

ALCOHOL & SUBSTANCE ABUSE

The use of alcohol, illegal drugs, intoxicants, and controlled substances, whether on or off duty, can impair an employee's ability to work safely and efficiently. Mission Hospice and Home Care prohibits the use of these substances to the extent that they affect, or have the potential to affect, the workplace. Mission Hospice and Home Care will not jeopardize the safety of the employee, other employees, our clients, the public, and company operations due to an individual's poor judgment. Accordingly, Mission Hospice and Home Care prohibits the following:

- Possessing, using, or being under the influence of alcohol or an illegal drug, intoxicant, or controlled substance during working hours or while on company business.
- Operating a vehicle on company business while under the influence of alcohol or an illegal drug, intoxicant, or controlled substance.
- Distributing, selling, manufacturing, purchasing or attempting to distribute, sell, manufacture drugs, intoxicants, or controlled substances during working hours, while on company business, in a patient's home, or while on company-owned or occupied premises.

Any employee suspected of possessing alcohol, drugs, intoxicants, or controlled substances is subject to inspection and search, with or without notice. Employees' personal belongings, including any bags, purses, briefcases, and clothing, and all company property, are also subject to inspection and search, with or without notice. Employees who violate Mission Hospice and Home Care's alcohol and substance abuse policy will be removed from the workplace immediately. The company may also bring the matter to the attention of appropriate law enforcement authorities. Any conviction for criminal conduct involving drugs, intoxicants, or controlled substances, whether on or off duty, or any violation of Mission Hospice and Home Care's alcohol and substance abuse policy, may lead to disciplinary action, up to and including termination.

ATTENDANCE & PUNCTUALITY

All employees are expected to maintain regular attendance and punctuality. Regular attendance is vital to the operation of Mission Hospice and Home Care and is essential for the effective performance of a job. Failure to maintain a regular attendance record may result in disciplinary action, up to and including termination if the problem is not corrected. Employees are expected to be at work at their regularly scheduled starting time each day and after meal periods and rest breaks. Excessive tardiness may result in disciplinary action, up to and including termination, if the problem is not corrected.

Guidelines

If you are unable to report for work on any particular day, you must call your supervisor directly (not leaving a voice or email message) as soon as possible before the time you are scheduled to begin working for that day. Employees must also inform their supervisor of the expected duration of any absence so that arrangements can be made to cover your job duties. Absent extenuating circumstances, you must call in on each day you are scheduled to work and will not report to work.

If you are absent from work for three or more consecutive days due to personal illness, you are required to provide a release from your doctor at the time you return to work. You may not be allowed to begin work until such a release is presented to your supervisor.

Mission Hospice and Home Care will comply with applicable laws relating to time off from work, but it is the employee's responsibility to provide sufficient information to enable Mission Hospice and Home Care to determine if any such law(s) applies to the absence. Employees should keep in touch with their supervisor and notify him or her of any change in their status as soon as possible.

Excessive absenteeism or tardiness may lead to disciplinary action, up to and including termination of employment. Three absences in a one-month period and/or three instances of tardiness in a one-month period constitute unacceptable attendance. Other patterns of absences or tardiness – regardless of the exact number of days – may warrant disciplinary action. If you fail to report for work without any notification to your supervisor, you may be considered to have abandoned your employment and voluntarily resigned from Mission Hospice and Home Care.

Individuals with disabilities protected by law may be granted reasonable accommodation in complying with these policies if undue hardship does not affect Mission Hospice and Home Care's operations. However, regular attendance and promptness are considered part of an employee's essential job functions.

COMMUNICABLE ILLNESSES

As part of our commitment to a safe workplace, this policy was adopted to cover the threat of transmission of communicable illnesses, diseases and medical conditions, such as active TB (tuberculosis) and SARS (Severe Acute Respiratory Syndrome). Communicable illnesses can vary greatly in their degree of seriousness, ease of transmission, and risk to others. We follow all regulations or instructions issued by OSHA, CDC, or other health authorities. Mission Hospice and Home Care will follow guidelines issued by these sources, taking into account our own particular workplace situation and respond in an appropriate manner.

In order to help keep our workplace safe, we need your help. If you: (a) are diagnosed with an illness that is communicable in our workplace; (b) believe you may have been exposed to a person so diagnosed; or (c) have recently visited a location in which there has been an outbreak of such an illness and are exhibiting any symptoms of the illness in question, report this to your supervisor immediately. This information will be kept confidential to the extent reasonably possible.

This policy addresses serious potential health hazards. It is not specifically directed at minor ailments. However, even outbreaks of the flu can sometimes be serious and can have a significant impact on our workplace. If you have the flu, we strongly encourage you to stay home until you are well enough to work and your condition is no longer contagious. If you do come to work while ill, your supervisor may send you home.

CONFIDENTIALITY

When anyone joins Mission Hospice and Home Care as a patient or employee, we have a legal obligation under the Health Information Portability and Accountability Act (HIPAA) to keep in confidence all private, personal or medical information that pertains to the person. This responsibility is shared by all of us. Failure to properly observe confidentiality is a breach of business ethics and the federal HIPAA regulations and may result in disciplinary action by the organization or legal action by the affected party.

Please ask your supervisor about how to handle requests for confidential information as they come up or how to refer such requests to people with the authority to release such information. When confidential information must be discussed with someone who needs to know such information, be sure it is shared in a manner and a setting where the information is not accidentally disclosed to others.

You have access to confidential information as part of your job, such as financial information, patient information, donor information, information about fellow employees and volunteers, and Mission Hospice's plans and proposals. The confidential information you obtain through your employment with Mission Hospice and Home Care may not be used or disclosed for any purpose other than its specified purpose.

You should never use or disclose confidential, nonpublic or sensitive information to any individual outside of Mission Hospice and Home Care, except when authorized to do so. This obligation continues after the termination of your employment with Mission Hospice and Home Care.

All records, history and discussions about the people we serve must be considered private and kept in confidence. The very fact that an individual is served by Mission Hospice and Home Care can only be disclosed under specified conditions. Employees may not disclose any information about a person, including the fact that the person is or is not served by our organization; to anyone outside this organization unless authorized by the CEO or other authorized personnel. The principle of confidentiality applies to the designated record set that includes clinical records, billing records and any records used to make decisions about the patient's care and must be maintained in all programs, departments, functions and activities.

All patient information in the office must be kept locked up. Employees must make sure that information maintained outside of the medical record or billing record for current usage is protected during the business day and locked after hours. Employees should not leave records unattended and must assure that they are not visible on desks or computer screens when not attended. Visitors to the office must not be able to see any patient name or information, and conversations about patients must not be made within hearing range of visitors.

Since employees will often have patient information in their possession, they must protect the confidentiality of that information rigorously. For example, papers left on the seat of your car must not have any information or patient name visible from the window of the car. Members of your own family must not be able to access information about patients.

Employees who improperly use or disclose confidential information will be subject to disciplinary action, up to and including termination.

CONFLICT OF INTEREST

Mission Hospice and Home Care requires you to uphold its integrity and ethics in all work related activities by, among other things, avoiding conflicts of interest or anything that might be construed as a conflict of interest.

If, for example, you are offered gifts, entertainment or other favors from a patient, Mission Hospice and Home Care supplier, contractor or organization that has financial dealings with Mission Hospice and Home Care, you cannot accept any item of value, with the exception of nominal gifts (value: \$25 or less) and common courtesies.

Nor should you enter into a personal relationship with an employee of a supplier, contractor or other organization having financial dealings with Mission Hospice and Home Care because it creates potential conflicts of interest. If you have or enter into such a relationship, you must immediately and fully disclose this relationship to Mission Hospice and Home Care. Mission Hospice and Home Care will take necessary actions to avoid any conflict of interest. Failure to disclose such a relationship could lead to disciplinary action, up to and including termination.

If you are in doubt about whether an activity meets Mission Hospice and Home Care's ethical standards or compromises its reputation, please discuss your concerns with your supervisor or the CEO.

DRESS AND GROOMING

Mission Hospice and Home Care's reputation is dependent on providing service to clients in a professional and capable manner. The professional atmosphere is maintained, in part, by the image that employees present to customers, applicants and vendors. Discretion in style of dress and behavior is essential to this image.

Guidelines and Procedures

Employees are required to dress for work in appropriate attire and to behave in a professional, businesslike manner. Employees should use good judgment in determining their dress, paying attention to safety, company image and colleague and patient interaction. Best effort should be made to cover tattoos with items of clothing. Employees who are inappropriately dressed will be sent home and directed to return to work in proper attire. Such employees will not be compensated for the time away from work.

Employees should observe good habits of grooming and personal hygiene. Due to the need for direct patient contact, Mission Hospice and Home Care enforces a "fragrance-free" policy for all staff members and volunteers at all locations (patients' homes, the office, SNFs, etc.).

If you have any questions as to what constitutes proper attire, please consult your supervisor.

HARASSMENT

Harassment on the basis of sex, sexual orientation, gender identification, age, race, medical condition, pregnancy, color, national origin, religion, marital or veteran status, citizenship, physical or mental disability, or other characteristics protected by local, state or federal law is strictly prohibited. Mission Hospice and Home Care will not tolerate harassment of employees, volunteers, or contractors by managers, supervisors, employees, or any third party. Harassment includes verbal, visual or physical conduct that creates an intimidating, offensive or hostile working environment that interferes with work performance. It includes epithets, derogatory jokes or comments, slurs, and derogatory posters, cartoons, drawings, or gestures.

Sexual harassment is also strictly prohibited. Sexual harassment occurs when submission to or rejection of unwelcome sexual conduct is used as a basis for employment or contract decisions, or when submission to sexual harassment is a condition for receiving employment benefits, promotions, raises, etc. Sexual harassment includes the harassment of women by men, men by women and same-sex gender based harassment.

Sexual harassment also occurs when unwelcome sexual conduct creates an intimidating, hostile or offensive working environment and unreasonably interferes with job performance, even if it does not lead to tangible or economic job consequences. The following are some examples of sexual harassment:

- Visual conduct that includes making sexual gestures, or displaying sexually suggestive objects or pictures, cartoons or posters
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes
- Persistent unwelcome sexual advances, propositions, or invitations whether oral, written, via email or otherwise
- Verbal abuse of a sexual nature, graphic commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations
- Physical conduct that includes touching, assaulting, impeding or blocking movements
- Making or threatening reprisals after a negative response to sexual advances

If you feel that you have been harassed or unfairly discriminated against, or that you have witnessed harassment or discrimination, you should immediately contact your supervisor, the Human Resources Director, or CEO. Mission Hospice and Home Care requires the prompt reporting of complaints so that a timely investigation may occur and appropriate action taken. It is the responsibility of all supervisors to listen to your complaint and contact the appropriate authority who will conduct a prompt and thorough investigation. Upon receiving your complaint, Mission Hospice and Home Care will investigate the complaint. Confidentiality will be maintained during the investigation to the extent practical and appropriate under the circumstances. Mission Hospice and Home Care will complete the investigation, reach a conclusion, and report the conclusion to you and to the accused person. Mission Hospice and Home Care will not permit retaliation against you if you make a claim of harassment or participate in an investigation. Any employee who is found to have violated this policy, engaged in harassment or discrimination, or to have retaliated for reporting or participating in an investigation of harassment or discrimination will be subject to appropriate disciplinary

action, up to and including termination. Mission Hospice and Home Care will also take steps as necessary to prevent any further harassment.

RULES OF CONDUCT

Mission Hospice and Home Care has some basic expectations regarding performance, personal conduct and safety. Most of them are just common sense. For example, employees are expected to be on time and ready to work at the beginning of the workday; to be careful and conscientious in performing their work; to be respectful and considerate of others; and to be helpful and courteous to co-workers, volunteers, supporters and the public.

It is impossible to provide an exhaustive list of all types of impermissible conduct and performance; however, the following are some examples:

- Unsatisfactory performance and/or incompetence.
- Unauthorized use or disclosure of Mission Hospice and Home Care's confidential information.
- Violating Mission Hospice and Home Care's drug and alcohol policy.
- Theft, including, but not limited to, the removal Mission Hospice and Home Care property or the property of another employee from Mission Hospice and Home Care premises without prior authorization.
- Being absent or walking off the job without approval.
- Fighting, roughhousing, abusive language, or conduct that is hostile or disrespectful toward a co-worker, supervisor, board member, volunteer, donor, or any person(s) associated with Mission Hospice.
- Disregarding established safety procedures and/or knowingly creating an unsafe working situation for yourself or your co-workers.
- Disregarding Privacy Laws (and established Mission Hospice and Home Care privacy guidelines)
- Falsifying or altering records or timesheets.
- Refusing to perform work-related duties.
- Possessing weapons on Mission Hospice and Home Care's property.
- Violating Mission Hospice and Home Care's equal opportunity or harassment policies.
- Unauthorized use of Mission Hospice and Home Care property, including vehicles.
- Excessive tardiness or absenteeism.
- Violation of any other Mission Hospice and Home Care policy, including those set forth in this handbook.

Employment with Mission Hospice and Home Care is at will, which means Mission Hospice and Home Care may terminate your employment at any time, with or without cause and with or without advance notice. Mission Hospice and Home Care has the complete discretion to take appropriate disciplinary action, including immediate termination, whether or not any of the above examples have occurred.

SECURITY

Security of Mission Hospice and Home Care's office, as well as the welfare of our employees, volunteers, colleagues, guests, and business associates, requires that every individual be constantly alert to security risks. An effective security program depends on a responsible attitude of all employees of Mission Hospice and Home Care. In that regard, it is important that you comply with the following guidelines:

- Immediately notify your supervisor of suspicious persons, or persons acting in a suspicious manner, in or around the office.
- Immediately notify a supervisor of lost office keys.
- Do not lend office keys to anyone who is not authorized to possess them.
- Do not disclose computer passwords, electronic codes or any other security access information to anyone who is not authorized to have that information.

Access to Mission Hospice and Home Care property and buildings is restricted to employees and authorized persons only. You should receive all visitors, including former employees, at the reception desk and escort them to their destination; the Mission Hospice and Home Care employee they are seeing should escort them out of the building at the end of their meeting.

Employees are urged not to bring valuables to work. If necessary to do so, all valuables should be kept in a secure location. Mission Hospice and Home Care assumes no responsibility for the loss, theft or damage of employee personal property. If you lose any personal property or business property, you should immediately report it to your supervisor.

Your cooperation in these matters is vital to the success of Mission Hospice and Home Care's security program. Violation of security procedures is grounds for disciplinary action.

SMOKING

In consideration of the health and safety of all employees, and in accordance with applicable law, Mission Hospice and Home Care maintains a smoke-free environment. This policy is also in effect offsite (i.e., Mission Hospice and Home Care functions and events, patient homes, etc.).

SPEAKING TO THE MEDIA

Mission Hospice and Home Care's goal is to provide the media with clear, consistent and timely information about Mission Hospice and Home Care and its programs and services. Information about the Mission Hospice and Home Care's activities changes frequently and to ensure the media is given accurate and timely information; you must refer all media inquiries to the CEO.

WORKPLACE VIOLENCE

Mission Hospice and Home Care recognizes that violence in the workplace is a growing nationwide problem necessitating a firm, considered response by employers. The costs of workplace violence are enormous, both in human and financial terms. Mission Hospice and Home Care is committed to maintaining a safe, healthful, and efficient working environment where employees are free from the threat of workplace violence. Acts or threats of physical violence, including intimidation, harassment and/or coercion, which involve or affect Mission Hospice and Home Care, or which occur on company property, will not be tolerated.

Definitions

Workplace violence is any intentional conduct that is sufficiently severe, offensive, or intimidating to cause an individual to reasonably fear for his or her personal safety or the safety of his or her family, friends, and/or property, such that employment conditions are altered or a hostile, abusive, or intimidating work environment is created for one or several employees. Examples of workplace violence include, but are not limited to:

- Threats or acts of violence occurring on company premises, regardless of the relationship between Mission Hospice and Home Care and the parties involved in the incident.
- Threats or acts of violence occurring off company premises involving someone who is acting in the capacity of representative of Mission Hospice and Home Care.
- Threats or acts of violence occurring off company premises involving an employee of Mission Hospice and Home Care, if the threats or acts affect the business interests of Mission Hospice and Home Care.
- Threats or acts resulting in the conviction of an employee or agent of Mission Hospice and Home Care, or of individual performing services for Mission Hospice and Home Care on a contract or temporary basis, under any criminal code provision relating to violence or threat of violence that adversely affects the legitimate business interests of Mission Hospice and Home Care.

Specific examples of conduct that may be considered threats or acts of violence under this policy include, but are not limited to the following:

- Threatening physical or aggressive contact directed toward another individual.
- Threatening an individual or his/her family, friends, associates, or property with physical harm.
- The intentional destruction or threat of destruction of company property or another's property.
- Harassing or threatening phone calls, letters, or e-mails.
- Surveillance.
- Stalking.
- Veiled threats of physical harm or intimidation.

Workplace violence does not refer to occasional comments of a socially acceptable nature. Such comments may include references to legitimate sporting activities, popular culture, current events, etc.