



Aid Home Healthcare Services
Employee Handbook
May 2025

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Welcome to Aid Home Healthcare Services

It is our privilege to welcome you to Aid Home Healthcare Services (AHHS)! AHHS is dedicated to providing the best work environment to its employees. AHHS is committed to being a great place to work. We recognize that our employees are the company's greatest assets. We welcome your feedback and suggestions through our open-door policy.

This employee handbook will serve as a guide of clear understanding of what is expected of all employees and what you can expect from this company. These policies are designed to create a positive and safe work environment. If after reading this handbook you should have questions, please consult your supervisor.

Once again, thank you for joining the team.

Sincerely,

Sesai Calderon

General Director
Aid Home Healthcare Services

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This Employee Handbook

This Employee Handbook contains information about the employment policies and practices of AHHC. We expect all employees to read this Handbook carefully, as it is a valuable reference for understanding the employee's job and AHHC. Violations of any policy, work rule, or operating procedure may result in disciplinary action up to, and including, immediate termination of employment. This Handbook version supersedes and replaces all prior Handbooks and policy statements, whether verbal or in writing. Any sections of previously signed policy acknowledgements which conflict with this policy will not invalidate other sections of the policy acknowledgement.

The policies outlined in this Handbook are not intended to create contractual obligations or a guarantee of employment. They should be regarded as guidelines that will require changes from time-to-time. AHHC retains the right to make decisions involving employment and to revise, delete, and add to the provisions of this Handbook. These changes will be in writing and approved by AHHC's General Director. Oral statements or representations cannot change the Handbook's provisions.

Nothing in this Employee Handbook is intended to unlawfully restrict an employee's right to engage in any of the rights guaranteed by Section 7 of the National Labor Relations Act including, but not limited to, the right to engage in concerted protected activity for the purposes of their mutual aid and/or protection.

We hope that the Handbook works as a reference tool to support employees in a positive and meaningful experience at AHHC. Employees are expected to seek the advice of their manager or General Director if they need clarity or support on any issue.

Human Resource Consultant

AHHC utilizes the services of a professional Human Resource (HR) Consultant with Southwestern HR Consulting, Inc., who provides us with HR services on an ongoing basis. The HR Consultant may be contacted by employees with questions about policies and/or issues that may arise throughout their employment. Southwestern HR consulting, by calling Stephanie Kohler at (505) 710-9544 or emailing stephaniek@swhrc.com.

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Employment

Equal Employment Opportunity (EEO)

It is the policy of AHHC to provide equal employment opportunities in compliance with all applicable laws prohibiting discrimination in employment.

In accordance with the New Mexico Human Rights Act, Title VII of the Civil Rights Act, and other applicable regulations, all employee actions including, but not limited to, hiring, placement, promotions, compensation, terminations, rehires and transfer of employees, leaves of absence, and training decisions will be made without regard to protected characteristics, such as sex, (including pregnancy, childbirth, lactation, breastfeeding, and/or related medical conditions), color, race (including traits historically associated with race, such as hair texture and length, protective hairstyles and cultural or religious headdresses), national origin or ancestry, religion, age, sexual orientation or gender identification, physical or mental disability, serious medical condition, genetic information, veteran status, citizenship status, spousal affiliation, or any other legally protected classification, as defined by applicable federal, state, and/or local laws and regulations. AHHC will respond promptly, investigate all complaints related to this policy, and will take corrective action, as appropriate, to remedy any violations of this policy. Individuals who make good faith complaints (See “Reporting Concerns”) will not be retaliated against for reporting concerns.

“At Will” Employment

AHHC is an at-will employer. This means that regardless of any provision in this Employee Handbook, either an employee or AHHC may terminate the employment relationship at any time, for any reason, with or without cause or notice. Nothing in this Employee Handbook or in any document or statement, written or oral, shall limit the right to terminate employment at-will. No officer, employee, or representative of AHHC is authorized to enter into an agreement—express or implied—with any employee for employment for a specified period of time unless such an agreement is in a written contract signed by the General Director.

Reasonable Accommodation

AHHC, in compliance with the New Mexico Human Rights Act and the Americans with Disabilities Act, provides qualified applicants and employees with a “physical or mental handicap” or “serious medical condition” reasonable accommodations to allow employees to perform the essential functions of their jobs, unless such accommodations are determined to be “unreasonable” or impose an “undue hardship” to AHHC.

Employees should notify their immediate manager if they would like to request reasonable accommodations. AHHC is committed to engaging in a timely, good faith interactive process to determine if effective reasonable accommodations may be made. Employees will not be retaliated against for filing a complaint, testifying, or participating in any proceeding under Title VII, the New Mexico Human Rights Act or Americans with Disabilities Act.

Reporting Concerns and Non-Retaliation

If an employee has concern of a concern of illegal or dishonest fraudulent activity, they should contact their manager, the General Director, or any member of the management team with whom they feel comfortable speaking. If an employee does not feel comfortable reporting within AHHC, they may contact our HR Consultant with Southwestern HR Consulting (See Our HR Consultant Policy). The employee must exercise sound judgment to avoid baseless allegations. If investigated and an employee is found to have intentionally filed a false report of wrongdoing or purposefully lied in an investigation, they may be subject to discipline up to and including termination.

If possible, the identity of the reporter will be maintained. However, the person's identity may have to be disclosed in order to conduct a thorough investigation, to comply with the law, and/or to provide accused individuals their legal rights of defense. AHHC will not retaliate against an individual for making a good faith complaint or providing information as a witness. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action, such as termination, compensation decreases, demotions, poor work assignments, and threats of physical harm. Any reporter who believes they are being retaliated against must contact the General Director or the HR Consultant immediately. The right of protection against retaliation does not include immunity for any personal wrongdoing on the part of the reporter that is alleged and found to be true after investigation. Disciplinary action served or termination for violation of policy or other bona fide business reasons is not considered retaliation.

All reports of illegal and dishonest activities under this policy will be promptly submitted to the Human Resources who is responsible for coordinating investigation and corrective action. If an employee has any questions regarding this policy, they may contact Human Resources.

Open Door

AHHC recognizes that it is normal for employees to have questions, concerns, or suggestions. In most cases, an employee's direct supervisor can assist them. If an employee wants to raise a question or concern to someone other than their manager, they are welcome to use our open-door policy. In this case, AHHC recommends employees contact the next level of management and they will work with the employee to address their questions, concerns, or suggestions. The Human Resource Consultant can also assist employees at any point in the process.

AHHC has the right to have a third party investigate the situation or assist the employee at any point in the process, including but not limited to when the concerns are related to anyone in the chain of command.

Immigration Law Compliance

AHHC is committed to full compliance with the Federal Immigration Laws. These laws require that all new hires provide documents of identity and legal authority to work in the United States. This information is entered on the Federal Form I-9 and is due no later than three (3)

business days after beginning work. These documents may require updating, as needed, during employment.

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Hiring

Application and Documentation

We rely upon the accuracy of information contained in the employment application and the accuracy of other data presented throughout the hiring process. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in exclusion from further consideration for employment or termination of employment, if currently employed.

Background Checks

To protect the organization, our employees, and to ensure a workforce that reflects the organization's commitment to integrity, AHHC may require a background check to be completed within the first two weeks of employment and throughout employment. All employment offers are made contingent upon successful completion and passing of a background check, and any unfavorable outcome may result in withdrawal of the offer.

A background check may include, but is not limited to, the following:

- A credit check – if applicable to the job for which the individual is being hired
- Multi-state criminal records checks - when these checks are not prohibited by state or local law, statute, or regulation
- Motor vehicle check-if driving is a job requirement
- Social security and/or work eligibility verification
- Other checks, as applicable to the specific position in which the individual is being hired and/or as consistent with AHHC requirements, and industry standards, i.e. verification of credentials, for registered nurse, licensed practical nurse, etc.
- Employment verifications and reference checks
- Verification of a high school degree or diploma or a degree or diploma granted by an institution of higher learning (See specific section on Employee References and Employment Verification below)

Annual COR Checks

AHHC shall run caregiver's information through the Consolidated Online Registry with the New Mexico Department of Health. All caregivers must clear COR check for employment eligibility.

Clinically Licensed Employees

All licensed or certified healthcare professionals employed by Aid Home HealthCare Services, LLC shall possess and maintain a current, unrestricted license, certification, or registration required for their profession and scope of practice. No individual shall provide professional services for Aid Home HealthCare Services, LLC unless all required credentials have been verified and documented.

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Minimum Age Requirements

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All employees providing direct patient care or services to clients shall be at least eighteen (18) years of age, as required by New Mexico regulations. Proof of age shall be verified during the pre-employment process and maintained in the employee's personnel file.

Tuberculosis (TB) Screening Requirements

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Prior to providing client care or having patient contact, all employees shall complete tuberculosis screening in accordance with the requirements of the New Mexico Health Care Authority and applicable public health guidance.

Employee References/Employment Verifications

AHHC will not honor any verbal requests for references. All requests must be in writing. Generally, we will only confirm dates of employment and job title unless we have received written permission from the employee to disclose more information, or we are required to do so by law.

If an employee receives a request for reference information, the employee should forward it to the General Director or HR.

New Employee Orientation

The orientation process introduces new employees to AHHC. It will provide an overview of AHHC and show the importance of positions in our overall structure. It will introduce new hires to AHHC's mission, vision, culture, key policies and procedures, as well as benefits. New employees will undergo on-the-job and other types of training.

Introductory Period

The first six (6) months of employment is considered to be a training and introductory period for all new and rehired employees of AHHC.

The Introductory period benefits both the employee and AHHS. You will adjust to the job, learn the job requirements and work rules, and meet your co-workers. If, during this period, you are unable to adapt successfully to the requirements of the position, you may be terminated immediately. Your manager may offer advice and counseling when a problem becomes apparent, but is not required to do so.

Completion of the Introductory period does not alter the at-will status of your employment relationship and either you or AHHC may terminate the employment at any time, with or without cause.

Employee Referrals

All employee referrals of candidates for employment are greatly appreciated and will be considered along with other applicants received from the recruiting process. Applicants will be considered based on overall qualifications.

Employment of Relatives

All applicants will follow the same employment process. As with employee referrals, decisions to hire are based on a candidate's overall qualifications.

A manager may not hire or supervise an employee who is an immediate family member or with whom he/she has an on-going romantic relationship including, but not limited to, marriage, co-habitation, or a dating relationship. The term "immediate family" refers to parents, children, sisters, brothers, nieces, nephews, or others residing in the same household. The term "supervise" is broader than the immediate supervisor. An employee cannot work for a family member or other relative at any level in the same line of authority. If this situation occurs, it must be immediately reported to management.

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Pay and Employee Progress

Employment Classifications

Classification for an employee's payroll, determination of benefits, and other administrative procedures are as follows:

Exempt/Salaried – Employees that are exempt from the minimum wage, overtime, and timesheet provisions of the Fair Labor Standards Act (Wage Hour Law). Exempt employees are compensated on a salary basis, and must also be available after hours, including weekends and holidays to respond to business impacting emergencies from AHHC clients, as well as to questions and escalations from company staff.

Non-Exempt/Hourly – Employees that must receive minimum wage, overtime, and record time worked, in accordance with the Fair Labor Standards Act (FLSA).

Full-Time - are regularly scheduled to work thirty (30) or more hours on average per workweek on a continuing basis. Employees within this category are eligible for AHHC benefits. All employee classifications are eligible for Paid Time Under the Healthy Workplaces Act, and others may be eligible for Family Medical Leave Act, depending on case specifics.

Part-Time - are regularly scheduled to work less than thirty (30) hours per workweek on a continuing basis and are not eligible for AHHC benefits other than HWA leave.

Temporary, Seasonal, & Interns - service is intended to be of limited duration. An employee will not change from temporary status to another status unless specifically informed in writing by the General Director. In general, this classification of employees is not eligible for employer-sponsored benefits, other than worker's compensation, FICA, and unemployment as required by applicable Federal and State law; and pay is only for actual hours worked.

PRN Employee - PRN employees are employed by AHHC on an as needed basis. PRN employees might not work any hours during one pay period and might work part-time or full-time during another. PRN employees are not classified as part-time or full-time due to the intermittent nature of their work. PRN employee status will be reviewed periodically to determine continued employment. PRN employees are not eligible for any benefits specified in this Handbook other than worker's compensation, FICA, and unemployment as required by applicable Federal and State law.

Agency Workers (Non-Employees) - Agency workers are individuals assigned to work at AHHC through an employment agency. Such workers are typically used for short-term or emergency assignments (e.g., as a vacation replacement for a receptionist). Such workers are employees of the respective employment agency that assigned them to work at AHHC, and as such are not employees of AHHC. They are, however, expected to comply with all applicable employment policies and work rules during the course of their job assignment.

Work Hours

AHHC's normal business hours are Monday through Friday from 8:30 a.m. to 4:30 p.m. All employees are expected to be at work during their scheduled shift, unless otherwise arranged with their manager. Employees are allowed to take a 30-minute break for lunch. Taking a lunch hour is not mandatory and compensation is not provided for this time.

Full-time non-exempt employees do not have designated break times but can take a few breaks throughout the day. Rest breaks of short duration (lasting between five and 20 minutes) will be counted as "hours worked" and paid accordingly. Meal breaks lasting 30 minutes or more are not considered "hours worked" for purposes of federal law and will not be paid for nonexempt employees.

Managers may address break usage of their staff, if excessive. Break periods and lunch should not be used consecutively to extend the break and should not be used at the beginning or end of the day to change the start or end time of the employee's shift.

Employees must be completely relieved from work duties during any unpaid meal breaks.

Pay Periods and Paydays

The workweek runs Sunday through Saturday. Employees are paid on a weekly basis, 52 times annually through Direct Deposit or a physical check is available upon request. Paydays are every Friday. Paychecks are two weeks in arrears, i.e., upon commencing employment, employees' first paycheck will be three Fridays from the date of hire. Employees may view their pay stubs through the online payroll system. Paychecks will be available for distribution at the same location each week on Fridays from 8:30am to 4:30pm.

Paychecks must be picked up by the employee or a person previously authorized to pick up the paycheck on behalf of the employee. Paychecks will only be distributed to someone other than the employee if the employee has completed an Authorization to Pick up Paycheck Form in advance.

If an Authorization to Pick up Paycheck Form has been signed and submitted by the employee, it can be found in their personnel file. Employees should call the office if they are unsure if this form has been completed, and submit any newly completed ones to the office. The person picking up a paycheck must have a photo ID with them.

AHHCS will mail employees' checks out to the address on file upon request; however, once the check goes out, AHHCS is no longer responsible for its delivery. It is the employee's responsibility to notify AHHCS of any change of address. Any fees incurred due to lost or canceled checks may be passed on to the employee.

Timekeeping

Timesheet Submission

Original timesheets are due at an employee's office every Friday by 4:30 p.m. An employee may submit a timesheet early only if his/her work for the week is completed. If an employee's timesheet is late it could take up to 30 days to receive a paycheck. More than one late timesheet may result in disciplinary action.

Timesheets must be submitted to the office in-person. In an emergency, however, if an employee feels he/she must submit a timesheet via fax or mail, he/she must (a) obtain prior approval from his/her client care coordinator or an administrator and (b) assure that the original timesheet is submitted within the agreed upon timeframe. Repeated submission of timesheets via fax or mail may result in disciplinary action.

Employees may only work scheduled hours. An employee may not work in excess of the daily and weekly totals approved on the IPoC and/or Aid Home Health Care LLC. Any changes to the work schedule must be approved in advance.

Employees will not be compensated while a client is in a facility setting (e.g. Nursing Facility, Skilled Nursing or Inpatient Hospital). The only exception will be for Private Pay clients. (Your immediate supervisor will notify you as the change in treatment plan).

If inaccurate hours have been recorded on your timesheet(s) and you have been paid for services not provided, Aid Home Health Care Services LLC. Has the right to withhold overpayment from your paycheck along with an explanation of the deductions made.

Employees must (a) truly and accurately record the dates and times worked on each timesheet; (b) sign each timesheet attesting to the accuracy of its contents; and (c) obtain the signature of the care recipient on each timesheet to verify the accuracy of its contents. False reporting of the dates or times worked is fraud. False reporting by any employee will result in immediate termination and possible legal action.

On each timesheet, employees are to document time-in and time-out, as well as the daily and weekly totals.

Employees must use the correct timesheet for the service provided - PCO or Private Pay - which can be found on the top of each timesheet.

Upon submission to the office, each timesheet will be checked to ensure that it contains the signature of both the employee and the care recipient attesting to the truth of the timesheet's contents.

Under no circumstance may an employee record another person's time, falsify their time, or make any notations on another's timesheet.

Overtime

Non-exempt employees working overtime without prior authorization may result in disciplinary action. Exempt employees are expected to complete all required tasks and are not eligible for overtime pay.

Paycheck Deductions and Garnishments

AHHC is required by law to make certain deductions from employee paychecks each pay period. Such deductions typically include federal and state taxes, and Social Security (FICA), Workers' Compensation, and unemployment taxes. There may be additional state deductions and deductions based on the benefits each employee has chosen, if applicable.

The pay of some nonexempt employees may be subject to deductions for items such as uniforms or other company equipment. Such deductions will be made in accordance with state and federal law and will require written authorization from the employee.

When an employee's wages are garnished by a court order or the government, AHHC is legally bound to withhold the amount indicated in the garnishment order from the employee's

paycheck. AHHC honors applicable federal and state guidelines that protect a certain amount of an employee's income from being subject to garnishment.

All deductions and garnishments, along with the amount, are listed on the pay stub. These are totaled each year on the Form W-2, Wage and Tax Statement. If any AHHC employee, exempt or nonexempt, has questions about deductions from their pay, believes they have 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 their supervisor the Financial Director, or another member of management.

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Health and Safety

Safety and Emergencies

The safety and health of our employees continues to be the first consideration in AHHC's operations. AHHC will provide a work environment as free from recognized hazards as reasonably feasible and in compliance with applicable federal, state, local, health and safety regulations.

Employees are required to comply with all health and safety requirements established by AHHC, or federal, state, and local law and should immediately report any safety concerns. Employees will not be retaliated against for filing safety concerns (See "Reporting Concerns and Non-Retaliation" Policy.) Expectations are listed below and include, but are not limited to:

- All employees are required to comply with all safety rules and procedures established by law, the AHHC and/or any general safe working practice.
- If an employee has questions about how to safely perform a task, they are required to seek guidance from their manager about the safety requirements of the task.
- Employees must report all safety concerns immediately to the manager.
- Employees should call 911 for any emergency that may appear to require police, fire department, or paramedic assistance.
- Employees should notify their manager about any emergency. If an employee is injured or becomes sick at work, no matter how slightly, the employee must inform their manager immediately. If the employee experiences an injury at work or the illness appears to be work related, the manager will provide the employee with a First Notice of Injury Form (New Mexico).
- It is the responsibility of the employee to complete an Accident/Incident Report for each safety and health infraction that occurs by an employee or that the employee witnesses. Failure to report such an infraction may result in employee disciplinary action, including termination.
- Employees should use, adjust, and repair machines and equipment only if trained and qualified. Do not operate any equipment or machinery unless you have been instructed regarding its safe and proper operation.
- Employees should be aware of proper lifting procedures and should get help when lifting or pushing heavy objects.
- Employees should be aware of the locations, contents, and use of first aid and fire extinguishers and should understand the emergency evacuation plan.
- Employees should wear personal protective equipment required by the company for use e.g., safety glasses, gloves, masks, or closed-toe or steel-toe shoes, etc.
- Employees are prohibited from working under the influence of any prescribed medication that may interfere with their performance on the job, or pose a possible hazard to themselves or others. Employees must notify their supervisor, the Lead Coordinator, or the General Director for a possible temporary alternate assignment.

Correspondence from the employee's physician or other treatment provider will be necessary and must include possible effects of the medication and any recommended limitations on activities.

Safety and health in our business must be an integral part of every operation. Each employee should become familiar with all safety regulations and immediately report any unsafe or unhealthy situations. Without question, maintaining a safe work environment requires the cooperation of all employees at all levels.

Workplace Violence

It is the policy of AHHS to have a workplace free from violence, including any acts or threats of violence.

We are committed to the following:

- To provide a safe work environment and to seek to eliminate the potential for violence in and around the workplace.
- To take prompt remedial action up to, and including, immediate termination against any employee who engages in any threatening behavior or acts of violence or who uses any obscene, abusive, or threatening language or gestures.
- To take appropriate action when dealing with clients, former employees, or visitors to AHHC facilities who engage in such behavior. Such action may include notifying law enforcement and prosecuting violators of this policy to the maximum extent of the law.

AHHC requires every employee who seeks or obtains a restraining order, or who is the subject of a restraining order, to advise their manager within twenty-four (24) hours of seeking or obtaining that order, and to promptly provide a copy of it so that compliance can be monitored. This policy applies to employees when working off-site and to anyone that is visiting AHHC but isn't an employee.

Employees have an obligation and duty to warn their managers or other managers of: (1) any suspicious workplace activity, or (2) situations or incidents that they observe or of which they are aware that appear to involve violence or the risk of violence. This includes, for example, threats or acts of violence, aggressive behavior, and/or threatening comments or remarks. This policy also applies to relationship violence that may intrude into the workplace, endangering a person in the relationship or others in the workplace. Relationship violence is physically, sexually, and/or psychologically abusive behavior that takes place in a personal relationship, outside of the workplace.

Employee reports made pursuant to this policy will be held in confidence to the maximum extent possible. AHHC will not condone any form of retaliation against any employee for making a report under this policy.

Drug and Alcohol-Free Workplace

It is the policy of AHHC to maintain a drug/alcohol-free work environment that is safe and productive for employees and others doing business with AHHC. AHHC strictly prohibits employees and others working on AHHC premises from reporting to work or working in an impaired condition. An employee is considered to be “impaired” when the employee manifests specific articulable symptoms while working that decrease or lessen the employee’s performance of the duties or tasks of the employee’s job position, or such specific articulable symptoms interfere with an employer’s obligation to provide a safe and healthy workplace, free from recognized hazards, as required by state and federal occupational safety and health law.

Employees and others working on AHHC premises are strictly prohibited from working under the influence of detectable levels of unauthorized substances, including but not limited to, illegal drugs or alcoholic beverages. Having unauthorized substances onsite is not allowed, including the use, possession, manufacture, purchase, sale, distribution, or dispensing of such substances.

The misuse or abuse of prescription drugs and/or alcohol while performing job duties or while on AHHC premises, in the caregivers’ homes, or while doing business for AHHC is also strictly prohibited. Prescription or over-the-counter drugs (OTC) that may adversely influence performance or behavior when taken in prescribed quantities are also prohibited. An employee who is impaired while working, even if prescribed by their healthcare provider, will have violated this policy. An employee should talk to their manager if they are taking a prescription that may impair their ability to do their job so that an interactive dialogue can occur regarding possible solutions.

To ensure compliance with this policy, drug and alcohol testing may be conducted in the following situations:

- Pre-employment
- Random
- Post-accident – on reasonable suspicion.
- Reasonable suspicion/unusual behavior
- As required by any government agency or as a requirement in accordance with a contract or grant
- Return to work from illness, injury or leave of absence

Employees who appear to be impaired and test positive, refuse to submit to screening, or can’t provide a specimen will be subject to immediate termination. In cases where there is a diluted specimen, a new sample may be required in accordance with state or federal regulations, or laboratory guidelines. If an employee would like to challenge their drug and alcohol test results, they may have their original sample retested at their own expense.

AHHC requires a negative drug test for all illegal drugs, including marijuana, even if the employee has a medical marijuana card. It is important to understand that no employee is

permitted to use or be impaired by marijuana while working for or on the premises of AHHC under any circumstances.

An employee is required to notify their manager within five (5) calendar days if they are convicted of a criminal controlled drug or alcohol violation, including being arrested for driving while under the influence of alcohol or drugs including illegal or prescription medications, whether on duty or off. This may be cause for immediate termination of employment if their job requires a clean background check.

Smoking in the Workplace

AHHC is committed to providing a safe and healthy environment for employees and visitors, including a smoke free workplace, in accordance with the Dee Johnson Clean Indoor Air Act. Smoking, dipping, or use of electronic cigarettes or vaping is not permitted in AHHC's buildings or vehicles. Caregivers may never smoke in or around members' homes under any circumstances.

Employees may not smoke within 200 feet of a building entrance, exit, or ventilation unit. Designated outside areas may be used away from the sight of clients/customers. All materials used for smoking, including cigarette butts and matches, must be extinguished and disposed of in appropriate containers. Employees should be aware of designated smoking areas prior to smoking.

Those employees who smoke and would like to take this opportunity to quit are encouraged to call the toll-free State help line, 1-800-QUIT-NOW or 1-800-784-8669, for help in developing personalized plans to quit smoking. This service offers confidential smoking cessation counseling and materials at no cost.

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Employee Conduct

Dress Code/Appearance

AHHC maintains a business casual environment. All employees should use discretion in wearing attire that is appropriate for the office and client interaction. Employees are expected to maintain proper hygiene at all times.

Whether or not job responsibilities place an employee in direct client contact, employees should understand they represent AHHS with their appearance. The properly dressed individual helps to create a favorable image for AHHS, as well as to the public and fellow employees. Employees who do not report to work dressed appropriately or with insufficient hygiene, will be sent home without pay to correct the issue.

Please be advised that, under state guidelines, clients (members) have the right to decline services if they find an employee's appearance to be inappropriate. This includes attire with offensive or inappropriate language, symbols or graphics, visible tattoos, and body art. Therefore, it is crucial that all staff present themselves in a manner that upholds the organization's standards and supports the delivery of high-quality care.

Jewelry and Tattoos

AHHC recognizes that personal appearance is an important element of self-expression and strives not to control or dictate appropriate employee appearance, specifically with regard to jewelry or tattoos worn as a matter of personal choice. AHHC allows reasonable self-expression through personal appearance, unless it conflicts with an employee's ability to perform his or her position effectively or with his or her specific work environment, or it is regarded as offensive or harassing toward co-workers or others with whom AHHC conducts business and has contact with employees. If management determines an employee's jewelry or tattoos presents such a conflict, the employee will be encouraged to identify appropriate options, such as removal of excess or offensive jewelry, covering of tattoos, transfer to an alternative position, or other reasonable means to resolve the conflict.

Uniforms

Some employees may be required wear uniforms, depending on the nature of their job, or the standards of their work area. If you are required to wear a uniform, you must wear the uniform that your management determines is appropriate for the location you work in. Uniforms, including shirts, pants, shorts, and shoes are expected to be tear and stain free washed and cleaned for each shift you work.

Employees who do not report to work dressed appropriately or with insufficient hygiene, will be sent home without pay to correct the issue.

Phone Use

Cell phones must be turned off or set to silent or vibrate mode during meetings, conferences, trainings, working with a client and in other locations where incoming calls may disrupt normal workflow. If employee use of personal cellular phone causes disruptions in the work place, the employee may become subject to disciplinary action per company policy.

Employees whose job responsibilities include regular or occasional driving in company or personal vehicles and who use a cell phone for business or personal use or expected to refrain from using their phone while driving. Safety must come first before all other concerns. Regardless of the circumstances, including slow or stopped traffic, employees are strongly encouraged to pull off the side of the road and safely stop the vehicle before placing or accepting a call or text.

Except for break periods, employees will take no incoming nor make any outgoing calls during work hours. Exceptions can only be made for family emergencies

AHHC assumes no liability for loss or damage to employee's personal property, including cellular phone carried in company

Technology

Computers, email, internet, tablets, cell phones, hot spots and other AHHC technologies are AHHC property and are subject to audits and usage reviews. There should be no expectation of privacy when using AHHC technology. Personal use is not allowed when employees are supposed to be working. While computer and Internet use should be limited to AHHC business, employees may utilize the services of the internet during break times, with management approval, as long as they are not logging onto sites that are inappropriate or illegal. Employees may never download material onto AHHC's technologies without permission from their manager. AHHC expects employees to use extra caution when accessing confidential (financial, credit card, medical) information through technology.

AHHC expects that employees will not knowingly align our AHHC systems with any organizations or Web sites that use excessive tracking software, adware, malware, or spyware and will immediately contact their manager or IT if they suspect their equipment has been compromised.

Social Media

Personal use of social media should be limited to break times. All social media postings must be consistent with AHHC's policies. Employees are required to protect our customer's privacy in compliance with applicable Privacy Policies, IT Security Policies, and laws, rules, and regulations. Employees must respect copyrights, trademarks, rights of publicity, and other third-party rights.

Postings must be appropriate. Examples of inappropriate postings include, but are not limited to, discriminatory remarks, bullying or harassment, and threats of violence or similar

inappropriate or unlawful conduct. Such behavior will not be tolerated. Personal social media conduct that adversely affects job performance of any employee or otherwise adversely affects members, customers, suppliers, people who work on behalf of AHHC or AHHC's legitimate business interests, may result in disciplinary action up to, and including, termination.

Employees should not make statements on behalf of AHHC without permission from upper management. Federal law requires that any employee who endorses AHHC online must disclose their employment in the endorsement. AHHC appreciates that employees may be tempted to correct misinformation about AHHC that might randomly appear online. If such a situation occurs, the employee should relay the information to the General Director, who will determine the best response, if any.

Authorized Company Spokespeople

We encourage employees to refer the media to AHHC's General Director in order to make an authorized public statement. Employees may not speak to the media as a AHHC representative unless they have been designated to do so.

All authorized AHHC spokespeople must additionally:

1. Adhere to the "Social Media" policy.
2. Complete the necessary internal training before speaking on behalf of AHHC.
3. Must disclose their affiliation with AHHC before speaking on behalf of AHHC. These disclosure requirements are equally important for any agency/vendor/partner/third party who is representing AHHC online.

Company Property

Any AHHC property that is issued to employees, such as uniforms, keys, badges, equipment, computers, cell phones, credit cards, etc., must be kept and returned in good condition. Employees may be held responsible for any lost or damaged items. The value of the property issued and not returned may be deducted from their paycheck, in accordance with the law, as long as it does not reduce their hourly pay to an amount below minimum wage. AHHC has the right to send an employee's account to collections for any amount still owed that is not deducted from pay.

Removal of AHHC property for personal purposes without authorization is not allowed and can be considered theft. AHHC property and materials may not be misused, including being used for illegal purposes. Examples include, but are not limited to, fraud or theft.

Employees must immediately report any malfunctions that occur while using AHHC equipment to their manager or designee.

Employees should not expect a right to privacy while using AHHC computers, phones, or while conducting AHHC business. All AHHC property and items brought on to AHHC property is subject to inspection. Employees' desks, workstations, and work areas are also subject to

inspection. AHHC also reserves the right to search an employee's belongings or vehicle while on AHHC property, if there is reason to suspect theft, inappropriate behavior, or drug or alcohol use while at work, or as part of an investigation into any AHHC policy violation.

Driving for Business Purposes

All persons driving any vehicle on AHHC business must possess a valid driver's license, current registration, and current vehicle insurance. Employees whose job duties include driving must immediately notify the manager of changes in driver license status (i.e., revoked, expired, canceled, suspended, etc.) Please note that AHHC's insurance provider requires that we conduct periodic motor vehicle checks on all employees whose job duties require driving for AHHC business.

AHHC vehicles should be used exclusively for job-related travel and operated by the employee only. Operators of AHHC vehicles are responsible for the safe operation and cleanliness of the vehicle. Using seat belts is mandatory for operators and passengers. Smoking is prohibited in AHHC vehicles. Private use of AHHC vehicles is not permitted without expressed and written permission from the employee's manager. Examples of when such use might be approved include, when traveling between business sites and the employee must stop for a meal or when traveling for business with an overnight stay that requires the employee use the vehicle for personal needs.

When using a personal vehicle for work purposes, the employee's insurance is the primary insurance on the vehicle. The employee will furnish AHHC with a "Certificate of Insurance" from their insurance, showing insurance coverage, pertaining to auto or autos that may be used in pursuit of the duties of the employee. Mileage reimbursement is intended to compensate employees for insurance and other costs associated with operating a vehicle. Mileage will be reimbursed at the rate identified by the IRS.

Whether the employee is driving a AHHC vehicle or a privately-owned vehicle, all traffic citations and fines are the employee's responsibility and must be reported to their manager within twenty-four (24) hours of occurrence. Accidents while on AHHC business must be reported immediately to the General Director. Please ensure that the appropriate police authority investigates all accidents before vehicles are removed from the scene of an accident, when applicable.

Employees are expected to refrain from using their phone while driving (this includes texting, emailing, etc.); except for hands-free phone use, in areas where such use is permitted by law.

Conflict of Interest

A conflict of interest arises when an employee's personal interests or involvement in a situation impact their ability to act objectively as related to AHHC business. Even the appearance of a conflict of interest can hurt the employee's and AHHC's reputation. An organization's reputation for integrity is its most valuable asset and is directly related to the conduct of its employees.

Employees must never use their positions with the organization, or any of its clients, for private gain, to advance personal interests or to obtain favors or benefits for themselves, members of their families or any other individuals, corporations, or business entities.

Employees must conduct their personal affairs so that their duties and responsibilities to AHHC are not jeopardized and/or legal questions do not arise regarding their association or work with our organization. If an employee has concerns about a conflict of interest, please talk to a member of the management team.

Employees may not use their positions with AHHC or any of its clients for private gain, to advance personal interests, or to obtain favors or benefits for themselves, members of their families, or any other individuals, corporations, or business entities. This includes, but is not limited to, receipt of goods and services free-of-charge or at a reduced cost.

Employees may not solicit AHHC clients at any time, for any reason, outside of sales on behalf of AHHC. Employees may not solicit a client for business related purposes for at least two (2) years after employment termination.

No Solicitation

AHHC bulletin boards are only to be used for AHHC related information. Employees may not solicit other employees during working time or distribute literature in work areas at any time. Persons not employed by AHHC may not solicit employees for any purposes on AHHC premises.

Employees are strictly prohibited from soliciting or selling products or services of any kind while on duty or during work-related activities. This includes, but is not limited to, the promotion or sale of personal items, non-AHHC products, or third-party services while in a client's home or during any client-facing interaction. Such conduct is considered unprofessional and may compromise the trust and comfort of our clients.

Attendance and Punctuality

Good attendance is important, and we at AHHC expect employees to be responsible about coming into work on time. Excessive absences from work which are not covered under job protected leave, lateness in reporting to work, or leaving early seriously impairs the value of services to our customers and places an additional burden on fellow employees.

If an employee is going to be late for work or absent, they must notify their manager by telephone as far in advance as feasible, but before the start of their workday. It is your responsibility to ensure that your message was received so if you have not been given confirmation from your supervisor or another member of management, you must continue attempting to make contact until you have received a message back stating that your message was received. Managers may address absences of their staff, if excessive. Personal issues requiring time away from an employee's work which is not covered under job protected leave

should be scheduled during non-working hours, if possible. However, accrued time off may be used when necessary.

If an employee is absent for three (3) days without notifying AHHC, this will be considered a voluntary termination due to job abandonment. Unapproved absences of three (3) or more days will also be considered voluntary termination due to job abandonment.

Customer Service

Our clients are our most valuable assets. Each of us represents AHHC to the public. The way we interact inside and outside of this AHHC is a direct reflection on our organization. Assisting customers and potential customers is our first business priority. We ask employees to be courteous and respectful to customers and members of the public while conducting AHHC business.

Harassment, Discrimination, Hostile Work Environment and Bullying

We are committed to providing employees an environment in which they are treated with dignity and respect. We do not discriminate or permit discrimination against any individual based on a person's protected status under the New Mexico Human Rights Act (NMHRA), Title VII of the Civil Rights Act, the American with Disabilities Act as amended (ADA), the Age Discrimination in Employment Act (ADEA), the Immigration and Nationality Act (INA), the Uniformed Services Employment and Reemployment Rights (USERRA), the Genetic Information Nondiscrimination Act (GINA), the Family Medical Leave Act (FMLA) and other applicable regulations, including protected characteristics, such as sex (including pregnancy), color, race (including traits historically associated with race, such as hair texture and length, protective hairstyles and cultural or religious headdresses), ancestry, religion, national origin, age, sexual orientation or gender identification, physical or mental disability, serious medical condition, genetic information, veteran status, citizenship status, marital status, spousal affiliation, or any other legally protected classification, as defined by applicable federal, state, and/or local laws and regulations.

Harassment, discrimination, and bullying will not be tolerated on the part of any employee, supervisor, contractor, vendor, customer, etc.

Harassment

Harassment that creates a hostile work environment is a form of employment discrimination that violates the NM HRA. Harassment consists of unwelcome conduct, whether verbal, physical, or visual that is based upon a person's protected status.

For the purposes of this policy, sexual harassment, which is a type of unlawful harassment, is defined as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when:

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

Sexual harassment may include any hostility directed towards an employee because of gender, even if that hostility is not sexual in nature.

Harassment may take many different forms. Examples of conduct that may constitute harassment include, but are not limited to:

- Physical harassment-Unwelcome, unwanted physical contact, including but not limited to touching, pinching, patting, grabbing, poking, blocking normal movement, or brushing against another employee's body.
- Verbal harassment-Epithets, jokes based on ethnicity or gender, derogatory comments, foul or obscene language. Unwanted sexual advances, propositions, or other sexual comments, such as sexually oriented gestures, noises, remarks, jokes, or comments about a person's sexuality or sexual experience directed at or made in the presence of any employee whether or not that employee indicates such conduct in their presence is unwelcome.
- Non-verbal harassment-The distribution, display, or discussion of any written or graphic material, including calendars, posters, and cartoons that are derogatory or sexually suggestive; leering; staring; whistling; obscene gestures; content in letters and notes, facsimiles, or e-mails that is sexual in nature.
- Threats or suggestions that lack of sexual favors will result in retaliation, withholding support for promotions or transfers, change in assignments or poor performance reviews.

Hostile Work Environment

A hostile work environment may be created by severe or pervasive conduct related to sexual harassment or harassment based on an individual's protected status under the law which unreasonably interferes with an employee's work performance and creates a work environment that is intimidating, abusive, hostile, and offensive. Depending on the circumstances, one incident may be sufficient to support a finding of a hostile work environment.

Bullying

While bullying is not necessarily tied to sexual harassment or an individual's protected status, it can also be behavior which unreasonably interferes with an employee's work performance and can affect the work environment in the same way. Claims of bullying will be investigated along with claims of harassment and discrimination.

Reporting Procedures

Any employee who reasonably believes that he/she has been subjected to unlawful harassment, discrimination, a hostile work environment, or bullying, as noted above, should immediately report the situation to their manager or chain of command. If the complaint is against the employee's manager, it should be made to the General Director. Any manager who has knowledge of a complaint must take appropriate action and ensure that an investigation is conducted. A manager who has knowledge of a complaint and does not take action to address it and/or does not inform their chain of command, may be disciplined up to and including termination. AHHC retains the right to use an outside investigator.

Investigating the Complaint

Any allegations of harassment and/or discrimination will be promptly investigated. The investigator will use discretion during their investigation and endeavor to limit information to those with a need to know.

Retaliation

Retaliation against any employee or individual for filing a harassment, discrimination, or hostile work environment complaint, or against any individual for participating in the investigation of a complaint under the NM HRA, is a violation of this policy and is strictly prohibited.

Making False and Malicious Complaints

Knowingly filing a groundless and malicious complaint is also prohibited and will subject such an employee to appropriate disciplinary action up to and including possible termination of employment. If after investigating any complaint of unlawful discrimination, AHHC determines that an employee intentionally provided false information regarding the complaint, appropriate disciplinary action may be taken against the one who provided false information.

Resolving the Complaint

This policy applies to everyone who interacts with an employee when an employee is working, including the employee's supervisor or manager, a contractor, vendor, etc. Appropriate action will be taken against the individual found to have violated this policy and, for employees, may include disciplinary action up to and including termination of employment.

AHHC has developed this policy to ensure that all its employees can work in an environment free from harassment, discrimination, and bullying.

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Managing Performance

Job Descriptions

AHHC maintains a general job description that outlines essential duties and responsibilities for each position in AHHC. This description will be reviewed with employees during the first week of employment and if the duties and/or responsibilities of an employee's position significantly changes (falling outside current duties and other duties as assigned) the job description will be revised to reflect those changes. The job description is one standard of measure for employee evaluations. Employees should contact their manager with any questions.

Promotions/Job Transfers

AHHC encourages employees to apply for promotions to positions for which they are qualified. Promotions and transfers will be based on the ability, qualifications, and potential of the candidates considered for the positions.

A promotion may result in a pay increase. Upon a promotion or job transfer, the review date may change.

A transfer is the movement of an employee to another position requiring comparable skills, qualifications, knowledge, and responsibilities. A transfer will not necessarily result in a change of salary.

Change in Status

Employees moving from part-time to full-time status will be eligible for AHHC benefits, following the benefit qualification requirements. The date of eligibility will be based on the date of their change of status. Paid time-off adjustments will begin accruing immediately.

Employees going from full-time to part-time status must work an average of thirty (30) hours per week to continue medical and insurance benefits.

Confidential Information

Protecting our AHHC and client information is the responsibility of every employee. Please help ensure that proprietary information is not improperly or accidentally disclosed. Confidential information can only be utilized on behalf of AHHC, while at work, employees may see information about customers, such as social security numbers or credit card information and for safety and security purposes, this type of information must remain confidential. We ask employees to use discretion when discussing AHHC business matters and sharing confidential client information with people who do not work for AHHC or when speaking to any employee of AHHC, who does not normally have access to that information, unless AHHC expressly consents in writing beforehand that such information may be disclosed. Misuse or unauthorized disclosure of confidential information not otherwise available to persons or firms outside of AHHC is cause for disciplinary action, including termination.

Health Insurance Portability and Accountability Act (HIPAA)

The patient's right to privacy is a vital part of medical ethics. In accordance with HIPAA (Health Insurance Portability and Accountability Act), all medical information/PHI that employees may acquire as part of their job must remain within the confines of AHHC. As a AHHC employee, patient information must be held in the strictest confidence and any patient's condition, status, or personal information must not be discussed outside of the organization or with anyone within the organization that does not have a business reason to know unless the patient has given express consent or as required by law and communicating such information is part of the employee's job requirement. It is everyone employee's responsibility to ensure Protected Health Information (PHI) is kept confidential. PHI is any information that identifies an individual, such as demographics or health information.

Gossip and careless remarks regarding patients or business affairs are considered violations of this policy. Violating HIPAA is against the law and can result in fines for the individuals who are found in violation of this policy.

Employee Files

Upon request, employees may inspect their employee file on AHHC premises in the presence of a AHHC official. Employees should contact their manager to arrange a time to view their employee file. The file may be electronic or in hard copy form.

If an employee disagrees with the accuracy of any statement in the employee file, the employee may submit a written explanatory statement for consideration to AHHC file.

Change in Personal Information

It is important to maintain up-to-date information in case of a personal emergency. It is the employee's responsibility to promptly provide changes in name, address, telephone number, dependents, deductions, and/or beneficiaries to the employee's manager. These changes will be retained in the employee file or as part of an electronic database. If the employee is changing their withholdings or address, they must fill out a new W-4 form. If the employee is changing their name, they must fill out a new W-4 form, update the I-9 form, and provide government issued documentation of their name change.

Corrective Action

Disciplinary action may include warnings, suspension without pay, and termination and will be determined at the sole discretion of management. AHHC does not utilize a progressive disciplinary policy and termination may occur without an initial warning. Management can assess the employee's overall performance at any time, but will especially do so, when the employee has recently received corrective action. The type and degree of discipline will be

determined on a case-by-case basis, depending upon the nature and severity of the offense. Since employment with AHHC is at-will, employment may be terminated by either the employee or the employer, at any time, with or without reason or notice. AHHC reserves the right to review each case on an individual basis and to issue disciplinary measures as it deems appropriate. AHHC has the right to use employee discipline to address any employment-related issues including, but not limited to, poor work performance or misconduct.

Warning - Without assuming any obligation to do so, AHHC may issue warnings as determined by management. These warnings may be verbal or in writing and shall be recorded in the employee file noted above.

Suspension - If an employee is temporarily suspended from employment for disciplinary reasons, the employee will not be paid for the time on suspension. The length of suspension will depend upon the nature of the violation. Suspension may be necessary in order to investigate AHHC violations, as a disciplinary measure, or for other business-related reasons.

Demotion - An employee may be demoted when the employee's ability to perform required duties falls below an acceptable standard or for other disciplinary purposes. A demotion may lead to the loss of other privileges associated with a more senior rank and/or a reduction in salary or benefits. In some cases, an employee may be demoted as an alternative to being laid off, or if AHHC is facing a financial crisis.

Termination - AHHC may terminate any employee in its sole discretion based on "at will" status or for any disciplinary or business reason, with or without notice, and without regard to any progressive steps if they commit an offense for which immediate discharge is specified as a penalty or if, in AHHC's judgment, the employee's continued presence would be contrary to the well-being of AHHC, its clients, or its employees.

Unacceptable Workplace Conduct

Everyone at AHHC must work together as a team to help each other and serve our customers. The following are some examples of behaviors that are unacceptable at AHHC and, depending on circumstances, will result in corrective action up to, and including, termination of employment:

- Violation of any established AHHC policy, state or federal laws or regulations
- Abuse, neglect, exploitation, and/or otherwise improper treatment of clients or individuals that we serve.
- Falsification of AHHC documents or records, including but not limited to, timecards job application forms etc.
- Refusal to take reasonable directions from management with regards to job duties or due to non-performance of work
- Possession of weapons on AHHC premises
- Unauthorized use of confidential AHHC information or proprietary information
- Excessive absenteeism, lateness, or tardiness beyond any job protected leave

- Defacing or other destruction of any supplies, equipment, or AHHC property
- Fighting, acts or threats of violence
- Theft or dishonesty
- Performing activities that are not work-related during work time without authorization.
- Sleeping on duty
- Loss of required license

This list is not exhaustive, is not intended to be comprehensive, and does not change the employment-at-will relationship between the employee and AHHC.

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Professional Development

Licenses and Certifications

Employees hired to fill a position requiring a particular license or certification (i.e., registered nursing license or other clinical licensure, driver's license, etc.) must provide proof of documentation prior to commencing employment. Employees are responsible for determining timing of renewal processes and obtaining and renewing licenses and certifications as a condition of employment. Employees must submit copies of renewals to their managers *prior* to their expirations. Depending on job requirements, employees may not be allowed to work without a required license or certification and their employment may be terminated.

Holidays & Time Off

Holidays

Employees do not receive holiday pay. If an employee works on a holiday, they will receive regular pay for all hours worked.

Paid Sick Leave Under the Healthy Workplaces Act

Employees are able to accrue one hour of Paid Sick Leave for every 30 hours physically worked, for purposes covered under the Healthy Workplaces Act (see below).

Employees are covered if they are:

- 1) full-time,
- 2) part-time,
- 3) seasonal, or
- 4) temporary

Employees may take PSA for *themselves* or to care for their *spouse or domestic partner (S/DP)* or *another family member*. The provisions (1-7) listed below under “family member” *include family members of the S/DP*.

Specifically, an employee may use earned paid time for:

- 1) their own care or for care of their family member for a:
 - a. mental or physical illness, injury or health condition;
 - b. medical diagnosis, care or treatment of a mental or physical illness, injury or health condition;
 - c. preventive medical care;
- 2) meetings at their child’s school or place of care related to the child’s health or disability; or
- 3) absences necessary due to domestic abuse, sexual assault or stalking suffered by the employee or a family member of the employee; provided that the leave is for the employee to:
 - a. obtain medical or psychological treatment or other counseling
 - b. relocate
 - c. prepare for or participate in legal proceedings; or
 - d. obtain services or assist a family member of the employee with certain activities covered under the law.

Family member is defined as:

- 1) Child (Biological, adopted, foster, step, legal ward, or child to whom the employee stands in loco parentis:
- 2) Parent (Biological, foster, step or adoptive parent or legal guardian, or a person who stood in loco parentis when the employee was a minor child.)

- 3) Grandparent
- 4) Grandchild
- 5) S/DP of a family member
- 6) Sibling (Biological, foster, step or adopted)
- 7) Individual that is the equivalent of a family member

The accrual will begin upon the effective date of employment.

Time will be accrued at a rate of one (1) hour for every thirty (30) hours worked. However, no more than sixty-four (64) hours may be used in one (1) year.

Time used will be compensated at the same hourly rate as an employee normally earns during hours worked.

Accrual Methods

The accrual method for determining the twelve-months period in which the earned paid time may be used will be by anniversary year.

Requests for use

When “*foreseeable*,” the employee must make a “reasonable effort” to:

- 1) provide oral or written notice in advance of use, and
- 2) schedule use in a manner that does not “unduly disrupt” operations

When “*not foreseeable*,” the employee will notify their manager orally or in writing “as soon as practicable.”

Increments

The leave may be used in hourly increments.

Management reserves the right to request the following types of documentation for absences of at least two (2) consecutive days:

- 1) Medical documentation signed by a healthcare professional indicating the amount of earned paid time taken is necessary after two or more consecutive workdays of paid time is used. Accepted medical professionals include Person licensed to provide healthcare services, including nurses, nurse practitioners, physician assistants, doctors and emergency room personnel.
- 2) Domestic abuse, sexual assault, or stalking documentation such as a police report, court-issued document, signed statement from a victim services organization, clergy member, attorney, advocate, the employee, a family member of the employee or other person affirming that the paid time was taken for purposes set forth in the Act is appropriate.

Management will not request the nature of the medical condition or details of domestic abuse, sexual abuse, or stalking. Management may request certification that the employee has been released from their healthcare provider to return to work.

There is no limit on the amount of PSA an employee may accrue in a year. Accrued/earned unused PSA will carry over each year but no more than sixty-four (64) hours of paid time in a twelve (12) month period can be carried over. Paid time accrued under the Healthy Workplaces Act has no cash value at the time of separation for any reason.

Domestic Abuse or Sexual Violence Leave (DASV), Caregiver Leave (CL) and FMLA will run concurrently HWA and do not require advance scheduling if unplanned.

Rehire

If the employee is rehired within twelve (12) months of separation:

- 1) The previously accrued/earned paid time for these purposes under HWA that has not been used will be reinstated, and
- 2) the employee may use the time upon re-commencement of employment.

Corrective Action for Unprotected Use of Paid Sick Leave

AHHC will not tolerate abuse or misuse of PSL. Corrective action or discipline - up to and including termination - may be taken against an employee who:

- Uses paid sick and safe leave for a purpose not covered by, or in a manner not consistent with, the HWA; or
- Violates this policy's requirements concerning requesting, using, recording, verifying and/or documenting use of paid sick and safe leave.

Unpaid Time Off

Available leave must be utilized for absences and exhausted before unpaid time off requests, outside of protected leave may be considered Unpaid time off for non-protected leave situations* will not be approved without express permission, in writing, from the manager.

**Unpaid time off will be approved for protected leave in accordance with the law, such as Jury Duty, Military Leave, Disaster and Emergency Services Leave, etc. Domestic Abuse/Sexual Violence Leave, and Family Medical Leave will run concurrently with paid leave. If additional time remains under these leaves but the individual has no remaining paid leave, unpaid leave may be used.*

Severe Weather/Office Closures

During times of adverse weather conditions when the General Director announces AHHC delays or closures, employees will be allowed to make up time lost when possible. Employees are expected to notify their manager if additional time is needed. If employees require additional time-off, they will be permitted to use accrued PVT.

At times when weather and road conditions in and around the city in which an employee work are severe, employees may be dismissed from work. You are expected to make a judgment, as a

working professional, as to the appropriate course of action in the event of inclement weather. You should make every effort to report to work safely, including looking for alternative transportation (e.g., train, bus, or carpool). Employees not reporting to work or leaving early must utilize accrued PVT unless alternate arrangements have been coordinated with the employee's supervisor.

Family Medical Leave Act

Leave Entitlements

Eligible employees who work for a covered employer can take up to 12 weeks (starting on the first day of leave) of unpaid, job-protected leave in a 12-month period for the following reasons:

- The birth, adoption, or foster care of an employee's child within 12 months following birth or placement of the child (Bonding Leave).
- To care for an immediate family member (spouse, child, or parent) with a serious health condition (Family Care Leave).
- An employee's inability to work because of a serious health condition (Serious Health Condition Leave).
- A "qualifying exigency," as defined under the FMLA, arising from a spouse's, child's, or parent's "covered active duty" as a member of the military reserves, National Guard or Armed Forces (Military Emergency Leave); or
- To care for a spouse, child, parent or next of kin (nearest blood relative) who is a "Covered Servicemember," (Military Caregiver Leave). An eligible employee who is a covered servicemember's spouse, child, parent, or next of kin may also take up to twenty-six (26) weeks of FMLA leave in a single twelve (12) month period to care for the servicemember with a serious injury or illness.

Paid Time off must be used concurrently with FMLA.

An employee does not need to use leave in one block of consecutive days. When it is medically necessary or otherwise permitted, employees may take leave intermittently or on a reduced schedule. AHHC requires the use of accrued paid leave while taking FMLA leave. If an employee substitutes accrued paid leave for FMLA leave, the employee must comply with AHHC's normal paid leave policies.

If both spouses work for AHHC and are eligible for leave under this policy, the spouses will be limited to a total of 12 workweeks off between the two of them when the leave is for Bonding Leave or to care for a parent using Family Care Leave.

The maximum amount of FMLA leave for an employee wishing to take Military Caregiver Leave will be a combined leave total of 26 workweeks in a single 12-month period. A "single 12-month period" begins on the date of the employee's first use of such leave and ends 12 months after that date.

If both spouses work for AHHC and are eligible for leave under this policy, the spouses will be limited to a total of 26 workweeks off between the two when the leave is for Military Caregiver Leave only or is for a combination of Military Caregiver Leave, Military Emergency Leave, Bonding Leave and/or Family Care Leave taken to care for a parent.

Benefits and Protections

While employees are on FMLA leave, employers must continue health insurance coverage as if the employees were not on leave. Upon return from FMLA leave, most employees must be restored to the same job or one nearly identical to it with equivalent pay, benefits, and other employment terms and conditions. An employer may not interfere with an individual's FMLA rights or retaliate against someone for using or trying to use FMLA leave, opposing any practice made unlawful by the FMLA, or being involved in any proceeding under or related to the FMLA.

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

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

Certain key employees may be exempted.

Requesting Leave

Generally, employees must give 30-days' advance notice of the need for FMLA leave. If it is not possible to give thirty (30) days' notice, an employee must notify the employer as soon as possible. Employees do not have to share a medical diagnosis but must provide enough information to the employer so it can determine if the leave qualifies for FMLA protection. Sufficient information could include informing an employer that the employee is or will be unable to perform their job functions, that a family member cannot perform daily activities, or that hospitalization or continuing medical treatment is necessary. Employees must inform AHHC if the need for leave is for a reason for which FMLA leave was previously taken or certified. AHHC reserves the right to require a certification or periodic recertification supporting the need for leave. If AHHC determines that the certification is incomplete, we will provide a written notice indicating what additional information is required.

Employer Responsibilities

Once AHHC becomes aware that an employee's need for leave is for a reason that may qualify under the FMLA, we will notify the employee if they are eligible for FMLA leave and, if eligible, must also provide a notice of rights and responsibilities under the FMLA. If the employee is not eligible, they will be provided with a reason for ineligibility. We will notify employees if leave will be designated as FMLA leave and, if so, how much leave will be designated as FMLA leave.

Jury Duty

Time off for jury or witness duty will be unpaid except where required otherwise by applicable state law and except that exempt employees will not incur any reduction in pay for a partial week of absence due to jury or witness duty. Employees may use accrued PVT or leave without pay. Jury time served does not count toward overtime.

Employees must notify their manager as soon as they receive their summons. If an employee is excused from jury duty during regular working hours, the employee must contact their manager to determine if they need to return to work before the end of their shift. Employees are required to provide AHHC with a copy of their official court timesheet upon returning to work.

Voting Time Off

Every employee has the right to vote in any state or federal election, general primary, or special primary. If the employee's work schedule does not provide the employee with either two (2) consecutive hours between the opening of the polls and the beginning of the workday, or three (3) consecutive hours between the end of the employee's workday and the close of the polls, the employee will be granted up to two (2) paid hours off in order to vote, in accordance with New Mexico state law. Employees will need to notify their manager of the need for voting leave as soon as possible so that excused hours can be arranged.

Military Leave

The Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) protects job rights and benefits for veterans and members of the reserves. The law protects all persons serving in the Army, Navy, Marine Corps, Air Force, Coast Guard, Public Health Service commissioned corps, and the reserve components of these services and the National Guard.

Employees should present their orders to their manager and should make arrangements for leave made as early as possible before departure. Employees are required to give advance notice of service obligations to AHHC unless military necessity makes this impossible. Employees must also notify their manager of their intent to return to employment based on requirements of the law. In accordance with state and federal law, leave benefits (if applicable), will continue to accrue; and other benefits may continue. Additional information regarding military leaves may be obtained from the manager.

For periods of military service for less than thirty-one (31) days or for a fitness examination, employees must report back to work at the next regularly scheduled workday after the expiration of eight (8) hours after completing service and after a period allowing for safe transportation from the place of service to the employee's residence.

For periods of military service of more than thirty (30) days, but less than one hundred eighty-one (181) days, employees must apply for reemployment within fourteen (14) days after completing service. If it is impossible or unreasonable to do so, through no fault of their own,

the employee must apply for reemployment no later than the next full calendar day after it becomes possible to do so.

Following a period of one hundred-eighty (180) days or more, employees must apply for reemployment within ninety (90) days after completing service.

Total military leave time may not exceed five years during employment, except in certain, defined circumstances.

Disaster and Emergency Services Leave

Employees who serve as "volunteer emergency responders" are entitled to up to ten (10) days of unpaid time off each calendar year consistent with state and federal law (Volunteer Emergency Responder Job Protection Act) when they are absent from work in order to respond to an "emergency or disaster" as declared by the Governor of New Mexico or the President of the United States.

For purposes of this leave, "volunteer emergency responder" means a person who is a member in good standing of a volunteer fire department, an emergency medical service, a search and rescue team, law enforcement agency, or an individual who is enrolled by the state or a political subdivision of the state for response to an emergency or disaster.

Employees utilizing this leave must make reasonable efforts to notify AHHC of their service and should continue to make reasonable notification efforts over the course of any absence. AHHC may request that an employee provide a written verification, from the Office of Emergency Management or a state or local official managing an emergency or disaster, of the dates and time that the employee served as a volunteer emergency responder. For more information regarding this leave, employees should contact their manager.

Domestic Abuse or Sexual Violence (DASV)

AHHC will grant up to fourteen (14) days of DASV unpaid leave in any calendar year to an employee who is a victim of domestic abuse or sexual violence, or who has a family or household member who has been a victim. For purposes of this policy, "family member" includes the employee's minor child or a person for whom the employee is a legal guardian. Alternatively, the employee may use accrued PVT, if applicable. Any paid leave an employee uses under the Healthy Workplaces Act, will run concurrently with DASV leave.

When possible, employees should provide AHHC with at least forty-eight (48) hours' advance notice of DASV leave.

Verification of the need for DASV leave may be requested. This verification requirement may be met by providing a police report, court record, doctor's certification, copy of order of protection, or a written statement from an attorney.

Nursing Mothers

AHHC abides by New Mexico state law that allows for “the use of a breast pump in the workplace” for all nursing mothers. The law states, in order to foster the ability of a nursing mother who is an employee to use a breast pump in the workplace, an employer, including the state and its political subdivisions, shall provide a space for using the breast pump that is:

- Clean and private
- Near the employee’s workspace
- Not a bathroom

AHHC will also provide the employee with flexible break times for this purpose.

AHHC is not liable for storage of breast milk or payment for additional breaks beyond the established break time the nursing mother may need to take. Payment is not required for any overtime acquired due to nursing mothers’ need to use the breast pump outside of regularly scheduled break times.

As an employer of over fifty (50) employees, AHHC also abides by the Federal “Break Time for Nursing Mothers Provision” which requires employers to provide a nursing mother reasonable break time to express breast milk for a nursing child for 1 year after the child’s birth and a place, other than a bathroom, that is shielded from view and free from intrusion from co-workers and the public to express milk. This provision does not require AHHC to compensate an employee receiving reasonable break time to express milk for any work time spent for such purposes.

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Benefits

Health Insurance

AHHC offers health insurance to regular full-time employees who work at least 30 hours per week and their dependents. Employees are eligible once they have reached 60 days of employment. AHHC covers 60% of the employee's health insurance premium. Employees may add their dependents at full cost to themselves. Plan summaries are available in Human Resources.

Dental and Vision Insurance

AHHC offers dental and vision insurance to full-time employees and their dependents. Employees are eligible once they have reached 60 days of employment. Dental and vision insurance is covered at the employee's expense. Plan summaries are available in Human Resources.

Life and Disability Insurance

Benefits are offered to eligible employees upon the first of the month following sixty (60) days of employment. Life and Disability insurance is covered at the employee's expense. Plan summaries are available in Human Resources.

Workers Compensation

On-the-job injuries are covered by our Workers' Compensation insurance policy. This insurance is provided at no cost to the employee. If an employee is injured on the job, no matter how slightly, the incident must be reported immediately by the employee to their manager. 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.

Any employee who receives treatment for a work-related injury may be subject to post-accident drug and alcohol screening, if reasonable suspicion exists. Workers Compensation benefits may be reduced if the use of drugs or alcohol contributed to a workplace injury.

If an accident requires medical treatment, the injured employee may initially select their own healthcare provider. In the event of a serious accident, an employee should always call 911 and/or go to the nearest hospital. AHHC requires a formal written doctor's certification authorizing the employee's return to work.

On a case-by-case basis, AHHC will make every reasonable attempt to accommodate health care provider (HCP)-specified work restrictions by offering light/modified/alternative duty work opportunities in meaningful transitional employment. This will only be done in cases where workers can continue to work during recovery, with the treating physician's approval, subject to HCP-specified limitations and restrictions. Alternative work may also be available, work which is different from the old job, but meets HCP restrictions. If offered, the employee may decline

transitional employment however such declination may impact the level of workers compensation benefits received.

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Termination of Employment

Resignation

Non-exempt employees who voluntarily leave AHHC are strongly encouraged to provide their supervisor and HR/Payroll with a minimum of three (3) weeks' notice, ideally in writing, in order to allow a reasonable amount of time to transfer ongoing work, and to minimize disruption of services to our patients.

Exempt employees who voluntarily leave AHHC are strongly encouraged to provide their supervisor and HR/Payroll with a minimum of ninety (90) days' notice, ideally in writing, in order to allow a reasonable amount of time to transfer ongoing work, and to minimize disruption of services to our clients.

If an employee resigns, they will receive their final paycheck on their next scheduled payday.

Discharge

In the case of an **involuntary** termination, employees will be paid as specified by law. In New Mexico, employees will receive their final paycheck within 5 days and commissions within 10 days of termination.

Health Insurance Continuation

In accordance with the Consolidated Omnibus Budget Reconciliation Act (COBRA), upon termination of employment, or other loss of eligibility to remain covered under our health insurance program, the employee and eligible dependents may have the right to continue coverage under our group health insurance plan. This continuation is for a limited period of time and at full expense to the employee. If eligible, employees will be contacted by our administrator.

Unemployment Compensation

Upon separation from employment, an employee may be entitled to unemployment insurance benefits if their employment is terminated due to **no** fault of their own. Information about unemployment insurance can be obtained from the New Mexico Workforce Solutions office or the local unemployment agency, where the individual is employed.

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Receipt & Acknowledgment of Employee Handbook

This Employee Handbook is intended to help employees become acquainted with AHHC policies and procedures. This Handbook is intended to serve as a guide; it is not the final word in all cases. Individual circumstances may call for individual attention.

Please read the following statements and sign below to indicate your receipt and acknowledgment of the company Employee Handbook.

1. I understand that this Employee Handbook supersedes and replaces all previous editions or versions of any Employee Handbook, or any employee policies, written or verbal.
2. I understand that my employment is at-will and may be terminated by me or AHHC at any time, for any reason, with or without notice, and with or without procedural formality or engaging in any warnings or progressive discipline.
3. I understand that the policies and procedures in the Employee Handbook do not constitute a contract, and that the company, at its sole discretion may vary from the policies in any of its manuals/handbooks and may change or revoke any of those policies at any time, for any reason.
4. I understand that nothing in this handbook is intended to infringe upon employee rights under Section Seven (7) of the National Labor Relations Act (NLRA).
5. My signature below indicates that I have read and understand the above statements and have received a copy of AHHC's Employee Handbook. I understand that I am required to abide by the policies in these documents.

Employee's Printed Name

Employee's Signature

Date