



Employee Handbook

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GENERAL INFORMATION

Welcome

Welcome to . One of the keys to our success is hiring good employees. We have hired you because we believe you have the skills and the potential to help our Clinic succeed. We expect employees to perform the tasks assigned to them to the best of their abilities. We believe that hard work and commitment will not only benefit , but will help give all of our employees a sense of pride and accomplishment. We are glad to have you as a member of our team. We hope that your employment proves mutually satisfying. Every employee has an important role in our operations and we value the abilities, experience and background that they bring with them. It is our employees who provide the services that our customers rely upon and enable us to grow and create new opportunities in the years to come. Our management team intends to provide employees with all of the support and the resources they will need to perform their job effectively. If, at any time, an employee needs assistance or guidance, the employee should not hesitate to ask any member of the management team. Once again, welcome to . We are glad to have you with us.

About Our Clinic

has always emphasized that outstanding people are the key to our success. Our strength and future growth depend on the contributions made by you and each person within our organization. We are proud to have you as part of our team. To ensure continued success, we feel it is important that all employees understand our policies and procedures. This Employee Handbook will familiarize employees with the various aspects of working with us. We encourage all employees to use the Handbook as a valuable resource for understanding our Clinic.

Mission Statement

“To improve the comfort and well-being of patients by providing progressive and compassionate veterinary care. We develop a team of individual hospitals and resorts that share knowledge to achieve sustainable growth.”

Core Values

1. Service Excellence –We strive to provide the best client experience possible. We aim to exceed expectations by delivering care with understanding, empathy, and professionalism.
2. Integrity – Our actions are consistent with our values and beliefs.
3. Teamwork – We value behavior that puts team performance ahead of individual performance and work together in order to achieve our goals.
4. Innovation – We are open-minded in our approach and believe that improvement will be achieved by continually evaluating and implementing new and different ideas.

5. Goal Orientation – We engage with intention, set expectations, and perform in such a way that goals are achieved. We believe that continual self-evaluation will enable us to achieve our goals in the future.

Purpose of Employee Handbook

This Employee Handbook contains information about the employment policies and practices of . These policies reflect the Clinic's values, and we expect each employee to read this Employee Handbook carefully as it is a valuable reference for understanding your job and . This Employee Handbook supersedes all previously issued employee handbooks and any inconsistent verbal or written policy statements made or issued before this Employee Handbook. Except for the policy of at-will employment, reserves the right to revise, delete and add to the provisions of this Employee Handbook. All such revisions, deletions or additions must be in writing. No oral statements or representations can change the provisions of this Employee Handbook. None of our personnel documents and benefit plans, including this Employee Handbook, constitutes, or is intended to constitute, an express or implied contract guaranteeing continued employment for any employee. No [Manager] has any authority to enter into a contract of employment express or implied that changes or alters the at-will employment relationship. **Only the Division Leadership of the Clinic or his or her authorized representative has the authority to enter into an employment agreement that alters the at-will employment relationship, and any such agreement must be in writing and signed by the Division Leadership of the Clinic or his or her authorized representative.** Not all of the Clinic's policies and procedures are set forth in this Employee Handbook. We have summarized only some of the more important ones. If an employee has any questions or concerns about this Employee Handbook or any other policy or procedure, please ask your [Manager] or another member of management. Nothing in this Employee Handbook or in any other document or policy is intended to violate any local, state or federal law. Nothing in this Employee Handbook or in any other document or policy is intended to limit any concerted activities by employees relating to their wages, hours or working conditions, or any other conduct protected by Section 7 of the National Labor Relations Act (NLRA). Furthermore, nothing in this Handbook prohibits an employee from reporting concerns to, filing a charge or complaint with, making lawful disclosures to, providing documents or other information to or participating in an investigation or hearing conducted by the Equal Employment Opportunity Commission ("EEOC"), National Labor Relations Board ("NLRB"), Securities and Exchange Commission ("SEC") or any other federal, state or local agency charged with the enforcement of any laws.

EMPLOYMENT AT-WILL

Employment with is at-will. This means that employment may be terminated for any or no reason, with or without cause or notice at any time by the employee or by the Clinic. Nothing in this Employee Handbook or any oral statement will limit the right to terminate the at-will employment relationship. This at-will employment policy is the sole and entire agreement between the employee and as to the duration of employment and the circumstances under which employment may be terminated. No [Manager] has any

authority to enter into a contract of employment, express or implied, that changes or alters the at-will employment relationship. Only the Division Leadership of the Clinic or his or her authorized representative has the authority to enter into an employment agreement that alters the at-will employment relationship, and any such agreement must be in writing and signed by the Division Leadership of the Clinic or his or her authorized representative.

COMMITMENT TO DIVERSITY

Discrimination, Harassment and Retaliation Prevention Policy

Equal Employment Opportunity

is an equal opportunity employer. In accordance with applicable law, we prohibit discrimination and harassment against employees, applicants for employment, individuals providing services in the workplace pursuant to a contract, unpaid interns and volunteers based on their actual or perceived: race, religious creed, color, national origin, ancestry, physical or mental disability, medical condition, genetic information, marital status (including registered domestic partnership status), sex and gender (including pregnancy, childbirth, lactation and related medical conditions), gender identity and gender expression (including transgender individuals who are transitioning, have transitioned, or are perceived to be transitioning to the gender with which they identify), age (40 and over), sexual orientation, military and veteran status and any other consideration protected by federal, state or local law (collectively referred to as "protected characteristics"). An employee's or applicant for employment's immigration status will not be considered for any employment purpose except as necessary to comply with federal, state or local law. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination and harassment by any employee, including supervisors and co-workers. The Clinic will not tolerate discrimination or harassment based upon these protected characteristics or any other characteristic protected by applicable federal, state or local law. The Clinic also does not retaliate or otherwise discriminate against applicants or employees who request a reasonable accommodation for reasons related to disability or religion.

Prohibited Harassment

is committed to providing a work environment that is free of illicit harassment based on any protected characteristics. As a result, the Clinic maintains a strict policy prohibiting sexual harassment and harassment against employees, applicants for employment, individuals providing services in the workplace pursuant to a contract, unpaid interns or volunteers based on any legally-recognized basis, including, but not limited to, their actual or perceived race, religious creed, color, national origin, ancestry, physical or mental disability, medical condition, genetic information, marital status (including registered domestic partnership status), sex and gender (including pregnancy, childbirth, lactation and related medical conditions), gender identity and gender expression (including transgender individuals who are transitioning, have transitioned, or are perceived to be transitioning to the gender with which they identify), age (40 or over), sexual orientation, military and veteran status, immigration status or any other consideration protected by

federal, state or local law. This policy applies to all persons involved in our operations, including coworkers, supervisors, managers, temporary or seasonal workers, agents, clients, vendors, customers, or any other third party interacting with the Clinic (“third parties”) and prohibits proscribed harassing conduct by any employee or third party of , including nonsupervisory employees, supervisors and managers. If such harassment occurs on the Clinic’s premises or is directed toward an employee or a third party interacting with the Clinic, the procedures in this policy should be followed.

Sexual Harassment Defined

Sexual harassment includes unwanted sexual advances, requests for sexual favors or visual, verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made a term or condition of employment; or
- Submission to, or rejection of, such conduct is used as a basis for employment decisions affecting the individual; or
- Such conduct has the purpose or effect of unreasonably interfering with an employee’s work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment also includes various forms of offensive behavior based on sex and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct: leering; making sexual gestures; displaying sexually suggestive objects or pictures, cartoons, posters, websites, emails or text messages.
- Verbal conduct: making or using derogatory comments, epithets, slurs, sexually explicit jokes, or comments about an employee’s body or dress.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature; graphic verbal commentary about an individual’s body; sexually degrading words to describe an individual; suggestive or obscene letters, notes or invitations.
- Physical conduct: touching, assault, impeding or blocking movements.
- Retaliation for reporting harassment or threatening to report sexual harassment.

Other Types of Harassment

Harassment on the basis of any legally protected characteristic, as identified above, is prohibited. Prohibited harassment may include behavior similar to the illustrations above pertaining to sexual harassment. This includes conduct such as:

- Verbal conduct including threats, epithets, derogatory comments or slurs based on an individual's protected characteristic;
- Visual conduct, including derogatory posters, photographs, cartoons, drawings or gestures based on protected characteristic; and
- Physical conduct, including assault, unwanted touching or blocking normal movement because of an individual's protected characteristic.

Abusive Conduct Prevention

It is expected that the Clinic and persons in the workplace perform their jobs productively as assigned, and in a manner that meets all of managements' expectations, during working times, and that they and refrain from any malicious, patently offensive or abusive conduct including but not limited to conduct that a reasonable person would find offensive based on any of the protected characteristics described above. Examples of abusive conduct include repeated infliction of verbal abuse, such as the use of malicious, derogatory remarks, insults, and epithets, verbal or physical conduct that a reasonable person would find threatening, intimidating, or humiliating, or the intentional sabotage or undermining of a person's work performance.

Protection Against Retaliation

Retaliation is prohibited against any person by another employee or by for using the Clinic's complaint procedure, reporting proscribed discrimination or harassment or filing, testifying, assisting or participating in any manner in any investigation, proceeding or hearing conducted by a governmental enforcement agency. Prohibited retaliation includes, but is not limited to, termination, demotion, suspension, failure to hire or consider for hire, failure to give equal consideration in making employment decisions, failure to make employment recommendations impartially, adversely affecting working conditions or otherwise denying any employment benefit.

Discrimination, Harassment, Retaliation and Abusive Conduct Complaint Procedure

Any employee who believes that he or she has been harassed, discriminated against, or subjected to retaliation or abusive conduct by a co-worker, supervisor, agent, client, vendor, customer, or any other third party interacting with in violation of the foregoing policies, or who is aware of such behavior against others, should immediately provide a written or verbal report to his or her supervisor, any other member of Division Leadership, NVA Human Resources, or *The Network*, an independent reporting service that allows you to communicate your concerns anonymously and confidentially via Internet or

telephone anytime. Employees can submit a report online at nvaonline.ethicspoint.com, or by calling toll-free 844-880-2599. Employees are not required to make a complaint directly to their immediate supervisor. Supervisors and managers who receive complaints of misconduct must immediately report such complaints to the Division Leadership and NVA Human Resources who will attempt to resolve issues internally. When a report is received, the Clinic will conduct a fair, timely, thorough and objective investigation that provides all parties appropriate due process and reaches reasonable conclusions based on the evidence collected. The Clinic expects all employees to fully cooperate with any investigation conducted by the Clinic into a complaint of proscribed harassment, discrimination or retaliation, or regarding the alleged violation of any other Clinic policies. The Clinic will maintain confidentiality surrounding the investigation to the extent possible and to the extent permitted under applicable federal and state law. Upon completion of the investigation, the Clinic will communicate its conclusion as soon as practical. If the Clinic determines that this policy has been violated, remedial action will be taken, commensurate with the severity of the offense, up to and including termination of employment. Appropriate action will also be taken to deter any such conduct in the future. **The federal Equal Employment Opportunity Commission (EEOC) will accept and investigate charges of unlawful discrimination or harassment at no charge to the complaining party. Information may be located by visiting the agency website at www.eeoc.gov.**

Disability Accommodation

To comply with applicable laws ensuring equal employment opportunities for individuals with disabilities, will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee, unless undue hardship and/or a direct threat to the health and/or safety of the individual or others would result. Any employee who requires an accommodation in order to perform the essential functions of his or her job, enjoy an equal employment opportunity, and/or obtain equal job benefits should contact the [Manager] to request such an accommodation. The [Manager] will communicate with the employee and engage in an interactive process to determine the nature of the issue and what, if any, reasonable accommodation(s) may be appropriate. In some cases, this interactive process may be triggered without a request from the employee, such as when the Clinic receives notice from its own observation or another source that a medical impairment may be impacting the employee's ability to perform his or her essential job functions. Employees who believe they need an accommodation must specify, preferably in writing, what barriers or limitations prompted the request. The Clinic will evaluate information obtained from the employee, and possibly his or her health care provider or another appropriate health care provider, regarding any reported or apparent barriers or limitations, and will then work with the employee to identify possible accommodations, if any, that will help to eliminate or otherwise address the barrier(s) or limitation(s). If an identified accommodation is reasonable and will not impose an undue hardship on the Clinic and/or a direct threat to the health and/or safety of the individual or others, will generally make the accommodation, or it may propose another reasonable accommodation which may also be effective. Employees are

required to cooperate with this process by providing all necessary documentation supporting the need for accommodation, and being willing to consider alternative accommodations when applicable.

will also consider requests for reasonable accommodations for medical conditions related to pregnancy, childbirth and lactation where supported by medical documentation and/or as required by applicable federal, state or local law. Employees who wish to request unpaid time away from work because of a qualifying disability should speak to the [Manager] regarding a proposed accommodation. The Clinic will not retaliate or otherwise discriminate against an employee or applicant who requests an accommodation in accordance with this policy.

Religious Accommodation

The Clinic will provide reasonable accommodation for employees' religious beliefs, observances, and practices when a need for such accommodation is identified and reasonable accommodation is possible. A reasonable accommodation is one that eliminates the conflict between an employee's religious beliefs, observances, or practices and the employee's job requirements, without causing undue hardship to the Clinic. The Clinic has developed an accommodation process to assist employees, division leadership and the [Manager]. Through this process, the Clinic establishes a system of open communication between employees and the Clinic to discuss conflicts between religion and work and to take action to provide reasonable accommodation for employees' needs. The intent of this process is to ensure a consistent approach when addressing religious accommodation requests. Any employee who perceives a conflict between job requirements and religious belief, observance, or practice should bring the conflict and his or her request for accommodation to the attention of the [Manager] to initiate the accommodation process. The Clinic requests that accommodation requests be made in writing, and in the case of schedule adjustments, as far in advance as possible. The Clinic will not retaliate or otherwise discriminate against an employee or applicant who requests an accommodation in accordance with this policy.

GENERAL EMPLOYMENT PRACTICES

Employee Classifications

Employees are classified as either exempt or nonexempt under federal and state wage and hour laws, and are further classified for administrative purposes. The following designations are used throughout this Employee Handbook.

Introductory Period

All new employees have an initial 90 calendar day introductory period. During this time, you are able to learn about the Clinic, your job, and your new surroundings. During the introductory period, the Clinic will review your job performance, attendance, conduct,

among other factors, and make a decision concerning your continued employment. After you complete your Introductory Period, we will continue to periodically review your overall job performance. Completion of the Introductory Period does not change or alter the “at-will” employment relationship between you and the Clinic. You continue to have the right to terminate your employment at any time, with or without cause or notice, and the Clinic has the same right.

Exempt Employees

Exempt employees are employees whose job assignments meet specific tests established by the federal Fair Labor Standards Act (FLSA) and hour laws and who are exempt from minimum wage and overtime pay requirements. Exempt employees are compensated on a salary basis. Employees will be informed whether their status is exempt or nonexempt and should consult the [Manager] with any questions or concerns regarding this status.

Non-exempt Employees

Non-exempt employees are employees whose job positions do not meet FLSA or applicable state exemption tests and who are **not** exempt from minimum wage and overtime pay requirements. Non-exempt employees are eligible to receive overtime pay for hours worked in excess of 40 hours in a workweek. Employees will be informed whether their status is exempt or nonexempt and should consult the [Manager] with any questions or concerns regarding this status.

Full-Time Employees

For the purposes of employment status full-time employees are those who are normally scheduled to work and who do work a schedule of **thirty-six (36) hours** or more per week. These employees are generally eligible for the employee benefits described in this Employee Handbook and are provided with benefits required by applicable law. For the purposes of medical benefits only eligible full-time employees are those who are normally scheduled to work and who do work a schedule of thirty (30) hours or more per week.

Part-Time Employees

For the purposes of employment status part-time employees are those who are normally scheduled to work and who do work fewer than **thirty-six (36) hours** per week. Part-time employees may be assigned a work schedule in advance or may work on an as-needed basis. Part-time employees may be eligible for some, but not all, employee benefits described in this Employee Handbook and are provided with benefits required by applicable law.

Temporary Employees

Temporary employees are those who are employed for short-term assignments. Temporary employees are generally hired to temporarily supplement the workforce or

assist in the completion of a specific project. These temporary employment assignments are of limited duration. Temporary employees are not eligible for employee benefits, except as required by applicable law, and may be classified as exempt or nonexempt on the basis of job duties and compensation.

Employee Eligibility and Work Authorization

is committed to employing only individuals who are authorized to work in the United States and who comply with applicable immigration and employment law. As a condition of employment, every individual must provide satisfactory evidence of his or her identity and legal authority to work in the United States within 72 hours of commencing employment. If the employee cannot verify his or her right to work in the United States within 72 hours of employment, the Clinic will be required to terminate his or her employment immediately.

Romantic, Intimate and Family Relationships at Work

We will not take any adverse employment action against any employee for engaging in romantic relationships during nonworking hours away from Clinic premises. However, we will consider such relationships when they affect an employee's job performance, occur during working time or on Clinic premises or pose a danger of a conflict of interest. A familial or intimate relationship among employees can create an actual or at least potential or perceived conflict of interest in the employment setting, especially where one relative, spouse, partner, roommate, or member of such a relationship supervises another relative, spouse, partner, roommate, or member. To avoid this problem, we may refuse to hire or place a relative or other intimately associated individual in a position where the potential for favoritism or a conflict exists. If two employees marry, become related, or enter into an intimate relationship (including becoming roommates), they may not remain in a reporting relationship or in positions where one individual may affect the compensation or other terms or conditions of employment of the other individual. In other cases where a conflict or the danger of a conflict arises, even if there is no supervisory relationship involved, the parties may be separated by reassignment or terminated from employment, at the discretion of . For the purposes of this policy, a "relative" is any person who is related by blood or marriage or whose relationship with the employee is similar to that of persons who are related by blood or marriage (e.g., domestic partnership or civil union status).

Background Checks

The Clinic recognizes the importance of maintaining a safe, secure workplace with employees who are qualified, reliable, and nonviolent, and who do not present a risk of serious harm to their coworkers or others. To promote these concerns and interests, the Clinic reserves the right to investigate an individual's prior employment history, personal references, and educational background, as well as other relevant information. Consistent with legal or contractual requirements, the Clinic also reserves the right to obtain and to review an applicant's or an employee's criminal conviction record, and related information, and to use such information when making employment decisions, but only to

the extent permissible under applicable law. A pending criminal matter may be considered in appropriate circumstances for business-related reasons, consistent with applicable law. All background checks will be conducted in strict conformity with the federal Fair Credit Reporting Act (FCRA), applicable state fair credit reporting laws, and state and federal anti-discrimination and privacy laws. The Clinic is an equal opportunity employer and will comply with applicable federal, state and local laws relating to the use of background checks for employment purposes.

Reference Checks

So that the Clinic can handle requests for job references in a consistent, fair and lawful manner, all requests for job references should be forwarded to the [Manager]. In response to job reference requests, will only confirm current or former employees' dates of employment and job title. If an employee or former employee submits written authorization, the Clinic will also provide information regarding salary or wage history.

Access to Personnel Files and Payroll Records

Only authorized members of management and the [Manager] have access to an employee's personnel file. Only the [Manager] is authorized to release information about current or former employees on behalf of the Clinic. However, the Clinic will cooperate with—and provide access to an employee's personnel file to—law enforcement officials or local, state or federal agencies in accordance with applicable law, or in response to a subpoena, in accordance with applicable law.

Personal Data Changes

To better assist employees and/or their families in the event of personal emergencies, needs to maintain up-to-date contact information. Maintaining accurate information in our files is also important for recordkeeping, payroll and benefits related purposes. Changes in name, address, telephone number, marital status, number of dependents, next of kin and/or beneficiaries should be given to [Manager] Changes in marital status, number of dependents, next of kin and/or beneficiaries should be given to [Manager]

Voluntary Open Door Policy

We recognize that employees may have suggestions for improving our workplace, as well as complaints about the workplace. We feel that the most satisfactory solution to a job-related problem or concern is usually reached through a prompt discussion with the [Manager]. Employees should feel free to contact the [Manager] with any suggestions and/or complaints. If employees do not feel comfortable contacting their supervisor or are not satisfied with their supervisor's response, they should contact Division Leadership, the NVA Human Resources Team or *The Network*. Employees can submit a report online at nvaonline.ethicspoint.com, or by calling toll-free 844-880-2599. While we provide employees with this opportunity to communicate their views, please understand that not every complaint can be resolved to the employee's satisfaction. Even so, we believe that open communication is essential to a successful work environment and all employees should feel free to raise issues of concern without fear of reprisal.

Supplemental Complaint Procedures

As a supplement to our Open Door Policy, employees have the opportunity to seek resolution of their work related complaints in a more formalized manner. We offer both an internal and external process for employees to report their concerns and complaints. Employees wanting to make an internal complaint using this procedure may do so by filing a written complaint with Clinic Management should do so as soon as possible after the event that gives rise to their work related concerns. The written complaint should contain as much detail as possible regarding the employee's complaint or concerns. A written complaint is generally preferable because it assists Management in ensuring the employee's complaint is clearly understood. Employees who prefer to make their complaints verbally may do so. Employees who for any reason may be uncomfortable reporting a concern or a potential breach of Clinic policy directly to a Clinic management level employee may utilize an external complaint procedure to report their concerns. If you believe that you may have experienced or witnessed or have knowledge of a breach of the Clinic's policy, including but not limited to policies related to discrimination, harassment, retaliation, compensation, conduct, discipline, solicitation, confidentiality, or safety policies, and you do not want to follow the reporting procedures set forth in various policies throughout this manual, you may anonymously report your concern to *The Network*. Employees can submit a report online at nvaonline.ethicspoint.com, or by calling toll-free 844-880-2599. The information obtained during the call will be forwarded immediately to an appropriate individual. Management will investigate your complaint or concern as appropriate, which may include meeting separately with the complaining party and others who are either identified in the complaint or who may have knowledge of the facts set forth in the complaint. The Clinic will maintain confidentiality surrounding all internal complaints and investigations to the extent possible and to the extent permitted under applicable federal and state law. Upon completion of the investigation, the findings and conclusions will be verbally reported to the employee who made the complaint. If the complaint is not resolved to the satisfaction of the complaining employee, the employee may contact the Manager of Human Resources at (805)777-7722 and request further review of the matter. Employees will not be disciplined or otherwise penalized for making good faith complaints.

WORKPLACE CONDUCT

Standards of Conduct

To assure safety and security and provide the best possible work environment, we expect employees to follow basic, common-sense rules of conduct that will protect everyone's interests and safety. It is not possible to list all forms of behavior that are considered unacceptable in the workplace, but the following are examples of infractions that may result in disciplinary action, including suspension, demotion or termination of employment:

- Falsification of employment records, employment information or other records;

- Recording the work time of another employee, allowing any employee to record another employee's work time, or allowing falsification of any time card, whether yours or another employee's;
- Theft, unauthorized removal, possession, use, sale, transfer or the deliberate or careless damage or destruction of any Clinic property or the property of any employee or client;
- Use of Clinic materials, supplies, tools or products for personal reasons without advanced permission from management;
- Abuse of the Clinic's electronic resources, including sending personal emails during working time or in a manner that interferes with the employee's work performance;
- Possessing, distributing, selling, transferring or using or being under the influence of alcohol or illegal drugs in the workplace;
- Provoking a physical fight or engaging in physical fighting during working hours or on premises owned or occupied by the Clinic;
- Carrying firearms, weapons or dangerous substances at any time, on premises owned or occupied by the Clinic, unless state law provides otherwise.
- Using abusive, violent, threatening or vulgar language at any time during working hours or while on premises owned or occupied by the Clinic;
- Absence of three (3) consecutive scheduled workdays without prior notice to the Clinic;
- Failing to obtain permission to leave work during normal working hours;
- Failing to observe working schedules, including meal and rest breaks;
- Sleeping during working hours;
- Inefficient or substandard performance of work duties;
- Excessive unexcused absenteeism or tardiness;
- Participation in a business that conflicts or competes with business;
- Failure or refusal to carry out work duties;
- Unauthorized disclosure or dissemination of property, including privileged or confidential information;
- Dishonesty;

- Insubordination or other disrespectful conduct;
- Failing to provide a certificate from a health care provider when requested or required to do so in accordance with applicable law;
- Working overtime without authorization or refusing to work assigned hours;
- Violating any safety, health or security policy, rule or procedure of the Clinic; and
- Committing a fraudulent act or intentional breach of trust under any circumstances.

Although employment may be terminated at-will by either the employee or the Clinic at any time, without following any formal system of discipline or warning, we may exercise discretion to utilize forms of discipline that are less severe than termination. Examples of less severe forms of discipline include verbal warnings, written warnings, demotions and suspensions. Although one or more of these forms of discipline may be taken, no formal order or procedures are necessary. The Clinic reserves the right to determine which type of disciplinary action to issue in response to any type of performance issue or rule violation. This statement of prohibited conduct does not alter or limit the policy of at-will employment. Either the employee or the Clinic may terminate the employment relationship at any time for any reason, with or without cause, and with or without notice. As previously set forth in this Employee Handbook, **only the Division Leadership of the Clinic or his or her authorized representative has the authority to enter into an employment agreement that alters the at-will employment relationship, and any such agreement must be in writing and signed by the Division Leadership of the Clinic or his or her authorized representative.**

Reporting and Anti-Retaliation Policy

We Encourage A Speak Up Culture

Choosing to speak up about workplace concerns helps build a healthy, ethical, and compliant Clinic and is part of our culture. To promote that culture, the Clinic encourages employees to speak up and raise questions and concerns promptly about any situation that may violate our Code of Conduct, our core values or our policies. At , our people are our most valuable asset. It benefits all of us if we raise our concerns so the Clinic may consider them carefully and address them properly.

Follow the Clinic's Commitment to our Code and the Law

The Clinic is deeply committed to promoting a culture of ethical conduct and compliance with:

- Our Code, Core Values, and policies;
- The laws, rules, and regulations that govern our business operations; and

- Best practices in accounting, auditing and financial reporting matters.

We expect all of our employees, officers, directors, and agents to follow this commitment in all aspects of their work.

Raise Good Faith Questions and Concerns about Conduct

Consistent with our commitment to ethics, compliance, and the law, we welcome your good faith questions and concerns about any conduct you believe may violate our Code, especially conduct that may be illegal, fraudulent, unethical, or retaliatory. For purposes of this policy, and because our Code captures standards of ethics and compliance at a broad level, references to our “Code” should be read to encompass all of our obligations to perform our jobs in a manner that is consistent with the Clinic’s policies and procedures, as well as applicable laws. We promote an environment that fosters honest, good faith communications about matters of conduct related to our business activities, whether that conduct occurs within , involves one of ’s contractors, suppliers, consultants, or clients, or involves any other party with a business relationship to . Nothing in this Employee Handbook prohibits an employee from reporting concerns to, filing a charge or complaint with, making lawful disclosures to, providing documents or other information to or participating in an investigation or hearing conducted by the Equal Employment Opportunity Commission (“EEOC”), National Labor Relations Board (“NLRB”), Securities and Exchange Commission (“SEC”) or any other federal, state or local agency charged with the enforcement of any laws. Other parts of this handbook address the confidentiality of the Clinic’s trade secrets and other proprietary information. You should note that in raising any questions or concerns you may have about potentially illegal conduct, pursuant to the 2016 Defend Trade Secrets Act (DTSA), no individual will be held criminally or civilly liable under Federal or State trade secret law for disclosure of a trade secret (as defined in the Economic Espionage Act) that is: (A) made in confidence to a Federal, State, or local government official, either directly or indirectly, or to an attorney, and made solely for the purpose of reporting or investigating a suspected violation of law; or, (B) made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal so that it is not made public. And, an individual who pursues a lawsuit for retaliation by an employer for reporting a suspected violation of the law may disclose the trade secret to the attorney of the individual and use the trade secret information in the court proceeding, if the individual files any document containing the trade secret under seal, and does not disclose the trade secret, except as permitted by court order.

The Clinic Does Not Tolerate Retaliation

Coming forward with questions or concerns may sometimes feel like a difficult decision, but we are committed to fostering an environment that does not deter individuals from speaking up when they observe conduct that may violate our Code. For that reason, the Clinic will not tolerate retaliation of any kind because an employee in good faith raises a question or concern about a violation or suspected violation of our Code, our policies, or the laws and regulations under which we do business, or because the employee

participates in or cooperates with an investigation of such concerns. Retaliation is any conduct that would reasonably dissuade an employee from raising, reporting or communicating about good faith concerns through our internal reporting channels or with any governmental authority, or from participating in or cooperating with an investigation or legal proceeding raising such concerns. Retaliation may occur through conduct or written communication and may take many forms, including actual or implied threats, verbal or nonverbal behaviors, changes to the terms or conditions of employment, coercion, bullying, intimidation, or deliberate exclusionary behaviors.

The following are examples of potential retaliation the Clinic prohibits:

- Adverse employment action affecting an employee's salary or compensation;
- Demotion, suspension, or termination of employment;
- Taking away opportunities for advancement;
- Excluding an employee from important meetings;
- Threatening an employee who has made a report;
- Directing an employee who has made a report not to report to outside regulators;
- Deliberately rude or hostile behaviors or speech; and
- Creating or allowing the creation of a work atmosphere that is hostile toward an employee who has reported a concern.

It is the Clinic's policy to adhere to all applicable laws protecting our employees against unlawful retaliation or discrimination as a result of their raising good faith questions or concerns. If you are ever aware of an instance or threat of retaliation, please immediately report it.¹

How to Raise Questions and Concerns

Employees can submit their good faith questions or concerns about conduct they believe may violate our Code, our policies or the laws and regulations under which we do business to:

- The [Manager]
- Any division leadership

¹ Nothing in this policy prevents the Clinic from taking appropriate disciplinary or other legitimate employment action consistent with its usual disciplinary practices and the law. In addition, this policy prohibits and does not protect employees who knowingly and intentionally raise false concerns or reports.

- NVA Human Resources
- Legal
- General Counsel
- The Network, an independent reporting service that allows you to communicate your concerns anonymously and confidentially via Internet or telephone anytime. Employees can submit a report online at nvaonline.ethicspoint.com, or by calling toll-free 844-880-2599.

When an employee raises a concern, the Clinic will maintain confidentiality to the fullest extent possible, consistent with applicable legal requirements and the need to conduct an adequate investigation or review. Please note that employees can submit concerns anonymously and confidentially through The Network, an independent reporting service that allows you to communicate your concerns anonymously and confidentially via Internet or telephone anytime. Employees can submit a report online at nvaonline.ethicspoint.com, or by calling toll-free 844-880-2599. When raising concerns, we ask that employees provide as much detailed information as possible, including the background and history of the concern, names, dates and places where possible, and the reasons why the situation is cause for concern. This is especially important for concerns raised anonymously, so that the Clinic may conduct an appropriate review and if necessary, begin an investigation. Please note as well that does not prohibit anyone from electing to report concerns to, make lawful disclosures, provide documents or other information to or communicate with the Equal Employment Opportunity Commission (“EEOC”), National Labor Relations Board (“NLRB”), Securities and Exchange Commission (“SEC”) or any other federal, state or local agency about conduct believed to violate laws or regulations. The Clinic also does not prohibit employees from participating in an investigation or proceeding conducted by one of these agencies.

What Will Do

is committed to reviewing all reported concerns, conducting proper, fair and thorough investigations tailored to the circumstances, and taking appropriate remedial and concluding steps as warranted. All action taken by the Clinic in response to a concern will necessarily depend on the nature and severity of the concern. This may include initial inquiries and fact-gathering to decide whether an investigation is appropriate and, if so, the form and scope of the investigation. Note that an investigation into concerns raised is not an indication that they have either been confirmed or rejected. The Clinic complies with the law in conducting investigations and expects that employees will cooperate with an investigation, except when voluntary compliance with an investigation is being requested. The Clinic also expects that employees will provide truthful information when participating in an investigation. Remember, all good faith concerns and reports raised under this policy will be taken seriously.

Adherence to This Policy

Employees who believe that they have been subjected to any conduct that violates this policy may register a complaint using the procedures outlined above. Any employee who unlawfully discriminates or retaliates against another employee as a result of his or her protected actions as described in this policy may be subject to corrective action, up to and including termination.

Confidential Clinic Information

The Clinics confidential and proprietary information is vital to its current operations and future success. Each employee should use all reasonable care to protect or otherwise prevent the unauthorized disclosure of such information. In no event should employees disclose or reveal confidential information within or outside the Clinic without proper authorization or purpose. "Confidential Information" refers to a piece of information, or a compilation of information, in any form (on paper, in an electronic file, or otherwise), related to the Clinic's business that the Clinic has not made public or authorized to be made public, and that is not generally known to the public through proper means. By way of example, confidential or proprietary information includes, but is not limited to, nonpublic information regarding the Clinic's business methods and plans, databases, systems, technology, intellectual property, know-how, marketing plans, business development, products, services, research, development, inventions, financial statements, financial projections, financing methods, pricing strategies, customer sources, employee health/medical records, system designs, customer lists and methods of competing. Additionally, employees who by virtue of their performance of their job responsibilities have the following information, should not disclose such information for any reason, except as required to complete job duties, without the permission of the employee at issue: social security numbers, driver's license or resident identification numbers, financial account, credit or debit card numbers, security and access codes or passwords that would permit access to medical, financial or other legally protected information. Confidential Information does not include information lawfully acquired by non-management employees about wages, hours or other terms and conditions of employment, if used by them for purposes protected by §7 of the National Labor Relations Act such as joining or forming a union, engaging in collective bargaining, or engaging in other concerted activity for their mutual aid or protection. Nothing in this Employee Handbook prohibits an employee from communicating with any governmental authority or making a report in good faith and with a reasonable belief of any violations of law or regulation to a governmental authority, or disclosing Confidential Information which the employee acquired through lawful means in the course of his or her employment to a governmental authority in connection with any communication or report, or from filing, testifying or participating in a legal proceeding relating to any violations, including making other disclosures protected or required by any whistleblower law or regulation to the Securities and Exchange Commission, the Department of Labor, or any other appropriate government authority. Further, employees are hereby notified that under the 2016 Defend Trade Secrets Act (DTSA): (1) no individual will be held criminally or civilly liable under Federal or State trade secret law for the disclosure of a trade secret (as defined in the Economic Espionage Act) that: (A) is made **in confidence to** a Federal, State, or local government official, either directly or indirectly, or to an attorney; and made **solely for the purpose of** reporting or investigating a suspected violation of law; or, (B) is made in

a complaint or other document filed in a lawsuit or other proceeding, **if such filing is made under seal** so that it is not made public; and, (2) an individual who pursues a lawsuit for retaliation by an employer for reporting a suspected violation of the law may disclose the trade secret to the attorney of the individual and use the trade secret information in the court proceeding, if the individual files any document contain the trade secret under seal, and does not disclose the trade secret, except as permitted by court order.

Personal Appearance and Grooming

's image is reflected in the appearance of our employees. Simply stated, employees should look neat, clean and well-groomed and should be dressed appropriately for the Clinic environment. Employees are expected to use good judgment in their appearance, grooming, hygiene, keeping in mind the nature of the work, their own safety and the safety of co-workers. enforces a uniform dress code.

Below are a few guidelines for personal appearance and grooming:

- Clothing and or accessories should not constitute a safety hazard.
- All employees should practice commonsense rules of neatness, cleanliness and comfort.
- Garments displaying inappropriate language or graphics are not permitted;
- Tank tops, jeans, t-shirts, jogging suits, tennis shoes, flip-flops, slippers, garments that are unnecessarily revealing, sweat pants, leisurewear, pantsuits and other similar apparel are generally not permitted.
- Personal appearance should include good personal hygiene, clean hair and no or well-maintained facial hair.

We encourage employees to seek the advice of the [Manager] if they have questions regarding appropriate dress or appearance at work. This policy will act as a guideline and manager discretion will determine any variances. Employees who report to work improperly dressed or groomed may be instructed by the [Manager] to return home to change. The time that nonexempt employees are absent for this purpose will be unpaid unless state law requires otherwise.

Religious, Medical and Disability Accommodations

The Clinic will reasonably accommodate an employee's religious beliefs, medical condition or disability by making exceptions to this policy. Employees who need such an accommodation should contact the [Manager].

Attendance and Punctuality

Employees are expected to be regular in attendance and to be punctual. Any tardiness or absence causes problems for fellow employees and the [Manager]. If employees are absent, their workload must be performed by others, just as they must assume the workload of others who are absent. To limit problems caused by employee absences or tardiness, we have adopted the following policy. Employees are responsible for communicating to their direct supervisor or Clinic management if there is any extraordinary circumstance which would prevent them from adhering to this policy.

Absence

The Clinic defines an absence as an event where an employee is unable to report to work when he or she is scheduled to work. The Clinic classifies absences as two types excused and unexcused. Each absence type is defined below.

Excused: A foreseeable absence that has been reported by an employee to his or her direct supervisor in advance and approved by the direct supervisor or Clinic management.

Unexcused: An unforeseeable absence that has not been approved by an employee's direct supervisor or Clinic management. An unexcused absence also includes situations where an employee did not report their absence to their direct supervisor or Clinic management. An unexcused absence counts as one occurrence for the purposes of corrective action under this policy.

Tardiness

Tardiness is an employee's failure to be clocked in and at their assigned work station when the work shift begins [or for not returning to a shift](#). Tardiness counts as one occurrence for the purposes of corrective action under this policy.

Reporting Expectations

If an employee is unable to report for work on any particular day, they must call their direct supervisor or Clinic Management at least [two \(2\)](#) hours prior to the beginning of their work day or as soon as practical, before the time the employee is scheduled to begin working for that day. The Clinic may inquire about the general reason for an absence or tardiness. Unless extenuating circumstances exist, employees must call in on any day they are scheduled to work but will not report to work.

Job abandonment

Absent extraordinary circumstances, if employees fail to report for work without any notification to the [Manager] and their absence continues for a period of **three (3)** consecutive scheduled shifts, the Clinic will consider that the employee has abandoned and voluntarily terminated his or her employment.

Corrective Action

Attendance occurrences in a [consecutive/rolling](#) 12 month calendar period are subject to the following corrective action.

Occurrence #	Corrective Action
1-3	Verbal warning
4-6	Written warning or Final Warning depending on circumstances
7-10	Termination of Employment depending on circumstances

The following types of time off will not be considered grounds for disciplinary action under this policy:

- Excused time off, including vacation and other forms of paid time off;
- Approved leaves of absence, including jury duty leave, military leave and leave protected under the Family and Medical Leave Act or leaves pursuant to other federal, state or local laws; and/or
- Time off due to a work-related injury that is covered by workers' compensation.
- The number of absence occurrences or tardiness is due to reasons that are legally protected.

Personal Electronic Devices

Although the Clinic permits employees to bring personal electronic devices, including cellular phones, smartphones and personal digital assistants, into the workplace, employees are expected to remember that working time is for work. Therefore, employees should only engage in personal phone calls and other use of electronic devices, including texting and using social media, during nonworking time, including meal and rest breaks. Outside of this time, personal phone calls and communications should be kept to a minimum and for emergencies only.

Social Media

This policy governs employee use of social media, including any online tools used to share content and profiles, such as personal web pages, message boards, networks, communities, and social networking websites including, but not limited to, Facebook, MySpace, Digg, Flickr, Twitter, LinkedIn and web blogs. The lack of explicit reference to a specific site or type of social media does not limit the application of this policy. The Clinic respects the rights of all employees to use social media. However, because communications by employees on social media could, in certain situations, negatively impact business operations, customer relations, or create legal liabilities, it is necessary for the Clinic to provide these guidelines. In addition to ensuring that employee use of

social media does not create any legal liabilities, these guidelines are intended to ensure employees understand the types of egregious conduct that is prohibited. This policy will not be interpreted or applied so as to interfere with the protected rights of employees to discuss or share information related to their wages, benefits, and terms of employment amongst themselves or with outside parties. Employees engaging in use of social media are subject to all of the Clinic's policies and procedures, including but not limited to the Clinic's policies: (1) protecting the confidentiality of Clinic information; (2) safeguarding Clinic property; (3) prohibiting unlawful discrimination and harassment; and (4) governing the use of Clinic computers, telephone systems, and other electronic and communication systems owned or provided by the Clinic.

Clinic employees must comply with the following guidelines when using social media:

- Employees are prohibited from using social media to post or to display comments about co-workers, customers, vendors, suppliers, members of management that are obscene, physically threatening or intimidating, harassing, or constitute a violation of the Clinic's workplace policies against discrimination, harassment, or hostility on the account of age, race, religion, sex, ethnicity, nationality, disability, or other protected class, status, or characteristic.
- Employees are prohibited from using Clinic trademarks or logos in a manner that would mislead or confuse the public or customers regarding the Clinic's service quality, intentionally damage the Clinic's goodwill associated with the trademarks or logos, or unlawfully interfere with the Clinic's ability to effectively use trademarks or logos in its business operations.
- Employees are prohibited from posting or displaying content that is an intentional public attack on the quality of the Clinic's services in a manner that a reasonable person would perceive as calculated to harm the Clinic's business and reduce its income and is unrelated to any employee concern involving wages, benefits, and conditions of employment.
- Employees are prohibited from using or disclosing trade secret information or proprietary information related to products, production processes, designs, or using or disclosing documents or information that have been designated or marked as business sensitive, confidential/private, or business use only.
- When an employee's content regarding a Clinic product or service could be relied on by the public or customers, employees should indicate that their views are their own and do not reflect the views of the Clinic.
- Unless authorized and approved by the Clinic, employees are prohibited from disclosing or publishing any promotional content.
- Employees should comply with any Clinic request to temporarily and/or permanently suspend posted communications or limit their communications to matters unrelated to the Clinic's business operations if the Clinic believes it is

necessary and advisable to ensure compliance with security regulations or other related laws.

- Employees are prohibited from engaging in activities that involve the use of social media that violate other established Clinic policies or procedures.
- Employees are prohibited from listing their own or any other employee's Clinic e-mail address or Clinic telephone number unless the listing of such information is solely for Clinic business or has been authorized by the Clinic.
- Employees are prohibited from using social media while on work time, which is the time employees are engaged in work, unless it is being done for Clinic business and with the authorization of the Clinic.
- Employees are prohibited from posting or using a photograph of a supervisor, manager, vendor, supplier, or customer without their express permission.

Violations of this policy may subject employees to disciplinary action up to and including termination. Employees should know that the Clinic has the right to and will monitor the use of its computer, telephone, and other equipment and systems, as well as any publicly assessable social media. Employees should have no expectation of privacy while using online social media. Employees should expect that any information created, transmitted, downloaded, exchanged or discussed on publicly assessable online social media may be accessed by the Clinic at any time without prior notice. This is particularly true in cases involving the use of Clinic equipment or systems.

Personal Calls

While employees are at work, they are expected to perform their job duties and responsibilities. Personal calls should be made primarily outside of working time. The Clinic may monitor the frequency and duration of an employee's usage of its telephones. In the event it is necessary to make a personal long-distance call, employees may be asked to reimburse for the cost, when applicable. Abuse of the Clinic's telephones and/or long distance service may result in discipline, up to and including termination of employment.

Contact with the Media

To ensure that the Clinic communicates with the media in a consistent, timely and professional manner about matters related to the Clinic, you should notify The Legal department that you have been contacted by the media whenever you are asked to speak on behalf of the Clinic so that the Clinic knows that a media inquiry has been made. Do not respond to media inquiries on the Clinic's behalf without authorization. This rule does not prevent you from speaking with the media, but you should not attempt to speak on behalf of the Clinic unless you have specifically been authorized to do so by an officer of the Clinic.

Conflicts of Interest

Employees must conduct themselves in such a way as to avoid actual or potential conflicts of interest. The following are examples of prohibited conflicts of interest in any aspect of their jobs:

- Acting as a director, officer, consultant, agent or employee of a supplier, customer, competitor or any entity that engages in business with the Clinic;
- Owning a material interest in or being a creditor of or having other financial interest in a supplier, customer, competitor or any entity that engages in business with the Clinic;
- Receiving from or giving to any supplier, customer or competitor gifts, gratuities, special allowances, discounts or other advantages not generally available to employees of the Clinic;
- Having any significant direct or indirect personal interest in a business transaction involving the Clinic;
- Conducting outside activities that materially detract from or interfere with the full and timely performance of an employee's services for the Clinic; or
- Influencing commercial transactions involving purchases, contracts or leases in a way that would have a negative impact on the Clinic or its business.

If an employee finds that he or she has, or is considering the assumption of, a financial interest or outside employment relationship that might involve a conflict of interest, or if the employee is in doubt concerning the proper application of this policy, he or she should promptly discuss the matter with the [Manager] and refrain from exercising responsibility on the Clinic's behalf in any manner that might reasonably be considered to be affected by any adverse interest. Failure to disclose the fact of a conflict or potential conflict may constitute grounds for disciplinary action. This policy in no way prohibits employee affiliations or activities that are protected under applicable state and federal laws, including but not limited to any activity that is protected under Section 7 of the National Labor Relations Act, which includes the right of employees to organize collectively and to speak with others about their terms and conditions of employment.

Outside Employment

The Clinic respects each employee's right to engage in activities outside of employment such as those that are of a personal or private nature, to the extent that such activities do not create a conflict of interest as described in the Conflicts of Interest policy set forth in this Handbook or adversely affect the employee's ability to perform his or her job. Under certain circumstances, however, if an employee's personal conduct adversely affects his or her performance on the job, or begins to make it impossible for him or her to carry out any or all of his or her job duties while at work, appropriate disciplinary action up to and

including termination of employment may be appropriate. An example of an activity that might adversely affect an employee's ability to perform his or her job duties is outside employment. While the Clinic does not prohibit employees from holding other jobs, the following types of outside employment are prohibited:

- Employment that conflicts with the employee's work schedule, duties and responsibilities or creates an actual conflict of interest;
- Employment that impairs or has a detrimental effect on the employee's work performance with the Clinic;
- Employment that requires employees to conduct work or related activities during working times or using any of the Clinic's tools, materials or equipment; and
- Employment that directly or indirectly competes with the business or the interests of the Clinic.

For the purposes of this policy, self-employment is considered outside employment.

The Clinic will not assume any responsibility for employees' outside employment. Specifically, will not provide workers' compensation coverage or any other benefit for injuries occurring from, or arising out of, such outside employment.

TIMES OFF AND LEAVES OF ABSENCE

Time Off and Leaves of Absence

The Clinic recognizes that employees benefit from time away from work for a variety of reasons—all of which contribute towards a positive work-life balance for our employees. Therefore, the Clinic provides time off—both paid and unpaid—to eligible employees for the following situations:

Time Off

- Holidays;
- Vacation;

Holidays

The Clinic offers paid time off to full-time employees for the observance of specific holidays each calendar year. Typically, the Clinic observes the following paid holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day. Holiday observance will typically be announced in advance. To be eligible for holiday pay, you must work your last scheduled day before and your first scheduled day after the holiday, unless it was an approved scheduled day off. Holiday pay for nonexempt employees is calculated based on the employee's straight time pay rate (as

of the date of the holiday) multiplied by the number of hours the employee would have otherwise worked on that day. Holiday pay is not counted for the purpose of calculating an employee's overtime hours of work or overtime premiums. Employees who are on a continuous leave of absence are not eligible to receive holiday pay. Part-time employees and temporary workers are not eligible for holiday pay.

Bereavement Time

In the event of a death in the immediate family of an employee or employee's spouse, will provide twenty-four (24) hours of leave without pay. The immediate family includes grandparents, parents, siblings, spouse, domestic partner and children. If more than twenty-four (24) hours of bereavement leave is required for travel, you may request unpaid time off under the Discretionary Personal Leave Policy or use any accrued paid time off with the [Manager] approval. If you wish to take additional Bereavement Leave under the Personal Leave Policy, you must notify the [Manager]

Leaves of Absence and Other Time Off

- FMLA - Family and Medical Leave
- Pregnancy and Pregnancy-Related Disabilities Leave and Accommodation
- Personal Medical Leave
- Personal Leave
- Workers' Compensation Leave
- Bone Marrow & Organ Donor Leave
- Civil Air Patrol Leave
- Emergency Responder Leave
- Jury and Witness Duty Leave
- Military Leave
- Voting Leave & Election Officer Leave

FMLA - Family and Medical Leave

Overview: The Family and Medical Leave Act provides eligible employees with up to 12 weeks of job-protected (unpaid) leave for their own medical issues, or to take care of an immediate family member. The Clinic will grant family and medical leave in accordance

with the requirements of applicable federal and state law in effect at the time the leave is granted. Some states may have additional leave available. In any case, employees will be eligible for the most generous benefits available under applicable law. FMLA will run concurrently with any applicable state leaves.

Employee Eligibility

An employee who works for a covered employer must meet three criteria in order to be eligible for FMLA leave. The employee must:

- Have worked for the employer for at least 12 months;
- Have at least 1,250 hours of service in the 12 months before taking leave;* and
- Work at a location where the employer has at least 50 employees within 75 miles of the employee's worksite.

If employees are unsure whether they qualify for FMLA Leave, they should contact the NVA Benefits Department.

FMLA Leave Entitlement and Increments of Leave

FMLA leave may be taken in periods of whole weeks, single days, hours, and in some cases even less than an hour. The employer must allow employees to use FMLA leave in the *smallest* increment of time the employer allows for the use of other forms of leave, as long as it is no more than one hour. If an employer uses different increments for different types of leave (for example, accounting for sick leave in 15 minute increments and vacation leave in one day increments), the employer must allow FMLA leave to be used in the smallest increment used for any other type of leave. Similarly, if an employer allows for use of leave in different increments during specific times of the day (for example, requiring a one hour increment of leave at the start of the shift and using 15 minutes increments for leave at other times), the employer may use the same increment for FMLA leave at those specific times of the day. An employer may always allow FMLA leave in shorter increments than used for other forms of leave but no work may be performed during any period of time counted as FMLA leave.

Substitution of Leave

FMLA leave is unpaid leave. However, an employee may request to use accrued paid vacation leave, sick leave, personal time, etc. for some or all of the FMLA leave period. Additionally, an employer may require the employee, to use accrued paid vacation leave for some or all of the FMLA leave period. An employee must follow the employer's normal leave rules in order to substitute paid leave. When paid leave is used for an FMLA-covered reason, the leave is FMLA-protected.

Reasons for Leave

FMLA Leave may be used for one of the following reasons:

- The birth of a child or placement of a child for adoption or foster care;

- To bond with a child (leave must be taken within 1 year of the child's birth or placement);
- To care for the employee's spouse, child, or parent who has a qualifying serious health condition;
- For the employee's own qualifying serious health condition that makes the employee unable to perform the employee's job;
- For qualifying exigencies related to the foreign deployment of a military member who is the employee's spouse,

An eligible employee who is a covered service member's spouse, child, parent, or next of kin may also take up to 26 weeks of FMLA leave in a single 12-month period to care for the service member with a serious injury or illness. An employee does not need to use leave in one block. When it is medically necessary or otherwise permitted, employees may take leave intermittently or on a reduced schedule. Employees may choose to use of accrued paid leave while taking FMLA leave. An employer may require the use of unused accrued vacation time while the employee takes FMLA leave. If an employee substitutes accrued paid leave for FMLA leave, the employee must comply with the employer's normal paid leave policies.

Definitions

"Child," for purposes of Bonding Leave and Family Care Leave, means a biological, adopted or foster child; a stepchild; a legal ward; or a child of a person standing in loco parentis, who is either under age 18, or age 18 or older and incapable of self-care because of a mental or physical disability at the time that FMLA Leave is to commence. "Child," for purposes of Qualifying Exigency Leave and Military Caregiver Leave, means a biological, adopted or foster child; stepchild; legal ward; or a child for whom the person stood in loco parentis, and who is of any age.

"Parent," for purposes of this policy, means a biological, adoptive, step or foster father or mother, or any other individual who stood in loco parentis to the person. This term does not include parents-in-law. For Qualifying Exigency Leave taken to provide care to a parent of a deployed military member, the parent must be incapable of self-care as defined by the FMLA.

"Covered Active Duty" means (1) in the case of a member of a regular component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country; and (2) in the case of a member of a reserve component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country under a call or order to active duty (or notification of an impending call or order to active duty) in support of a contingency operation as defined by applicable law.

"Covered Service member" means (1) a member of the Armed Forces, including a member of a reserve component of the Armed Forces, who is undergoing medical treatment, recuperation or therapy; is otherwise in outpatient status; or is otherwise on the temporary disability retired list, for a serious injury or illness incurred or

aggravated in the line of duty while on active duty that may render the individual medically unfit to perform his or her military duties; or (2) a person who, during the five years prior to the treatment necessitating the leave, served in the active military, Naval or Air Service, and who was discharged or released under conditions other than dishonorable (a "veteran" as defined by the Department of Veteran Affairs), and who has a qualifying injury or illness incurred or aggravated in the line of duty while on active duty that manifested itself before or after the member became a veteran. For purposes of determining the five-year period for covered veteran status, the period between October 28, 2009, and March 8, 2013, is excluded.

"Spouse" means a husband or wife. Husband or wife refers to the other person with whom an individual entered into marriage as defined or recognized under state law in the state in which the marriage was entered into or, in the case of a marriage entered into outside of any state, if the marriage is valid in the place where entered into and could have been entered into in at least one state. This definition includes an individual in a same-sex or common law marriage that either (1) was entered into in a state that recognizes such marriages; or (2) if entered into outside of any state, is valid in the place where entered into and could have been entered into in at least one state.

"Key employee" means a salaried FMLA Leave eligible employee who is among the highest paid 10 percent of all the employees employed by the employer within 75 miles of the employee's worksite at the time of the FMLA leave request.

"Serious health condition" means an illness, injury, impairment or physical or mental condition that involves either:

- Inpatient care (including, but not limited to, substance abuse treatment) in a hospital, hospice or residential medical care facility, including any period of incapacity (that is, inability to work, attend school or perform other regular daily activities) or any subsequent treatment in connection with this inpatient care; or
- Continuing treatment (including, but not limited to, substance abuse treatment) by a health care provider that includes one or more of the following:
 - A period of incapacity (that is, inability to work, attend school or perform other regular daily activities due to a serious health condition, its treatment or the recovery that it requires) of more than three consecutive calendar days, and any subsequent treatment or period of incapacity relating to the same condition, that also involves treatment two or more times via an in-person visit to a health care provider, or at least one visit to a health care provider that results in a regimen of continuing treatment under the supervision of the health care provider.
 - Any period of incapacity due to pregnancy or prenatal care.

- Any period of incapacity or treatment for incapacity due to a chronic serious health condition that requires periodic visits to a health care provider, continues over an extended period of time and may cause episodic incapacity.
- A period of incapacity that is permanent or long-term due to a condition for which treatment may not be effective, such as Alzheimer's, a severe stroke and the terminal stages of a disease.
- Any period of absence to receive multiple treatments (including any period of recovery) by a health care provider either for (a) restorative surgery after an accident or other injury; or (b) a condition that would likely result in a period of incapacity of more than three consecutive calendar days in the absence of medical intervention or treatment.

"Serious injury or illness" in the case of a current member of the Armed Forces, National Guard or Reserves is an injury or illness incurred by a covered service member in the line of duty on active duty (or that preexisted the member's active duty and was aggravated by service in the line of duty on active duty) in the Armed Forces that may render him or her medically unfit to perform the duties of his or her office, grade, rank or rating. In the case of a covered veteran, "serious injury or illness" means an injury or illness that was incurred in the line of duty on active duty (or existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty) and that manifested itself before or after the member became a veteran.

"Qualifying exigency" is defined by the Department of Labor and generally includes events related to short-notice deployment, military ceremonies, support and assistance programs, changes in childcare, school activities, financial and legal arrangements, counseling and post-deployment activities. Qualifying Exigency Leave may also be used to spend up to 15 days with military members who are on short-term, temporary, rest and recuperation leave during their period of deployment.

Intermittent or Reduced Schedule Leave

Under some circumstances, employees may take FMLA Leave intermittently, which means taking leave in blocks of time or reducing the employee's normal weekly or daily work schedule. An employee may take leave intermittently or on a reduced schedule whenever it is medically necessary to care for the employee's child, parent or spouse with a serious health condition or because the employee has a serious health condition. The medical necessity of the leave must be determined by the health care provider of the person with the serious health condition. Intermittent or reduced schedule leave may also be taken for absences where the employee or his or her family member is incapacitated or unable to perform the essential functions of the job because of a chronic serious health condition, even if the person does not receive treatment by a health care provider. Leave due to military exigencies may also be taken on an intermittent basis. Leave taken intermittently may be taken in increments of no less than one hour. Employees who take leave intermittently or on a reduced work schedule basis for planned medical treatment

must make a reasonable effort to schedule the leave so as not to unduly disrupt the Clinic's operations. Please contact the NVA Benefits Department prior to scheduling medical treatment. If FMLA Leave is taken intermittently or on a reduced schedule basis due to planned medical treatment, we may require employees to transfer temporarily to an available alternative position with an equivalent pay rate and benefits, including a part-time position, to better accommodate recurring periods of leave. Requests for intermittent or reduced schedule leave for the birth or placement of a child may be directed to the NVA Benefits Department and will be considered on a case-by-case basis depending on the needs of the Clinic. If the request is granted, the Clinic may require the employee to transfer temporarily to an available alternative position. If employees have been approved for intermittent leave and they request leave time that is unforeseeable, they must specifically reference either the qualifying reason for leave or the need for FMLA Leave at the time they call off.

Notice and Certification

Bonding, Family Care, Serious Health Condition and Military Caregiver Leave Requirements

Employees are required to provide:

- When the need for the leave is foreseeable, 30 days' advance notice or such notice as is both possible and practical if the leave must begin in fewer than 30 days (normally this would be the same day the employee becomes aware of the need for leave or the next business day);
- When the need for leave is not foreseeable, notice within the time prescribed by the Clinic's normal absence reporting policy, unless unusual circumstances prevent compliance, in which case notice is required as soon as is otherwise possible and practical;
- When the leave relates to medical issues, a completed Certification of Health Care Provider form within 15 calendar days (for Military Caregiver Leave, an invitational travel order or invitational travel authorization may be submitted in lieu of a Certification of Health Care Provider form);
- Periodic recertification (as allowed by law); and
- Periodic reports during the leave.

Similarly, an employee or the employee's spokesperson may be required to provide additional information needed to determine whether a requested leave qualifies for FMLA protections. An employee's failure to adequately explain the reason for the leave may result in the denial of FMLA protections. Certification forms are available from the NVA Benefits Department. At the Clinic's expense, we may require a second or third medical opinion regarding the employee's own serious health condition for FMLA purposes. In limited cases, we may require a second or third opinion regarding the injury or illness of a Covered Service member. Employees are expected to cooperate with the Clinic in obtaining additional medical opinions that we may require. When leave is for planned medical treatment, employees must try to schedule treatment so as not to unduly disrupt the Clinic's operation. Please contact the NVA Benefits Department prior to scheduling

planned medical treatment. If an employee does not produce the certification as requested, the FMLA leave will not be protected.

Recertification after Grant of Leave

In addition to the requirements listed above, if an employee's FMLA leave is certified, the Clinic may later require medical recertification in connection with an absence that the employee reports as qualifying for FMLA leave. For example, the Clinic may request recertification if (1) the employee requests an extension of leave; (2) the circumstances of the employee's condition as described by the previous certification change significantly (e.g., employee absences deviate from the duration or frequency set forth in the previous certification; employee's condition becomes more severe than indicated in the original certification; employee encounters complications); or (3) the Clinic receives information that casts doubt upon the employee's stated reason for the absence. In addition, the Clinic may request recertification in connection with an absence after six months have passed since the employee's original certification, regardless of the estimated duration of the serious health condition necessitating the need for leave. Any recertification requested by the Clinic will be at the employee's expense.

Qualifying Exigency Leave Requirements

Employees are required to provide:

- As much advance notice as is reasonable and practicable under the circumstances;
- A copy of the covered service member's active duty orders when the employee requests leave and/or documentation (such as Rest and Recuperation leave orders) issued by the military setting forth the dates of the service member's leave; and
- A completed Certification of Qualifying Exigency form within 15 calendar days, unless unusual circumstances exist to justify providing the form at a later date. Certification forms are available from the NVA Benefits Department.

Failure to Provide Notice or Certification and to Return From Leave

Absent unusual circumstances, failure to comply with these notice and certification requirements may result in a delay or denial of the leave. If an employee fails to return to work at the leave's expiration and has not obtained an extension of the leave, the Clinic may presume that the employee does not plan to return to work and has voluntarily terminated his or her employment.

Compensation during Leave

Generally, FMLA Leave is unpaid. However, employees may be eligible to receive benefits through state-sponsored programs or the Clinic's sponsored wage-replacement benefit programs. Employees may also choose to use accrued vacation and sick leave, to the extent permitted by law and the Clinic's policy. If employees elect to have wage-replacement benefits and accrued paid leave integrated, the integration will be arranged

such that employees will receive no greater compensation than their regular compensation during this period. The Clinic may require employees to use accrued vacation to cover some or all of a FMLA Leave. The use of paid benefits will not extend the length of FMLA Leave.

Benefits during Leave

The Clinic will continue making contributions to employees' group health benefits during their leave on the same terms as if the employees had continued to actively work. This means that if employees want their benefits coverage to continue during their leave, they must also continue to make the same premium payments that they are now required to make for themselves or their dependents. Employees taking Bonding Leave, Family Care Leave, Serious Health Condition Leave and Qualifying Exigency Leave will generally be provided with group health benefits for a 12-workweek period. When the reason for leave is a pregnancy-related disability, which is a serious health condition under the FMLA, the Clinic will continue the employee's health insurance benefits for up to a maximum of 12 workweeks in a 12-month period. Employees taking Military Caregiver Leave may be eligible to receive group health benefits coverage for up to a maximum of 26 workweeks. In some instances, the Clinic may recover premiums it paid on an employee's behalf to maintain health coverage if the employee fails to return to work following FMLA Leave. An employee's length of service will remain intact, but benefits such as vacation and sick leave may not accrue while on an unpaid FMLA Leave.

Job Reinstatement

Under most circumstances, employees will be reinstated to the same position they held at the time of the leave or to an equivalent position with equivalent pay, benefits and other terms and conditions of employment. However, employees have no greater right to reinstatement than if they had been continuously employed rather than taken leave. For example, if an employee would have been laid off or his or her position would have been eliminated even if he or she had not gone on leave, then the employee will not be entitled to reinstatement. However, if an employee has been replaced or the employee's position was restructured to accommodate the employee absence, the employee is entitled to reinstatement. Prior to being allowed to return to work, an employee wishing to return from a Serious Health Condition Leave must submit an acceptable release from a health care provider that certifies the employee is able to resume work. For an employee on intermittent or reduced schedule FMLA Leave, such a release may be required up to once every 30 days if reasonable safety concerns exist regarding the employee's ability to perform his or her duties, based on the serious health condition for which the employee took the intermittent or reduced schedule leave. Key employees may be subject to reinstatement limitations in some circumstances. If employees are considered a "key employee," those employees will be notified of the possible limitations on reinstatement at the time the employee requests a leave of absence, or when leave begins, if earlier.

Confidentiality

Documents relating to medical certifications, recertification or medical histories of employees or employees' family members will be maintained separately and treated as confidential medical records, except that in some legally recognized circumstances, the records (or information in them) may be disclosed to supervisors and managers, first aid and safety personnel or government officials.

Fraudulent Use of FMLA Leave Prohibited

An employee who fraudulently obtains FMLA Leave from the Clinic is not protected by the FMLA's job restoration or maintenance of health benefits provisions. In addition, the Clinic will take all available appropriate disciplinary action against an employee due to such fraud.

Nondiscrimination

The Clinic takes its FMLA Leave obligations very seriously and will not interfere with, restrain or deny the exercise of any rights provided by the FMLA. We will not terminate or discriminate against any individual for opposing any practice or because of involvement in any proceeding related to the FMLA. If an employee believes that his or her FMLA rights have been violated in any way, he or she should immediately report the matter to the NVA Benefits Department.

Additional Documentation

The Clinic's "Employee Rights and Responsibilities" notice provides additional details regarding employees' rights and responsibilities under the Fed-FMLA. Employees may obtain a copy of the "Employee Rights and Responsibilities" notice from the Benefits Department. Employees should contact the NVA Benefits Department as to any FMLA questions they may have.

Pregnancy and Pregnancy-Related Disabilities Leave and Accommodation

Reasonable Accommodation for Pregnancy-Related Disabilities

Any employee who is affected by pregnancy may also be eligible for a temporary transfer or another accommodation. Employees are "affected by pregnancy" if they are pregnant or have a related medical condition and their health care provider has certified that it is medically advisable for the employee to temporarily transfer or to receive some other accommodation.

The Clinic will provide a temporary transfer to a less-strenuous or -hazardous position or duties or other accommodation to an employee affected by pregnancy if:

- She requests a transfer or other accommodation;

- The request is based upon the certification of her health care provider as "medically advisable"; and
- The transfer or other requested accommodation can be reasonably accommodated pursuant to applicable law.

No additional position will be created, and the Clinic will not terminate another employee, transfer another employee with more seniority, or promote or transfer any employee who is not qualified to perform the new job as a part of the accommodation process. Examples of reasonable accommodations include: (1) modifying work schedules to provide earlier or later hours; (2) modifying work duties, practices or policies; (3) providing time off; (4) providing furniture (such as stools) and modifying equipment and devices; and (5) providing additional break time for lactation or trips to the restroom. If time off or a reduction in hours is granted as a reasonable accommodation, the Clinic will consider the reduced hours/time off as pregnancy disability leave and deduct those hours from an employee's four-month leave entitlement.

Personal Medical Leave

provides an additional leave for an employee's medical condition if the employee is 1.) not eligible for any of the other medical leaves, or 2.) has already exhausted their Federal and/or State mandated leave entitlements. Employees may be eligible, subject to management approval, for up to eight (8) weeks of non-job protected, unpaid leave. If you have the need to take Discretionary Personal Medical Leave, this should be requested at least 30 days prior to the commencement of the leave or as soon as possible if the leave was not foreseeable, and provide medical certification from their health care provider. Additionally, if the request for leave of absence form is not returned to the NVA Benefits Department within 15 calendar days from the employee receiving it, to obtain managers approval, the leave may not be approved and the time away from work may be treated as an unexcused absence. Discretionary leave has no guarantee of reinstatement. will attempt to return you to the same or a similar position you occupied when the leave commenced. If no jobs are available at the time, may give you consideration for any position for which you apply and are deemed by management to be qualified.

Personal Leave

Requests for personal leave will be considered and evaluated on an individual basis. Unpaid leaves may be granted for up to a maximum of 30 days for employees who do not otherwise qualify for a protected leave of absence. This should be requested via the leave of absence form at least 30 days prior to the commencement of the leave or as soon as possible if the leave was not foreseeable. Additionally, if the request for leave of absence form is not returned to the NVA Benefits Department within 15 calendar days from the employee receiving it, to obtain managers approval, the leave may not be approved and the time away from work may be treated as an unexcused absence. Approval or denial of such requests will be entirely at the Clinic's discretion. In determining the feasibility of granting such requests, factors such as the purpose of the requested leave, availability of coverage for job responsibilities during the requested leave, previous absences, length

of employment, prior work records and performance and similar considerations will be considered. Such requests must be submitted to the NVA Benefits Department in writing. An employee will continue to be responsible for the employee portion of the benefit premiums during a personal leave. Please consult with the NVA Benefits Department to discuss methods of payment during an unpaid leave. The Clinic will attempt to return an employee to his or her former position or a comparable position upon return from personal leave, at our discretion. Given changing business needs, however, no guarantee of reinstatement can be made. Employees on leave are asked to confirm their return date at least two weeks before they return to work. Any requests for additional leave must be made as soon as possible. Employees on leave who do not return as scheduled, and fail to request an extension or cannot show good reason why an extension should be granted, will be considered to have voluntarily terminated their employment as of the day the original leave expired.

Workers' Compensation Leave

Employees who need to take time off from work due to a workers' compensation illness or injury may also be eligible for a leave of absence under the Clinic's leaves of absence or reasonable accommodation policies. Please note that time taken for Workers' Compensation Leave will run concurrently with FMLA and/or specific state leaves where allowed. Employees should consult with the NVA Benefits Department for additional information.

Return to Work

Employees who are ready to return to work following a workers' compensation-related leave of absence must supply a certification from a health care provider confirming the employee's ability to return to work.

Civil Air Patrol Leave

The Clinic will not terminate or discriminate against an employee who is a volunteer member of the Civil Air Patrol or prevent a member from performing service as part of the Civil Air Patrol during an emergency operational mission. Additionally, the Clinic will not retaliate against an employee for requesting or taking Civil Air Patrol leave in accordance with this policy. The Clinic will provide eligible employees with up to 15 days per year of unpaid leave, unless the emergency is extended by the entity in charge of the operation and the Clinic approves the extension. To be eligible for leave, employees must be duly directed and authorized by a political entity that has the authority to authorize an emergency operational mission of the Civil Air Patrol. Employees must request leave with as much notice as possible. The Clinic may require certification from the proper Civil Air Patrol authority to verify an employee's eligibility for leave. The Clinic may deny leave if the employee fails to provide the required certification. Leave taken under this policy is unpaid except when required by applicable law. Employees will not be required to exhaust accrued vacation or sick leave or any other type of accrued leave prior to taking unpaid civil air patrol leave, but may choose to use such benefits during leave to receive pay. Following leave, an employee must return to work as soon as practicable and must

provide evidence of the satisfactory completion of Civil Air Patrol service. If the employee complies with these requirements, the employee will be restored to his or her prior position without loss of status, pay or other benefits.

Bone Marrow & Organ Donor Leave

Bone Marrow Leave

Eligible employees who undergo a medically necessary procedure to donate bone marrow to another person will be provided with six (6) weeks of **unpaid leave** in any one-year period. For purposes of this policy, a "one-year period" is 12 consecutive months from the date the employee begins his or her leave. Employees may take leave in one or more periods. Employees are eligible for leave if they have worked for the Clinic for more than 52 consecutive weeks and at least 1000 hours during the 52 week period prior to the start of their leave. Employees who seek leave under this policy must provide verification from a physician detailing the purpose and length of leave, including the medical necessity for the donation. Employees **may** use all available accrued sick or vacation concurrently with this time off. Use of this leave will not be counted against any available leave under the federal Family and Medical Leave Act (FMLA). Leave under this policy is also not considered a break in service for purposes of, salary adjustments, sick leave, vacation, annual leave or seniority. While on bone marrow donor leave, the Clinic will maintain all group health insurance benefits as if the employee was still at work. In most circumstances, upon return from this leave, an employee will be reinstated to his or her original job or to an equivalent job with equivalent pay, benefits and other employment terms and conditions. However, an employee has no greater right to reinstatement than if he or she did not take a leave. For example, if an employee on bone marrow donor leave would have been laid off had he or she not taken a leave, or if the employee's job is eliminated during the leave and no equivalent or comparable job is available, then the employee would not be entitled to reinstatement. The Clinic will not retaliate or tolerate retaliation against any employee for requesting or taking bone marrow donor leave in accordance with this policy.

Organ Donor Leave

Eligible employees who undergo a medically necessary procedure to donate an organ to another person will be provided with up to six (6) weeks of **unpaid leave** in any one-year period. For purposes of this policy, a "one-year period" is 12 consecutive months from the date the employee begins his or her leave. Employees may take leave in one or more periods. Employees are eligible for leave if they have worked for the Clinic for more than 52 consecutive weeks and at least 1000 hours during the 52 week period prior to the start of their leave. Employees who seek leave under this policy must provide verification from a physician detailing the purpose and length of leave, including the medical necessity for the donation. Employees **may** use all available accrued sick or vacation concurrently with this time off. Use of this leave will not be counted against any available leave under the federal Family and Medical Leave Act (FMLA). Leave under this policy is also not considered a break in service for purposes of, salary adjustments, sick leave, vacation, annual leave or seniority. While on organ donor leave, the Clinic will maintain all group

health insurance benefits as if the employee was still at work. In most circumstances, upon return from this leave, an employee will be reinstated to his or her original job or to an equivalent job with equivalent pay, benefits and other employment terms and conditions. However, an employee has no greater right to reinstatement than if he or she did not take a leave. For example, if an employee on organ donor leave would have been laid off had he or she not taken a leave, or if the employee's job is eliminated during the leave and no equivalent or comparable job is available, then the employee would not be entitled to reinstatement. The Clinic will not retaliate or tolerate retaliation against any employee for requesting or taking organ donor leave in accordance with this policy.

Emergency Responder Leave

The Clinic will not terminate or discipline any employee who is a volunteer firefighter, reserve peace officer or emergency rescue personnel because the employee takes time off to perform emergency duty or engages in fire, law enforcement or emergency rescue training. In the event you need to take time off for this type of emergency duty, please alert the [Manager] before leaving the Clinic's premises. A "volunteer firefighter" includes any person registered as a volunteer member of a regularly organized fire department of a city, county, city and county or district having official recognition of the government of the city, county or district in which the department is located; or a regularly organized fire department of an unincorporated town. "Emergency rescue personnel" includes any volunteer or paid officers, employees, or members of a fire department or fire protection or firefighting agency who perform first aid and medical services, rescue procedures and transportation or other related activities necessary to insure the health or safety of a person in immediate danger. Such personnel include those who work for the: (1) federal or state government; (2) city, county, city *and* county, district or other public or municipal corporation or political subdivision of this state; (3) sheriff's department, police department or private fire department; or (4) disaster medical response entity sponsored or requested by the state. Employees will also be allowed up to 14 calendar days of leave per year to engage in fire, law enforcement or emergency rescue training. All time off taken under this policy is unpaid, except that exempt employees will be paid when required under applicable law.

Jury and Witness Duty Leave

The Clinic encourages all employees to fulfill their civic responsibilities and to respond to jury service summonses or subpoenas, attend court for prospective jury service or serve as a juror or witness under court order. Under no circumstances will employees be terminated, coerced or penalized because they request or take leave in accordance with this policy. Employees must notify the [Manager] with notice of any jury summons or subpoena or court order within a reasonable time after receipt and before their appearance is required. Verification from the court clerk of having served or appeared may be required. Time spent by any employee engaged in attending court for prospective jury service or for serving as a juror or witness will be unpaid. Employees may use vacation or compensatory time off that is otherwise available to the employee for time spent responding to a summons and/or subpoena, for participating in the jury selection process or for serving on a jury or as a witness. Any employee on jury or witness duty is

expected to report or return to work for the remainder of the work schedule when dismissed from jury or witness duty.

Military Leave

Both state and federal law provide employees with the right to take leave in order to serve in the military. At the federal level, military leave rights are governed by the Uniformed Services Employment and Reemployment Rights Act of 1994, commonly referred to as USERRA. This policy first discusses military leave under USERRA and then describes additional military leave rights provided under state law.

If an employee plans to request leave based on military service, he or she should contact the NVA Benefits Department for information on any additional rights or requirements, if applicable, under state law.

Eligibility for Leave—USERRA

The Clinic provides unpaid military leaves of absence to employees who serve in the uniformed services as required by USERRA. The uniformed services are defined as the Army, Navy, Marine Corps, Air Force, Coast Guard, Army National Guard, Air National Guard, Commissioned Corps of the Public Health Service, and any other category of persons designated by the President of the United States in time of war or national emergency. The uniformed services also include participants in the National Disaster Medical System when activated to provide assistance in response to a public health emergency, to be present for a short period of time when there is a risk of a public health emergency or when they are participants in authorized training. Service consists of performing any of the following on a voluntary or involuntary basis: active duty, active duty for training, initial active duty, inactive duty training, full-time National Guard duty, absence from work for an examination to determine fitness for such duty and absence to perform funeral honors duty. Total military leave time may not exceed five years during employment, except in certain, defined circumstances.

Notice of Leave—USERRA

Advance notice of leave is required, preferably in writing, unless giving notice is impossible or unreasonable or notice is prohibited by military necessity (which is defined by the United States Department of Defense). When notice is required, employees must provide the [Manager] with as much advance notice as possible of any anticipated leave of absence for military service.

Compensation and Benefits During Leave—USERRA

Accrued, unused vacation will be paid during military leave at the employee's request. After 30 days of continuous military leave, employees may elect to continue their health plan coverage at their own expense for up to 24 months or during the remaining period of service, whichever is shorter.

Reinstatement—USERRA

In order to be eligible for reinstatement, an employee must have provided advance notice of the need for military leave (where required) and have completed his or her service on a basis that is not dishonorable or otherwise prohibited under USERRA. Employees whose military service will be for fewer than 31 days must report back to work at the beginning of the first full, regularly scheduled workday following completion of service, after allowing for a period of safe travel home and eight hours of rest. Employees whose military service will be for more than 30 days, but fewer than 181 days, must apply for reemployment within 14 days after completing service. Employees whose service is greater than 180 days must apply for reemployment within 90 days after completing service. As with other leaves of absence, failure to return to work or to reapply within applicable time limits may result in loss of reemployment rights. Full details regarding reinstatement are available from the NVA Benefits Department. In general, an employee returning from military leave will be re-employed in the position and seniority level that the employee would have attained had there been no military leave of absence. If necessary, the Clinic will provide training to assist the employee in the transition back to the workforce. Vacation benefits do not continue to accrue during a military leave of absence. An employee returning from military leave is entitled to any unused, accrued vacation benefits the employee had at the time the military leave began minus any vacation benefits the employee chose to use during the leave. Upon reinstatement, the employee will begin to accrue vacation benefits at the rate he or she would have attained if no military leave had been taken.

Time Off to Vote

The Clinic encourages all employees to fulfill their civic responsibilities and to vote in official public elections. Most employees' schedules provide sufficient time to vote either before or after working hours. Any employees who do not have sufficient time outside of working hours to vote in a statewide public election, while the polls are open, may take up to two hours off from work, without loss of pay. Any additional time off will be without pay. Employees must take the time off at the beginning or end of their regular work schedule, whichever allows the most free time for voting and the least amount of time off from work, unless mutually agreed otherwise. Employees must provide at least two working days' notice of the need for leave when, on the third working day prior to the election day, the employee knows or has reason to believe that he or she will need time off to vote on election day. Otherwise, employees must give reasonable notice of the need to have time off to vote.

Election Officer Leave

The Clinic will not terminate, suspend or otherwise discriminate against employees who miss work to serve as an election officer on Election Day. Time off under this policy will be unpaid. The Clinic asks that employees provide reasonable advance notice of the need for time off to serve as an election official, so that the time off can be scheduled to minimize disruption to normal work schedules. Proof of having served as an election official may be required.

PAY PRACTICES

Payment of Wages

Employees will be paid biweekly on Friday by [direct deposit](#) or by [live check](#). Each pay period covers two-weeks. If the regular payday falls on a Clinic-recognized holiday, then employees will be paid on the workday before the regular payday.

Paycheck Deductions

The Clinic is required by state and federal laws to make certain deductions from employees' paychecks each pay period. Such deductions typically include federal and state income taxes, Social Security or wage garnishments. Depending on the benefits employees choose, deductions expressly authorized in writing by the employee to cover insurance premiums or other benefit premiums may also occur. The Clinic will not make any deduction from an employee's wages which is not either authorized by the employee in writing or permitted by state or federal law. The amount of all deductions will be listed on an employee's pay stub.

Reporting Errors and Obtaining More Information

If any employee, exempt or nonexempt, has questions about deductions from his or her pay, believes he or she has been subjected to improper deductions or believes that the amount paid does not accurately reflect the employee's total hours worked or salary, please contact the [\[Manager\]](#). Every report will be fully investigated, and the Clinic will provide the employee with any compensation to which the employee is entitled in a timely fashion. The Clinic complies with state and federal law, and will not allow any form of retaliation against individuals who make good-faith reports of alleged violations of this policy, or who cooperate in an investigation by the Clinic, even if the reports do not reveal any errors or wrongdoing.

Work Schedules

The Clinic is normally open for business from Monday through Friday, 11:00 a.m. to 9:00 p.m, and Saturday 9:00 a.m. to 6:00 p.m. The [\[Manager\]](#) will assign your work schedule. Your work schedule may vary due to business needs. All employees are expected to be at their desk or designated work area at the start of their scheduled shift, ready to perform their work. The [\[Manager\]](#) will schedule meal and rest breaks as appropriate. The Clinic complies with federal and state law in this regard. Employees should review the Clinic's Meal and Rest Break policy for further information. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in total hours that may be scheduled each day and week.

Meal and Rest Breaks

The Clinic complies with federal and state legal requirements concerning meal and rest breaks. The Clinic recognizes that employees perform at their best when they have the

rest and nourishment they need. This policy explains when the Clinic expects employees to take meal and rest breaks.

Meal Breaks

The Clinic provides a (30) minute meal period to employees. The timing and duration of your meal break will be determined by your [Manager]'s discretion. Employees are relieved of all of their duties during meal periods and are allowed to leave the premises.

Rest Breaks

Employees are authorized and permitted to take a 15 minute paid rest break. Employees may not accumulate rest breaks or use rest breaks as a basis for starting work late, leaving work early, or extending a meal period. Because rest breaks are paid, non-exempt employees should not clock out for them.

Lactation Accommodation

The Clinic will provide a reasonable amount of break time to accommodate an employee desiring to express breast milk for the employee's infant child. Employees needing breaks for lactation purposes may use ordinary paid rest breaks or may take other reasonable break time when needed. If possible, the lactation break time should run concurrently with scheduled meal and rest breaks already provided to the employee. If the lactation break time cannot run concurrently with meal and rest breaks already provided or additional time is needed, the lactation break time will be unpaid for nonexempt employees. Employees will be relieved of all work-related duties during any unpaid break. When unpaid breaks or additional time are required, employees should work with the [Manager] regarding scheduling and reporting the extra break time. Because exempt employees receive their full salary during weeks in which they work, all exempt employees who need lactation accommodation breaks do not need to report any extra break time as "unpaid." The Clinic will provide employees with the use of a room or a private area, other than a bathroom or toilet stall, that is shielded from view and free from intrusion from co-workers and the public. The Clinic will make a reasonable effort to identify a location within close proximity to the work area for the employee to express milk. This location may be the employee's private office, if applicable. Lactation is considered a pregnancy-related condition under state law. Employees should discuss with the [Manager] the location for storage of expressed milk. In addition, employees should contact the [Manager] during their pregnancy or before their return to work to identify the need for a lactation area. The Clinic will otherwise treat lactation as a pregnancy-related medical condition and address lactation-related needs in the same manner that it addresses other non-incapacitating medical conditions, including requested time off for medical appointments, requested changes in schedules and other requested accommodations.

Timekeeping

Non-exempt Employees

Employees who are classified as non-exempt must accurately record the time they work each day, including arrival, departure and meal break times. When employees receive their paychecks, they should verify immediately that their working time was recorded accurately and that they were paid correctly for all hours worked. Non-exempt employees must report *all* time worked and must *not* work any time that is not authorized by the [Manager]. This means nonexempt employees must not start work early, finish work late, work during a meal break or perform any other extra or overtime work unless directed to do so. Employees who have questions about when or how many hours they are expected to work should contact the [Manager] It is a violation of the Clinic's policy for anyone to instruct or encourage another employee to work "off the clock," to incorrectly report hours worked, or to alter another employee's time records. If any employee is directed or encouraged to incorrectly report hours worked or to alter another employee's time records, he or she should report the incident immediately to the [Manager]

Exempt Employees

Employees who are classified as exempt must notify the [Manager] and record absences from work for reasons such as leaves of absence, [sick leave](#) or [vacation](#). Exempt employees are paid on a salary basis. This means the employee regularly receives a predetermined amount of compensation each pay period, which cannot be reduced because of variations in the quality or quantity of the employee's work. In general, an exempt employee will receive his or her salary for any week in which the employee performs any work, regardless of the number of days or hours worked. However, an exempt employee will not be paid for days not worked in the following circumstances:

- When an exempt employee takes one or more full days off for personal reasons other than sickness or disability, the employee will not be paid for such day(s) of absence, but the employee [may use available vacation](#) to make up for the reduction in salary;
- When an exempt employee takes one or more full days off from work due to sickness or disability, the employee will not be paid for such day(s) of absence, but the employee [may use available sick time](#) to make up for the reduction in salary;
- When an exempt employee works only part of the week during his or her first and last week with the Clinic, the employee will be paid only for the days actually worked; and
- When an exempt employee takes unpaid leave under the Family and Medical Leave Act or corresponding laws, the Clinic will not pay for such days/hours of absence.

The Clinic may require an exempt employee to [use available vacation or sick time](#), as a replacement for salary, when the employee takes less than a full-day off from work. [An exempt employee's salary will not be reduced when the employee works part of a week and misses part of a week due to service as a juror, as a witness or in the military or for lack of work.](#) It is Clinic policy to comply with the salary basis requirements of the Fair Labor Standards Act (FLSA) and applicable state law. The Clinic prohibits any deductions from pay that violate the FLSA or applicable state law. If an exempt employee believes that an improper deduction has been made to his or her salary, the employee should immediately report this information to the [Manager]. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, the employee will be promptly reimbursed for any improper deduction made.

Overtime

When operating requirements or other needs cannot be met during regular working hours, employees may be scheduled to work overtime. Non-exempt employees will be paid in accordance with federal and state law. All overtime work must be authorized in advance by the [Manager]. Working overtime without prior authorization may result in disciplinary action. Exempt employees are expected to work as much of each workday as is necessary to complete their job responsibilities. No overtime or additional compensation is provided to exempt employees.

Employee Pet Discounts

Employees are allowed Pet Benefits on up to 4 pets per year. All supplies will be charged to the employee at cost, or what was originally paid to the vendor. Services charged will be determined by the attending DVM.

EMPLOYEE INSURANCE BENEFITS

Benefits Overview

Benefit plans offered by are defined in legal documents such as insurance contracts and summary plan descriptions. If employees are offered benefits, and if a question arises about the nature and extent of plan benefits or if there is a conflict in language, the formal language of the plan documents govern, not the informal wording of this Employee Handbook. Plan documents, if applicable, are available for employees' inspection. The Clinic and its designated benefit plan administrators reserve the right to determine eligibility, interpretation and administration of issues related to benefits offered by the Clinic. Employment benefits vary according to the position and status of the employee. Full-time employees are eligible to receive all employment benefits offered by . Part-time employees, working less than thirty (30) hours a week, and temporary employees are not eligible to receive employment benefits offered by the Clinic. To receive certain benefits, eligible employees may be required to meet participation requirements and pay required premiums and other contributions. Employees should contact the [Manager] for detailed benefits information.

Medical Insurance

The Clinic currently offers medical insurance to eligible employees and their spouses, dependents and other qualifying family members in an equitable and cost-effective way and in compliance with applicable state and federal laws. Employees have up to 30 days from their date of employment to select their medical plans. Coverage will be effective the first of the month following 60 days of employment. Once the selection is made it will remain fixed for the remainder of the plan year; however, employees will have an opportunity to make changes to their benefit selections during the Clinic's annual open enrollment period. Employees who experience a qualifying life event such as marriage, divorce or the birth of a child will also be allowed to make a change in their benefit selection when that event occurs, in accordance with the terms of the plan document. Both the Clinic and the employee contribute to the cost of medical insurance. Employees should contact the [Manager] with any questions.

Workers' Compensation

When work-related accidents, injuries or illnesses occur, employees may be eligible for workers' compensation insurance benefits. The Clinic provides a comprehensive workers' compensation insurance program at no cost to employees and in accordance with applicable state law. This program covers most injuries or illnesses, sustained in the course of employment, that require medical, surgical or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits or, if the employee is hospitalized, treatment immediately.

Reporting Work-Related Injury or Illness

Employees who sustain a work-related injury or illness should inform the [Manager] immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage.

Leaves of Absence/Accommodation

Employees who need to take time off from work due to a workers' compensation illness or injury may also be eligible for a leave of absence under the Clinic's leaves of absence or reasonable accommodation policies. Employees should consult with the [Manager] for additional information.

Return to Work

Employees who are ready to return to work following a workers' compensation-related leave of absence must supply a Return to Work Certification from a health care provider confirming the employee's ability to return to work and any restrictions if applicable to the [Manager].

Fraud

The Clinic will notify the workers' compensation insurance Clinic if we have reason to believe an employee has supplied false or misleading information in connection with a claim and/or has filed a fraudulent claim. Workers' compensation fraud is a crime and may also be grounds for disciplinary action, up to and including termination of employment.

Safety and Security

Workplace Violence

The safety and security of employees is of vital importance to St Paul Veterinary Clinic. Therefore, the Clinic has adopted a zero-tolerance policy concerning workplace violence. Threats or acts of violence—including intimidation, bullying, physical or mental abuse and/or coercion—that involve or affect Clinic employees or that occur on the Clinic's premises will not be tolerated. The prohibition against threats and acts of violence applies to all persons involved in the operation of the Clinic, including, but not limited to, Clinic employees and other personnel, contract and temporary workers, consultants, contractors, customers, vendors, visitors and anyone else on the Clinic's premises. Violations of this policy by an employee will result in disciplinary action, up to and including termination from employment. It is our goal to have a workplace free from acts or threats of violence and to respond effectively in the event that such acts or threats of violence do occur. Workplace violence is any intentional conduct that is sufficiently severe, abusive 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 Clinic premises, regardless of the relationship between the parties involved in the incident;
- Threats or acts of violence occurring off Clinic premises involving someone who is acting in the capacity of a representative of the Clinic;
- Threats or acts of violence occurring off Clinic premises involving an employee if the threats or acts affect the business interests of the Clinic;
- All threats or acts of violence occurring off Clinic premises, of which an employee is a victim, if we determine that the incident may lead to an incident of violence on Clinic premises; and
- Threats or acts of violence resulting in the conviction of an employee or agent of the Clinic, or an individual performing services for the Clinic on a contract or temporary basis, under any criminal code provision relating to violence or threats

of violence when the act or conviction adversely affects the legitimate business interests of the Clinic.

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

- Threatening physical contact directed toward another individual;
- Threatening an individual or his or her family, friends, associates or property with harm;
- The intentional destruction or threat of destruction of or another's property;
- Menacing or threatening phone calls;
- Stalking;
- Veiled threats of physical harm or similar intimidation; and/or
- Communicating an endorsement of the inappropriate use of firearms or weapons.

Workplace violence does not refer to workplace arguments or debates that are zealous or impassioned, provided there is no resort to any form of coercion. Discussions about sporting activities, popular entertainment or current events are not considered workplace violence when there is no threat of violence being directed to the workplace or any individual connected with it. Rather, workplace violence refers to behavior that demonstrates an intention to engage in violence, condones violence in our workplace, or targets any individual with acts or threats of violence. Employees should help maintain a violence-free workplace. To that end, employees are encouraged to immediately report any incident that violates this policy to the [Manager] **No provision of this policy statement or any other provision in this policy alters the at-will nature of employment with . We will make the sole determination of whether and to what extent, threats or acts of violence will be acted upon by the Clinic. In making this determination we may undertake a case-by-case analysis in order to ascertain whether there is a reasonable basis to believe that workplace violence has occurred.**

Weapons in the Workplace

The Clinic strictly prohibits employees or any other person providing services to the Clinic or located on the Clinic's premises from possessing weapons of any kind at the workplace. The workplace includes any property owned or leased by the Clinic or occupied by groups of Clinic employees or persons providing services to the Clinic. Unless this prohibition is contrary to state or local law, the workplace specifically includes Clinic parking areas and Clinic vehicles. Employees are not permitted to transport or store weapons in vehicles owned or leased by the Clinic and used by the employee for work purposes, unless the employee is required to transport or store a weapon as part of the

employee's duties and he or she has written permission from the [Manager]. This policy prohibits the possession of concealed weapons as well as weapons carried openly. This prohibition specifically includes guns, rifles and firearms of any type, including those for which the holder has a legal permit. Other examples of prohibited weapons include, but are not limited to, knives, ammunition, bombs, bows and arrows, clubs, slingshots, blackjacks, metal knuckles and similar devices that by their design or intended use are capable of inflicting serious bodily injury or lethal force.

Workplace Bullying

The Clinic does not tolerate bullying behavior. Individuals who engage in workplace bullying may be disciplined, up to and including termination of employment.

Workplace bullying is the use of force, threats or coercion to abuse, intimidate, or humiliate another employee. Workplace bullying includes, but certainly is not limited to, the following:

- Verbal abuse, such as the use of patently offensive, demeaning and harmful derogatory remarks, insults and epithets;
- Verbal or physical conduct that is threatening, intimidating or obscene;
- Pushing, shoving, kicking, poking, tripping, assaulting, or threatening physical assault, or intentionally damaging a person's work area or property; or
- Sabotage, or deliberately subverting, obstructing or disrupting another person's work performance.

Cyberbullying refers to bullying, as defined above, that occurs through the use of a computer, cell phone, smartphone, tablet, pager or other device that transmits electronic information, regardless of whether the device is owned by or located at the Clinic or connected to the Clinic network. Cyberbullying is also prohibited. This policy in no way prohibits employees from engaging in activities that are protected under applicable state and federal laws, including but not limited to any activity that is protected under Section 7 of the National Labor Relations Act, which includes the right of employees to speak with others, engage in workplace debates and protest about their terms and conditions of employment.

Reporting and Response

Employees who are subject to or witness workplace bullying are encouraged to notify the [Manager] immediately. Employees may also contact *The Network*, online at nvaonline.ethicspoint.com, or by calling toll-free 844-880-2599. The Clinic will promptly investigate the complaint. The Clinic will maintain confidentiality to the extent possible, consistent with its commitment to investigating the complaint promptly and thoroughly. If the complaint is verified, the Clinic will take appropriate remedial and disciplinary action, which may include, but is not limited to, verbal or written warnings, suspension, termination of employment, counseling, and other actions. The Clinic will also report to

law enforcement, if appropriate. The complaining party will be advised of the results of the investigation.

Anti-Retaliation

The Clinic strictly prohibits retaliation against an employee for making a good-faith claim of bullying or for participating truthfully in an investigation of bullying.

Work-Related Injuries or Illnesses

An employee who sustains a work-related injury or illness should inform the [Manager] immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately.

Smoke-Free Workplace

The Clinic provides a work environment that is smoke-free. Smoking is strictly prohibited inside the building. Smoking is only permitted in the designated smoking areas. For purposes of this policy, smoking includes the use of electronic smoking devices, such as electronic cigarettes, cigars, pipes or hookahs that create an aerosol or vapor. Employees that observe other individuals smoking in the workplace have a right to object and should report the violation to the [Manager] or to another member of management. Employees will not be disciplined or retaliated against for reporting smoking that violates this policy. Employees that violate this policy or who tamper with No Smoking signs may be subject to disciplinary action up to and including termination.

Health and Safety

The health and safety of employees and others on Clinic property are of critical concern to . We strive to attain the highest possible level of safety in all activities and operations. The Clinic also intends to comply with all health and safety laws applicable to our business. To this end, the Clinic must rely upon our employees to ensure that work areas are kept safe and free of hazardous conditions. Employees should be conscientious about workplace safety including proper operating methods and known dangerous conditions or hazards. Employees should report any unsafe conditions or potential hazards to the [Manager] immediately, even if they believe they have corrected the problem. If an employee suspects a concealed danger is present on Clinic premises or in a product, facility, piece of equipment, process or business practice for which the Clinic is responsible, the employee must immediately bring it to the attention the [Manager]. The [Manager] should immediately arrange for the correction of any unsafe condition or concealed danger and should contact the [Manager] regarding the problem. Periodically, the Clinic may issue rules and guidelines governing workplace safety and health. The Clinic may also issue rules and guidelines regarding the handling and disposal of hazardous substances and waste. All employees should familiarize themselves with these rules and guidelines, as strict compliance will be expected. For copies of current rules and guidelines, employees should contact the [Manager]. Failure to strictly comply with rules and guidelines regarding health and safety, or negligent work performance that endangers health and safety, will not be tolerated. Any workplace injury, accident or

illness must be reported to the [Manager] as soon as possible, regardless of the severity of the injury or accident. If medical attention is required immediately, the [Manager] will assist employees in medical care, after which the details of the injury or accident must be reported.

OSHA

The Occupational Safety Hazard Act (OSHA) was developed to protect employees against injuries and illness in the workplace. Key components of this act are intended to help make the employee aware of potential dangers, methods by which to avoid dangers, as well as ways in which to obtain pertinent safety related information. As part of your initial training at the Clinic, you will be informed as to the rules and obligations associated with this act, as well as trained in methods by which to avoid injury, illness, and dangerous situations. The following is a partial list of the key components of the act with which you should be familiar:

- Hazard Communication Plan
- Safety Data Sheets (SDS)
- Hazardous material labeling system
- Hazard material clean-up
- Workplace injury log (OSHA form 300 and 301)
- Animal restraint training

The Clinic has developed a Hazard Communication Plan that is administered by the Clinic's management.

Anesthetic Gas

Anesthesia machines are fitted with a waste gas scavenging system in the form of a canister or hose. [For safety reasons, it is essential for your health that these systems be checked and properly connected prior to and whenever the anesthetic machine is in use.]

Risks of Working While Pregnant

Pregnant employees are potentially vulnerable to occupational hazards in a veterinary Clinic setting. Our female employees are welcome to continue working while pregnant, but should be aware of the potential risks they may face if they choose to work during and/or throughout a pregnancy. Clinic employees may be exposed to X-ray radiation. Scientific evidence demonstrates that exposure to X-ray radiation poses a significant risk to a fetus. In addition, employees may also be exposed to, among other things, animals which are infected with contagious diseases, organisms, various chemicals, toxic hazards or strenuous physical requirements, all of which may pose a significant risk to a pregnant woman and a fetus. Accordingly, we urge our employees who are pregnant or who believe they may be pregnant to consult a health care provider

regarding the risks associated with working at veterinary Clinic while pregnant. Upon the advice and guidance of a pregnant employee's health care provider, we will consider granting reasonable accommodations to pregnant employees to reduce the risk of injury to themselves and/or harm to a fetus. If medically advisable, pregnant employees may, upon their request, be transferred to a less hazardous and/or less strenuous position or be assigned less hazardous and/or less strenuous duties if a position for which the employee is qualified is open and available. In some circumstances, in accordance with Clinic policy and applicable state and federal laws, an unpaid leave of absence may be available. Employees who are pregnant should notify the Clinic's management of a need for a reasonable accommodation as soon as possible. We cannot consider a reasonable accommodation unless we know of the need for such accommodation. The potential health hazards to pregnant employees detailed above do not constitute an exhaustive list of potential risks. The hazards mentioned are merely examples of some of the occupational risks that a pregnant employee may potentially encounter. Employees are encouraged to seek advice from a health care provider of their choice to determine what risks may be present. Employees who continue to work while pregnant assume the risk of all health hazards associated with working. The Clinic disclaims all liability for injuries that may occur to a pregnant employee and a fetus.

Emergency Evacuation

In the event of a fire or hazardous material emergency, the emergency fire alarm system should be activated by pulling one of the fire alarms. The source of a potential fire or hazardous material emergency should *not* be investigated. Any employee who suspects an emergency should report it immediately. In any emergency, reporting is the first essential step to protecting oneself and others. When the emergency fire alarm system is activated, *all* employees and visitors are expected to evacuate the building by exiting in an orderly manner through the nearest exit.

After exiting, employees should report to the area away from the building exits designated as the meeting location. Once employees arrive at the designated area, they should immediately report to the [Manager] and remain at that location until accounted for and authorized to leave. No reentry to the building will be permitted until an official all-clear notification is given. Employees should review this policy and the evacuation procedures and notify the [Manager] if they believe they might require an accommodation or assistance in order to comply with these procedures in the event of an emergency.

Drug-Free Workplace

The Clinic strives to provide a safe environment for employees and others and to minimize the risk of accidents and injuries. Accordingly, each employee has a responsibility to their co-workers to deliver services in a safe and conscientious manner. Continuing research and practical experience have proven that even limited quantities of illegal drugs, abused prescription drugs or alcohol can impair reflexes and judgment. This impairment, even when not readily apparent, can have catastrophic consequences. Moreover, studies have shown that impairment by controlled substances may last long after the user believes the effects have worn off. For these reasons, the Clinic has adopted a policy that all

employees must report to work and, while at work, remain completely free of illegal drugs, abused or non-prescribed prescription drugs and alcohol.

Drug Use/Distribution/Possession/Impairment

The Clinic strictly prohibits the use, sale, attempted sale, conveyance, distribution, manufacture, purchase, attempted purchase, possession, cultivation and/or transfer of illegal drugs or other unlawful intoxicants at any time, and in any amount or any manner, regardless of occasion. "Illegal drugs" means all drugs whose use or possession is regulated or prohibited by federal, state or local law. These include prescription medication that is used in a manner inconsistent with the prescription or for which the individual does not have a valid prescription. Marijuana remains illegal as a matter of federal law and therefore its use or possession violates this policy. The Clinic will endeavor to accommodate individuals with disabilities but will not accommodate the use of medical marijuana at work. Employees are also prohibited from having any such illegal or unauthorized controlled substances in their system while at work. Included within this prohibition are lawful controlled substances that have been illegally or improperly obtained.

Alcohol Use/Distribution/Possession/Impairment

All employees are prohibited from distributing, dispensing, possessing or using any beverage or medicine containing alcohol while at work or on duty and from coming onto Clinic premises, reporting to work or working with alcohol in their systems. Furthermore, lawful off-duty alcohol use, while generally not prohibited by this policy, must not interfere with an employee's job performance.

Prescription and Over-the-Counter Drugs

This policy does not prohibit the possession and proper use of lawfully prescribed or over-the-counter drugs. However, an employee taking medication should consult with a health care professional or review dosing directions for information about the medication's effect on the employee's ability to work safely, and promptly disclose any work restrictions to the [Manager]. Employees are not required to reveal the name of the medication or the underlying medical condition. The Clinic reserves the right to transfer, reassign, place on leave of absence or take other appropriate action regarding any employee during the time the employee uses medication that may affect his or her ability to perform safely. The Clinic will comply with all requirements pertaining to providing reasonable accommodations to the extent required by applicable law. Marijuana remains illegal as a matter of federal law and therefore its use or possession violates this policy. The Clinic will endeavor to accommodate individuals with disabilities but will not accommodate the use of medical marijuana at work or excuse other policy violations related to medical marijuana.

Drug Testing

may conduct drug tests in the following circumstances:

- Upon application for employment;
- Where there is reasonable suspicion of a violation of this policy. Reasonable suspicion includes, but is not limited to supervisory observation, co-worker reports or complaints, performance deficiency, attendance or behavioral changes, results of searches or other detection methods, workplace or vehicular accidents;

Confirmation Testing

All urinalysis drug tests will utilize an initial immunoassay methodology or an equivalent. All positive results shall be confirmed by a licensed laboratory using gas chromatography/mass spectrometry (GC/MS) or an equivalent.

Positive Results of Testing

All employees who test positive in a confirmed substance test may be subject to discipline, up to and including termination.

Clinic's Right to Search

The Clinic wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives or other dangerous materials. To this end, the Clinic prohibits the control, possession, transfer, sale or use of such materials on its premises to the extent permitted by applicable law. We require the cooperation of all employees in administering this policy. Desks, file cabinets and other storage devices are provided for the convenience of employees but remain the sole property of the Clinic. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of the Clinic at any time, either with or without prior notice. In addition, to ensure the safety and security of employees and customers, and to protect our legitimate business interests, we reserve the right to question and inspect or search any employee or other individual entering or leaving Clinic premises or job sites. The inspection or search may include any packages or items that the individual may be carrying, including briefcases, handbags, knapsacks, shopping bags, etc. These items are subject to inspection and search at any time, with or without prior notice. We also may require employees to agree to reasonable inspection of their personal property and/or person while on the job or on the Clinic's premises. The individual may be requested to self-inspect his or her personal property or person by displaying the contents of any packages and/or turning out his or her pockets, etc., in the presence of a representative of the Clinic, typically a management employee of the same gender. The Clinic will not tolerate any employee's refusal to submit to a search.

Visitors

Restricting access to Clinic premises helps maintain safety standards, protect against theft, ensure security of equipment, protect confidential information, safeguard employee welfare, and avoid potential distractions and disturbances. For this reason, only authorized visitors are allowed in the workplace and all authorized visitors, including friends, family and former associates, must check-in with the receptionist. All visitors must

be escorted at all times by a employee. Employees being visited are responsible for the actions of their guest(s). Should a guest of an employee act in such a manner that disrupts the normal working conditions of the Clinic or threatens the security of the Clinic and/or its employees, the employee accompanying the guest may be held responsible for the guest's actions and subject to disciplinary action up to and including termination of employment. The Clinic reserves the right to verify the contents of packages and briefcases brought onto Clinic premises by visitors. If an employee suspects or becomes aware of any unusual situation, he or she should immediately notify the [Manager]

Use of Clinic **Equipment and Resources**

Clinic Equipment

When using Clinic vehicles or other property, employees are expected to exercise care; maintain the property in safe working order; and follow all operating instructions, safety standards and guidelines. Employees should notify the [Manager] if any equipment, machines, tools or vehicles appear to be damaged, defective or in need of repair. Prompt reporting of damages, defects and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. Employees who have questions about their responsibility for maintenance and care of equipment or vehicles used on the job should consult the [Manager]. All employees are expected to comply with all local, state and federal laws while operating Clinic vehicles and other equipment. The Clinic may discipline employees who engage in unlawful conduct.

Clinic Resources

The Clinic has significantly invested in telephone lines, fax machines, photocopiers and other types of business equipment, internet access and software that are vital to keeping our operations flowing smoothly and effectively. The Clinic's resources are limited and should be used for business transactions only and not for personal use, except as provided in the Electronic Resources policy in this Employee Handbook.

Electronic Resources

This policy describes the Clinic's general guidelines for using its electronic resources, including electronic mail (email), voicemail, internet access, and computer systems. Employees should use the Clinic's electronic resources with the understanding that these resources are provided for the benefit of the Clinic's business. Employees may use Clinic electronic resources for personal use, during nonworking times, as long as such use complies with Clinic rules and applicable law. Employees should never use the Clinic's electronic resources for personal use in a manner that interferes with their work duties or any responsibilities to clients. Sending, saving, accessing, or viewing obscene or similarly offensive material on the Clinic's electronic resources is prohibited. Messages stored and/or transmitted by the Clinic's electronic resources, including the computer, voicemail, email, or the telephone system, must not contain content that may reasonably be considered to be obscene or other patently offensive material. Prohibited material includes, but is not limited to, sexual comments, jokes or images, racial slurs, gender-

specific comments, or any comments, jokes or images that would discriminate against or harass someone on the basis of his or her race, color, sex, age, national origin or ancestry, disability, or any other category protected by federal, state or local law. Likewise, any use of the internet, email, or any other electronic resource to engage in harassment or discrimination prohibited by Clinic policies is unlawful and strictly prohibited. Violators may be subject to discipline, up to and including termination of employment. Unless otherwise noted, all software on the internet should be considered copyrighted work. Therefore, employees are prohibited from downloading software and/or modifying any such files without permission from the copyright holder.

No Solicitation

The Clinic's electronic resources must not be used for solicitation purposes during working time. The Clinic's no solicitation rule applies to the use of electronic resources.

Software Code of Ethics

Employees may not duplicate any licenses, software or related documentation for use either on the Clinic's premises or elsewhere unless the Clinic is expressly authorized to do so by agreement with the licensor. Unauthorized duplication of software may subject users and/or the Clinic to both civil and criminal penalties under the United States Copyright Act. Employees may not give software to any outsiders including contractors, customers or others. Employees may use software on local area networks or on multiple machines only in accordance with applicable license agreements. Employees may not download software from the internet and install it on their computers. The Clinic reserves the right to audit any Clinic computer to determine what software is installed on the local drive(s).

Employee Responsibility

Each employee is responsible for the content of all text, audio or images that they place or send using the Clinic's electronic resources. The same standards should be utilized for the creation of email messages in connection with an employee's work as would be utilized for other Clinic correspondence or memoranda.

Computer and Systems Security

All computers and the data stored on them are, and remain at all times, the property of . As such, all messages created, sent or retrieved over the internet or the Clinic's electronic mail systems are the property of the Clinic, and should be considered Clinic information. The Clinic reserves the right to retrieve and read any message composed, sent or received using the Clinic's electronic resources, including all computer equipment and the electronic mail system, for any business reason, including but not limited to, ensuring compliance with this and all Clinic policies. Employees should be aware that even when a message is deleted or erased, it is still possible to recreate the message; therefore, ultimate privacy of a message cannot be ensured to anyone. Accordingly, internet and email messages are not private. Furthermore, all communications including text and images can be disclosed to law enforcement or other third parties without prior consent

of the sender or the receiver. Employees should also be aware that duplicates of email transmitted through a personal, web-based email account using Clinic equipment could be stored on that equipment; likewise, information regarding internet sites that an employee has accessed may also be stored.

Email Content Screening

The Clinic maintains the right to screen all inbound and outbound email content. Email messages or attachments that contain obscene or similarly offensive material may be quarantined and held from transmission or receipt until the sender or recipient can verify the message or attached document is work related. The Clinic may, in its discretion, review communications to and from a personal account, subject to state laws regarding attorney-client communications. If an employee wants to communicate with an attorney or send an otherwise confidential piece of communication that he or she does not want the Clinic to monitor, the employee should consider using a personal email address and personal computer equipment. If an employee does use equipment, he or she consents to any monitoring by the Clinic and should understand that he or she has no right to privacy with respect to such communications, to the extent permissible under applicable law.

No Solicitation/Distribution of Literature

The Clinic has established the following rules applicable to all employees and non-employees that govern solicitation, distribution of written material and access to Clinic property:

- Employees may engage in solicitation activities only during nonworking times. No employee may engage in solicitation during his or her working time or during the working time of the employee or the employees at whom such activity is directed;
- Employees may distribute or circulate any written or printed material only in non-work areas, during nonworking times. No employee may distribute or circulate any written or printed material in work areas at any time, or during his or her working time or during the working time of the employee or employees at whom such activity is directed;
- Non-employees are not permitted to solicit or to distribute written material for any purpose on Clinic property; and
- Off-duty employees are not permitted in work areas.

Strict compliance with these rules is required.

As used in this policy, "working time" includes all time for which an employee is paid and/or is scheduled to be performing services for the Clinic; it does not include break periods, meal periods, or periods in which an employee is not performing and is not scheduled to be performing services or work for the Clinic.

LEAVING THE CLINIC

Separation from Employment

Employees of are employed on an at-will basis. This means that employment may be terminated by either party at any time, with or without cause or notice. Nothing in this policy is intended to limit or alter the at-will nature of employment. Employees may leave the Clinic for a variety of reasons. Regardless of the reason, we strive to ensure that all separations from employment are handled fairly, efficiently and in compliance with applicable federal and state laws. Reasons for termination include, but are not limited to, the following:

Voluntary Termination

A voluntary termination means an employee has made the decision to end the working relationship with the Clinic. Voluntary resignations include, but are not limited to, written or verbal resignation, retirement and job abandonment. An employee is considered to have abandoned his or her job if he or she fails to return to a job within three (3) consecutive shifts and has not notified the Clinic of his or her intention to resign. Employees who voluntarily leave the Clinic are encouraged to provide the [Manager] with a minimum of two weeks' notice, ideally in writing, in order to allow a reasonable amount of time to transfer ongoing work. Upon resignation, an employee must return all Clinic-issued property. Employees in good standing who retire or resign from their positions may be eligible for re-hire.

Involuntary Termination

An involuntary termination occurs when the Clinic decides to end the working relationship with an employee. Involuntary terminations may occur "for cause" or for reasons "other than cause." Involuntary terminations "for cause" include, but are not limited to, terminations for violating Clinic policy, misuse or theft of resources, falsification of information, excessive absences/tardiness or unsatisfactory work performance. Involuntary terminations for reasons "other than cause" include, but are not limited to, a reduction in workforce.

Pay Upon Termination

Final wages will be paid in accordance with all federal and state laws.

Return of Clinic Property

Employees are required to return all Clinic property (e.g., computers, vehicles, passwords, uniforms, ID badges, credit cards) that is in their possession or control in the event of termination of employment, resignation, retirement or layoff or immediately upon request. When allowed by law, and in accordance with applicable law, the Clinic may withhold from the employee's paycheck the cost of any items that are not returned when required. No information belonging to the Clinic may be copied for the employee's use. We may also take all action deemed appropriate to recover or protect Clinic property.

ACKNOWLEDGEMENT AND RECEIPT

I acknowledge that I have received and read a copy of the Employee Handbook. I understand that the Employee Handbook sets forth the terms and conditions of my employment with the Clinic as well as the duties, responsibilities and obligations of employment with the Clinic. I understand that has provided me various alternative channels including anonymous and confidential channels, to raise concerns of violations of this handbook and Clinic policies and encourages me to do so promptly so that may effectively address such situations, and I understand that nothing herein interferes with any right to report concerns, make lawful disclosures, or communicate with any governmental authority regarding potential violations of laws or regulations. I agree to abide by and be bound by the rules, policies and standards set forth in the Employee Handbook. I acknowledge that, except where required otherwise by applicable state law, my employment with is at-will, meaning that it is not for a specified period of time and that the employment relationship may be terminated at any time for any reason, with or without cause or notice, by me or the Clinic. **I further acknowledge that only the Division Leadership or his or her authorized representative has the authority to enter into an agreement that alters the at-will relationship. Any such agreement must be in writing and signed by the Division Leadership or his or her authorized representative.** I further acknowledge that the Clinic reserves the right to revise, delete and add to the provisions of the Employee Handbook, but that all such revisions, deletions or additions must be in writing. No oral statements or representations can change the provisions of the Employee Handbook. Furthermore, the Clinic's policy of at-will employment may only be changed as stated in the prior paragraph. I understand and acknowledge that nothing in this Employee Handbook or in any other document or policy is intended to prohibit me from reporting concerns to, filing a charge or complaint with, making lawful disclosures to, providing documents or other information to or participating in an investigation or hearing conducted by the Equal Employment Opportunity Commission ("EEOC"), National Labor Relations Board ("NLRB"), Securities and Exchange Commission ("SEC") or any other federal, state or local agency charged with the enforcement of any laws. I also understand and acknowledge that nothing about the policies and procedures set forth in this Employee Handbook should be construed to interfere with any employee rights provided under state or federal law, including Section 7 of the National Labor Relations Act.

I have read and understand the above statements.

Employee Signature

Print Name

Date