \$200 for each Part-Time Employee.

The Referral Bonus will be paid to the referring employee after their referred Full-Time Employee, Modified Full-Time Employee or Part-Time Employee has completed 6 months of employment.

Daily Visit Log

Clinicians are required to report their daily home health visits into the STARS computer system according to the following schedule:

Monday visits recorded and documentation uploaded by Wednesday at 8:00am
Tuesday visits recorded and documentation uploaded by Thursday at 8:00am
Wednesday visits recorded and documentation uploaded by Friday at 8:00am
Thursday visits recorded and documentation uploaded by following Monday at 8:00am
Friday visits recorded and documentation uploaded by following Monday at 8:00am
Saturday visits recorded and documentation uploaded by following Monday at 8:00am
Sunday visits recorded and documentation uploaded by following Monday at 8:00am

Pay Method

Employees are paid semi-monthly. In accordance with FAR clause 52.222-46 Continuum Rehabilitation will provide its employees with competitive professional market-based wages. Performance is the foundation of the Continuum compensation philosophy. Compensation reviews will be performed from time to time.

Deductions From Pay

The company will deduct from an employee’s gross pay federal and state income taxes, Social Security taxes, back taxes, company-sponsored benefits, and garnishments (including child support).

No other deductions will be made unless specifically authorized in writing by the employee. All deductions will be itemized on the employee’s pay check stub. Questions regarding deductions from pay should be directed to the CEO.

Direct Deposit

Direct deposit is available to employees the first pay period following the month during which the employee completes Continuum Rehabilitation LLC's direct deposit form.

Inconvenience Visit Reimbursement Policy

There are narrow circumstances in which a professional staff member may request reimbursement for an inconvenience visit.

These circumstances can occur when upon arrival at the patient's home for a scheduled visit, the therapist learns for the first time that: (i) the patient has died; (ii) the patient has been hospitalized; (iii) the patient called to the referring home care agency and cancelled the scheduled visit; or (iv) the company's office was notified that the therapist should not proceed to the home and failed to notify the therapist.

If one of the four above circumstances is present, the therapist may apply for an inconvenience visit reimbursement of \$25, prior to the therapist leaving the patient's residence, by contacting the Vice President of Client Services. The therapist will not be paid unless he/she receives verbal authorization that the conditions are met for them to be paid for this. No exceptions will be made to this policy.

Home Health Documentation Requirements

An employee who is performing home health services must be responsible for ensuring that he or she is completing documentation required for visit documentation, physician orders and insurance authorizations. It is the employee's responsibility to understand the documentation, physician order and insurance authorization requirements for the clients for which he or she is working. If Continuum Rehabilitation is not reimbursed for its services for a home health visit conducted by an employee as a result of lack of visit documentation, proper physician orders or insurance authorization, Continuum will not pay the employee for that visit.

Business Expense Reimbursement

Continuum will reimburse employees for reasonable, pre-approved business expenses. Approval of business expenses must be obtained from the President. Reimbursement for pre-approved expenses is obtained by completing an expense report and attaching all supporting documentation including original receipts. Expense reports must be submitted to your supervisor on a monthly basis. Non-approved expenses will not be reimbursed. Falsification of an expense report is grounds for disciplinary action, up to and including termination from employment.

Travel Expense Reimbursement

Continuum Rehabilitation will reimburse employees for reasonable, pre-approved business travel expenses in accordance with federal guidelines. Approval must be obtained from the President in advance of the expense.

Continuing Education Benefit

Continuum Rehabilitation offers full-time employees the ability to participate in fully-paid continuing education program, which will benefit both the employee and the company. CEU360 (<https://www.ceu360.com/>) is an on-line resource our employees can use to complete and track universal competencies for all our agencies that will be mandatory for all Continuum staff; both full and part-time.

The (5) general requirements for all staff will be Bloodborne Path, HIPPA, Infection Control, Patients Right's and Bag Technique. To streamline and standardize these credentialing essentials, these requirements must annually by August.

Employee Performance Review and Skills Checklists

Continuum Rehabilitation assesses aspects of employee's competence at hire, during the Introductory Period (after 30 days of employment), annual performance evaluation process, and as needed or required by state licensing agencies, to ensure that employees have the skills or can develop the skills to perform and continue to perform their duties. Supervisors are responsible to ensure that any areas of development are identified and addressed.

Management is encouraged to discuss job performance and goals with employees on an informal, day-today basis. Additionally, every employee employed by Continuum, who has worked in the last year, will have an annual performance evaluation carried out by the Continuum, on or around his/her anniversary date of employment. Continuum will attempt to obtain feedback from client representatives regarding clinicians' clinical competence and ongoing performance. Feedback from our clients regarding clinical and/or professional performance is addressed with our employees immediately. Follow-up with our clients is completed within an appropriate time frame. Unfortunately, some clients will not cooperate with Continuum in this regard. Therefore, Continuum follows a competence by exception philosophy. In the absence of client feedback, unless there is evidence of a performance issue, we assume that our clinicians are meeting performance expectations.

Although the company conducts performance evaluations, they do not necessarily lead to an adjustment in pay. Wage adjustments result from compensation reviews that occur separately. Adjustments in pay will be made at the sole discretion of the President. Every clinician employed by Continuum will complete an annual skills checklist, which applies to their specialty area of work. When training needs are identified, an opportunity to complete the training will be provided at the earliest possible occasion.

Section 4 - Benefits

Employee Medical Insurance

Continuum Rehabilitation sponsors a group medical insurance plan for the benefit of its eligible Full-Time and Modified-Full-Time employees. Specific details of the plan are available at Zenefits.com. Employees can select from three different plans that are offered by United Health Care. Dental and vision benefits are also offered.

Retirement Plan

Continuum Rehabilitation offers a retirement plan through Mass Mutual. Enrollment information and details of this plan are available at www.massmutual.com/retirementaccess or call 800-854-0647.

Work Related Injuries and/or Exposures

Continuum Rehabilitation provides Workers' Compensation insurance for its employees as required by law. It is our philosophy that if an employee is injured while at work, it is our intent to assist that employee to return to work as soon as possible. The employee is obligated to report a work-related injury to Continuum and complete an Injury Report Form as soon as possible after the injury.

Paid Time Off

See Paid Time Off Policy, as detailed in Employment Section, PTO policy, on page 11.

Continuing Education Benefit

Continuum Rehabilitation offers full-time employees the ability to participate in fully-paid continuing education program. See Working Hours and Pay for details on page 17.

Other Employee Benefit Plans

In addition to paid time off and fully-paid CEUs, Continuum Rehabilitation has established a partnership with AFLAC through which employees may purchase a variety of additional insurance products including short-term disability insurance, long-term disability insurance, life insurance and other insurance products sold through the AFLAC representatives. These programs are available to all full-time and part-time employees and are funded solely by the employees. The premiums for these policies will be paid through payroll deduction from employee paychecks. See the CEO for more information.

Section 5 - Clinical Standards of Care (Ethics of Care)

Continuum Rehabilitation clinicians are expected to conduct themselves in a professional manner at all times. Clinicians have available, and will provide, picture identification when requested. Clinicians are expected to be on time and in a state of readiness to perform their duties.

Clinical Standards of Conduct

The following set of clinical standards, are to inform and guide, all clinical employees. The guidelines below include, but are not limited to the following:

- Clinicians are to render care in a manner that enhances the personal dignity and rights of each patient. Any form of patient abuse and/or neglect will not be tolerated and clinicians are to support Continuum Rehabilitation's policies and procedures in this regard.
- Interactions with all patients, visitors, employees, physicians, vendors, etc., must be conducted in a courteous and professional manner at all times.
- The practice of counseling the patient regarding personal problems and/or participation of the Continuum clinicians in conversations with patients about topics not relevant to the plan of care is discouraged and unacceptable.
- Patients are to be dealt with equally and fairly and the selection of "favorites" is not acceptable
- Appropriate language is to be used at all times when a Continuum employee is at a Continuum client facility or in any patient care area. Abusive, profane, threatening, demeaning language or compromising patient confidentiality in violation of HIPAA can result in immediate termination.
- Touching patients, except in the direct delivery of care or by an appropriate greeting, is prohibited.
- Socializing with patients and/or patient's significant others outside of the patient care environment is unacceptable.
- Socializing with patient and/or patient's significant others after discharge is prohibited. Clinicians are not to call, date, nor develop personal or social relationships with patients, former patients, or family/significant others of patients, including giving of personal information or residential phone numbers. Clinicians should discuss with their manager, any matter of concern regarding their contacts with current or former patients/family members of patients.
- All employees will uphold all rules and regulations related to patient confidentiality in all areas including patient care, public and non-patient care areas. These rules and regulations include but are not limited to the following:
 - Clinicians are not to divulge to anyone any information or records concerning any patient without proper authorization. Unauthorized release of protected health information may constitute grounds for termination and/or civil action.
 - Conversations regarding patients are not to be held in the presence of other patients or any other person not privileged to this communication.
 - Problems of a patient are not to be discussed with another patient.
 - Patients are not to be named or discussed with anyone in or outside of the facility or treatment area who does not have the legal right to receive information about the patient.
- Personal problems, concerns or personal life information of clinicians are not to be discussed with any patient, patient group or family/significant others.
- Clinicians are not to discuss disagreements or criticize other patient care providers or physicians within the earshot of patients/families/significant others. A professional difference of opinion must be discussed in an appropriate private space.

- Behavior in patient care areas shall be oriented toward patient care. Personal reading and conversations, including personal phone calls, are not to be conducted in these areas.
- Employees must avoid any situation, which involves a possible conflict between their personal interests and those of Continuum. Employees shall not solicit, and are encouraged not to accept, gifts or compensation of any kind from any individual outside of Continuum as a consequence of their position at Continuum Rehabilitation.
- Any inappropriate interactions between patients and employees, employees and employees, or employees and other client employees will be met with investigation and quick response within the framework of Continuum policies and procedures.
- Employees who are licensed or certified in any profession shall follow all applicable rules or professional codes of conduct pertaining to that profession, in addition to the rules stated herein.
- All Continuum clinicians will be expected maintain English proficiency standards and use English exclusively during all paid working hours.
- Continuum Rehabilitation name badge must be available at all times while on assignment.
- While working at a client site, all employees must follow these basic rules:
 - Eating and drinking are only permitted in designated employee lounges, unit conference rooms and in private offices, when not engaged in patient care.
 - Sleeping is not permitted during paid working hours.
 - Personal phone calls during work time are prohibited, except in emergency situations.
 - Assigned duties must be carried out in a timely, efficient manner as directed or delegated.

Procedure for Handling Complaints or Problems

Clinicians must support and represent our name, philosophy, as well as policies and procedures in each facility they work in. Upon entering a facility or patient's home, clinicians must abide by their regulations, policies and procedures. In the event of conflict between Continuum Rehabilitation and a client, the clinician should never challenge the situation but instead should contact the Continuum office. Similarly, if a clinician experiences a problem such as reporting to an assignment and being advised that the scheduled hours have been cancelled without notice or reporting to a home health assignment and the patient is not home, he/she should contact the Continuum office. All complaints/problems will be handled by the appropriate Continuum contact.

Non-HIPAA Resolution of Complaints (From Patients)

A Patient Service Complaint is any complaint and/or concern from one of our valued patients regarding a situation or incident that results in dissatisfaction of that patient. The purpose of our complaint policy is to:

- To have a positive impact in improving patient service and satisfaction.
- To understand the causes that underlie a complaint and to focus on making changes to systems and processes to reduce the probability of a similar complaint in the future.
- To prevent potentially compensable events and to protect corporate financial resources potentially jeopardized by patient dissatisfaction.
- To analyze and trend data to identify opportunities for organizational performance improvement.

Continuum Rehabilitation accepts complaints from persons who believe that they have experienced a violation of their rights. The following guidelines shall be followed in resolving patient complaints.

- Complaints must be filed within 30 days of the alleged act.
- The complaint is the written document that describes the occurrence and why the person filing the complaint believes the action or incident was in violation of his/her rights.
- An individual seeking to file a complaint needs to contact the President of Continuum.
- An intake interview or phone interview will be conducted with the complaining party.
- After a careful screening process, the complaint is investigated to determine if there is sufficient evidence to support the allegation. The complaint documentation must contain a claim which constitutes a violation of the complaining person's rights.
- A complaint may be settled at any time after it is filed. Opportunities will be given to all parties involved to ask questions, provide information, and suggest witnesses in order to resolve the complaint.
- As the investigation proceeds, individuals will be interviewed and pertinent records and documents will be reviewed.
- The person filing the complaint must cooperate fully by providing accurate information and by supplying documents to support the allegations.
- All information gathered in the course of an investigation is subject to disclosure unless otherwise protected by the individual's right to privacy (e.g. medical records), as allowed by law.
- If the complaint is substantiated, a reconciliation conference to settle the complaint will be scheduled. Settlement terms may require:
 - Restoration of previously denied rights.
 - Correction of other harm(s) resulting from the violation(s).
 - Modification of practices that adversely affect persons protected under law
 - Other actions to eliminate the effects of violation of rights.

Our goal is to always provide patients with a consistent level of service. If for any reason a patient is dissatisfied with our service or the service, we encourage the patient to contact the CEO.

Any individual who has a concern about the quality and safety of patient care delivered by Continuum Rehabilitation healthcare professionals, which is encouraged to contact Continuum management.

Clinical Incidents & Sentinel Events

Clinicians must recognize the importance of following effective procedures and are encouraged to speak up if something has compromised or might compromise patient safety and quality. Continuum clinicians will be made aware of client reporting requirements and complete all necessary paperwork.

The clinician will notify the CEO of Continuum within 24 hours of all Unexpected Incidents, errors or other events related to the services provided by Continuum. Continuum will log the events and work with the facility on an independent basis to resolve all outstanding issues. Continuum will maintain an open file until such time as the incident is finally resolved.

A Clinical Incident is any event or series of events that resulted in or had the potential to result in an adverse patient outcome. Examples of a Clinical Incident includes, but are not limited to (Omission of

treatment, deviation from policy, medication errors, improper equipment usage, IV or Blood complications, patient fall, inaccurate clinical assessment, patient or physician complaint). Clinicians should notify the President of Continuum of any Clinical Incidents that occur while on assignment, regardless of an adverse outcome, by the end of that workday.

A **Sentinel Event** is an unexpected occurrence involving serious physical or psychological injury or death or the risk thereof. These events must be reported to the President immediately. The client will conduct a Root Cause Analysis for all sentinel events, to identify the causes of the error. The Clinical Directors will work closely with any staff involved in an error, including supporting them through the difficult time, facilitate communication between the clinical staff and the client about the event, and based on the Root Cause Analysis, plan for improvement activities.

In the event of deviation of practice according to the professional practice act, fraudulent behaviors, narcotic abuse or deviation and/or other aberrant or illegal behavior, each event is documented and a report is made, which includes information from the client. The President reports each situation according to the guidelines of the appropriate professional association.

*A **sentinel event** is defined by the Joint Commission as any unanticipated event in a healthcare setting resulting in death or serious physical or psychological injury to a person or persons, not related to the natural course of the patient's illness. Sentinel events specifically include loss of a limb or gross motor function, and any event for which a recurrence would carry a risk of a serious adverse outcome. Sentinel events are identified under

Floating Policy

Continuum Rehabilitation clinicians will only be placed in assignments that match the training, clinical experiences and personal preferences of that clinician. If a clinician is asked to float to another assignment for a client, that assignment must be a like assignment and that clinician must have demonstrated previous competency and have the appropriate credentials for that assignment.

The following procedures should be followed for clinicians who are assigned to an area in which they do not feel competent:

- The clinician should immediately notify Continuum Rehabilitation.
- The clinician is obligated to inform the client of his/her professional limitations based upon the standards determined by each discipline's Professional Association or State Governing Body and upon Continuum client contract specifications as they relate to the assignment.
- The Clinical Directors at Continuum will work within the bounds of each discipline's Professional Association or State Governing Body and the hospital contract, if applicable, to resolve the issue.

Continuing Education and Annual In-service Requirements

All Continuum Rehabilitation employees are required to participate in continuing education in order to maintain and improve their current knowledge base. Continuum provides a fully-paid online CEU program (see Continuing Education benefit).

Clinical Supervision

The Clinical Directors provides staff supervision for Continuum clinicians. The Clinical Directors have an understanding of the scope of services provided by the disciplines supervised. The Clinical Directors utilize the appropriate practice acts, the professional licensing and certification boards and professional associations as clinical resources, as needed. It is the Clinical Directors' responsibility to identify and report aberrant or illegal behavior to professional boards and law enforcement agencies, in accordance with applicable law.

Home Health Evaluation Window

Continuum Rehabilitation's home health agency clients have strict guidelines regarding the timeliness of therapy evaluations. Though the details for each client vary slightly, most clients expect a therapy evaluation to be conducted within 48-72 hours from the later of the referral date or the start of care date. When accepting a home health referral, employees need to understand the importance of prompt patient evaluations and must ensure that the evaluations are conducted within the prescribed window for each particular agency.

Patient Paperwork and Documentation

In order to assist clients in maintaining appropriate patient care and in submitting insurance billing on a timely basis, Continuum clinicians should adhere to the following timeline for completing patient-related documentation.

For home health clients:

Continuum Rehabilitation utilizes a web-based computer system to track therapist's assignments, patients and related visit documentation. It is the responsibility of the therapist to utilize the system in a timely and complete basis in order to accept and schedule patients, complete visit information, and upload patient documentation.

In the event that documentation is delayed, incomplete, or missing, clients have the right to withhold payment from Continuum Rehabilitation for these visits. In the event that clients do not pay Continuum for visits related to delayed or missing documentation, lack of physician orders, or lack of insurance authorization, Continuum will discipline the clinicians involved for such conduct including a refusal to pay for these services.

For non-home health clients:

It is expected that all patient-related documentation will be completed and submitted per the client's procedures on the day worked, unless the client specifies otherwise.

Therapist Identification Policy

It is the policy of Continuum Rehabilitation that therapists will positively identify themselves, upon request, with any Continuum clients or their patients who require verification of the therapist's identity. The proof of identification can be in the form of a state issued driver's license, a Continuum-issued photo identification card or a client-issued photo identification card.

Referral Management

1. Continuum Rehabilitation will coordinate referrals to therapists through the STARS computer system. All referral information will be communicated by this system.
2. All patient referrals must be accepted or declined by 8AM on the business day following submission to the therapist. A delay longer than this makes re-assignment of the patient within the allotted evaluation window very difficult.
3. All patient evaluations must be scheduled in the computer system at the same time as they are accepted.

Patient Evaluations

1. All evaluations may only be performed AFTER the patient has been "opened" by home health agency nursing staff. If you are uncertain whether the patient has been opened prior to your evaluation, please contact the home health agency directly to confirm that the patient has been opened.
2. All new patient referrals must be visited to within 72 hours from the later of the time of referral or the start of care.
3. If unable to evaluate for requested services within 72 hours due to a patient-related reason (e.g. patient/ caregiver request). Please document accordingly on a narrative note.
4. The time in and time out should be rounded to the nearest 5-minute increment.

Patient Plan of Care, Frequency and Duration

1. Each home health agency has its own workweek that must be followed when writing and following your plan of care. If you are uncertain of the workweek of a particular agency, please contact the Continuum office for clarification.
2. The discipline's plan of care will document the frequency/ duration along with the treatment/ modalities. **Additionally, a verbal order must be completed as well.**
3. Frequency may NOT be ranged.
4. Extension orders must be completed in a timely manner, i.e., no later than the week the duration on previous order ended (indicate **effective** date for new orders)
5. Reduction in frequency (e.g. from 3 per week to 2 per week) requires an HHABN.

Patient Visit Specifics

1. A note is written for each evaluation/visit, which must include a variety of visit specific information including vital signs, patient homebound status, visit date, time in and time out, skilled interventions performed and progress toward goals.
2. A visit should preferably last 45-60 minutes.

3. No visit must be done without approval by the physician (completion of a telephone order/ POC). Visits are thus not allowed if orders have lapsed (i.e. no extensions were ordered).
4. The time in and time out should be rounded to the nearest 5-minute increment.

Supervisory Notes and Requirements

1. A supervisory visit and supervisory note must be completed by the licensed therapist based on the state regulations for that discipline but no less than once every 30 days.
2. The assistant need not be present during the supervisory visit by the supervising therapist.
3. Supervisory visits are billable when POC needs are met and will be subject to the frequency requirements per the POC.
4. Supervisory requirements mandated by the state should be observed for each discipline.

Missed Visits

1. Missed visit notes should be completed any time the patient is unable to receive the weekly frequency of treatments as determined by the POC.
2. If by rescheduling a missed visit, the therapist is able to meet the weekly frequency, a missed visit note is not required.
3. Please specify the patient-related reason for missing the visit, and date of reschedule on the missed visit note.
4. You must notify the physician of the missed visit (by calling the physician's office), and the note should indicate that the physician was notified.
5. Continuum does not pay for missed visits.

Discharges

1. Many of Continuum agencies prefer for nursing professionals to be the last discipline to discharge a patient and will therefore take responsibility for completing a comprehensive discharge assessment. However, if nursing is not the last discipline, 's therapists may have the responsibility of completing a discharge OASIS (if applicable).
2. All planned discharges by each discipline should be communicated at least 3 days in advance to the agency's office staff.
3. A discharge NOMNC must be completed and issued to the patient on the visit prior to the final visit and at least 48 hours prior to the final visit.

Documentation Submission

1. A visit will not be considered complete unless: (1) the patient visit has actually occurred, (2) the therapist has submitted the visit date, time in and time out in the STARS system and (3) the complete visit documentation has been uploaded into the STARS system.
2. All clinical documentation including evaluations, visit notes, visit logs, OASIS forms, care summaries and narrative notes must be submitted electronically into the STARS computer system.
3. Timely submission of clinical documentation is essential and is a requirement of many of Continuum's contracts with its clients. Documentation must be completed in the STARS system on the following schedule:

Monday visit date – complete and uploaded by Wednesday at 8:00am
Tuesday visit date – complete and uploaded by Thursday at 8:00am
Wednesday visit date – complete and uploaded by Friday at 8:00am
Thursday visit date – complete and uploaded by Monday at 8:00am
Friday visit date – complete and uploaded by Monday at 8:00am
Saturday visit date – complete and uploaded by Monday at 8:00am
Sunday visit date – complete and uploaded by Monday at 8:00am

4. All visit schedules should be updated as accurately as possible on a daily basis. In order to provide proper coordination of care and to ensure compliance with insurance reimbursement requirements, an accurate visit schedule for each patient is crucial.

Other Documentation Issues

1. All therapists should schedule visits directly with their patients.
2. The therapist should introduce him/herself as, “ Hi Mr.X., I am Joe Doe, a physical therapist of UPMC Home Care or Union Hospital Home Care...”
3. After the retention period is passed, all patient documentation should be shredded. Therapists may hand deliver their old documentation to the Continuum office in order to have it shredded there.
4. Please ensure that you are documenting on the correct paperwork for a given agency. The agency will not accept notes on the wrong forms.
5. Please ensure that your documentation is legible, and meets professional standards.
6. Most agencies utilize an agency patient number. Please include this patient number on all documentation as it greatly aids the agency’s processing of the documentation.
7. Each piece of documentation should include your (1) legible signature, (2) discipline and (3) your printed last name.
8. All questions related to clinical issues should be directed to Regional Manager. All administrative questions should be directed to the Vice President of Operations and Client Services. All other inquiries should be directed to the President, Home Care.

Patient’s Rights

The patient has the right to considerate and respectful care.

The patient has the right to know, by name, the physician responsible for coordinating his or her care at the Clinical Center.

The patient has the right to obtain from his or her physician complete current information about diagnosis, treatment, and prognosis in easily understandable terms. If it is medically inadvisable to give such information to the patients, it will be given to a legally authorized representative.

The patient has the right to receive from his or her physician information necessary to give informed consent prior to the start of any procedure or treatment. Except in emergencies this will include, but not necessarily be limited to, a description of the specific procedure or treatment, any risks involved, and the probable duration of any incapacitation. When there are alternatives to therapeutically designed

research protocols, the patient has the right to know about them. The patient also has the right to know the name of the person responsible for directing the procedures or treatment.

The patient has the right to refuse to participate in research, to refuse treatment to the extent permitted by law, and has the right to be informed of the medical consequences of these actions including possible dismissal from the study and discharge from the institution. If discharge would jeopardize the patient's health, he or she has the right to remain under Clinical Center care until discharge or transfer is medically advisable.

The patient has the right to be transferred to another facility when his or her participation in the Clinical Center study is terminated, providing the transfer is medically permissible, the patient has been informed of the needs for and alternatives to such a transfer, and the facility has agreed to accept the patient.

The patient has the right to privacy concerning the medical care program. Case discussion, consultation, examination, and treatment are confidential and will be conducted discreetly. The patient has the right to expect that all communications and records pertaining to care will be treated as confidential to the extent permitted by law.

The patient has the right to routine services whenever hospitalized at the Clinical Center in connection with the active protocol for which he or she is eligible; these services will generally include diagnostic procedures and medical treatment deemed necessary and advisable by the professional staff. Complicating chronic conditions will be noted, reported to the patient, and treated as necessary without the assumption of long-term responsibility for their management. The patient may be returned for long-term or definitive care of these conditions to the referring physician or to other appropriate medical resources.

The patient has the right to expect that medical information about him or her discovered at the Clinical Center, as well as an account of his or her medical program here, will be communicated to the referring physician.

The patient has the right, at any time during the medical program, to designate additional physicians or organizations to receive medical updates. The patient should inform the Outpatient Department staff of these additions.

The patient has the right to know in advance what appointment times and physicians are available and where to go for continuity of care provided by the Clinical Center when such care is required under the study for which the patient was admitted.

Section 6 – Work Rules and Regulations

Standards of Conduct/Disciplinary Action

Continuum Rehabilitation has established workplace standards of performance and conduct as a means of maintaining a productive and cohesive working environment for all of its employees. A positive, progressive approach is taken to solve discipline problems, which appeals to an employee's self respect, rather than create the fear of losing a job. Our system emphasizes correction of the offensive behavior. If correction of the problem and sustained improvement does not occur, termination may result.

The following conduct may be grounds for disciplinary action, up to and including termination. Misconduct that the company finds sufficiently serious may result in immediate termination. This list is to serve as a guideline and is not a complete list of unacceptable conduct. Prohibited conduct includes, but is not limited to:

- Accepting an assignment and not reporting to work or not notifying the Continuum Rehabilitation office.
- Unauthorized possession, use, or removal of property belonging to Continuum or any client of Continuum.
- Failure to comply with all safety rules and regulations, including the failure to wear safety equipment when instructed.
- Violation of the company's Substance Abuse Policy.
- Lewd, unacceptable behavior, possession of weapons or explosives and provoking, instigating or participating in a fight.
- Violation of the company's Anti-Harassment Policy.
- Insubordination or refusal to follow work instructions.
- Leaving an assignment without notice, i.e., patient or assignment abandonment.
- Falsifying records, including but not limited to time records or claims pertaining to injuries occurring on company premises or work sites of client companies or personnel records.
- Disclosing Confidential or Proprietary Information or protected health information without authorization.
- Disregard for established policies and procedures.
- Excessive absenteeism or tardiness.
- Discourtesy to clients or fellow employees.

Sexual and Other Unlawful Harassment (Anti-Harassment Policy)

Continuum Rehabilitation is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including unlawful harassment. Harassment based on an individual's race, color, religion, sex, age, national origin, disability, sexual orientation, pregnancy, veteran status or any other legally protected characteristic will not be tolerated. Unlawful harassment includes derogatory remarks, slurs or actions motivated by an employee's race, color, religion, sex, age, national origin, disability, sexual orientation,

pregnancy, veteran status or any other legally protected characteristic or protected activity which creates a hostile, intimidating or abusive working environment.

Unlawful sexual harassment is also prohibited. Unwelcome sexual advances (either verbal or physical), requests for sexual favors, or any other verbal, visual or physical conduct of a sexual nature constitute sexual harassment when:

- Submission to such conduct is made either explicitly or implicitly as a term or condition of employment,
- Submission or rejection of the conduct is used as a basis for making employment decisions, or
- The conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

Sexual Harassment includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of examples of sexual harassment:

- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, e-mails or invitations.
- Physical conduct that includes touching, assaulting or impeding or blocking movements.

Unlawful harassment can take place between supervisors and subordinates, between co-workers and between employees and third parties (e.g., vendors, clients, patients) who deal with the company.

If an employee, in good faith, believes that he/she has experienced, or witnessed prohibited conduct or harassment as described above or otherwise, from a manager, co-worker, vendor, client, patient or others, he/she should report it immediately to his/her supervisor. If his/her supervisor is unavailable or the employee believes it would be inappropriate to contact that person, the employee should immediately contact the Vice President of Operations and Client Services or the President of Continuum. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of harassment or violation of this policy will be promptly, thoroughly and fairly investigated. The company will make every effort to keep all reports as confidential as reasonably possible, but it cannot guarantee complete confidentiality. Investigations will be conducted so as to reasonably protect the privacy and minimize suspicion toward the parties involved. Upon completion of the investigation, and review of all the evidence, the company will make a determination as to whether the claim has been substantiated. If the company determines that there has been harassment or other violation of this policy, it will promptly take the appropriate corrective action, up to and including discharge. Retaliation against anyone who reports or participates in an investigation of a harassment claim or violation of this policy is prohibited. The alleged victim will be informed of the outcome of the investigation. Any incidents of further harassment or retaliation should be reported to Vice President of Operations and Client Services or the President of Continuum.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the CEO or any member of management so the allegation can be investigated. Anyone engaging in unlawful harassment or retaliation will be subject to disciplinary action, up to and including termination of employment.

Substance Abuse

Continuum Rehabilitation believes that maintaining a workplace that is free from the effects of drug and alcohol abuse is the responsibility of all employees involved in our business.

The manufacture, use, possession, sale or transfer of illegal drugs or alcohol on company property, in company vehicles, or while engaged in company activities, is strictly forbidden. Also, being under the influence of illegal drugs or alcohol, while on company property, in company vehicles, or while engaged in company activities is strictly forbidden. Violations of this policy will result in disciplinary action, up to and including termination. Depending upon the circumstances, other action, including notification of appropriate law enforcement agencies, may be taken against any violator of this policy. Employees taking prescribed medication under the direction of a healthcare provider are responsible for being aware of any effect such medication may have on the performance of their job duties and must promptly report to their supervisor the use of any medication that may impair their ability to perform their job. Employees who are impaired due to such use which has not been reported will not be permitted to work and may be subject to discipline, up to and including termination.

In accordance with the Drug-Free Work-Place Act of 1989, as a condition of employment, clinicians must comply with this policy and notify Continuum Rehabilitation management within five (5) days of conviction for a criminal drug violation. Failure to do so will result in immediate termination of employment pending the outcome of any legal investigation and conviction.

For the protection of our employees, the public and to insure an environment as free from the influence of illegal drugs as is reasonably and practically possible, the company may require a pre-employment drug screen and annual drug employment screen for the presence of illegal drugs, in accordance with applicable law. If any director, manager, supervisor or other company officer or client representative has any reasonable suspicion that an employee under his or her supervision may be affected by or under the influence of illegal drugs or alcohol, the employee under suspicion may be asked to undergo a test to determine the presence of illegal drugs or alcohol. Consent to the testing program will be a condition of further employment of each and every employee. Refusal to take the test will result in the employee being treated as if testing positive. Additionally, consistent with applicable law, drug and alcohol screening tests will be given after accidents or near misses or upon any other circumstances that warrant a test.

HIPAA Privacy and Security Rules

Employees who perform work for, or otherwise interact with, any "Covered Entity," as that term is defined by the Health Insurance Portability and Accountability Act ("HIPAA"), including, but not limited to, clinicians and office staff, must comply with all of HIPAA's regulations related to the privacy, security, use, and/or disclosure of protected health information which that employee may come into contact with or obtain from the Covered Entity. All employees subject to this policy must handle any paperwork or electronic documents containing protected health information in a safe and secure manner. Any employee transmitting protected health information in a paper or electronic format must

follow all appropriate electronic or other safeguards to ensure that such transmittal is not inadvertently or intentionally intercepted.

If any employee violates this policy, any Business Associate Agreement, any of the HIPAA regulations and/or any other guidelines set forth by the company with respect to HIPAA, that employee will be subject to discipline, up to and including immediate termination from employment. Violations of this policy include, but are not limited to, uses or disclosures of protected health information, regardless of whether the protected health information is in verbal, written or electronic format, to another employee not authorized to have that information, a third party not authorized to have that information, and/or an employee of the company's client who is not authorized to have that information.

Questions regarding this policy may be directed to the CEO.

Solicitation and Distribution

In order to promote a productive and safe work atmosphere free from unnecessary distraction and interruption, the following are Continuum rules regarding solicitation of individuals and distribution of written materials:

1. Non-employees are not permitted to enter Continuum premises to solicit or distribute written materials.
2. An employee may not solicit for any purpose or distribute materials or literature of any kind to other employees when either employee is on working time or expected to be working.
3. Distribution of written materials by employees is prohibited at all times in all working areas and in immediate patient care areas. Immediate patient care areas include any area where patients are being cared for, treated, educated or assisted in daily life activities.
4. Employees who are off-duty are not permitted to enter Continuum buildings or work areas for the purpose of soliciting or distributing literature.
5. A small number of exceptions to this policy may be permitted for certain charitable organizations or those that benefit Continuum Rehabilitation.

Solicitation includes asking for funds or contributions, selling goods for charitable or commercial purposes, signing petitions, seeking support for political candidates or other causes, groups or interest. Distribution of written materials includes giving written materials for products, political candidates, charities, organizations or other causes.

Section 7 - Company Property

Property and Equipment

Employees are responsible to be thoroughly familiar with the equipment they use to perform their duties before they begin to operate the equipment. Any and all equipment supplied by Continuum, the office and in the field, is company property. Employees are also responsible for the proper care and maintenance of the equipment they use during the course of their employment. Employees, who find equipment that is not working properly, or in any way appears to be unsafe, are to immediately notify their supervisor so that repairs or adjustments may be made. Under no circumstances are employees to operate equipment that is or appears to be unsafe or alter or modify any safety features provided with equipment. No company property may be removed from the premises without the proper written authorization of management. Company property must be available to management at all times so that personal locks may not be used on such property. Continuum generally prohibits the use of company property for any personal use.

Employees are expected to have respect for company and other employees' property. The destruction, defacing or damage of company or other employees' property is strictly prohibited and may be subject to disciplinary action, up to and including termination from employment.

Inventions and Creative Works

All written and graphic materials, computer software, inventions, discoveries, patents, patent applications and technical know-how developed, authored, prepared, conceived or made by Continuum employees during their employment and which are related to any business of the company (collectively "Employee Work") shall be the sole property of the company and, to the extent applicable, shall be "work made for hire" under and as defined in the Copyright Act of 1976. Employees are required to disclose promptly to the company all right, title and interest in and to such Employee Work and shall execute all such documents and instruments as the company may reasonably determine are necessary or desirable in order to give effect to this policy or to preserve, protect or enforce the company's rights with respect to Employee Work.

Confidential or Proprietary Information

In connection with employment, Continuum employees have access to Confidential or Proprietary Information of the company. Employees have a duty both during and after employment not to disclose Confidential or Proprietary Information of the company without the written consent of the President. Such Confidential or Proprietary Information includes, but is not limited to business records, strategies and practices of the company, product designs, drawings, computer models, blueprints, identities of vendors and suppliers, finances and financial structure, marketing information, memoranda, notes, reports, trade secrets, cost and pricing structure, client lists, business concepts and any other information owned or used by the company, not readily available or discoverable by those not affiliated with the company that gives the company a competitive advantage. This requirement shall not apply after the Confidential or Proprietary Information has been voluntarily disclosed by the company to the public or otherwise enters the public domain through lawful means.

Section 8 - Electronic Communications

Telephone and Cellular Phone Use and Conduct

Company telephones are to be used for conducting official business and should not be utilized for matters relating to personal business. However, occasionally, when personal telephone calls are necessary, they should be kept as brief as possible and should be limited to employee breaks. At no time may long distance calls or toll calls of a personal nature be made at Continuum's expense. If you make personal calls on Continuum's business phones, we may require that you pay us for any charges. Use of employee personal cellular phones should also be restricted to employee breaks.

Our telephone communications are an important reflection of our image to customers and the community. Always use proper telephone etiquette. The following are some examples of good telephone etiquette: use the approved greeting, speak courteously and professionally, repeat information back to the caller, and only hang up after the caller hangs up.

Excessive personal calls or excessive use of personal cellular phones during work time may result in disciplinary action, up to and including termination from employment.

Voice Mail

The voice mail system is company property and the company reserves the right to monitor, access, retrieve, and delete any messages stored in, created, received or sent over the voice mail system, for any reason without the permission of any employee and without notice.

Computer Network

The computer network is the property of the company and is intended for business use. Employees have no personal privacy right in anything stored on the computer network and Continuum reserves the right to monitor the network at any time. Employees are prohibited from storing personal documents and/or files on the computer network. Employees are also prohibited from assigning personal passwords to documents/files stored on the network. Should business reasons necessitate that an employee assign a password to documents/files, the employee must advise his/her supervisor and the President of the password(s) in writing.

Employees are also prohibited from removing electronic files from the computer network, via any means, except for legitimate business purposes. Should removal of electronic file(s) prove necessary, the employee must safeguard the information, and the requirements relating to the protection of protected health information and Confidential or Proprietary Information fully apply.

Employees should log off their systems at the end of each workday to prevent access by others and to allow for system back up and maintenance.

Computer Software

Continuum licenses the use of computer software from a variety of software manufacturers. The company does not own the rights to this software or its related documentation and, unless authorized by the copyright owner, does not have the right to reproduce it except for backup purposes.

With regard to the local area networks and multiple machines, the company's employees shall use the software only in accordance with the license agreement. Employees learning of any misuse of software or related documentation within the company shall notify the CEO immediately.

According to applicable copyright laws, persons involved in the illegal reproduction of software can be subject to civil damages and criminal penalties, including fines and imprisonment. The company does not condone the illegal duplication of software. Employees who make, acquire or use unauthorized copies of computer software shall be disciplined as appropriate under the circumstances, up to and including termination from employment.

Any doubts concerning whether an employee may copy or use given software should be raised with the CEO before proceeding.

E-Mail

The e-mail system furnished to employees is company property intended to be used as a tool to facilitate business communications. All electronic communications sent or received are the property of Continuum Rehabilitation. Continuum reserves the right to monitor, access, read and delete any electronic communication that is created, received or sent over its systems. Incidental and occasional personal use of the company's e-mail system is permitted, but these messages will be treated the same as other messages.

The company strives to maintain a workplace free of harassment and is sensitive to the diversity of its employees. Therefore, Continuum prohibits the use of the e-mail system in ways that are disruptive, offensive to others, or harmful to morale.

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes or anything that may be construed as harassment or showing disrespect for others. The company's AntiHarassment Policy fully applies to the e-mail system.

E-mail may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

Additionally, the following guidelines have also been established for the use of these systems:

- Privacy does not extend to electronic communications and confidentiality cannot be assumed.
- Use is reserved solely for the conduct of business for the company and is not intended for personal use, except for occasional personal use.
- Business or commercial purposes must relate only to work being performed for the company.

Employees' failure to comply with these guidelines may result in disciplinary action, up to and including termination from employment.

Internet Use

Continuum may provide you with Internet access to help you do your job and for official company business. This policy explains our guidelines for using the Internet.

All Internet data that is written, sent, or received through our computer systems is part of official Continuum records. That means that we can be legally required to show that information to law enforcement or other parties. Therefore, you should always make sure that the business information contained in Internet e-mail messages and other transmissions is accurate, appropriate, ethical, and legal. It is Continuum's policy to limit Internet access to official business except for occasional personal use in accordance with company policy. Employees should be aware that, because they are accessing the Internet from a domain name owned by the company, the operator of the website that they visit can automatically determine that their site was accessed by Continuum.

The equipment, services, and technology that you use to access the Internet are the property of Continuum. Therefore, we reserve the right to monitor how you use the Internet. We also reserve the right to find and read any data that you write, send, or receive through our online connections that are stored in our computer systems.

You may not write, send, read, or receive data through the Internet that contains content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person.

Examples of unacceptable content include (but are not limited to) sexual comments or images, racial slurs, gender-specific comments, or other comments or images that could reasonably offend someone on the basis of race, color, religion, sex, national origin, age, disability, sexual orientation, pregnancy, veteran status or any other legally protected characteristic. The company's Anti-Harassment Policy fully applies to data sent over the company's Internet access.

Continuum does not allow the unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet. As a general rule, if you did not create the material, do not own the rights to it, or have not received authorization for its use, you may not put the material on the Internet. You are also responsible for making sure that anyone who sends material to you over the Internet has the appropriate distribution rights.

If you use the Internet in a way that violates the law or Continuum's policies, you will be subject to disciplinary action, up to and including termination from employment. You may also be held personally liable for violating this policy.

The following are some examples of prohibited activities that violate this Internet Policy:

- Sending or posting discriminatory, harassing, or threatening messages or images.
- Using the company's time and resources for personal gain.
- Sending or posting confidential material, trade secrets, or Confidential or Proprietary Information, or protected health information outside of the company.

- Violating copyright law.
- Failing to observe licensing agreements.
- Sending or posting messages or material that could damage the company's image or reputation.
- Participating in the viewing or exchange of pornography or obscene materials.
- Sending or posting messages that defame or slander other individuals.
- Using the Internet for political causes or activities, religious activities, or any sort of gambling.
- Sending or posting messages that disparages another organization's products or services.
- Passing off personal views as representing those of the company.
- Sending anonymous e-mail messages.
- Engaging in any other illegal activities.

Section 9 - Safety and Security

Safety

Our workplace safety program is a top priority at Continuum Rehabilitation. The company complies with all OSHA requirements. A successful safety program, however, depends on everyone being alert and committed to safety.

We regularly communicate in different ways with employees about workplace safety and health issues. These communications may include safety orientation, manager-employee meetings, memos, or other written communications.

You are expected to obey all safety rules and be careful at work. You must immediately report any unsafe condition to your supervisor or other management staff. If you violate Continuum Rehabilitation's safety standards, you may be subject to disciplinary action, up to and including termination of employment. Violations include causing a hazardous or dangerous situation, not reporting a hazardous or dangerous situation, and not correcting a problem even though you could have corrected it.

You must immediately tell a manager about any non-life threatening accident that causes an injury, no matter how minor it might seem at the time. Life-threatening accidents should be reported as soon as reasonably possible. Unless the injury is life threatening, the injured employee must complete an Injury Report Form and obtain the appropriate forms and referrals for medical care.

Safety Rules

- Understand your job fully and follow instruction. If you are not sure of the safe procedure, don't guess... ask a manager.
- Always ask for instructions (don't just watch) before using any type of machine or equipment with which you are not entirely familiar.
- Turn off all appliances when not in use.
- Immediately pick up anything you drop on the floor or any foreign object you see on the floor.
- Comply with the company's Substance Abuse Policy.
- Use, adjust and repair machines and equipment only if you are trained and qualified.
- Know the proper lifting procedures. Get help when lifting or pushing heavy objects.
- Know the locations, contents and use of first aid and fire fighting equipment.
- Horseplay and running are strictly forbidden.
- Wear safety equipment when instructed.

Good Housekeeping

Good work habits and a neat place to work are essential for job safety and efficiency. Employees are expected to keep their place of work organized and materials in good order at all times. Employees are to report anything that needs repair or replacement to their supervisor.

Smoking

Smoking is prohibited in Continuum's office. Smoking is permitted outside in designated areas, which must be kept neat and clean.

Visitors

To provide for the safety and security of employees and the company's premises, only clients, contractors, vendors and authorized visitors are allowed in the office. By restricting unauthorized visitors, we help maintain safety standards, protect against theft, ensure security of equipment, protect Confidential or Proprietary Information, safeguard employee welfare, and avoid potential distractions and disturbances.

All visitors must enter the company's premises at the reception area. Authorized visitors must be escorted to their destination by an employee. Employees are responsible for the conduct and safety of their visitors and will be held responsible for seeing that the company's premises, property, and Confidential or Proprietary Information are not compromised by the presence of their visitors. Visits from family and friends should be kept to a minimum.

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

Office Security

Designated employees will be given keys to access the office and a code for the security system. Employees who are first to arrive at the office are responsible for properly disarming the security system. You will be provided with instructions of how to disarm the system. The last employee to leave an office at the end of the day must ensure that all lights are turned off and the security system is armed. Employees are responsible for the security of their authorized visitors and may not leave visitors unattended.

Lost keys must be reported to the Vice President of Operations and Clinical Services immediately. Any concerns about security should be directed to the President.

Violence and Weapons

Continuum Rehabilitation takes threats of violence extremely seriously. Any act or threat of violence by or against any employee, client, supplier, vendor, contractor or visitor is strictly prohibited. This policy applies to all employees whether off or on the company's premises.

The use or possession of weapons, whether illegal or not, is prohibited on company premises, work sites or while on company business, in accordance with applicable law. Prohibited weapons include knives, guns, martial arts weapons or any other object that is used as a weapon.

Violations of this policy will result in disciplinary action, up to and including termination from employment.

Personal Property

Continuum Rehabilitation does not assume responsibility for employees' personal property located on its premises or job sites. Employees should use their own discretion when deciding whether to bring personal property into the office and/or the job sites and do so at their own risk. Employees may not bring into or display in the office and/or on the job sites any personal property that may be viewed as inappropriate or offensive to others or a violation of the company's Anti-Harassment Policy.

Monitoring and Searches

All company property is subject to monitoring and review at all times. This includes, but is not limited to, desks, computers and e-mail files, even if protected by a password. When the company has a legitimate reason to do so, employees will be required to allow the inspection of any containers (including brief cases and bags) entering or leaving Continuum premises or job sites. Reasons for searches and reviews, include, but are not limited to, personal abuse of company property, enforcement of electronic communications policies, theft investigations and improper disclosure of Confidential or Proprietary Information.

Section 10 - Leaves of Absence

Personal Leave of Absence

A personal leave of absence may be granted at the discretion of the President of Continuum. Employees should notify the President as soon as they are aware of the potential need for personal leave.

Personal leaves are taken without pay. We encourage employees to sit down and discuss their need for time off. This provides both the employee and Continuum with the opportunity to work toward a mutually beneficial solution. Generally, the leave should not exceed three (3) months. Reinstatement will depend on the availability of positions for which the employee is qualified. Failure to return to work upon the expiration of a personal leave is treated as a resignation.

Bereavement Policy

Employees who wish to take time off due to the death of an immediate family member (which includes parents, siblings, children, grandparents, grandchildren and step relations of the same level) should notify the President of Continuum Rehabilitation as soon as possible. Employees may take up to five (5) days of unpaid, excused leave.

Military Leave

Any employee who, voluntarily or by conscription, enters into the active service of the armed forces of the United State shall be granted all rights afforded him/her by applicable law. If an employee is in the Military Reserves or in the National Guard and called to active duty or taking part in military training, he/she will be granted a leave of absence without pay as required by applicable law.

In accordance with federal and state laws, employees will be eligible for reinstatement to either their former or to a comparable position upon completion of their military service. You will not be compensated by the company while on military leave. You may substitute accrued, unused PTO during the leave period. The employee's supervisor should be given the dates of the employee's military leave as far in advance as possible.

Jury Duty

If an employee is called upon to serve as a member of a jury, he/she should present his/her jury duty summons immediately to his/her supervisor. An unpaid leave of absence will be granted while you are serving as a juror. You will be expected to return to work if excused from jury duty prior to noon on any given work day.

Maternity Leave

Employees are eligible to take up to thirteen (13) weeks of maternity leave, in accordance with applicable law. Employees will keep their group medical benefits intact while on maternity leave. In

order to maintain your group medical benefits during your maternity leave, you will be expected to pay your portion of the group medical insurance premiums during your maternity leave by submitting a check by the 1st of the month.

Section 11 - Employment Separation

Separation From Employment

Employees may be separated from employment voluntarily or involuntarily by retirement, voluntary resignation, lack of work, or termination. Usually, before an employee is terminated, he/she will be told the reason(s) and will be counseled by his/her supervisor. However, if any misconduct warranting discipline is severe enough, the manager may discharge the employee immediately.

Return of Company Property

Company property issued to an employee, including but not limited to manuals, cell phones, keys, computers, credit cards and other equipment and property, must be returned to the company when employment terminates or at any other time during employment at the request of the company. In addition, any and all Confidential or Proprietary Information of the company must be returned.

Pay At Time of Separation From Employment

The company will determine if the terminating employee has any outstanding debt owed to the company and whether the individual has in his/her possession any company property. The value of any property issued and not returned in working order whether lost, stolen or damaged may be deducted from the employee's final paycheck, in accordance with applicable law, provided the employee has signed an authorization to do so. After a full accounting of the employee's and the company's accounts (as determined by the company), a final paycheck will be issued to the employee on the next normal pay day for that employee, unless required to be provided sooner under state law. The final paycheck will also include payment for earned and unused PTO, in accordance with applicable law. Upon resignation or termination of employment, the employee should consult the President for possible conversion of his/her group insurance and to clear up any financial questions.

Employment References

It is the policy of the company to respond to requests for references by verifying the employee's dates of employment, position(s) held and whether eligible for rehire. The Director of Recruiting will handle all reference requests from prospective employers. All requests for references should be directed to the Director of Recruiting.

Employee Handbook Acknowledgement Form

I acknowledge that I have received a copy of Continuum Rehabilitation Employee Handbook. I have read and understand Continuum's policies and my requirements as a Continuum employee. I understand that if I have any questions and/or need clarification for items addressed in the Handbook, it is my responsibility to contact the Continuum office to discuss.

Employee Signature

Date