

# ADIL BUSINESS SYSTEMS, INC.

## EMPLOYEE HANDBOOK

Year - 2025



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Mineola, NY- 11501  
[www.adil.com](http://www.adil.com)**

# TABLE OF CONTENTS

<b>SECTION 1: WELCOME AND INTRODUCTION .....</b>	<b>1</b>
1.1. Message from the CEO .....	1
1.2. Company Background & Description .....	2
1.3. Company Mission & Vision.....	2
1.4. Company Contact Information.....	2
1.5. Employee Handbook Terms.....	2
1.6. A Word about this Handbook .....	3
<b>SECTION 2: LAWS AND PRACTICES.....</b>	<b>4</b>
2.1. Equal Employment Opportunity (EEO).....	4
2.2. Americans with Disabilities Act.....	4
2.3. Immigration Law .....	5
2.4. At-Will Employment .....	5
2.5. Harassment and Discrimination Policy .....	5
2.6. General Safety and OSHA .....	7
<b>SECTION 3: COMPANY POLICIES AND PROCEDURES .....</b>	<b>8</b>
3.1. Code of Ethics .....	8
3.2. Conflict of Interests.....	8
3.3. Non-Compete/ Non-Solicitation Policy .....	8
3.4. Outside Employment .....	8
3.5. Relationship With Competitors .....	9
3.6. Code of Professional Conduct.....	9
3.7. Confidentiality .....	10
3.8. Employee Relations Philosophy .....	11
3.9. Communications and Open Door Policy .....	11
3.10. Certification and Licensing .....	11
3.11. Provisional/ Introductory Period .....	11
3.12. Work Schedules and Time Cards.....	12
3.13. Breaks and Meal Periods .....	12
3.14. Attendance, Punctuality, and Reporting Absences .....	12
3.15. Inclement Weather/ Emergencies .....	13
3.16. Personnel Records.....	13
3.17. Expense Policy.....	13
3.18. Zero Tolerance or Workplace Violence Prevention Policy .....	14
3.19. Dress Code and Public Image.....	14
3.20. Safety in the Workplace .....	14
3.21. Smoking Policy.....	15
3.22. Information Security Policy.....	15
3.23. Drug and Alcohol Free Workplace .....	16
3.24. General Policies .....	17
<b>SECTION 4: EMPLOYEES WORKING AT THE CLIENT SITE .....</b>	<b>19</b>
4.1. Employment .....	19
4.2. What is Expected of You .....	19
4.3. When to Contact Adil.....	20

<b>SECTION 5: YOUR PAY AND PROGRESS .....</b>	<b>21</b>
5.1. Employment Classifications .....	21
5.2. Payroll Practices & Paycheck Deductions.....	21
5.3. Direct Deposit.....	22
5.4. Recording Your Time .....	22
5.5. On Call .....	22
5.6. Overtime.....	23
5.7. Performance Reviews .....	23
<b>SECTION 6: HOLIDAYS, PTO, AND OTHER LEAVE.....</b>	<b>24</b>
6.1. Holidays.....	24
6.2. Paid Time Off (PTO).....	24
6.3. Family and Medical leave.....	25
6.4. Maternity Leave.....	26
6.5. Bereavement Leave .....	26
6.6. Jury Duty & Court Appearance.....	27
6.7. Voting Leave .....	27
6.8. Break Time for Nursing Mothers .....	27
6.9. Personal Time Off- Brief Periods.....	27
6.10. Military Service Leave .....	28
<b>SECTION 7: BENEFITS.....</b>	<b>29</b>
7.1. Group Health Insurance .....	29
7.2. Continuation of Insurance under COBRA.....	30
7.3. Workers Compensation.....	30
7.4. Referral Bonus .....	30
<b>SECTION 8: TRAVEL AND BUSINESS EXPENSES.....</b>	<b>31</b>
8.1. Travel Expense Policy.....	31
8.2. Approval of Travel and Reimbursements .....	31
<b>SECTION 9: SEPARATION FROM EMPLOYMENT .....</b>	<b>34</b>
9.1. Resignation- Termination of Employment by the Employee.....	34
9.2. Dismissal- Termination of Employment by the Employer.....	34
9.3. Automatic Dismissal .....	34
9.4. Layoff and Recall.....	35
9.5. Company Property, Expense Reports, and Final Paycheck.....	35
9.6. Exit Interview .....	35
<b>SECTION 10: ARBITRATION AND CHOICE OF LAW .....</b>	<b>39</b>
<b>SECTION 11: EMERGENCY CONTACTS.....</b>	<b>39</b>
<b>SECTION 12: MEDICAL CHECKLIST.....</b>	<b>41</b>
<b>SECTION 13: CORONAVIRUS DISEASE 2019 (COVID -19).....</b>	<b>42</b>
<b>SECTION 14: PATIENT RIGHTS.....</b>	<b>44</b>
<b>SECTION 15: COMPLAINT AND GRIEVANCE POLICY AND PROCEDURE PROTECTED HEALTH INFORMATION.....</b>	<b>46</b>
<b>SECTION 16: ADEMENTIA.....</b>	<b>47</b>
<b>SECTION 17: CODE OF ETHICS.....</b>	<b>59</b>
<b>SECTION 18: PROVISIONS.....</b>	<b>63</b>
<b>SECTION 19: HAZARD AND VULNERABILITY ASSESSMENT.....</b>	<b>64</b>
<b>SECTION 20: ADIL FLOAT POLICY.....</b>	<b>68</b>
<b>SECTION 21: EMPLOYEE HANDBOOK ACKNOWLEDGEMENT.....</b>	<b>70</b>

# SECTION 1: WELCOME AND INTRODUCTION

## 1.1. Message from the CEO

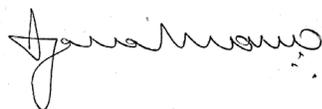
Welcome to Adil Business Systems, Inc. We are pleased you have joined our team and wish you every success here.

As an employee of Adil, the importance of your contribution cannot be overstated. You will quickly discover that at Adil, we are committed to quality and unparalleled customer satisfaction in all aspects of our business. Our goal is to provide the finest-quality services to our clients and to do so efficiently and economically. You are an important part of this process because your work directly influences our reputation. We believe that each employee contributes directly to Adil's growth and success, and hope you will take pride in being a member of our team.

Starting a new job is exciting, but at times can be overwhelming. This Employee Handbook will provide you information about the general administrative policies and procedures at Adil and also assist you in becoming familiar with some of the privileges and obligations of your employment. The policies and procedures presented within this Handbook are for information and illustrative purposes only. This Handbook does not create, express, or imply legally enforceable contractual obligations on behalf of Adil concerning any terms, conditions, or privileges of your employment. Additionally, your employment at Adil is at-will that can be terminated at any time, with or without reason or notice by either the employer or the employee.

At Adil, we value our employees, their contribution, and want them to succeed in their careers. We want you to know that you, as part of our team, are our most important and greatest asset. We could not accomplish what we do everyday without our employees. We are glad you have joined us, and hope your experience here will be challenging, enjoyable, and rewarding.

Sincerely,

A handwritten signature in black ink, appearing to read 'J. Ram Ajjarapu', with a stylized flourish at the end.

J. Ram Ajjarapu  
Chief Executive Officer

## **1.2. Company Background & Description**

Adil Business Systems, Inc. was established in 1989 with a vision to assist its clients conceptualize and realize their business initiatives. Since its inception, Adil has made a mark as one of the most reputed professional services company in the United States. Adil has been very successful in the highly competitive professional services market place by providing miscellaneous consulting based services. Over the years, Adil has earned a reputation of being an innovative and dependable partner by delivering cost effective, sustainable, and business-oriented services and solutions to our customers and partners.

## **1.3. Company Mission & Vision**

**Mission:** At Adil, it is our mission to support, manage, and improve our clients' operations with the highest level of professionalism and efficiency.

**Vision:** Our vision is to be the world's leader in providing highest quality consulting and staffing solutions services to public and private institutions all over the world.

## **1.4. Company Contact Information**

Locations: **New York (Corporate Headquarters)**  
55 Mineola Blvd, Suite 3, Mineola, NY- 11501  
Phone: 212-683-5096

**New Jersey**  
169 Ramapo Valley Rd, Ste ML104, Oakland, NJ,07436  
Phone: 267-697-1022 Ext: 402

**Rhode Island**  
873 Warwick Ave, Warwick, RI 02888  
Phone: 401-331-0755

Website: [www.adil.com](http://www.adil.com)

Email: [info@adil.com](mailto:info@adil.com)

## **1.5. Employee Handbook Terms**

**Employer:** Adil Business Systems, Inc. is the employer of all full-time, part-time, and temporary employees and may also be addressed as "Adil" or the "Company".

**Employee:** An individual employed, provided compensation, and has his or her work directed and evaluated by Adil.

**Client:** Any organization using the services of Adil. The term also includes any third party that the Company is/was soliciting to be a customer at any time during the twelve month period preceding the termination of an Employee's employment here under for any reason.

**Handbook:** The Employee Handbook, which is a compilation of personnel policies, practices, and procedures currently in effect at Adil.

## **1.6. A Word about this Handbook**

This Employee Handbook contains information about the Company and its employment policies and practices. You are expected to read this Handbook within one week of its receipt and direct any questions concerning any of the policies, procedures, your employment, or benefits to your Supervisor or Human Resources. The "Employee Handbook Acknowledgement Form" must be signed and returned to the Human Resources within one week of the receipt of this Handbook.

The provisions of this Employee Handbook are for information and illustrative purposes only. This Handbook does not constitute a contract for employment between Adil Business Systems, Inc. and its employees nor it is intended to create a contract guaranteeing that you will be employed for any specific period of time or for any specific type of work.

Employees of the Company are considered "at-will", and therefore, either the employee or the Company may terminate the employment relationship at any time with or without cause or notice. No person other than the President/CEO or by designee approved by President has authority to enter into any agreement for employment for any specified period of time and any such agreement must be in writing.

Except for the policy of at-will employment, the Company reserves the right to modify the provisions of this handbook at any time without further notice. No oral statements or representations can change the provisions of this Employee Handbook. The policies outlined in this Employee Handbook should be regarded as management guidelines only, which in a developing business will require changes from time to time at the discretion of the Company. The Company retains the right to make decisions involving employment as needed to conduct its work in a manner that is beneficial to the employees and the Company.

This Employee Handbook supersedes and replaces any and all prior Employee Handbooks and any inconsistent verbal or written policy statements. The contents of this Handbook are confidential and proprietary in nature and are not to be divulged to anyone inside or outside the Company unless they have been authorized to receive it.

As the Company operates in various states, all policies and workplace practices will be in full compliance with all applicable state laws. If you should have any questions regarding applicable state laws, you should contact the Human Resources for further details.

## **SECTION 2: LAWS AND PRACTICES**

### **2.1. Equal Employment Opportunity (EEO)**

Adil is committed to provide equal employment opportunity in all of our employment practices to all qualified applicants and employees regardless of an individual's race, religion, color, gender, age, sexual orientation, gender expression/identity, national origin, disability, military status, family status, or any other status or condition protected by applicable federal, state, or local laws, except where a bona fide occupational qualification applies. This policy extends to all aspects of the employment relationship, including, but not limited to recruitment, interviewing, hiring, job assignments, training, compensation, promotion, benefits, discipline, use of facilities, participation in Adil sponsored activities, termination, and all other terms, conditions, and privileges of employment.

Each employee has the responsibility to report unlawful discrimination, whether the source of the discrimination is a co-worker, a manager, the employee of a client, or the employee of a vendor. Further, employees have a responsibility to report unlawful discrimination whether they are the person unlawfully discriminated against or merely observe the unlawful discriminatory behavior. Supervisors who become aware of unlawful discrimination, regardless of the source, must take immediate appropriate action. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination in violation of this policy will be subject to disciplinary action, up to and including termination of employment. You may discuss equal employment opportunity related questions with the Human Resources.

### **2.2. Americans with Disabilities Act**

Adil is committed to complying with the Americans with Disabilities Act Amendments Act (ADAAA) of 2008, the Americans with Disabilities Act (ADA) of 1990, and its related Section 504 of the Rehabilitation Act of 1973, as applicable. The ADA requires employers to provide a reasonable accommodation to qualified individuals with known disabilities in all aspects of employment, unless the accommodation would cause an undue hardship to the employer.

A "qualified individual" is a person with a disability who meets the skill, education, experience, training, and other job-related requirements of position, and who, with or without a reasonable accommodation, can perform the essential functions of the position. ADA defines "disability" as a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such impairment; or being regarded as having such an impairment. "Major life activities" include but are not limited to caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working. All employees, including employees with serious or life-threatening illnesses, must maintain acceptable performance standards.

Adil makes every effort to ensure that qualified individuals with a disability are not discriminated against in any terms, conditions, or privileges of employment. An applicant or employee in need of a reasonable accommodation should provide a written notice to the Human Resources to enable the individual and the Company to work together to determine that an appropriate reasonable accommodation exists. Also, when appropriate, we may need your permission to

obtain additional information from your physician or other medical or rehabilitation professionals. An employee's medical information is confidential. Disclosure of employee medical information is restricted to limited situations where a Supervisor has a job-related reason to know it. Employees who disclose employee medical information without proper authorization will be subject to disciplinary action, up to and including discharge.

### **2.3. Immigration Law**

In compliance with the Immigration Reform and Control Act of 1986 (IRCA), Immigration Act of 1990, and the Illegal Immigration Reform and Immigrant Responsibility Act of 1996, Adil verifies the identity and employment authorization of each person hired. Adil only employs individuals who are legally authorized to work in the United States. Furthermore, Adil does not continue to employ any individual whose legal right to work in the United States has been terminated.

E-Verify is an internet-based employment verification system operated by the Department of Homeland Security (DHS) in conjunction with the Social Security Administration (SSA). Form I-9 from the system is used to verify your identity and employment eligibility. Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form 1-9 and present documentation establishing identity and employment eligibility. If you cannot verify your right to work in the United States within three days of hire, the Company is required by law to terminate your employment.

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

### **2.4. At-Will Employment**

Adil Business Systems, Inc. is an at-will employer. This means that regardless of any provision in this Employee Handbook, either you or the Company 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. Any employment relationship other than at-will must be set out in writing and signed by the President of the Company. Except for an employment contract, any document or statement, written or oral, prior, current, or future that conflicts with the employment at-will policy is void.

### **2.5. Harassment and Discrimination Policy**

Adil is proud of its work environment in which all employees are treated with respect, dignity, and courtesy. Adil does not and will not tolerate any type of discrimination or harassment of our employees, applicants for employment, or our customers. At Adil, all employees have the right to work in an environment free from any type of illegal discrimination or harassment, including racial and sexual harassment. The Company will not allow any form of harassment in the work environment, on its worksites, in its vehicles, in or near its facilities, or at company-sponsored events. Adil also strives to protect employees, to the extent possible, from reported harassment by non-employees in the workplace, including customers, clients, and suppliers.

The term harassment includes, but is not limited to, slurs, jokes, and other verbal or physical conduct relating to a person's race, religion, color, gender (including pregnancy), age, sexual orientation, gender expression/identity, national origin, disability, military status, family status, or any other status or condition protected by applicable federal, state, or local laws that unreasonably interferes with a person's work performance or creates an intimidating, hostile work environment.

Sexual harassment is defined as unwelcome or unwanted sexual advances, requests for sexual favors, and other verbal, non-verbal, or physical conduct of a sexual nature when (1) submission to or rejection of this conduct by an individual is used explicitly or implicitly as a factor in decisions affecting hiring, evaluation, promotion, or other aspects of employment; or (2) this conduct substantially interferes with an individual's employment or creates an intimidating, hostile, or offensive work environment. Examples of sexual harassment include, but are not limited to, unwanted sexual advances; demands for sexual favors in exchange for favorable treatment or continued employment; repeated sexual jokes, flirtations, advances, or propositions; verbal abuse of a sexual nature; graphic commentary about an individual's body, sexual prowess, or sexual deficiencies; leering; whistling; touching; pinching; assault; coerced sexual acts; suggestive insulting; obscene comments, gesture, text messages, voice messages, and emails; and display in the work place of sexually suggestive objects or pictures. The Company will not allow any form of sexual harassment in the work environment, on its worksites, in its vehicles, in or near its facilities, or at company-sponsored events.

Racial harassment is defined as all inappropriate conduct and activity taken against an individual because of his or her race and/or national origin. Examples of racial harassment include, but are not limited to, racial comments, racial jokes or emails, treatment of an individual differently because of his or her race, and all other activities defined by Title VII of the U.S. Civil Rights Acts of 1964.

Employees should be aware that the use of e-mail, voice mail, or other electronic messaging systems, or the Internet, might give rise to liability for harassment. Employees may not generate, should not receive, and must not forward, any message or graphic that might be taken as offensive based on sex, gender, or other protected characteristic. Employees receiving offensive messages or graphics over the Company's computer equipment should report those messages to the Human Resources. Employees are reminded that Adil's computers and the data generated on, stored in, or transmitted to or from the Company's computers remain the property of Adil for all purposes. Adil retains the right to monitor its computers, computer systems, and networks to ensure compliance with this requirement.

If you believe that you have been subjected to unlawful harassment of any kind, you are responsible for reporting the harassment immediately to your Supervisor or the Human Resources. Every report of harassment will be investigated promptly and impartially, with every effort to maintain employee confidentiality. All employees are expected to cooperate fully with any ongoing investigation regarding a harassment incident. Employees who believe they have been unjustly charged with harassment can defend themselves verbally or in writing at any stage of the investigation. If the Company finds that its policy has been violated, it will take appropriate corrective and remedial action, up to and including termination of employment. If an employee makes a report to any of the members of management and the Supervisor either does not respond or does not respond in a manner the employee deems satisfactory or consistent with this policy, the employee is required to report the situation to one of the other members of management designated in this policy to receive complaints.

Any employee who makes a good faith complaint, or who cooperates in the investigation of any complaint, will not be retaliated against or discharged because of the complaint. Anyone who engages in such retaliatory behavior will be subject to disciplinary action, up to and including termination. The Company will investigate all such reports as confidentially as possible. Adverse action will not be taken against an employee because he or she, in good faith, reports or participates in the investigation of a violation of this policy.

Adil is committed to enforcing its policy at all levels within the Company, and any employee who engages in prohibited discrimination or harassment will be subject to discipline, up to and including termination of employment. If you should have any questions regarding this policy, you should contact the Human Resources.

## **2.6. General Safety and OSHA**

Safety is a priority at Adil and we strive to provide a clean, hazard-free, and safe environment in accordance with the Occupational Safety and Health Act (OSHA) of 1970. As an employee, you are expected to take part in maintaining this environment. You should observe all posted safety rules; adhere to all safety instructions provided by your Supervisor, and use safety equipment when required. It is your responsibility to learn the location of all safety and emergency equipment, as well as the safety and/or emergency phone numbers. If your job site does not have the Material Safety Data Sheets (MSDS) for all of the chemicals you are required to work with, or if you do not understand your MSDS's, you should notify your Supervisor or Human Resources immediately.

OSHA also requires us to keep records of all the illnesses and accidents that occur on the job and provides for your right to know about any health hazards that might be present on the job.

Worker's Compensation Insurance pursuant to the laws of the state(s) in which we operate covers all work related accidents. The State Workers' Compensation Act requires that you report any illness or injury caused by the workplace. Employees are encouraged to report all workplace accidents, injuries, potential safety hazards, safety suggestions, and health and safety related issues immediately to the Supervisor. You may seek help from outside emergency response agencies as well, if required. You must complete an Employee's Claim for Worker's Compensation Benefits Form if you have an injury irrespective of requirement of medical attention. You can obtain the required forms from the Human Resources.

## **SECTION 3: COMPANY POLICIES AND PROCEDURES**

### **3.1. Code of Ethics**

Ethics is a core value at Adil. That means qualities such as integrity, individual responsibility, and accountability matter every bit as much as bottom-line results. Doing right and doing well are inseparable. Adil expects the highest standards of ethical conduct and fair dealing from each employee, officer, director, volunteer, and all others associated with the Company. Our reputation is a valuable asset, and we must continually earn the trust, confidence and respect of our suppliers, members, customers, and community. All our activities are to be conducted in compliance and spirit of all laws and regulations. You are charged with the responsibility of understanding the applicable laws, recognizing potential dangers and knowing when to seek legal advice.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed with the Supervisor or the Human Resources. Compliance with this policy is the responsibility of all employees. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including termination of employment.

### **3.2. Conflict of Interests**

All Adil employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. Therefore, employees must never use their positions with the Company, 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, companies or business entities. Employees of the Company shall conduct their personal affairs such that their duties and responsibilities to the Company are not jeopardized and/or legal questions do not arise with respect to their association or work with the Company.

### **3.3. Non-Compete/ Non-Solicitation Policy**

Adil prohibits and condones current and former employees from engaging in direct or indirect competition with the company. Competition is defined as soliciting or accepting employment by, or rendering professional services to, any person or organization that is or was a client of Adil during the term of the employee's work with Adil and for a period of twelve months from the date that the employee was last employed by the Company.

### **3.4. Outside Employment**

Because of Adil's obligations to its clients, the company must be aware of any concurrent employment that you may have to determine whether or not it presents a potential conflict of interest. Serving on any public or government board or commission qualifies as employment for purposes of this policy, regardless of whether such service is compensated. Before pursuing employment outside of Adil, employees are required to provide details of the involvement with the other employer and obtain a written approval from the Human Resources. Failing to obtain approval as described may cause for a disciplinary action, up to and including termination.

Employees, who are on any leave of absence, including Family and Medical Leave Act (FMLA) leave or Workers' Compensation leave, are prohibited from pursuing employment during their absence.

### **3.5. Relationship With Competitors**

In order to compete effectively and fairly in the marketplace with our many competitors, Adil Business Systems Inc. must remain alert to changes in services and products offered to the public by our competitors. Employees may not, however, seek to gain this information improperly. For example, it is prohibited to hire an employee of a competitor to gain access to that competitor's trade secrets or proprietary information. Similarly, an employee or former employee is prohibited from providing such confidential information to our competitors.

Both federal and state laws prohibit conspiracies or agreements that unreasonably restrain trade. Formal or informal understandings or agreements between competitors concerning the pricing of services or limitations on the output of services are unlawful and may not be discussed by an employee with any competitor.

### **3.6. Code of Professional Conduct**

Adil expects its employees to adhere to a standard of professional conduct and integrity. This ensures that the work environment is safe, comfortable, and productive. General cooperation between coworkers and supervisors is expected. In addition to complying with Company policies and job specific requirements, you are also expected to obey the rules and regulations of Adil Business Systems, Inc. job and client sites.

It is not possible to list all the forms of behavior or conduct that are considered to be unacceptable in the workplace. In most instances, your own good judgment will tell you what is the right thing to do. Below are some examples of conduct that are not acceptable and may result in disciplinary action, up to and including termination of employment:

- Violations of any of the Company laws and practices
- Dishonesty, including, but not limited to: willful falsification of any pay, time, employment record
- Soliciting or accepting gifts (money, services or merchandise) in connection with Company business.
- Theft or inappropriate and unauthorized possession of Company property
- Violating any of the Company's rules regarding drugs and alcohol and/or fitness-for-duty
- Deliberate damage to or destruction of property belonging to the Company or any of its stakeholders
- Insubordination, which is defined as refusal to obey a supervisor's instructions or willful disobedience when directed to perform work
- Unethical or illegal conduct in the course of your employment
- Reckless disregard for or willful violation of any safety or security rules
- Participation in a fight or other physical altercation on Company premises and work sites
- Gross neglect of duties or job responsibilities
- Excessive tardiness, absenteeism, or unacceptable patterns of absenteeism
- Unauthorized absence from work
- Gambling or loan-sharking while on Company premises

### **3.7. Confidentiality**

During your employment at Adil, you may have access to confidential and/or proprietary information and knowledge about our business policies, clients, other employees, procedures, and methods. The protection of confidential business information and trade secrets are vital to the interests and the success the Company. Information that pertains to Adil's business, including all non-public information concerning the Company, its vendors and suppliers, is strictly confidential. Such confidential information includes, but is not limited to, the following:

- The business operations of Company, including any elements of its strategic plan (whether or not formally documented), unique creative marketing procedures, confidential reports, and technologies that directly relate to profitability and business.
- The internal structure of Company including, without limitation, the size of Company or number of personnel
- Employee information and compensation data
- Information related to our customers, suppliers, contractors, and subcontractors including without limitation names, addresses, contracts, terms, volume, etc.
- Pricing, credit, and financial information
- Information including without limitation, trade secrets, technical data, sales figures and forecasts, marketing analyses, and studies, and any pending projects and proposals

All papers and records of every kind, including all memoranda, lists, tapes, notes, designs, plans, data, and other documents, whether made by employee or not, relating to the business and affairs of Company or to any business or field of investigation of Company which shall at any time come into possession or control of employee, shall be the sole and exclusive property of the Company and shall be surrendered to the Company at any time upon request but no later than upon cessation of employee's employment, along with any copies of any such documents.

You must protect confidential information that may include, but not limited to, trade secrets, client lists and company financial information by taking the precautionary measures including but not limited to:

- Discuss work matters only with other Adil employees who have a specific business reason to know or have access to such information
- Do not discuss work matters in public places
- Monitor and supervise visitors to Adil to ensure that they do not have access to confidential information
- Destroy hard copies of documents containing confidential information that are not otherwise to be retained, filed or archived
- Secure confidential information in desk drawers and cabinets at the end of every business day

Cooperation is particularly important due to our obligation to protect the security of our clients' and our own confidential information. If at any time you are uncertain as to whether you can properly divulge information or answer questions, please consult the Human Resources.

Violation of this policy during your employment may result in disciplinary action, up to and including possible termination. In addition to any other rights and remedies available to the Company, it may be entitled to an injunction to be issued by any court of competent jurisdiction restraining an employee from committing any further violation of such covenants. By accepting employment, Adil employees consent to the issuance of such an injunction without need of a bond or showing of actual damages.

### **3.8. Employee Relations Philosophy**

Adil Business Systems Inc. seeks to foster and maintain a productive and healthy working environment. This can only be accomplished through the cooperation of our employees. Employees are expected to treat each other with mutual respect. Adil is also committed to provide the best possible climate for maximum development and goal achievement for all employees. Our practice is to treat each employee as an individual. We seek to develop a spirit of teamwork with individuals working together to attain a common goal.

To maintain an atmosphere where these goals can be accomplished, we provide a comfortable and progressive workplace. Most importantly, we have a workplace where communication is open, and problems can be discussed and resolved in a mutually respectful atmosphere. We firmly believe that with direct communication, we can continue to resolve any difficulties that may arise and develop a mutually rewarding relationship.

### **3.9. Communications and Open Door Policy**

In the Scenario when Adil needs to contact you, it may do so directly or by enabling voice, text, or e-mail messages. Adil may also use an automated communication system to relay work-related information such as job opportunities, reminders, and other informational messages.

Adil has an "open door" policy and is here to support both our customers and our employees. We value each employee and strive to provide a positive work experience. Employees are encouraged to bring any workplace concerns or problems they might have or know about to the Supervisor or the Human Resources. The bottom line is, we can't respond to problems if we do not know they exist. You are also encouraged to offer ideas and/or constructive criticism to your supervisors or the Human Resources. We also encourage you to take part in project teams or problem-solving teams and cost reduction projects. Your participation in continuous improvement is essential to the success of the Company.

### **3.10. Certification and Licensing**

The Human Resources will inform you if there is any licensing, certification or testing requirements for your job. It is the responsibility of the employee to ensure that licenses and certifications are active and current all time. If an employee's license or certification becomes invalid, the employee must notify his/her immediate supervisor and the Human Resources. Having a lapsed license or certification may be grounds for disciplinary action, up to and including termination of employment. The Company is not entitled to pay an Employee for any license or certification renewal.

### **3.11. Provisional/ Introductory Period**

All new employees are subject to an introductory period at the beginning of their employment. The introductory period is intended to give you the opportunity to demonstrate your ability to achieve a satisfactory level of performance and to determine whether the new position meets your expectations. In the event that the job performance is evaluated as being unsatisfactory, you may be terminated without prejudice at any time for any reason during the provisional period. During said provisional period, you may or may not be eligible for some of the benefits offered by the Company to regular employees. In most cases, this introductory period will last

for ninety days from the date of hire. Throughout this time, your performance will be monitored, and you will receive periodic feedback regarding your performance. At the end of your introductory period, a decision will be made, at Adil's discretion, about granting you a regular employee status, extending your introductory period, or terminating the employment relationship.

Generally, any requests for paid time off will not be granted during the introductory period. At the Company's discretion, paid or unpaid time may be granted provided that the time was discussed and approved prior to start of your employment. If an extended leave of absence was granted, the length of the absence will automatically extend the introductory period. Your successful completion of this evaluation period does not result in any change in the employment at-will relationship as described in this Handbook.

### **3.12. Work Schedules and Time Cards**

Work schedules for employees vary throughout the Company based on specific contracts assigned or job responsibilities. Your Supervisor and/or the Human Resources will advise you of your work schedule. A regular workweek for full-time regular employees normally consists of at least 40 hours of work scheduled over 5 workdays, Monday through Friday. When possible, you will be advised of future assignments in advance, so you will have ample time to prepare for the assignment. Once you have begun an assignment you will report directly to your Supervisor for all matters relating to its completion.

Your Supervisor may require that you keep track of your days at work, and your vacation time and other time off on a time sheet. A new time card or time sheet should be used for each time period. Time sheets must be completed accurately. Your signature on your time sheet is required to certify its accuracy as a record of the time actually worked. Falsification of time sheet can lead to disciplinary action, up to and including termination. Furthermore, the falsification of a time sheet is a fraudulent act for which an employee may be prosecuted.

### **3.13. Breaks and Meal Periods**

The Company offers all employees the opportunity to take rest periods and meal periods during the course of a workday and in accordance with all state laws. All breaks and meal periods must be scheduled in advance and approved by the Supervisor or the Human Resources.

### **3.14. Attendance, Punctuality, and Reporting Absences**

The Company believes that a good record of attendance and punctuality is an essential component of good work performance. It is important for you to report to work on time as scheduled and to avoid unnecessary absences. We recognize that illness or other circumstances beyond your control may cause you to be absent from work from time to time. However, excessive absenteeism or frequent tardiness puts an unnecessary strain on your co-workers and can have a negative impact on the image and success of the Company. If, for any reason, you are unable to report for work on time, or are unable to remain at work until the end of your normal workday, you must notify your Supervisor directly before your regular starting time. All time off, must be requested in advance and should be submitted in writing as outlined in the appropriate categories, except for sick leave. Excessive absences may result in disciplinary action, up to and including termination.

### **3.15. Inclement Weather/ Emergencies**

The Company will make every effort to notify employees in advance when it is not necessary to report to work. These circumstances may include inclement weather, fire, flood, power outage, lack of work, etc. When the decision is made to close, open late or close early, employees will receive official notification directly from their Supervisor. For employees that are assigned to a contract, specific job site procedures for inclement weather or emergencies will be followed.

Generally, on days when there is a delayed opening or business hours are shortened due to severe inclement weather or emergency, employees who are present at work on that day will receive pay in accordance with applicable state and federal wage and hour laws. However, if, due to inclement weather or emergency, you fail to report for work on a day when the Company is open, or you request to leave early when the Company remains open, you must receive approval from your Supervisor. Additional information regarding the Inclement Weather and Emergencies Policy can be obtained from the Human Resources.

### **3.16. Personnel Records**

It is important that the personnel records of the Company be accurate at all times. In order to avoid problems with your benefit eligibility, tax liability, or our ability to communicate with you regarding shift changes and the like, Adil requires that you will promptly notify the Human Resources of any change in your name, home address, telephone number, number of dependents, or any other information pertinent to your employment with the Company. All new employees must complete and return the "Employee Information Form" to the Human Resources with seven days of receipt of this Handbook.

In response to valid requests to verify employment, for business references, or for credit purposes, the company will release employment status, i.e., active or terminated, job title, and dates of employment. Additional information regarding employment will be released upon written authorization from the employee. Additional information may also be released pursuant to subpoena or other legal obligation.

Upon request, you may inspect your own personnel file and in accordance with applicable state laws. Inspections will be held on corporate premises in the presence of a corporate official. Contact the Human resources to arrange a time to view these records.

### **3.17. Expense Policy**

It is the policy of the Company to reimburse staff for reasonable and necessary expenses incurred on behalf of the Company. Under no circumstances shall expenses for personal items be charged to or temporarily funded by the Company. To claim a reimbursement, please sign your reimbursement form and forward it to your Supervisor for review. Once approved, your Supervisor will submit it to the Finance Department for the payment. Please attach all bills or vouchers as proofs. Do not submit your reimbursements and your vouchers separately. Ensure to categorize the expenses in the proper account heads with descriptions. Reimbursements will be dispersed on an average of three weeks after the submitted expenses are verified and submitted for processing. The Company will also reject any expenses rejected by the client. For reimbursement of travel related expenses, refer to Section 8: Travel and Business Expenses.

### **3.18. Zero Tolerance or Workplace Violence Prevention Policy**

Adil has a zero-tolerance policy concerning threats, intimidation, and violence of any kind in the workplace either committed by or directed to our employees. Employees are not permitted to bring weapons of any kind into the company premises or to company events. Any employee who is suspected of possessing a weapon will be subject to a search at the Company's discretion. Such searches may include, but not be limited to, the employee's personal belongings, desk and workspace.

If you receive or overhear any threatening communications from an employee or outside third party or witness an employee or outside third party with a weapon of any kind, report it to the Supervisor immediately. Do not engage in either physical or verbal confrontation with a potentially violent individual. If you encounter an individual who is threatening immediate harm to an employee or visitor to our premises, contact an emergency agency (such as 911) immediately. All reports of work-related threats will be kept confidential to the extent possible, investigated, and documented. Employees are expected to report and participate in an investigation of any suspected or actual cases of workplace violence and will not be subjected to disciplinary consequences for such reports or cooperation. Violations of this policy, including your failure to report or fully cooperate in investigation, may result in disciplinary action, up to and including termination.

### **3.19. Dress Code and Public Image**

As an employee of Adil, we expect you to present a clean, safe, and professional appearance when you represent us, whether you are in or outside of the office. Your attire should be consistent with the type of work you are performing, as well as being appropriate for the position you hold, and the image that the Company seeks to project. Clothing must be tailored, neat, and clean. Good personal grooming and hygiene are also essential and should contribute to a professional appearance. If you have further questions about your expected attire, please discuss with your Supervisor. As always, please use common sense in your choice of business attire. Any employee who violates the dress code policy or arrives at work without appropriate work attire will be subject to disciplinary action, up to and including termination.

### **3.20. Safety in the Workplace**

Each employee is expected to follow safety precautions and practice safety awareness by thinking defensively, anticipating unsafe situations, and reporting unsafe conditions immediately. If you are injured or become sick at work, no matter how slightly, you must inform the Human Resources immediately. You are to familiarize yourself with the locations, contents, and use of first aid and firefighting equipment. If your job duties require safety equipment that has not been provided, contact your jobsite supervisor or Human Resources before performing the job for which you need the safety equipment.

You are expected to observe all applicable safety requirements, to make sure that you have all available safety equipment, to use the safety equipment provided, to practice safety at all times, and to report immediately any unsafe or hazardous conditions to your Supervisor. It is a job requirement that you help detect and eliminate unsafe conditions or acts at all times. A violation of a safety precaution is in itself an unsafe act and may lead to disciplinary action, up to and including termination.

### **3.21. Smoking Policy**

Our goal is to provide a healthy and pleasant work environment for all employees. The Company prohibits any form of tobacco use on the Company office premises, except in designated outdoor areas. Employees should limit their smoking breaks so as not to compromise productivity. Smoke breaks are considered a "rest period" and are to be taken according to Company policy. Employees working at client site must comply with the smoking policies and any state or local regulations at the client location. Employees must direct questions on client-specific smoking policies or regulations to the Human Resources. Any violations of the Company's smoking policy will be subject to disciplinary actions up to and including termination of employment.

### **3.22. Information Security Policy**

Adil is committed to safeguard the integrity and confidentiality of our information and security systems, as well as those entrusted to us by our client and suppliers. "Information" is any form of data created, stored, or transmitted electronically or on paper format. "Information systems" are assets, such as computer hardware, computer files and records, software, magnetic media, and internal/external communication systems.

As a condition of employment, employees are expected to safeguard these systems from unauthorized use, disclosure, modification, destruction, or loss. Employees may use our Systems to communicate internally with co-workers or externally with clients, suppliers, vendors, advisors, and other business acquaintances for business purposes. Access to the Internet is given principally for work-related activities or approved educational/training activities. All information that is created, stored, or transmitted on the Company or its clients' systems is the property of Adil or its clients.

The employee responsibilities and obligations regarding Information Security include but are not limited to the following:

- Do not access, download, or distribute material that is illegal, or which others may find offensive or objectionable, such as material that is pornographic, discriminatory, harassing, or an incitement to violence.
- Use workplace information systems for business purposes only, and not for inappropriate purposes such as illegal activity, gambling, posting on social media, soliciting or engaging in unauthorized commercial activities.
- Do not duplicate, delete, or disclose the Company's, or its clients' proprietary or confidential information or remove information or information systems without proper authorization.
- Keep your passwords confidential and do not share them with others. You will be held accountable for all actions performed with your username and password.
- Do not use software that would provide unauthorized access to the workplace computers or would disrupt the equipment in any way.
- Do not expect privacy when using the Company's or its clients' information systems. All electronic files and e-mail sent, received, or stored in Adil or its clients' information systems are the property of Adil or its client, and as such, subject to monitoring.
- The Company reserves the right to monitor, audit, and terminate employees' access to information and information systems at any time without notice.

- Except as authorized by your Supervisor in the course of your work duties, do not access the computer(s), email account(s), or files of any other Company employee.
- Respect and comply with copyright, trademark, and similar laws, and use such protected information in compliance with applicable legal standards.
- Report suspected violations of the Information Security Policy to the Company or its client's HR Department.

Employees violating any terms of this policy may be subject to disciplinary action up to, and including, termination of employment and/or pursuit of criminal prosecution or civil remedies. If you have questions about the acceptable use of our Systems or the content of electronic communications, contact the Human Resources for advance clarification.

### **3.23. Drug and Alcohol Free Workplace**

Adil takes seriously the problem of drug and alcohol abuse and is committed to providing a work place free of such substances. It is a condition of your employment and continued employment with Adil that you comply with the drug and alcohol free work place policy.

Employees are prohibited from unlawfully consuming, distributing, possessing, selling, or using controlled substances on any property or vehicle owned by the Company. In addition, employees may not be under the influence of any controlled substance, such as drugs or alcohol, while at work, on company premises or engaged in company business. Prescription drugs or over-the-counter medications, taken as prescribed, are an exception to this policy. In cases where the use of alcohol or drugs poses a threat to the safety of other people or property, you must report the violation. Employees who violate this policy will be subject to disciplinary action, up to and including termination.

In accordance with the Drug-Free Workplace Act of 1988, employees must notify the Supervisor and the Human Resources of any criminal drug statute conviction for a violation occurring within the workplace within five days of such conviction.

Consistent with its fair employment policy, the Company maintains a policy of non-discrimination and reasonable accommodation with respect to recovering addicts and alcoholics, and those having a medical history reflecting treatment for substance abuse conditions. We encourage employees to seek assistance before their drug and alcohol use renders them unable to perform their essential job functions or jeopardizes the health and safety of themselves, or others. The Company will attempt to assist its employees through referrals to rehabilitation, appropriate leaves of absence and other measures, consistent with the Company's policies and applicable federal, state or local laws.

As part of the Company's policy to ensure a drug and alcohol free workplace, within the limits of applicable federal and state laws, the Company reserves the right, in its sole discretion, to test for drugs and alcohol. Some such situations may include, but not be limited, to the following:

- In conjunction with an offer of employment with the Company
- Where there are reasonable grounds for believing an employee is under the influence of alcohol or drugs
- As part of an investigation of any accident in the workplace in which there are reasonable grounds to suspect alcohol and/or drugs contributed to the accident
- On a random basis, where allowed by statute

- As a follow-up to a rehabilitation program, where allowed by statute
- As necessary for the safety of employees, customers, or the general public where allowed by statute.

Any employee who, as a result of drug testing and screening, is found to have detectable levels or identifiable trace quantities of alcohol or a prohibited drug in his or her system, without an explanation satisfactory to the Company, will be considered in violation of this policy, will be removed from Company property or jobsite, and will be subject to disciplinary action which includes participation in a rehabilitation program or termination of employment. If employment is continued, such employees may be required to submit to random drug screens and/or to participate in and successfully complete a substance abuse program.

The Company further reserves the right to take any and all appropriate and lawful actions necessary to enforce this drug and alcohol free workplace policy including, but not limited to, the inspection of Company issued lockers, desks or other suspected areas of concealment, as well as an employee's personal property when the Company has reasonable suspicion to believe that the employee has violated this drug and alcohol policy.

Additional information regarding the Company's Drug and Alcohol policy can be obtained from the Human Resources.

### **3.24. General Policies**

1. **Workspace:** A clean, orderly workspace provides an environment conducive to working efficiently. Employees should keep in mind that their workspace is part of a professional environment that portrays the Company's overall dedication to providing quality service to its clients. Therefore, your workspace should be clean, organized and free of items that are not required to perform your job.

2. **Personal Property:** The Company is not responsible for loss or damage to personal property. Valuable personal items, such as purses and all other valuables should not be left in areas where theft might occur.

3. **Reference Checks:** Our Company will not honor any oral requests for references. All requests must be in writing. Generally, we will only confirm our employees' dates of employment, salary history and job title. Under no circumstances should an employee provide another individual with information regarding current or former employees of our Company. If you receive a request for reference information, please forward it to the Human Resources.

4. **Distribution of Material:** To avoid unnecessary annoyances and work interruptions, solicitation by an employee of another employee is prohibited while either person is on working time. Employee distribution of literature, including handbills, in work areas during the work hours of any employee involved is prohibited. Trespassing, soliciting or distribution of literature by non-employees on these premises is prohibited at all times.

5. **Visitors:** To provide for the safety and security of employees and the facilities of Adil, only authorized visitors are allowed in the workplace. If you notice the presence of any unauthorized individual(s) on Company premises, you should notify your Supervisor immediately.

**6. Recording Devices in the Workplace:** Employees are prohibited from having any form of recording or photography device in the workplace and from recording or photographing fellow employees in the workplace or during working time. Violations of this policy may result in a disciplinary action including the possibility of discharge, immediate removal of the recording device and/or the employee from the workplace, and retention of the recording device for inspection by the Company and/or legal authorities. Limited exceptions will apply when the employee in possession of the recording device has been provided advance written authorization to use the recording device by an authorized member of corporate management and the recording device is being used in an authorized manner to further corporate business.

**7. Social Media:** We encourage you to use good judgment when communicating via social media. While posting on social media, make it clear that the views expressed are yours alone. Do not purport to represent the views of the Company in any fashion. Do not disclose confidential or proprietary information regarding the Company or your coworkers that could subject the Company to legal liability. If the Company is subjected to government investigation or financial liability based on your disclosures, the Company may seek to hold you personally responsible.

**8. Office Equipment:** You will be provided with the necessary equipment to do your job. Certain equipment is assigned to employees depending on the needs of the job, such as a calculator, personal computer, printer, and access to central computers and servers. This equipment is the property of the Company and cannot be removed from the office without prior authorization. You are expected to treat this equipment with care and report any malfunctions immediately to staff members equipped to diagnose the problem and take corrective action. Any items or packages taken out of the work place are subject to inspection at any time. Likewise, any personal locker or storage space provided to you in the office is also subject to inspection at any time. Use of radios, audio headsets, and televisions, Company owned or otherwise, is at the discretion of the Manager, and – if allowed – must be used in a manner that does not interfere with the safety of the work place or with the ability of others to perform their work.

**9. Phone System and Cellphones:** Company telephone system is principally for work-related activities only. However, incidental and occasional personal use is permitted. This privilege should not be abused and must not affect the employee's performance of employment-related activities. Personal use of the office phone system to make local calls should be kept to a minimum and personal toll calls should not be made using the system. Personal cellular telephones must be turned off or set to a silent alert during working hours while on corporate premises. You should use common sense and your best judgment when making or receiving personal cellular phone calls at work. To the extent possible, employees should make personal cell phone calls during their breaks or lunch times. The use of cameras on cell phones during work hours is prohibited to protect the privacy of the Company as well as of fellow employees. However, this restriction will not apply to any recordings made in the exercise of any rights granted to an employee by federal law.

**10. Miscellaneous Items:** Use of Company vehicles, workplace stationery, office supplies, or postage for personal use is strictly prohibited.

Violations of the general policies may result in disciplinary action up to and including termination.

**11. Returning to Work:** The onboarding paperwork would need to be re-initiated if the employee has not worked for more than 6 months and the sick time will become null. The employee health paperwork would need to be cleared to start their 1st day of work to complete the orientation.

## SECTION 4: EMPLOYEES WORKING AT THE CLIENT SITE

### 4.1. Employment

Adil's goal is to help you find the right opportunity to suit your employment needs. Your contract assignment will vary in duration and allow you to work within your interest levels. Your role is temporary in nature and the duration of any assignment is based on the business need and may change with or without notice. On being hired and placed with one of our many clients, you will have the opportunity to build your skills and gain valuable work experience.

### 4.2. What is Expected of You

When you accept an assignment, you represent Adil's ever-growing team of professionals. It is important to note that Adil is your employer and not the client you are assigned to. Please discuss all your employment related issues with Adil, and not with your designated client. Failure to adhere to this guideline could result in a disciplinary action.

The Human Resources will provide you with any and all the details required prior to your first day of work at the client location. They will also let you know the proper attire and expected shift timings for your project. If the client makes any changes in your responsibilities, please contact the Human Resources immediately.

Adil expects the best from all its employees. This means demonstrating the following characteristics:

- **Responsibility** - On acceptance of any assignment, we expect you to completely fulfill your responsibilities. Please contact Human Resources immediately if you are unable to cope with the responsibilities assigned. You are solely accountable for any personal belongings taken to the workplace.
- **Reliability** – You are expected to honor your commitment to be at work on time every day, and to finish the tasks assigned to you.
- **Efficacy** – Always ensure to verify the accuracy of your work. Offer to perform additional tasks when appropriate, and inform the client of the status of your work on a regular basis.
- **Professionalism** - Keep your work area clean and organized. Do not use the client's equipment and supplies for your private use, and do not take any items that belong to the client (e.g. notes, calculators, office supplies). Also, the solicitation of employees and the general distribution of literature, products, or services are not permitted.
- **Conscientious Communication**- Keep personal phone calls to a minimum. Desist from exchanging personal e-mail and instant/text messages at work.
- **Timeliness** - Record all actual hours worked for each day worked.
- **Discretion**- Safeguard the proprietary or confidential information of any client and protect the confidential information and materials by maintaining and storing them appropriately.

### **4.3. When to Contact Adil**

You are expected to maintain clear communication and inform the Company when any of the following situations occur:

- You are expected to be late or have an emergency that prevents you from reporting to work on time. Notify your direct supervisor at the client site as well as the Human Resources at Adil if such a situation arises.
- You are unable to complete an assignment within the stipulated timeframe. In this situation, you are required to contact Human Resources and not the client. We will inform them and make the appropriate arrangements.
- You are not satisfied with your work assignment. Do not speak with the client directly. Instead, you are required to contact Human Resources to discuss possible solutions.
- Your work duties are different or have changed from those originally described by the Company.
- The client asks you to work overtime.
- Your availability changes or you have commitments that will keep you from being available.
- You plan to take time off for a vacation or holiday.
- You have moved or your contact information has changed (e.g. Payroll Address, E-Mail Address, Phone Number).
- You feel you are being harassed at work by a supervisor or co-worker.
- You are injured at work or the work environment seems unsafe.
- You are charged with, or found guilty of, any criminal offense (where applicable by state law).
- Your assignment has ended, and/or the client wants you to return at a later date.
- The client offers to hire you directly.
- You are instructed or prevented from recording and reporting all actual hours worked, at any point in your assignment. If this occurs, you are required to immediately notify the Human Resources.

## SECTION 5: YOUR PAY AND PROGRESS

### 5.1. Employment Classifications

An employee is notified at the time of hire, of his or her specific status and compensation category. As per the guidelines established by the Fair Labor Standards Act (FLSA), all employees are designated as Exempt or Non-Exempt.

- **Exempt:** An employee who is paid on a salary basis and meets the qualifications for exemption from the overtime requirements of the FLSA. All Executive, Administrative, Professional, Computer-Related, Outside Sales, and Highly Compensated positions are classified as exempt by definition.
- **Non-Exempt:** An employee who is paid an hourly rate and does not meet the qualifications from the overtime requirements of the FLSA. An accurate record of hours worked must be maintained for all non-exempt employees. Adil will compensate non-exempt employees in accordance with the applicable federal and state law and regulations.

Additionally, the following groupings are used at Adil to describe the compensation category and benefits eligibility of its employees.

- **Regular Full-Time:** An employee who is regularly scheduled to work at least 40 or more hours per week and has successfully completed the introductory period. Regular full-time employees may be either non-exempt (hourly) or exempt (salaried) employees. A Full-time employee is generally eligible for all the Company provided benefits in accordance with the eligibility requirements.
- **Regular Part-Time:** An employee who is scheduled to work 10 or more hours but less than 40 hours per week and has successfully completed the introductory period. A regular part time employee may receive certain benefits provided to full time employees.
- **Temporary Employee:** An employee who is hired on an as needed basis for a specific project or a specific period of time and whose employment will terminate no later than completion of that project or period. A temporary employee is paid only for the hours worked. A temporary employee is not eligible to receive any Company paid benefits, except as required by law.
- **Provisional Employee:** An employee who is yet to complete the 90-day introductory/provisional period after first being hired.
- **Hourly W2 Employee:** An employee who is paid by the hour, and has payroll taxes automatically deducted from the paycheck by the employer.
- **Independent Contractor:** An employee who provides services to the Company under terms agreed upon by both parties and does not have payroll taxes deducted by the employer.

### 5.2. Payroll Practices & Paycheck Deductions

Adil is committed to paying employees on time, accurately, and in compliance with all state and federal laws, including, when applicable, the overtime pay requirements and salary pay requirements of the Fair Labor Standards Act (FLSA). Employees exempt from overtime will be notified.

The Company is required by law to make certain deductions from your paycheck each pay period. Such deductions typically include federal, state, city taxes, Social Security (FICA) taxes, and other legally required deductions (e.g., garnishments and tax levies) that have been served to Adil. Depending on the state in which you are employed and the benefits you choose, there may be additional deductions. All deductions and the amount of the deductions are listed on your pay stub. These deductions are totaled each year for you on your Form W-2, Wage and Tax Statement. If questions or concerns about any pay deductions arise, employees may discuss and resolve them with the Human Resources.

### **5.3. Direct Deposit**

Direct deposit or electronic pay is the fastest, safest, and most reliable way to be paid where salary is deposited directly into your bank account. While being paid electronically, you do not have to worry about lost or stolen paychecks, getting to the bank on time, or paying expensive check cashing fees. If your time is submitted timely and accurately, your pay will be always available on the payday. Direct deposit is required for all employees. The Human Resources will give you the authorization form for direct deposit along with the payroll calendar. The payroll department will provide you with directions to set up an account with ADP who is our payroll service provider. With ADP, your paystub is posted electronically to a secure Internet site rather than mailed to your home. Enrollment into ADP is mandatory.

### **5.4. Recording Your Time**

All non-exempt employees must record their hours on time sheets and submit them to the Supervisor on a weekly basis. All timesheets must be submitted no later than 12:00 PM on Monday following the end of the pay period. Late submittals of timesheets may affect payroll and cause accounting issues for the Company.

Accurately recording all your time is required in order to ensure that you are paid for all hours worked. You are responsible for maintaining your own time records. Do not allow another employee to complete the time record on your behalf, and do not sign on a time record for any other employee. You are expected to follow the established procedures in keeping an accurate record of your hours worked. Time must be recorded as follows:

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

Exempt employees may be required to accurately record their time worked in accordance with federal and state wage and hour law. Altering, falsifying, tampering with time records or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment. If corrections or modifications are made to the time record, the Supervisor must verify the accuracy of the changes and provide his/her signature for approval.

### **5.5. On Call**

It may be necessary for individuals in certain positions assigned to specific contracts to be available by telephone after hours during the week or on the weekend. Employees who are required to be on call will be compensated in accordance with applicable state and federal wage and hour laws.

## **5.6. Overtime**

Due to the nature of certain positions, employees may be asked to work overtime on weekends, holidays, and/or additional hours during regular workdays. Employees are expected to fully comply with such requests. Although you will be given advance notice when feasible, this is not always possible. Exempt employees are not paid overtime for hours worked above forty hours per week. A moderate amount of expected overtime is built into your compensation package as a salaried employee.

Overtime compensation is paid to all non-exempt employees at one and one-half times their regular time rate for all hours worked in excess of 40 hours per week, unless the state or local law requires a higher rate. If you are a non-exempt employee, you are required to receive an authorization from your Supervisor prior to working overtime. Overtime pay is based on actual hours worked. Time taken for lunch or dinner is not included as time worked for purposes of computing overtime. Time off on holidays, sick leave, vacation, personal leave, training seminars or any leave of absence will not be factored in as hours worked while calculating overtime. For employees working at the client site, the overtime policy of the client will be applicable.

If you have any questions concerning overtime pay, check with the Human Resources.

## **5.7. Performance Reviews**

Your performance at Adil is important to our success. Supervisors are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Participation and feedback during the performance review discussions critical both to your success and to the success of the Company.

Each new or promoted employee will be given an oral or written job description that details the requirements and expectations of the new position. Performance reviews are based on job description and work performance and are normally conducted annually from the date you were hired with the exception of the three-month review at the end of provisional period. Your Supervisor will complete all performance reviews in writing on the form designated by the Company, and reviewed during a conference with you. Factors considered in your review include the quality of your job performance, your attendance, meeting the requirements of your job description, dependability, attitude, cooperation, compliance with Company employment policies, any disciplinary actions, and year-to-year improvement in overall performance.

Depending upon your performance and our Company's profitability, adjustments in your pay may be made when there has been an improvement in or sustainment of an already good performance during the review period. Any wage adjustments are not guaranteed; they are based on your accomplishments and job performance; and are at the discretion of the Company. All matters related to compensation are at the discretion of the Company's President.

## **SECTION 6: HOLIDAYS, PTO, AND OTHER LEAVE**

### **6.1. Holidays**

Adil corporate office is closed on the following holidays for which all regular full-time employees are paid:

- New Year's Day (January 1)
- Memorial Day (Last Monday in May)
- Independence Day (July 4)
- Labor Day (First Monday in September)
- Thanksgiving (Fourth Thursday in November)
- Christmas Day (December 25)

When a holiday falls on a weekend, either the preceding Friday or the following Monday, will be designated as the observed holiday at the discretion of the management.

All employees assigned to contracts will observe the holiday schedule of the Client. The Human Resources will provide you with the list during orientation/onboarding.

Exempt and Non-exempt employees will receive holiday pay in compliance with state and federal wage and hour laws. Full-time employees are paid eight straight time hours for each holiday. Part-time employees are paid for holidays based upon the number of straight time hours they are normally scheduled. Temporary and provisional employees are not paid for holidays unless they are specifically requested to work on the designated holiday. Hourly W2 employees are not eligible for any holiday or paid time off and will be paid against clients' approved hours only. If a holiday occurs while on a Leave of Absence (e.g. Military Leave), you will receive no pay for the holiday.

### **6.2. Paid Time Off (PTO)**

The Company grants paid time away from work under its annual paid time off (PTO) policy. All fulltime regular employees who have successfully completed the provisional period are entitled to the following PTO per year based on the length of employment, unless a greater amount of time off is provided by your employment contract:

- Up to one year- Five days
- More than one year- Ten days

An employee may use this leave for any purpose including vacations, unpaid holidays, illness for yourself or immediate family members, or time away from work for personal matters. We realize that family emergencies may arise from time to time and request that you pre-schedule all PTO, when possible to avoid staffing issues. Employees should adhere to the notification procedures for time off that have been established at their site locations. A time off request for vacation must be submitted in writing to the Supervisor at least two weeks prior to the anticipated vacation date. Every effort will be made to accommodate vacation requests on a first-come, first-served basis; however, operational demands may not permit all requests to be honored.

Adil encourages employees to use time off as it is designed to give employees time needed away from their everyday work schedule. PTO must be used by December 31st of the calendar year. Employees at their option may carry time off forward until January 31st of next year, if requested and approved by the Supervisor before the end of December. But, unless so requested, unused PTO will be forfeited at the end of the calendar year. Employees are not entitled to pay in lieu of taking time off.

Part-time employees and Hourly W2 employees are not entitled to PTO. Employees who are not entitled to PTO may request permission from their Supervisor to take up to ten days of unpaid time off. Eligible employees who meet the required advance notice of their resignation will be paid for accrued but unused PTO, unless state law dictates otherwise. All other employees will not be paid for accrued but unused PTO upon discharge.

Industrial accidents and illness are covered by Worker's Compensation Insurance pursuant to the requirements of the laws in the state(s) in which the Company operates. The PTO policy outlined above does not apply to those illnesses or injuries that are covered by a worker's compensation policy.

### **6.3. Family and Medical leave**

Adil has a family and medical leave policy that is in compliance with The Family and Medical Leave Act of 1993 (FMLA) that provides for an unpaid leave of absence. Eligible employees must be employed by Adil for at least twelve months and have worked at least 1250 hours during the twelve-month period prior to be eligible for FMLA leave. Adil locations with less than fifty employees within a seventy-five mile radius are not covered under this leave policy or the FMLA. Under this leave policy a total of up to twelve weeks of unpaid leave of absence is available to eligible employees under the following circumstances:

- The birth of a child, but only within the first twelve months of the birth. This may not be used in conjunction with the Maternity Leave policy or the Sick Leave policy regarding maternity.
- The placement of a child for adoption or other legal placement, within the first twelve months of the adoption or placement.
- The need to care for a child, spouse, dependent, or parent who has a serious medical condition.
- A serious health condition of the employee that makes the employee unable to perform the functions of his/her position.

Eligible employees may take FMLA leave in a single block of time, intermittently (in separate blocks of time), or by reducing the normal work schedule when medically necessary for the serious health condition of the employee or immediate family member, or in the case of a covered service member, his or her injury or illness. Eligible employees may also take intermittent or reduced-scheduled leave for military qualifying exigencies. Intermittent leave is not permitted for birth of a child, to care for a newly born child, or for placement of a child for adoption or foster care. Employees who require intermittent or reduced-schedule leave must try to schedule their leave so that it will not unduly disrupt the Company's operations.

During the unpaid leave, employees retain the same healthcare coverage and must still contribute the same amount toward medical benefits as he/she paid before the leave began. Adil will require you to repay the Company's share of the premium if you do not return from a

leave for reasons other than a continuation, recurrence, or onset of a serious health condition or other circumstances beyond your control.

Generally, upon return to Adil at the end of the leave, the employee will be restored to his/her former position with the same rights, benefits, pay and other terms and conditions which existed prior to the leave; or to an equivalent position with equivalent rights, benefits, pay, and other terms and conditions of employment. You may be denied restoration to the same or equivalent position if your position would have been eliminated and/or changed if you had remained continuously employed. "Key Employees" as defined by FMLA, may be denied restoration of employment where such restoration would cause substantial and grievous economic injury to the operations of the Company. You will be informed, at the time you request a leave if you are a "Key Employee".

If your Leave exceeds that which was approved, and/or the maximum permitted by the Company policy, your employment with Adil shall terminate. Your employment shall also terminate if, at any time during a leave, you indicate that you do not intend to return to work at the end of the leave and/or fail to respond to a request by the Company that you certify your intent to return to work at the conclusion of the leave. If the employee decides not to return to work from unpaid leave, he/she will remain on leave for the balance of the leave period and then be terminated. A birth parent may choose to use the unpaid twelve-week leave or to utilize the six-week unpaid maternity leave, but cannot use both.

Employees requesting leave for their own serious health condition or a family member's serious health condition may be required to provide medical certification thirty days in advance of the request for leave when possible. In particular, if you wish to extend your leave, additional requirements and conditions may apply. Any benefits that are based on an accrual basis will not accrue during unpaid leave under this policy. An employee on leave for his or her own serious health condition will be required to provide certification from their physician that they are able to return to work and perform the job duties to which they are returning. Additional information on FMLA leave can be obtained from the Human Resources.

#### **6.4. Maternity Leave**

Adil employees who work a minimum of twenty hours per week and have been employed by Adil continuously for twelve months are allowed up to six weeks of unpaid leave after they have given birth to or in conjunction with the adoption of a child. Additional time may be allowed under unusual circumstances and with the approval of your Supervisor.

#### **6.5. Bereavement Leave**

Regular full-time employees are eligible immediately upon hire for one paid day for the death of an immediate family member. Immediate family is defined as parent, spouse, domestic partner, children, brothers, sisters, grandparents, grandchildren, parents-in-law, and parents of domestic partners. If additional days are needed for bereavement and if approved, employees may use accrued PTO or otherwise be unpaid.

Requests for bereavement leave should be made to the Supervisor as soon as possible. Our Company reserves the right to request written verification of an employee's familial relationship to the deceased and his or her attendance at the funeral service as a condition of the bereavement pay.

## **6.6. Jury Duty & Court Appearance**

Time off for jury duty or court appearance is granted to all employees, in accordance with applicable law. Employees summoned for jury duty are granted an unpaid leave to serve. Employees may be provided time off with pay when necessary to comply with applicable state and federal wage and hour laws.

If you are absent for jury duty or appearance in court, you must provide your Supervisor with a copy of the subpoena, jury certificate, or court order before leave is granted and again upon your return to work. We reserve the right to request proof of jury service issued by the Court upon return. The Company may request that you be excused from reporting for service as a juror or be assigned to another time if your presence at work is considered to be essential to our business operations at the time you are scheduled for service as a juror. You must report for work if you are released from jury duty or your court appearance before the end of our workday or if you are temporarily released from jury duty or court appearance. If you are not required to serve as a juror on a particular day, please contact your Supervisor as soon as possible to determine if you are needed to work that day.

An employee called to appear as a witness will be permitted time off to appear, but without pay. Employees will be permitted to use PTO when appearing as witnesses.

## **6.7. Voting Leave**

Adil encourages all employees to vote. Most polling facilities for elections for public office have hours that are scheduled to accommodate working voters. Adil, therefore, requests that employees schedule their voting for before or after their work shifts. An employee, who expects a conflict, should notify his or her Supervisor in advance, so that schedules can be adjusted if necessary.

## **6.8. Break Time for Nursing Mothers**

In compliance with the FLSA, Adil allows employees to take reasonable, unpaid break time as frequently as needed to express breast milk as needed for up to one year after the birth of a child. The Company will provide a place for the employee to express breast milk, other than a bathroom, that is shielded from view and free from intrusion from co-workers and the public. Employees will not be retaliated against or discriminated in any other manner for exercising their rights under this policy. For Adil locations with less than 50 employees, this policy will not apply where compliance with the policy would impose an undue hardship on the Company. All women who breastfeed their child, and who need to express milk during the working day, will work with the Human Resources to determine how best to accommodate the needs of the mother while still accomplishing the performance of her job.

## **6.9. Personal Time Off- Brief Periods**

There may be an occasion when you need a short period of unpaid time (less than two hours) during your regular work schedule to attend to personal matters, such as closing on a home loan, obtaining transportation after an auto accident, coping with a family emergency, etc. The decision to grant any personal time off is at the discretion of the Supervisor and must be requested prior to taking the time off.

## **6.10. Military Service Leave**

Adil complies fully with the Uniformed Services Employment and Reemployment Rights Act (USERRA). The Company grants unpaid leave for uniformed service in accordance with applicable state and federal laws. A military leave is not deemed to be a "break in service" for seniority and other benefits. The Company will continue health insurance benefits for employees engaged in military service under the same conditions as applied to other types of leaves of absence. Such benefits may terminate in accordance with the benefit plan documents, in which case continuation coverage will be provided to the employee.

Employees taking a military leave are required to give proper advance verbal or written notice to the Company. Provided that the employees comply with these and certain other requirements, their jobs will be guaranteed for their return from up to five years of military service. The returning employee will be placed in the position he or she would have attained prior to the military service, unless they are not qualified for the position. The Company may not be required to reinstate an employee if the employee is dishonorably discharged, or if the Company has experienced changes that would make the reemployment impossible or unreasonable or would create an undue hardship to the Company.

Some states may provide greater protection for employees serving in the military than federal law. Where state or local law provides military leave, the Company will provide leave in accordance with those laws. Similarly, employees whose spouses or family members are members of the armed forces, national guard or reserves may be eligible to take time off from work due to their spouse's service or return from service in accordance with applicable federal, state or local law. Accordingly, please consult the Human Resources to determine if you are eligible for additional benefits. Please also see the FMLA policy for additional leave benefits. Any questions regarding the Company's Military Leave policy, applicable state and federal laws and the continuation of benefits while on Military Leave of Absence should be directed to the Human Resources.

## SECTION 7: BENEFITS

Adil provides employee benefits to all eligible employees. Except where applicable by state or federal law, the Company reserves the right in its sole discretion, to revise, modify, or discontinue policies or perks at any time without prior notice. It is your responsibility to become familiar with the most current benefits available at Adil. Benefits eligibility is dependent upon a variety of factors, including employee classification. The Human Resources can answer any questions you may have regarding the benefits for you which you are eligible.

### 7.1. Group Health Insurance

All regular full-time employees are eligible to participate in the Company's Medical Insurance Coverage, subject to the eligibility requirements and other terms, conditions and restrictions. If you are an eligible employee and enroll in the Group Health Insurance plan, the monthly premium costs may be shared between the Company and you, if applicable, based on the level of coverage. If you are subject to a portion of the premium, your payment will be a pre-tax deduction that will show as such on your paycheck.

To participate, you must complete an enrollment form at the time employment begins or at the time you satisfy the eligibility requirements for this benefit. The delay of a completed enrollment form could affect your coverage up to and including denial of coverage. You and your eligible dependent(s) coverage under this benefit are subject to the eligibility requirements and other terms, conditions and restrictions set forth in the applicable plan documents. If you decline insurance at the time of hire or if you do not enroll within 30 days of your date of hire, you will not be covered until the next open enrollment period.

The Human Resources upon eligibility will provide the plan documents and additional information. Refer to the actual plan document and summary plan description if you have specific questions regarding this benefit plan.

Upon discharge you may be entitled to continuation or conversion of the group medical insurance plan in accordance with the terms of the policy and/or applicable state and federal law.

Changes to insurance coverage can only be made during open enrollment or due to any life events. Employees can change their benefits coverage (i.e., adding or deleting coverage for yourself and/or dependents) within 30 days of the following qualifying life events, as defined by the Internal Revenue Service regulations:

- Change in marital status (marriage, divorce, legal separation, or annulment)
- Change in number of dependents (through birth, adoption, court order requiring coverage, or death of a dependent)
- Change in status of dependents (through marriage or age)
- Change in employment status (yours or your spouse's) that changes benefit coverage
- Employee/dependent entitlement to Medicare
- Moving out of the coverage area for your plan

Please contact the Human Resources for more information and details on any health insurance plans that are being offered.

## **7.2. Continuation of Insurance under COBRA**

The Federal Consolidated Budget Reconciliation Act (COBRA) is the legislation that provides employees and their covered dependents the right to continue their group health care coverage after a “qualifying event” such as voluntary or some types of involuntary job loss, reduction in hours worked, death, divorce, and other life events. COBRA legislation applies to employers with twenty (20) or more employees.

Upon termination from Adil for any reason, an employee has the right to continue group medical coverage for up to 18 months. Under COBRA, you will usually pay the full cost of coverage at group rates plus an administration fee. Adil will provide you with a written notice describing rights granted under COBRA when you become eligible for coverage under Adil’s group health insurance plan. For further information on COBRA and a “qualifying event”, contact the Human Resources.

## **7.3. Workers Compensation**

Adil is committed to meeting its obligations under applicable workers’ compensation acts, which provide medical, rehabilitation, and wage-replacement benefits to individuals who sustain work-related injuries or illnesses while working. All work-related accidents, injuries, and illnesses however minor, and regardless of the fact whether treatment is required or not must be reported immediately. The failure to promptly report an accident, injury, or illness may result in the loss of coverage under workers’ compensation insurance.

## **7.4. Referral Bonus**

We encourage all current and former employees to recruit new talent for our Company. If you know someone you think would be a great Adil employee, let us know. Based on our staffing needs, Adil may offer referral bonuses. Contact the Human Resources for any further details.

## SECTION 8: TRAVEL AND BUSINESS EXPENSES

It is the policy of the Company to reimburse employees for all expenses necessary, reasonable, and actually incurred when *traveling* on authorized company business. The Employee is responsible for incurring only those expenses that are reasonable and necessary to conduct Company business and is responsible for complying with the requirements of this Policy. All expenses must be properly documented on a *Travel Expense Report* and submitted for approval.

If working at client site, please be familiar with the client's travel policies. All client related travel expense reports must be approved by the client to be eligible for reimbursement. Adil will also reject any expense rejected by the client. In instances where a client's travel policy conflicts with Adil's travel policy, the travel policy of the client will prevail. For example: If the client reimburses on actual expenses rather than per diem amounts, then the Adil employee would be paid according to the client's travel policy of actual expenses.

### 8.1. Travel Expense Policy

Employees seeking reimbursement should incur the lowest reasonable travel expense and exercise care to avoid impropriety or the appearance of impropriety. Reimbursement is allowed only when reimbursement has not been, and will not be, received from other sources. If a circumstance arises that is not specifically covered in the travel policies, the most conservative course of action should be adopted. Business travel policies are aligned with the Company's reimbursement rules. All business related travel paid with Adil funds must comply with the company travel expense policies.

### 8.2. Approval of Travel and Reimbursements

Travel for employee, must be authorized by the Supervisor. Employees should verify that planned travel is eligible for reimbursement before making travel arrangements. Upon completion of the trip, and within 30 days, the employee must submit a Travel Expense Report and supporting documentation to obtain the reimbursement of the expenses incurred. Reimbursements will be dispersed on an average of three weeks after the submitted expenses are verified and processed. Travel Expense Report form not submitted within this timeframe will necessitate an exception approval from the Company management. Reimbursement of travel expenses is based on documentation of reasonable and actual expenses supported by the original, itemized receipts where required. Expenses that may be reimbursed by the Company are described below:

1. **Transportation Expenses-** Transportation expenses shall be reimbursed based on the most economical mode of transportation and the most commonly traveled route consistent with the authorized purpose of the trip. Tickets should be procured in advance in order to obtain any available discounts.

2. **Automobile Travel-** A vehicle may be rented if it would be more advantageous to the Company than other means of commercial transportation, such as using a taxi. Advance reservations should be made whenever possible and a compact or economy model requested. The employee is responsible for obtaining the best available rate and discount commensurate with the requirements of the trip.

3. **Mileage Expenses-** Employees may use their private vehicle for business purposes if it is less expensive than renting a car, taking a taxi, or using alternative transportation, or if it saves time. Travel from an employee's residence to the primary work site is treated as a commuting expense and is not a reimbursable business expense. If the personal vehicle is used for Company business, you will be reimbursed as per the IRS standard mileage rate as of the dates of travel. The IRS mileage rate takes into account all actual automobile expenses such as fuel and lubrication, towing charges, repairs, replacements, tires, depreciation, insurance, etc. Under IRS regulations, travelers who claim this rate are not required to substantiate the actual costs of operating the vehicle. Travelers with physical disabilities who must use specially equipped or modified vehicles may claim reimbursement at the standard IRS rate per mile. However, if the traveler has incurred expenses higher than the standard operating costs, the traveler may seek reimbursement. The traveler must certify in a statement submitted with the Travel Expense Report that he or she incurred higher operating costs. The actual fixed and variable costs must be specified in the statement. The Company will not be responsible for any damage to an employee's personal vehicle while on Company business.

4. **Air Travel-** Coach class or any discounted class airfare shall be used in the interest of economy. Only the Company Management under special circumstances may authorize the use of business or first-class or other higher cost services.

5. **Surface Transportation Used in Lieu of Air Travel-** If advance approval has been obtained, a traveler may use surface transportation for personal reasons even though air travel is the appropriate mode of transportation. The cost of meals and lodging, parking, mileage, tolls, taxis, and ferries incurred while in transit by surface transportation may be reimbursed. Such costs shall not exceed the cost of airfare, based on the lower of the regular coach fare available for the location of travel from a standard commercial air carrier or the Company's travel program fare, plus transportation costs to and from the terminals.

6. **Conference Registration Fees-** If the conference fee was not prepaid, the Company will reimburse the fees, including business related banquets or meals that are part of the conference registration. Registration fees paid directly by an employee will not be reimbursed until the conference is completed. Original receipts to support the payment are required. Business-related banquets or meals that are part of the conference can be paid with the registration fees; however, such meals must be deducted from the employee's Per Diem allowance. Entertainment activities such as golf outings and sightseeing tours will not be reimbursed.

7. **Lodging (Commercial)-** The Company will reimburse the cost of overnight lodging expenses at reasonable, single occupancy or standard business room rates (room rate and tax only) to the employee, if the authorized travel is 45 miles or more from the employee's home or primary worksite. Exceptions to this restriction may be approved in writing at the Company's sole discretion. If the hotel or motel is the conference or convention site, reimbursement will be limited to the conference rate.

8. **Meals (Per Diem)-** Per Diem allowances are reimbursable for all in state overnight or out of state business travel that is 45 miles or more from the employee's home or primary work site. Per Diem reimbursements are based on departure and return times over the entire 24-hour day and are prorated accordingly. The Company's Per Diem rates are based on the U.S. General Services Administration Guidelines that vary by geography or the location of travel. In addition to meals these rates include incidental expenses such as laundry, dry cleaning, and service tips (i.e. meal, housekeeping, porters, etc.). Incidental expenses, unless specifically cited in this

policy, will not be reimbursed. Receipts are not required for Per Diem allowances and they are reimbursed after the trip is completed.

9. **Business Meals** - Business meals are meals with Company customers, prospects, recruits, or vendors during which substantial business discussions take place. The cost of such meals should be reasonable based on the business occasion. Original itemized receipts are required to claim reimbursement.

10. **Business Expenses**- The Company reimburses business expenses including faxes, photocopies, Internet charges, data ports, and business calls incurred while on authorized Company business travel. Original itemized receipts must be submitted.

11. **Parking & Tolls**- Original receipts are required for parking fees including airport parking totaling \$25 or more. The lodging bill can be used as a receipt when charges are included as part of the overnight stay. The policy also applies for tolls totaling \$25 or more.

12. **Miscellaneous Transportation**- Original receipts are required for taxi, bus, subway, metro, ferry, and other modes of transportation if costs are \$25.00 or more for each occurrence.

13. **Visa, Passport Fees, and Immunizations**- If international business travel is required, the Company will reimburse for these items. Original itemized receipts are required.

Anything specifically not mentioned in the policy is to be non-reimbursable and would require an exception approval.

## **SECTION 9: SEPARATION FROM EMPLOYMENT**

### **9.1. Resignation- Termination of Employment by the Employee**

You, as an at-will employee not subject to an employment contract, may choose to end your employment with the Company at any time, with or without good cause. You are requested to submit a notice of resignation in writing to your Supervisor or Human Resources at least two weeks prior to the date you intend for your resignation to take effect, to assist the Company in planning for your departure. Proper notice is necessary because separation procedures take time, and the notice will allow us time to prepare the necessary documents relative to your final pay and continuation/conversion of certain benefits as well as to attempt to recruit and to train a replacement. In addition, by giving proper notice, you will leave in good standing, which is to any employee's benefit.

With the exception of Company-recognized holidays, you are expected to be present as scheduled for each workday during your notice period. The Company may, in its sole discretion, decide not to have you work through your notice period. Your absence from work for a period of one scheduled workday without reporting in constitutes an abandonment of your employment and is considered to be your voluntary resignation from the Company. Leaving without notice will result in forfeiture of those benefits normally paid upon separation, which may be legally withheld by us and may result in your disqualification for Unemployment Compensation benefits.

### **9.2. Dismissal- Termination of Employment by the Employer**

As an at-will employee not subject to an employment contract, the Company is entitled to terminate your employment at any time and for any reason or for no reason at all, regardless of your work performance or compliance with the rules set forth in this Handbook. Adil strives to work with its clients to know when assignments will end. At times, the client without notice may end assignments and accordingly, your employment relationship with Adil will end immediately. Upon termination, Employees are required to transfer their knowledge of their job tasks/duties to a designated individual. Disciplinary Action may be taken if the transfer of knowledge is not completed as per your employment agreement.

### **9.3. Automatic Dismissal**

The commission of any offense considered serious enough by the Company, without limitation to those outlined below, will, except in extraordinary circumstances in the sole discretion of the Company's management, be followed by the immediate dismissal of that employee:

- Making false statements or omitting pertinent facts on an employment application or in an employment interview
- Threatening, assaulting, fighting with, or harassing another employee or anyone else encountered during the course of business
- Stealing or deliberately damaging the Company's or other employees' property
- Possessing a weapon at work
- Reporting to work under the influence of alcohol, narcotics, or other drugs, unless the drug was prescribed for the employee by a physician
- Falsifying or destroying the Company documents or computer files
- Conviction of a felony offense and/or imprisonment

#### **9.4. Layoff and Recall**

There may be occasions when it becomes necessary for the Company to reduce staff, due to certain business conditions or for other reasons. On such occasions, Adil will make decisions on the basis of our business needs related to employee job functions and their performance. The Supervisor will speak to you personally about your employment status as needed. If you leave the Company in good standing, you may be considered for reemployment at a later date if you meet the eligibility requirements of the position. However, in the case of rehiring, the Company may consider you to be a new employee with respect to vacation time, benefits, and seniority.

#### **9.5. Company Property, Expense Reports, and Final Paycheck**

Upon your separation or request by the Company, you must immediately return any Company or client property you may have in your possession. This includes but is not limited to: office keys or building/suite access cards, corporate credit cards, IT Equipment (cell phone and/or laptop) etc. Please note that failure to return any of the above mentioned property upon separation is considered theft, and will result in appropriate legal action in order to recover the stolen property. Remember that you must also continue to protect confidential and proprietary Company information even after you leave Adil.

All expenses incurred after your resignation must be submitted within three business days of your last day of employment.

The final paycheck will be released during the next normal pay period, except if state or local law requires a different pay period. If there are any unpaid obligations to the Company, the final paycheck will reflect the appropriate deductions. Adil reserves the right to recover any outstanding amounts owed, through all appropriate means, including deduction from the final paycheck to the fullest extent permitted by law or, if this is not possible due to legal restrictions or otherwise, legal action may be taken to recover any property or monies due to the Company.

#### **9.6. Exit Interview**

Upon termination of employment, voluntary (by the employee) or involuntary (by the employer), with or without cause in both cases, the Human Resources may choose to have an exit interview with the departing employee. During such interview, if any, you will receive preliminary information regarding post-termination benefits, continuation of coverage for which you may be eligible, and other post-employment related matters. In addition to this, the exit interview will request feedback on your experience with Adil as well as your experience with our designated client. The purpose of the exit interview is to ensure our company is performing optimally to meet the needs of our employees and clients.

## **SECTION 10: ARBITRATION AND CHOICE OF LAW**

Adil Business Systems, Inc. anticipates a smooth and harmonious relationship with all of its employees. However, in the unfortunate event of any controversy or claim arising out of or relating to the employment relationship created between the employer Adil and the employee (you), including all topics covered in this Employee Handbook, and the interpretation of this Handbook, or any alleged breach of it, shall be settled by arbitration in accordance with the Arbitration Rules of the American Arbitration Association, with such arbitration to take place in the Country of the United States of America, State of New York with an agreed upon arbitrator.

If the parties cannot agree on an arbitrator, a court of competent jurisdiction shall appoint an arbitrator at the request of either Party. Although the parties shall initially bear the cost of arbitration equally, the prevailing party, if any as determined by the arbitrator at the request of the parties, which is hereby deemed, made, shall be entitled to reimbursement for its share of costs and reasonable attorneys' fees, as well as interest at the statutory rate. Judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. The determination of the arbitrator in such proceeding shall be final, binding, and non-appealable. In addition, the Company retains the right to seek injunctive or other relief in the case of misappropriation of trade secrets or other confidential information, or any other action by an employee, which might reasonably be expected to lead to irreparable harm to the Company.

This Handbook shall be interpreted, construed, and enforced in all respects in accordance with the laws of the State of New York.

## **SECTION 11: EMERGENCY CONTACTS**

Adil Business Systems Inc

Maureen Kennedy 401-331-0755

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Lori Mirabella 516-317-0119

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\*\*\*\*\*If you call 911 as a result of a medical Emergency, please be sure to also notify building management with your name, call back number, and location so that the building engineer or security may swiftly guide the rescue to the exact location.

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If the audible alarm within the building sounds, please do not call management office, unless there is something specific to report. Building management is aware of the noise, as well as the source of the alarm, whether it is false or a legitimate emergency. Please keep the telephone lines clear so that management may attend the situation as quickly and efficiently as possible.

## **EMERGENCY MANAGEMENT PROCEDURE**

During a state of emergency and if this agency is contacted the following protocol will take place.

- Management will attempt to contact employees by phone to work with contracted facilities.
- Management will contact the appropriate facilities that require aid.
- When employees arrive safely, they will contact the supervisor for placement.
- Employees will maintain their position until released by facility.
- Management will be contacted by employees when exiting facility.

## **STATE FACILITIES**

### **POLICY AND PROCEDURES**

All employees will follow the policy and procedures of State Facilities

- Upon arrival the employee will check in with charge nurse on duty for assignment
- Employees will follow all policies and procedures of the facility
- Break and mealtimes will be scheduled by the nursing staff.
- When leaving facility have nurse or supervisor sign payroll slip.

## SECTION 12: MEDICAL CHECKLIST

Name: \_\_\_\_\_

1. Statement of good health (Every two years)
2. Proof of MMR vaccination
3. Up to date TB or PPD (within 1 year) or a chest x-ray performed within the last   
10 years with an annual TB Questionnaire
4. Proof of Varicella vaccination
5. Proof of Hep B vaccinations or declination form
6. Up to date CPR card
7. Photo ID
8. Social Security Card
9. Up to date resume, 2 professional reference statements with phone numbers
10. Skills Checklist
11. Updated background check
12. Up to date Professional license
13. Proof of education
14. Up to date flu immunization or declination form   
Up to date performance evaluation  \*Every year

## SECTION 13: CORONAVIRUS DISEASE 2019 (COVID -19)



### How to Protect yourself & Other Protect Yourself

Older Adults and people who have severe underlying medical conditions like heart or lung disease or diabetes seem to be at higher risk for developing serious complications from COVID -19 illness. More information on Are you at higher risk  
Know how it spreads

- There is currently no vaccine to prevent coronavirus disease 2019(COVID -19)
- The best way to prevent illness is to avoid being exposed to this virus
- The virus is thought to spread mainly from person -person.
  - Between people who are in close contact with one another (within about 6 feet).
  - Through respiratory droplets produced when an infected person cough, sneeze or talks
  - These droplets can land in the mouths or noses of people who are nearby or possibly inhaled into the lungs
  - Some recent studies have suggested that COVID -19 may be spread by people who are not showing symptoms.

### Everyone Should

- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- It's especially important to wash
  - Before eating or preparing food
  - Before touching your face
  - After using the restroom
  - After blowing your nose, coughing, or sneezing
  - After handling your mask
  - After changing a diaper
  - After caring for someone sick

## **Hand Hygiene**

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Hand hygiene protects both healthcare personnel and patients. Hand hygiene means cleaning your hands with:

- Handwashing with water and soap (e.g., plain soap or with an antiseptic).
- Antiseptic hand rub (alcohol-based foam or gel hand sanitizer).
- Surgical hand antisepsis.

### **Cleaning your hands reduces:**

- The potential spread of deadly germs to patients.
- The spread of germs, including those resistant to antibiotics.
- The risk of healthcare personnel colonization or infection caused by germs received from the patient.

Some healthcare personnel may need to clean their hands as often as 100 times during a work shift to keep themselves, patients and staff safe. A common challenge is keeping the skin on your hands healthy and clean.

### **Know when to clean your hands:**

- Immediately before touching a patient.
- Before performing an aseptic task such as placing an indwelling device or handling invasive medical devices.
- Before moving from work on a soiled body site to a clean body site on the same patient.
- After touching a patient or patient's surroundings.
- After contact with blood, body fluids, or contaminated surfaces.
- Immediately after glove removal.

### **About Handwashing**

#### **KEY POINTS**

- Many diseases and conditions are spread by not washing hands with soap and clean, running water.
- Handwashing with soap is one of the best ways to stay healthy.
- If soap and water are not readily available, use a hand sanitizer with at least 60% alcohol to clean your hands.

#### **Why it's important**

Washing hands can keep you healthy and prevent the spread of respiratory and diarrheal infections. Germs can spread from person to person or from surfaces to people when you:

- Touch your eyes, nose, and mouth with unwashed hands
- Prepare or eat food and drinks with unwashed hands
- Touch surfaces or objects that have germs on them
- Blow your nose, cough, or sneeze into hands and then touch other people's hands or common objects

## Key times to wash hands

You can help yourself and your loved ones stay healthy by washing your hands often, especially during these key times when you are likely to get and spread germs:

- Before, during, and after preparing food
- Before and after eating food
- Before and after caring for someone at home who is sick with vomiting or diarrhea
- Before and after treating a cut or wound
- After using the toilet
- After changing diapers or cleaning up a child who has used the toilet
- After blowing your nose, coughing, or sneezing
- After touching an animal, animal feed, or animal waste
- After handling pet food or pet treats
- After touching garbage

## How it works

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Washing your hands is easy, and it's one of the most effective ways to prevent the spread of germs. Follow these five steps every time.

1. **Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. **Lather** your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. **Scrub** your hands **for at least 20 seconds**. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
4. **Rinse** your hands well under clean, running water.
5. **Dry** your hands using a clean towel or an air dryer.

Use hand sanitizer when you can't use soap and water

Washing hands with soap and water is the best way to get rid of germs in most situations. If soap and water are not readily available, you can use an alcohol-based hand sanitizer that contains at least 60% alcohol. You can tell if the sanitizer contains at least 60% alcohol by looking at the product label.

## SECTION 14: PATIENT RIGHTS

1. The right to considerate and respectful care that supports the right to personal dignity and to an environment which preserves that dignity and contributes to a positive self-image.
2. To obtain from your Physician complete current information concerning your diagnosis, treatment and prognosis in terms that you can understand. If it is not possible to give this information to you, this information will be given to the appropriate person in your behalf.
3. You have the right to know, by name the physician responsible for coordinating your care as well as the name of the Physician or other Practitioner who will provide the care, treatment and services.
4. To receive from your Physician information necessary to give informed consent prior to the start of any procedure or treatment. Except in emergencies, information for informed consent should include an explanation of the specific procedure or treatment of the medically significant risk involved and probable duration of your incapacitation. Where alternatives for care or treatment exist, you have the right to this information. You also have the right to know the name of the person responsible for the procedure or treatment.

5. To refuse care, treatment, and services to the permitted by law and regulation, including forgoing or withdrawing life-sustaining treatment or withholding resuscitative services and informed of the medical consequences of your actions.
6. To be informed by your Physician or his/her designee of the outcomes of any treatment or procedure whenever those outcomes differ significantly from the anticipated outcomes.
7. As a Patient of the medical facility, you can expect information about pain and pain relief measures, a concern staff committed to pain prevention and management, health professionals who respond quickly to reports of pain and your report of pain will be believed.
8. To every consideration of your privacy concerning your medical care program. Case discussion, consultation, examination and treatment are confidential and will be conducted discreetly. Those not directly involved in your care must have permission to be present.
9. To expect that all communications and records about your care will be treated as confidential.
10. To expect that within its capacity, the hospital will make reasonable response to your request for services. The hospital will provide evaluation, service and/or referral as indicated by the urgency of your care. When a transfer is indicated the hospital will provide medically complete information and explanation concerning your needs for and alternative to such transfer. The institution to which you are referred must first agree to accept you in advance for the transfer.
11. To sign a healthcare proxy under state law that designates a person to make health decisions on your behalf in the event that you are incapable of making health decisions on your own behalf or communication of those decisions.
12. To participate in the consideration of ethical issues or dilemmas that arise in your care.
13. To obtain information about the relationship of your hospital or other health care and educational institutions insofar as your care is concerned. You have the right to obtain information about any professional relationship among individuals, by name, who are treating you.
14. To be advised if the hospital proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to participate to refuse participation in such research projects.
15. To expect reasonable continuity of care. You have the right to know in advance what appointment times and Physicians are available and where. You have the right to expect that the hospital will provide a mechanism to inform you of continuing health care requirements following discharge.
16. To examine and receive an explanation of your hospital bill, regardless of source of payment.
17. To know what hospital rules and regulations apply to your conduct while you are a Patient.
18. To have your cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected, including accommodating your right to pastoral and other spiritual services.
19. To be involved in decisions about your care, treatment and services to be provided.
20. To be free from mental, physical, sexual and verbal abuse, neglect and exploitation.
21. To make a formal complaint to an investigatory agency should you feel that your rights have been violated.

# SECTION 15: COMPLAINT AND GRIEVANCE POLICY AND PROCEDURE PROTECTED HEALTH INFORMATION (PHI)

**Purpose:** To support our mission to continually improve the quality of the services we provide and to provide a process for handling complaints and grievances related to the use or disclosure of protected health information.

## **Definitions:**

**Complaint:** an oral concern about our compliance with health-information privacy laws and regulations.

**Grievance:** a written concern about our compliance with health-information privacy laws and regulations.

## **Policy:**

1. Complaints and grievances about PHI shall be investigated and managed in a timely and respectful manner.
2. Complaints and grievances concerning PHI and their disposition or resolution must be documented.
3. To the extent practicable any known harmful effect of a use or disclosure of PHI in violation of our policies and procedures and the requirements of applicable laws by this practice/health care facility or our business associates must be mitigated.
4. Island Hospital will not retaliate in any way (e.g., intimidation, threatening behavior, coercion, and discrimination) against an individual lodging a complaint or grievance, or for testifying, assisting, or participating in any investigation or administrative action. Nor will any individual be asked to waive the rights permitted to him or her under state or federal privacy laws as a condition of treatment payment, enrollment, or eligibility for benefits.

## **Procedure for responding to a complaint:**

1. Listen—communication considerations:
  - a. Actively listen. Take steps to minimize interruptions by others and interrupting the individual.
  - b. Restate your understanding of the nature of the issue.
2. Address the individual's concern if authorized and able to do so, or advise the individual that you would be happy to report the problem or that he or she may report the problem to : Lori Mirabella, Branch Mgr. 401-331-0755.
  - a. Remember confidentiality concerns (e.g., if a relative informed you of the concerns, do you have the authority to discuss the patient health care information with the relative—or do you need a signed authorization form?).
  - b. An individual has the right to request to file a written complaint to: Adil Business Systems, Inc Att: Lori Mirabella 401-331-0755
  - c. If the individual expresses a desire to complain to the Department of Health and Human Services, The Joint Commission or the Office of Civil Rights, advise the individual that “we also respect the right to file a complaint and that the practice/health care facility will not retaliate against you.”
3. Write down concerns. This document should be routed to the individual responsible for oversight of complaints involving PHI. The complaint disposition or resolution should be noted in this document as well.
4. Follow up as needed (e.g., if indicated that the Privacy Officer would call the individual within the week, contact the Privacy Officer to ensure follow-up).

**Responsible party:**

Privacy Officer is responsible for overseeing the management and documentation requirements related to complaints and grievances regarding the use or disclosure of PHI. This individual also reviews and responds to complaints or grievances concerning PHI as needed.

**Procedure for responding to a grievance or a complaint that cannot be resolved by anyone other than the Privacy Officer or the designee:**

1. Respond to grievances in writing. Reply to complaints verbally—unless the individual requests otherwise or it is deemed more appropriate to respond in writing.
2. Consider confidentiality concerns (e.g., if a relative informed you of the concerns, do you have the authority to discuss the patient health care information with the relative—or do you need a signed authorization form?).
3. Notify or consult with the appropriate insurance carrier and/or legal counsel on issues involving liability and litigation potential.
4. Respond in a timely fashion (e.g., the initial response could simply be that we will investigate and inform you of the final decision if enough information is not available to make an immediate determination). A letter with the final resolution or disposition shall be sent to the individual (see also the template complaint/grievance resolution letter).
5. Notify the appropriate individual to address any pertinent employment issues (e.g., investigation, counseling, disciplinary action, or termination) according to applicable policies/procedures and state and federal laws.
6. Work to mitigate, to the extent practicable, any harmful effect that is known because of a use or disclosure of protected health information in violation of Island Hospital policies and procedures or the requirements of applicable laws by the Island Hospital or business associates.
7. Take steps to ensure that Adil will not retaliate in any way [e.g., intimidation, threatening behavior, coercion, and discrimination] against an individual lodging a complaint or grievance. Document the resolution or disposition of the grievance and maintain the information in a file labeled “In anticipation of litigation.”

## SECTION 16: DEMENTIA

### The Stresses of Caregiving

Caring for an individual with Alzheimer’s disease or a related dementia can be challenging and, at times, overwhelming. Frustration is a normal and valid emotional response to many of the difficulties of being a caregiver. While some irritation may be part of everyday life as a caregiver, feeling extreme frustration can have serious consequences for you or the person you care for. Frustration and stress may negatively impact your physical health or cause you to be physically or verbally aggressive towards your loved one. If your caregiving situation is causing you extreme frustration or anger, you may want to explore some new techniques for coping.

When you are frustrated, it is important to distinguish between *what is and what is not within your power to change*. Frustration often arises out of trying to change an uncontrollable circumstance. As a caregiver of someone with dementia, you face many uncontrollable situations. Normal daily activities—dressing, bathing, and eating—may become sources of deep frustration for you. Behaviors often associated with dementia, like wandering or asking questions repeatedly, can be frustrating for caregivers but are uncontrollable behaviors for people with dementia. Unfortunately, you cannot simply change the behavior of a person suffering from dementia.

When dealing with an uncontrollable circumstance, you do control one thing: *how you respond to that circumstance*.

In order to respond without extreme frustration, you will need to:

- Learn to recognize the warnings signs of frustration.
- Intervene to calm yourself down physically.

- Modify your thoughts in a way that reduces your stress.
- Learn to communicate assertively.
- Learn to ask for help.

### **Warning Signs of Frustration**

If you can recognize the warning signs of frustration, you can intervene and adjust your mood before you lose control. Some of the common warning signs of frustration include:

- Shortness of breath
- Knot in the throat
- Stomach cramps
- Chest pains
- Headache
- Compulsive eating
- Excessive alcohol consumption
- Increased smoking
- Lack of patience
- Desire to strike out

### **Calming Down Physically**

When you become aware of the warning signs of frustration, you can intervene with an immediate activity to help you calm down. This gives you time to look at the situation more objectively and to choose how to respond in a more controlled way.

When you feel yourself becoming frustrated, try counting from one to ten slowly and taking a few deep breaths. If you are able, take a brief walk or go to another room and collect your thoughts. It is better to leave the situation, even for a moment, than to lose control or react in a way you will regret it. If you think someone may be offended when you leave the room, you can tell that person you need to go to the restroom. You can also try calling a friend, praying, meditating, singing, listening to music, or taking a bath. Try experimenting with different responses to find out what works best for you and the person you care for.

The regular practice of relaxation techniques can also help prepare you for frustrating circumstances. If possible, try the following relaxation exercises for at least ten minutes each day:

Sit in a comfortable position in a quiet place. Take slow, deep breaths and relax the tension in your body. While you continue to take slow, deep breaths, you may want to imagine a safe and restful place and repeat a calming word or phrase.

### **Modifying Your Thoughts**

As you take time out to collect your thoughts, try rethinking your situation in ways that reduce frustration. How you think often affects how you feel. Of course, feelings of frustration arise from difficult circumstances. If, however, you analyze your response to a frustrating situation, you will usually find some form of *maladaptive*—or negative—thinking that has the effect of increasing your frustration, preventing you from looking at your situation objectively, or finding a better way to deal with it.

Below are six major types of unhelpful thought patterns common among caregivers. Following each unhelpful thought pattern is an example of an *adaptive*—or more helpful—thought that can be used as self-defense against frustration. Familiarizing yourself with unhelpful thought patterns and the adaptive responses can help you control your frustration.

### **Overgeneralization**

You take one negative situation or characteristic and multiply it. For example, you're getting ready to take

the person in your care to a doctor's appointment when you discover the car battery has died. You then conclude, "This always happens; something always goes wrong."

**Adaptive response:** "This does not happen all the time. Usually, my car is working just fine. At times things don't happen the way I would like, but sometimes they do."

### **Discounting the Positive**

You overlook the good things about your circumstances and yourself. For example, you might not allow yourself to feel good about caregiving by thinking, "I could do more" or "anyone could do what I do."

**Adaptive response:** "Caregiving is not easy. It takes courage, strength, and compassion to do what I do. I am not always perfect, but I do a lot, and I am trying to be helpful."

### **Jumping to Conclusions**

You reach a conclusion without having all the facts. You might do this in two ways:

1. **Mindreading:** We assume that others are thinking negative thoughts about us. For example, a friend doesn't return a phone call, and we assume that he or she is ignoring us or doesn't want to talk to us.

**Adaptive response:** "I don't know what my friend is thinking. For all I know, she didn't get the message. Maybe she is busy or just forgot. If I want to know what she is thinking, I will have to ask her."

2. **Fortune-telling:** You predict a negative outcome in the future. For example, you will not try adult day care because you assume the person in your care will not enjoy it. You think, "He will never do that. Not a chance!"

**Adaptive response:** "I cannot predict the future. I don't think he is going to like it, but I won't know for sure unless I try."

### **"Should" Statements**

You try to motivate yourself using statements such as "I should call Mother more often" or "I shouldn't go to a movie because Mom might need me." What you think you "should" do is in conflict with what you want to do. You end up feeling guilty, depressed, or frustrated.

**Adaptive response:** "I would like to go to a movie. It's okay for me to take a break from caregiving and enjoy myself. I will ask a friend or neighbor to check in on Mom."

### **Labeling**

You identify yourself or other people with one characteristic or action. For example, you put off doing the laundry and think, "I am lazy."

**Adaptive response:** "I am not lazy. Sometimes I don't do as much as I could, but that doesn't mean I am lazy. I often work hard and do the best that I can. Even I need a break sometimes."

### **Personalizing**

You take responsibility for a negative occurrence that is beyond your control. For example, you might blame yourself when the person in your care requires hospitalization or placement in a facility.

**Adaptive response:** "Mom's condition has gotten to the point where I can no longer take care of her myself. It is her condition and not my shortcomings that require her to be in a nursing home."

### **Using the “Triple-Column Technique”**

Unhelpful thought patterns are usually ingrained reactions or habits. To modify your negative thoughts, you will have to learn to recognize them, know why they are false, and talk back to them.

One helpful way to practice using more adaptive thinking processes is to use the “triple-column technique.” Draw two lines down the center of a piece of paper to divide the paper into thirds. When you are feeling frustrated, take a personal “time out” and write your negative thoughts in the first column.

In the second column, try to identify the type of unhelpful pattern from the six examples above. In the third column, talk back to your negative thoughts with a more positive point of view. See below for examples.

#### **Negative Thoughts**

#### **Thought Patterns**

#### **Adaptive Thoughts**

(Caregiver burns dinner.) “I can’t do anything right!”

Overgeneralization

I’m not perfect, but nobody is perfect. Sometimes I make mistakes, and sometimes I do things well.

(Caregiver has coffee with a friend and spouse has accident at home.) “I’m selfish and rotten! If I had been home, he wouldn’t have fallen.”

Labeling; personalizing

I’m not selfish or rotten. I do a lot to take care of my husband, but I need to take care of myself as well. He might have fallen even if I had been home.

(Brother does not show up to take your Dad to the doctor.) “I knew I couldn’t trust him. I should just do it myself next time.”

Jumping to conclusions; should statements

I don’t know why he didn’t come, but I need his help, so we’ll have to find ways for him to share the burden of Dad’s care.

#### **Communicating Assertively**

Good communication can reduce frustration by allowing you to express yourself while helping others to understand your limits and needs. *Assertive* communication is different from passive or aggressive communication. When you communicate passively, you may be keeping your own needs and desires inside to avoid conflict with others. While this may seem easier on the surface, the long-term result may be that others feel they can push you around to get their way.

When you communicate aggressively, you may be forcing your needs and desires onto others. While this allows you to express your feelings, aggressive communication generally makes others more defensive and less cooperative.

When you communicate assertively, you express your own needs and desires while respecting the needs and desires of others. Assertive communication allows both parties to engage in a dignified discussion about the issue at hand.

#### **Keys to assertive communication are:**

- Respecting your own feelings, needs, and desires.
- Standing up for your feelings without shaming, degrading, or humiliating the other person.
- Using “I” statements rather than “you” statements. For example, say, “I need a break” or “I would like to talk to you and work this out” instead of “You are irresponsible” or “You never help out!”
- Not using “should” statements. For example, say, “It’s important to me that promises be kept,” instead of “You should keep your promise.”

## **The Critical Step: Asking for Help**

You cannot take on all the responsibilities of caregiving by yourself. It is essential that you ask for and accept help. Discuss your needs with family members and friends who might be willing to share caregiving responsibilities. People will not realize you need help if you do not explain your situation and ask for assistance. Remember, you have the right to ask for help and express your needs.

### ***When to say “Yes”***

Don't be afraid to say “Yes” if someone offers to help. Say “Yes” at the moment a person offers to help rather than saying “Maybe” and waiting until you are in a fix. Have a list handy of errands or tasks you need help with. Keep in mind that people feel useful and gratified when they are able to help others.

### ***When to say “No”***

Often, caregivers are pulled in multiple directions. In addition to the demands of caregiving, you may feel compelled to meet the demands of your immediate and extended family, your friends, and your employer. Learn how to say “No” to the demands of others when you are overwhelmed or need a break. It is your right to say “No” to extra demands on your time without feeling guilty.

## **Learning Effective Communication Techniques for Dementia Caregiving**

Many families find it frustrating to communicate with a loved one who has dementia. The person with dementia may repeat questions over and over or mistake you for someone else. It is important to remember that the person with dementia cannot control behavior caused by their disease. They do not need to be corrected or grounded in “reality.” You can distract them or just agree with them as a way to reduce your frustration.

It can be helpful, however, to learn more about dementia and effective communication techniques which will ease your frustration. For example, use simple, direct statements, and place yourself close when speaking to a person with a cognitive disorder. Try not to argue about unimportant things such as what the date is. Allow extra time to accomplish tasks such as dressing. Remember, people with dementia often react more to our feelings than to our words. Finding ways to be calm can help you to gain cooperation. See FCA's fact sheet *Caregiver's Guide to Understanding Dementia Behaviors* for more helpful strategies.

## **Self-Care to Prevent Frustration**

Caregiving can be tiring and stressful. When you're caring for others, it's easy to forget to care for yourself. While it may be difficult to find time to focus on yourself and your needs, it is very important that you do so to prevent frustration and burnout. FCA's Fact Sheet: *Taking Care of YOU: Self-Care for Caregivers* offers additional information.

Here are three steps to taking better care of YOU:

### **1. Make Time for Yourself**

You may feel guilty about needing or wanting time out for rest, socialization, and fun. However, everyone deserves regular and ongoing breaks from work, including caregivers. “Respite” providers can give you the opportunity to take the breaks you need. Respite breaks may be provided by in-home help, adult day care, “friendly visitor” programs, friends and neighbors, or other means. The important point is to allow yourself to take a break from caregiving. See Resources at the end of this fact sheet for organizations that might help you give yourself time off from caregiving.

## 2. Take Care of Yourself

Although caregiving may make it difficult to find time for yourself, it is important to eat well, exercise, get a good night's sleep, and attend to your own medical needs.

When you do not take care of yourself, you are prone to increased anxiety, depression, frustration, and physical distress that will make it more difficult to continue providing care.

## 3. Seek Outside Support

Sharing your feelings with a counselor, pastor, a support group, or with another caregiver in a similar situation can be a great way to release stress and get helpful advice. You may want to contact the organizations under Resources at the end of this fact sheet, or look in the community services section at the front of the *Yellow Pages*, under Counseling or Senior Services, to find services to help you get some caregiver support. The FCA fact sheet on *Community Care Options* also offers information.

### Resources

#### **Family Caregiver Alliance**

##### ***National Center on Caregiving***

(415) 434-3388 | (800) 445-8106

Website: [www.caregiver.org](http://www.caregiver.org)

Email: [info@caregiver.org](mailto:info@caregiver.org)

FCA Care Journey: [www.caregiver.org/carejourney](http://www.caregiver.org/carejourney)

Family Care Navigator: [www.caregiver.org/family-care-navigator](http://www.caregiver.org/family-care-navigator)

Family Caregiver Alliance (FCA) seeks to improve the quality of life for caregivers through education, services, research, and advocacy. Through its National Center on Caregiving, FCA offers information on current social, public policy, and caregiving issues and provides assistance in the development of public and private programs for caregivers. For residents of the greater San Francisco Bay Area, FCA provides direct support services for caregivers of those with Alzheimer's disease, stroke, traumatic brain injury, Parkinson's, and other debilitating disorders that strike adults.

### FCA Fact and Tip Sheets

A listing of all facts and tips is available online at [www.caregiver.org/fact-sheets](http://www.caregiver.org/fact-sheets).

Caregiver's Guide to Understanding Dementia Behaviors

Hiring In-Home Help

Taking Care of YOU: Self-Care for Family Caregivers

Caregiving at Home: A Guide to Community Resources

### Other Organizations and Links

#### **Alzheimer's Association**

[www.alz.org](http://www.alz.org)

#### **National Volunteer Caregiving Network**

[www.nvcnetwork.org](http://www.nvcnetwork.org)

Visit website to find volunteer caregiving assistance.

#### **ARCH National Respite Network and Resource Center**

[www.archrespite.org](http://www.archrespite.org)

Visit website to find local respite providers.

## Eldercare Locator

eldercare.acl.gov

Visit website or call to find your local Area Agency on Aging and services for the elderly and caregivers, including respite care providers.

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## Understanding Dementia

### Introduction

Caring for a loved one with dementia poses many challenges for families and caregivers. People with dementia from conditions such as Alzheimer's and related diseases have a progressive biological brain disorder that makes it more and more difficult for them to remember things, think clearly, communicate with others, and take care of themselves. In addition, dementia can cause mood swings and even change a person's personality and behavior. This fact sheet provides some practical strategies for dealing with the troubling behavior problems and communication difficulties often encountered when caring for a person with dementia.

### Ten Tips for Communicating with a Person with Dementia

We aren't born knowing how to communicate with a person with dementia—but we can learn. Improving your communication skills will help make caregiving less stressful and will likely improve the quality of your relationship with your loved one. Good communication skills will also enhance your ability to handle the difficult behavior you may encounter as you care for a person with a dementing illness.

1. **Set a positive mood for interaction.** Your attitude and body language communicate your feelings and thoughts more strongly than your words do. Set a positive mood by speaking to your loved one in a pleasant and respectful manner. Use facial expressions, tone of voice, and physical touch to help convey your message and show your feelings of affection.
2. **Get the person's attention.** Limit distractions and noise—turn off the radio or TV, close the curtains or shut the door, or move to quieter surroundings. Before speaking, make sure you have her attention; address her by name, identify yourself by name and relation, and use nonverbal cues and touch to help keep her focused. If she is seated, get down to her level and maintain eye contact.
3. **State your message clearly.** Use simple words and sentences. Speak slowly, distinctly, and in a reassuring tone. Refrain from raising your voice higher or louder; instead, pitch your voice lower. If she doesn't understand the first time, use the same wording to repeat your message or question. If she still doesn't understand, wait a few minutes and rephrase the question. Use the names of people and places instead of pronouns (he, she, they) or abbreviations.
4. **Ask simple, answerable questions.** Ask one question at a time; those with yes or no answers work best. Refrain from asking open-ended questions or giving too many choices. For example, ask, "Would you like to wear your white shirt or your blue shirt?" Better still, show her the choices—visual prompts and cues also help clarify your question and can guide her response.
5. **Listen with your ears, eyes, and heart.** Be patient in waiting for your loved one's reply. If she is struggling for an answer, it's okay to suggest words. Watch for nonverbal cues and body language, and respond appropriately. Always strive to listen for the meaning and feelings that underlie the words.
6. **Break down activities into a series of steps.** This makes many tasks much more manageable. You can encourage your loved one to do what he can, gently remind him of steps he tends to forget, and assist with steps he's no longer able to accomplish on his own. Using visual cues, such as showing him with your hand where to place the dinner plate, can be very helpful.
7. **When the going gets tough, distract and redirect.** If your loved one becomes upset or agitated, try changing the subject or the environment. For example, ask him for help or suggest going for a walk. It is important to connect with the person on a feeling level, before you redirect. You might say, "I see you're feeling sad—I'm sorry you're upset. Let's go get something to eat."
8. **Respond with affection and reassurance.** People with dementia often feel confused, anxious, and unsure of themselves. Further, they often get reality confused and may recall things that never really occurred. Avoid trying to convince them they are wrong. Stay focused on the feelings they are demonstrating (which are real) and respond with verbal and physical expressions of comfort, support, and

reassurance. Sometimes holding hands, touching, hugging, and praise will get the person to respond when all else fails.

9. **Remember the good old days.** Remembering the past is often a soothing and affirming activity. Many people with dementia may not remember what happened 45 minutes ago, but they can clearly recall their lives 45 years earlier. Therefore, avoid asking questions that rely on short-term memory, such as asking the person what they had for lunch. Instead, try asking general questions about the person's distant past—this information is more likely to be retained.
10. **Maintain your sense of humor.** Use humor whenever possible, though not at the person's expense. People with dementia tend to retain their social skills and are usually delighted to laugh along with you.

### Handling Troubling Behavior

Some of the greatest challenges of caring for a loved one with dementia are the personality and behavior changes that often occur. You can best meet these challenges by using creativity, flexibility, patience, and compassion. It also helps to not take things personally and maintain your sense of humor.

To start, consider these ground rules:

**We cannot change the person.** The person you are caring for has a brain disorder that shapes who he has become. When you try to control or change his behavior, you'll most likely be unsuccessful or be met with resistance. It's important to:

- Try to accommodate the behavior, not control the behavior. For example, if the person insists on sleeping on the floor, place a mattress on the floor to make him more comfortable.
- Remember that we **can change our behavior** or the physical environment. Changing our own behavior will often result in a change in our loved one's behavior.

**Check with the doctor first.** Behavioral problems may have an underlying medical reason: perhaps the person is in pain or experiencing an adverse side effect from medications. In some cases, like incontinence or hallucinations, there may be some medication or treatment that can assist in managing the problem.

**Behavior has a purpose.** People with dementia typically cannot tell us what they want or need. They might do something, like take all the clothes out of the closet on a daily basis, and we wonder why. It is very likely that the person is fulfilling a need to be busy and productive. Always consider what need the person might be trying to meet with their behavior—and, when possible, try to accommodate them.

**Behavior is triggered.** It is important to understand that all behavior is triggered—it occurs for a reason. It might be something a person did or said that triggered a behavior, or it could be a change in the physical environment. The root to changing behavior is disrupting the patterns that we create. Try a different approach, or try a different consequence.

**What works today, may not tomorrow.** The multiple factors that influence troubling behaviors, and the natural progression of the disease process, mean that solutions that are effective today may need to be modified tomorrow—or may no longer work at all. The key to managing difficult behaviors is being creative and flexible in your strategies to address a given issue.

**Get support from others.** You are not alone—there are many others caring for someone with dementia. Locate your nearest Area Agency on Aging, the local chapter of the Alzheimer's Association, a [California Caregiver Resource Center](#), or visit the Family Care Navigator ([www.caregiver.org/family-care-navigator](http://www.caregiver.org/family-care-navigator)) to find support groups, organizations, and services that can help you. Expect that, like the loved one you are caring for, you will have good days and bad days. Develop strategies for coping with the bad days.

The following is an overview of the most common dementia-associated behaviors, with suggestions that may be useful in handling them. You'll find additional resources listed at the end of this fact sheet.

### Wandering

People with dementia walk seemingly aimlessly, for a variety of reasons, such as boredom, medication side effects, or to look for “something” or someone. They also may be trying to fulfill a physical need—thirst, hunger, a need to use the toilet, or exercise. Discovering the triggers for wandering are not always easy, but they can provide insights to dealing with the behavior.

- Make time for regular exercise to minimize restlessness.
- Consider installing new locks that require a key. Position locks high or low on the door; many people with dementia will not think to look beyond eye level. Keep in mind fire and safety concerns for all family members; the lock(s) must be accessible to others and not take more than a few seconds to open.
- Try a barrier like a curtain or colored streamer to mask the door. A “stop” sign or “do not enter” sign also may help.
- Place a black mat or paint a black space on your front porch; this may appear to be an impassable hole to the person with dementia.
- Add “child-safe” plastic covers to doorknobs.
- Consider installing a home security system or monitoring system designed to keep watch over someone with dementia. Also available are new digital devices that can be worn like a watch or clipped on a belt that use global positioning systems (GPS) or other technology to track a person’s whereabouts or locate him if he wanders off.
- Put away essential items such as the confused person’s coat, purse, or glasses. Some individuals will not go out without certain articles.
- Have your relative wear an ID bracelet and sew ID labels in their clothes. Always have a current photo available should you need to report your loved one missing. Consider leaving a copy on file at the police department or registering the person with the Alzheimer’s Association Safe Return program or other emergency tracking service.
- Tell neighbors about your relative’s wandering behavior, and make sure they have your phone number.

### **Incontinence**

The loss of bladder or bowel control often occurs as dementia progresses. Sometimes accidents result from environmental factors; for example, someone can’t remember where the bathroom is located or can’t get to it in time. If an accident occurs, your understanding and reassurance will help the person maintain dignity and minimize embarrassment.

- Establish a routine for using the toilet. Try reminding the person or assisting her to the bathroom every two hours.
- Schedule fluid intake to ensure the confused person does not become dehydrated. Know that some drinks (coffee, tea, cola, or beer) have more of a diuretic effect than others. Limit fluid intake in the evening before bedtime.
- Use signs (with illustrations) to indicate which door leads to the bathroom.
- A commode, obtained at any medical supply store, can be left in the bedroom at night for easy access.
- Incontinence pads and products can be purchased at the pharmacy or supermarket. A urologist may be able to prescribe a special product or treatment.
- Use easy-to-remove clothing with elastic waistbands or velcro closures, and provide clothes that are easily washable.

### **Agitation**

Agitation refers to a range of behaviors associated with dementia, including irritability, sleeplessness, and verbal or physical aggression. Often these types of behavior problems progress with the stages of dementia, from mild to more severe. Agitation may be triggered by a variety of things, including environmental factors, fear, and fatigue. Most often, agitation is triggered when the person experiences “control” being taken from him or her.

- Reduce noise, clutter, or the number of persons in the room.
- Maintain structure by keeping the same routines. Keep household objects and furniture in the same places. Familiar objects and photographs offer a sense of security and can suggest pleasant memories.
- Reduce caffeine intake, sugar, and other foods that cause spikes in energy.

- Try gentle touch, soothing music, reading, or walks to quell agitation. Speak in a reassuring voice. Do not try to restrain the person during a period of agitation.
- Keep dangerous objects out of reach.
- Allow the person to do as much for himself as possible—support his independence and ability to care for himself.
- Acknowledge the confused person’s anger over the loss of control in his life. Tell him you understand his frustration.
- Distract the person with a snack or an activity. Allow him to forget the troubling incident. Confronting a confused person may increase anxiety.

### **Repetitive Speech or Actions (Perseveration)**

People with dementia will often repeat a word, statement, question, or activity over and over. While this type of behavior is usually harmless for the person with dementia, it can be annoying and stressful to caregivers. Sometimes the behavior is triggered by anxiety, boredom, fear, or environmental factors.

- Provide plenty of reassurance and comfort, both in words and in touch.
- Try distracting with a snack or activity.
- Avoid reminding them that they just asked the same question. Try ignoring the behavior or question, and instead try refocusing the person into an activity such as singing or “helping” you with a chore.
- Don’t discuss plans with a confused person until immediately prior to an event.
- You may want to try placing a sign on the kitchen table, such as, “*Dinner is at 6:30*” or “*Lois comes home at 5:00*” to remove anxiety and uncertainty about anticipated events.
- Learn to recognize certain behaviors. An agitated state or pulling at clothing, for example, could indicate a need to use the bathroom.

### **Paranoia**

Seeing a loved one suddenly become suspicious, jealous, or accusatory is unsettling. Remember, what the person is experiencing is very real to them. It is best not to argue or disagree. This, too, is part of the dementia—try not to take it personally.

- If the confused person suspects money is “missing,” allow her to keep small amounts of money in a pocket or handbag for easy inspection.
- Help them look for the “missing” object and then distract them into another activity. Try to learn where the confused person’s favorite hiding places are for storing objects, which are frequently assumed to be “lost.” Avoid arguing.
- Take time to explain to other family members and home-helpers that suspicious accusations are a part of the dementing illness.
- Try nonverbal reassurances like a gentle touch or hug. Respond to the feeling behind the accusation and then reassure the person. You might try saying, “*I see this frightens you; stay with me, I won’t let anything happen to you.*”

### **Sleeplessness/Sundowning**

Restlessness, agitation, disorientation, and other troubling behavior in people with dementia often get worse at the end of the day and sometimes continue throughout the night. Experts believe this behavior, commonly called *sundowning*, is caused by a combination of factors, such as exhaustion from the day’s events and changes in the person’s biological clock that confuse day and night.

- Increase daytime activities, particularly physical exercise. Discourage inactivity and napping during the day.
- Watch out for dietary culprits, such as sugar, caffeine, and some types of junk food. Eliminate or restrict these types of foods and beverages to early in the day. Plan smaller meals throughout the day, including a light meal, such as half a sandwich, before bedtime.
- Plan for the afternoon and evening hours to be quiet and calm; however, *structured, quiet activity is important*. Perhaps take a stroll outdoors, play a simple card game, or listen to soothing music together.

- Turning on lights well before sunset and closing the curtains at dusk will minimize shadows and may help diminish confusion. At minimum, keep a nightlight in the person's room, hallway, and bathroom.
- Make sure the house is safe: block off stairs with gates, lock the kitchen door and/or put away dangerous items.
- As a last resort, consider talking to the doctor about medication to help the agitated person relax and sleep. Be aware that sleeping pills and tranquilizers may solve one problem and create another, such as sleeping at night but being more confused the next day.
- It's essential that you, the caregiver, get enough sleep. If your loved one's nighttime activity keeps you awake, consider asking a friend or relative, or hiring someone, to take a turn so that you can get a good night's sleep. Catnaps during the day also might help.

## **Eating/Nutrition**

Ensuring that your loved one is eating enough nutritious foods and drinking enough fluids is a challenge. People with dementia literally begin to forget that they need to eat and drink. Complicating the issue may be dental problems or medications that decrease appetite or make food taste "funny." The consequences of poor nutrition are many, including weight loss, irritability, sleeplessness, bladder or bowel problems, and disorientation.

- Make meal and snack times part of the daily routine and schedule them around the same time every day. Instead of three big meals, try five or six smaller ones.
- Make mealtimes a special time. Try flowers or soft music. Turn off loud radio programs and the TV.
- Eating independently should take precedence over eating neatly or with "proper" table manners. Finger foods support independence. Pre-cut and season the food. Try using a straw or a child's "sippy cup" if holding a glass has become difficult. Provide assistance only when necessary and allow plenty of time for meals.
- Sit down and eat with your loved one. Often they will mimic your actions, and it makes the meal more pleasant to share it with someone.
- Prepare foods with your loved one in mind. If they have dentures or trouble chewing or swallowing, use soft foods or cut food into bite-size pieces.
- If chewing and swallowing are issues, try gently moving the person's chin in a chewing motion or lightly stroking their throat to encourage them to swallow.
- If loss of weight is a problem, offer nutritious high-calorie snacks between meals. Breakfast foods high in carbohydrates are often preferred. On the other hand, if the problem is weight gain, keep high-calorie foods out of sight. Instead, keep handy fresh fruits, veggie trays, and other healthy low-calorie snacks.

## **Bathing**

People with dementia often have difficulty remembering "good" hygiene, such as brushing teeth, toileting, bathing, and regularly changing their clothes. From childhood we are taught these are highly private and personal activities; to be undressed and cleaned by another can feel frightening, humiliating, and embarrassing. As a result, bathing often causes distress for both caregivers and their loved ones.

- Think historically of your loved one's hygiene routine — did she prefer baths or showers? Mornings or nights? Did she have her hair washed at the salon or do it herself? Was there a favorite scent, lotion, or powder she always used? Adopting—as much as possible—her past bathing routine may provide some comfort. Remember that it may not be necessary to bathe every day—sometimes twice a week is sufficient.
- If your loved one has always been modest, enhance that feeling by making sure doors and curtains are closed. Whether in the shower or the bath, keep a towel over her front, lifting to wash as needed. Have towels and a robe or her clothes ready when she gets out.
- Be mindful of the environment, such as the temperature of the room and water (older adults are more sensitive to heat and cold) and the adequacy of lighting. It's a good idea to use safety features such as non-slip floor bath mats, grab-bars, and bath or shower seats. A hand-held shower might also be a good feature to install. Remember—people are often afraid of falling. Help them feel secure in the shower or tub.
- Never leave a person with dementia unattended in the bath or shower. Have all the bath things you need laid out beforehand. If giving a bath, draw the bath water first. Reassure the person that the water is warm—perhaps pour a cup of water over her hands before she steps in.

- If hair washing is a struggle, make it a separate activity. Or, use a dry shampoo.
- If bathing in the tub or shower is consistently traumatic, a towel bath provides a soothing alternative. A *bed bath* has traditionally been used with only the most frail and bed-ridden patients, soaping up a bit at a time in their beds, rinsing off with a basin of water, and drying with towels. A growing number of nurses in and out of facilities, however, are beginning to recognize its value and a variation—the “towel bath”—for others as well, including people with dementia who find bathing in the tub or shower uncomfortable or unpleasant. The towel bath uses a large bath towel and washcloths dampened in a plastic bag of warm water and no-rinse soap. Large bath-blankets are used to keep the patient covered, dry and warm while the dampened towel and washcloths are massaged over the body.

### **Additional Problem Areas**

- Dressing is difficult for most dementia patients. Choose loose-fitting, comfortable clothes with easy zippers or snaps and minimal buttons. Reduce the person’s choices by removing seldom-worn clothes from the closet. It’s common for people with dementia to continue layering on clothes even though they are fully dressed. To facilitate dressing and support independence, lay out one article of clothing at a time, in the order it is to be worn. Remove soiled clothes from the room. Don’t argue if the person insists on wearing the same thing again.
- Hallucinations (seeing or hearing things that others don’t) and delusions (false beliefs, such as someone is trying to hurt or kill another) may occur as the dementia progresses. State simply and calmly your perception of the situation, but avoid arguing or trying to convince the person that their perceptions are wrong. Keep rooms well-lit to decrease shadows, and offer reassurance and a simple explanation if the curtains move from circulating air, or if a loud noise such as a plane or siren is heard. Distractions may help. Depending on the severity of symptoms, you might consider medication.
- Sexually inappropriate behavior, such as masturbating or undressing in public, lewd remarks, unreasonable sexual demands, even sexually aggressive behavior, may occur during the course of the illness. Remember, this behavior is caused by the disease. Develop an action plan to follow before the behavior occurs, i.e., what you will say and do if the behavior happens at home, around other relatives, friends, or paid caregivers. If you can, identify what triggers the behavior.
- Verbal outbursts such as cursing, arguing, and threatening often are expressions of anger or stress. React by staying calm and reassuring. Validate your loved one’s feelings and then try to distract or redirect his attention to something else.
- “Shadowing” is when a person with dementia imitates and follows the caregiver, or constantly talks, asks questions, and interrupts. Like sundowning, this behavior often occurs late in the day and can be irritating for caregivers. Comfort the person with verbal and physical reassurance. Distraction or redirection might also help. Giving your loved one a job such as folding laundry might help to make her feel needed and useful.
- People with dementia may become uncooperative and resistant to daily activities such as bathing, dressing, and eating. Often this is a response to feeling out of control, rushed, afraid, or confused by what you are asking of them. Break each task into steps and, in a reassuring voice, explain each step before you do it. Allow plenty of time. Find ways to have them assist to their ability in the process, or follow with an activity that they can perform.
- Even with these many potential challenges, it’s important to remember that these behaviors are often coping tactics for a person with deteriorating brain function. There’s no question that dealing with these behaviors can make caregiving especially challenging.

### **Resources**

#### **Family Caregiver Alliance**

#### ***National Center on Caregiving***

(415) 434-3388 | (800) 445-8106

Website: [www.caregiver.org](http://www.caregiver.org)

Email: [info@caregiver.org](mailto:info@caregiver.org)

FCA CareJourney: [www.caregiver.org/carejourney](http://www.caregiver.org/carejourney)

Family Care Navigator: [www.caregiver.org/family-care-navigator](http://www.caregiver.org/family-care-navigator)

Family Caregiver Alliance (FCA) seeks to improve the quality of life for caregivers through education, services, research, and advocacy. Through its National Center on Caregiving, FCA offers information on

current social, public policy, and caregiving issues and provides assistance in the development of public and private programs for caregivers. For residents of the greater San Francisco Bay Area, FCA provides direct support services for caregivers of those with Alzheimer's disease, stroke, traumatic brain injury, Parkinson's, and other debilitating health conditions that strike adults

## **SECTION 17: CODE OF ETHICS**

**Integrity:** Maintain honesty and clear communication in the workplace.

**Teamwork:** Work together to get the job done

**Objectivity:** Don't make career decisions based on whom you like the best.

**Confidentiality:** Maintain Client and Patient Confidence at all times.

**Growth:** Always pursue professional growth

### **What is the Code of Ethics for Healthcare**

The Code of Ethics for Healthcare (Code) is the definitive standard for ethical nursing practice. This essential resource guides nurses as they make patient care and practice decisions in today's complex healthcare environment. The Code also supports Healthcare workers in maintaining their professional integrity in all care settings. Anchored in nursing's moral traditions, the Code emphasizes the profession's 21st Century imperative to advance social justice and health equity.

Life and death decisions are a part of nursing, and ethics are therefore fundamental to the integrity of the nursing profession. Every day, Healthcare workers support each other to fulfill their ethical obligations to patients and the public, but in an ever-changing world – there are increased challenges. Learn more about how the Code of Ethics for Healthcare, or “the Code”, is a vital tool for healthcare workers now and in the future.

### **Code of Ethics for Nurses**

The revision of the Code was informed by a panel of nurses selected from various practice settings, geographic locations, and differing levels of expertise. After a revised code was drafted, it was posted for public comments to which over 6,300 responses were received from 3,000 individuals. The contributions of these individuals are gratefully acknowledged.

The American Nurses Association is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation.

## A Brief Look at Ethics:

### DEFINITIONS:

- Ethics - moral principles, morally right, a standard of conduct.
- Ethicist - a specialist in ethics.
- Dilemma - any situation requiring a choice between unpleasant alternatives.

### Most ethicists say there are seven ETHICAL PRINCIPLES:

- Beneficence - doing good, caring.
- Non-maleficence - doing no harm.
- Justice - being fair.
- Autonomy - respecting the patient's right to make decisions.
- Loyalty (Fidelity) - keeping promises.
- Veracity - telling the truth.
- Confidentiality - keeping the patient's information private.

Some say that all ethical decisions are based on the economic, or money, interest of the provider and of society. In other words, what will the decision cost and is it worth it?

### Here are ways you can PUT THESE ETHICAL PRINCIPLES INTO PRACTICE:

- Respect the culture and customs of your patients.
- Be truthful in all communication.
- Do not speak badly of patients, coworkers or the Agency.
- Avoid exploitation of relationships for personal advantage.
- Do not discriminate.
- Assure confidentiality of patients - do not talk about them to others who do not have "the need to know."
- Assure autonomy of patients - let them participate in deciding their care and treatment.

### THINK ABOUT THESE SAMPLES OF ETHICAL DILEMMAS:

- ? Your elderly patient, who is disoriented, needs a blood transfusion. Her son has medical power as an attorney. (See "A Brief Look-Advance Directives.") He is a devout Jehovah's Witness who doesn't believe in blood transfusions, and she is a Methodist. What's the right thing to do?
- ? You are the Home Health Aide for a patient who is receiving insulin twice a day. She told you she had just eaten a large piece of strawberry shortcake. She asked you not to tell the nurse. What's the right thing to do?

**By the way, there may not be a "right" answer to any of these!**

**A Brief Look at Ethics**

**Quiz**

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Graded By (RN): \_\_\_\_\_ Grade: \_\_\_\_\_

1. Ethics means a standard of conduct. There are seven ethical principles presented in this lesson. One of them is beneficence. Beneficence means being fair.
  - a) True
  - b) False
2. Justice means being fair.
  - a) True
  - b) False
3. On the way to your patient's home, you plan to give her a bath first and then make the bed. When you arrive, she wants you to make her bed first and then give her a bath. You do it as she asked. That is an example of practicing autonomy.
  - a) True
  - b) False
4. Your patient is terminally ill and has about two months left to live. She has an out-of-hospital do not resuscitate order in place. She is choking on her food, so you call 911. The paramedics begin CPR and put in a breathing tube. Is this right?
  - a) True
  - b) False

## Quiz: Suicide Prevention:

1. True or False (circle one): Men complete suicides more often than women, but women attempt suicide more often than men.
2. True or False (circle one): Any threat of suicide should be taken seriously and reported to the Supervisor immediately.
3. Almost half of inpatient suicides occurred in:
  - A. Patient's rooms
  - B. Hallway
  - C. Bathroom
  - D. Day rooms
4. Risk factors for suicide can include:
  - A. Mental health conditions
  - B. Previous suicide attempts
  - C. History of trauma or abuse
  - D. Chronic pain
  - E. All of the above
5. Lethal means of suicide in a hospital setting typically include all of the following except:
  - A. Medications
  - B. Ligatures
  - C. Sharp objects
  - D. Firearms
6. Warning signs of suicide can include:
  - A. Dramatic mood changes
  - B. Giving away prized possessions
  - C. Withdrawal from friends and family
  - D. Comments about feeling helpless or hopeless
  - E. All of the above
7. Suicide prevention measures include all except:
  - A. Careful assessment
  - B. Safety checks & supervise the patient appropriately
  - C. Telling the patient that its not a bad thing and things will get better
  - D. Therapeutic interventions
8. The Nurse completes a CSSRS indicating the patient is a high suicide risk the Nurse should:
  - A. Place the patient immediately on constant observation
  - B. Notify the LIP
  - C. Ensure dangerous objects are removed from the area
  - D. Update and add to patient care plan
  - E. All of the above

Name: \_\_\_\_\_ Date \_\_\_\_\_

## **SECTION 18: PROVISIONS**

### **Provision 1**

The nurse practices with compassion and respect for the inherent dignity, worth, and unique attributes of every person.

### **Provision 2**

A nurse's primary commitment is to the recipient(s) of nursing care, whether an individual, family, group, community, or population.

### **Provision 3**

The nurse establishes a trusting relationship and advocates for the rights, health, and safety of recipient(s) of nursing care.

### **Provision 4**

Nurses have authority over nursing practice and are responsible and accountable for their practice consistent with their obligations to promote health, prevent illness, and provide optimal care.

### **Provision 5**

The nurse has moral duties to self as a person of inherent dignity and worth including an expectation of a safe place to work that fosters flourishing, authenticity of self at work, and self-respect through integrity and professional competence.

### **Provision 6**

Nurses, through individual and collective effort, establish, maintain, and improve the ethical environment of the work setting that affects nursing care and the well-being of nurses.

### **Provision 7**

Nurses advance the profession through multiple approaches to knowledge development, professional standards, and the generation of policies for nursing, health, and social concerns.

### **Provision 8**

Nurses build collaborative relationships and networks with nurses, other healthcare and non-healthcare disciplines, and the public to achieve greater ends.

### **Provision 9**

Nurses and their professional organizations work to enact and resource practices, policies, and legislation to promote social justice, eliminate health inequities, and facilitate human flourishing.

### **Provision 10**

Nursing, through organizations and associations, participates in the global nursing and health community to promote human and environmental health, well-being, and flourishing.

## SECTION 19:

### HAZARD AND VULNERABILITY ASSESSMENT TOOL EVENTS INVOLVING HAZARDOUS MATERIALS

EVENT	PROBABILITY	SEVERITY = (MAGNITUDE - MITIGATION)					
		HUMAN IMPACT	PROPERTY IMPACT	BUSINESS IMPACT	PREPARED-NESS	INTERNAL RESPONSE	EXTERNAL RESPONSE
		<i>Likelihood this will occur</i>	<i>Possibility of death or injury</i>	<i>Physical losses and damages</i>	<i>Interruption of services</i>	<i>Preplanning</i>	<i>Time, effectiveness, resources</i>
SCORE	0 = N/A 1 = Low 2 = Moderate 3 = High	0 = N/A 1 = Low 2 = Moderate 3 = High	0 = N/A 1 = Low 2 = Moderate 3 = High	0 = N/A 1 = Low 2 = Moderate 3 = High	0 = N/A 1 = High 2 = Moderate 3 = Low or none	0 = N/A 1 = High 2 = Moderate 3 = Low or none	0 = N/A 1 = High 2 = Moderate 3 = Low or none
Mass Casualty Hazmat Incident (From historic events at your MC with >= 5 victims)	1	1	1	1	3	3	3
Small Casualty Hazmat Incident (From historic events at your MC with < 5 victims)	1	1	1	1	3	3	3
Chemical Exposure, External	1	1	1	1	3	3	3
Small-Medium Sized Internal Spill	1	1	1	1	3	3	3
Large Internal Spill	1	1	1	1	3	3	3
Terrorism, Chemical	1	1	1	1	3	3	3
Radiologic Exposure, Internal	1	1	1	1	3	3	3
Radiologic Exposure, External	1	1	1	1	3	3	3
Terrorism, Radiologic	1	1	1	1	3	3	3

## HAZARD AND VULNERABILITY ASSESSMENT TOOL HUMAN RELATED EVENT

EVENT	PROBABILITY	SEVERITY = (MAGNITUDE - MITIGATION)					
		HUMAN IMPACT	PROPERTY IMPACT	BUSINESS IMPACT	PREPARED-NESS	INTERNAL RESPONSE	EXTERNAL RESPONSE
	<i>Likelihood this will occur</i>	<i>Possibility of death or injury</i>	<i>Physical losses and damages</i>	<i>Interruption of services</i>	<i>Preplanning</i>	<i>Time, effectiveness, resources</i>	<i>Community/ Mutual Aid staff and supplies</i>
SCORE	0 = N/A 1 = Low 2 = Moderate 3 = High	0 = N/A 1 = Low 2 = Moderate 3 = High	0 = N/A 1 = Low 2 = Moderate 3 = High	0 = N/A 1 = Low 2 = Moderate 3 = High	0 = N/A 1 = High 2 = Moderate 3 = Low or none	0 = N/A 1 = High 2 = Moderate 3 = Low or none	0 = N/A 1 = High 2 = Moderate 3 = Low or none
Mass Casualty Incident (trauma)	1	1	1	1	3	3	3
Mass Casualty Incident (medical/infectious)	1	1	1	1	3	3	3
Terrorism, Biological	0	0	0	1	3	3	3
VIP Situation	0	0	0	0	0	0	0
Infant Abduction	1	1	1	1	3	3	3
Hostage Situation	1	1	1	1	3	3	3
Civil Disturbance	1	1	1	1	3	3	3
Labor Action	1	1	1	1	3	3	3
Forensic Admission	0	0	0	0	0	0	0
Bomb Threat	1	1	1	1	3	3	3

## HAZARD AND VULNERABILITY ASSESSMENT TOOL TECHNOLOGIC EVENTS

EVENT	PROBABILITY  <i>Likelihood this will occur</i>	SEVERITY = (MAGNITUDE - MITIGATION)					
		HUMAN IMPACT	PROPERTY IMPACT	BUSINESS IMPACT	PREPARED-NESS	INTERNAL RESPONSE	EXTERNAL RESPONSE
		<i>Possibility of death or injury</i>	<i>Physical losses and damages</i>	<i>Interuption of services</i>	<i>Preplanning</i>	<i>Time, effectivness, resouces</i>	<i>Community/ Mutual Aid staff and supplies</i>
SCORE	0 = N/A 1 = Low 2 = Moderate 3 = High	0 = N/A 1 = Low 2 = Moderate 3 = High	0 = N/A 1 = Low 2 = Moderate 3 = High	0 = N/A 1 = Low 2 = Moderate 3 = High	0 = N/A 1 = High 2 = Moderate 3 = Low or none	0 = N/A 1 = High 2 = Moderate 3 = Low or none	0 = N/A 1 = High 2 = Moderate 3 = Low or none
Electrical Failure	2	1	1	2	3	3	0
Generator Failure	2	1	1	2	3	3	3
Transportation Failure	1	0	0	0	0	0	0
Fuel Shortage	1	0	0	0	0	0	0
Natural Gas Failure	1	1	1	1	3	3	3
Water Failure	1	1	1	1	3	3	
Sewer Failure	1	0	1	1	3	3	3
Steam Failure	1	0	0	0	0	0	0
Fire Alarm Failure	1	1	1	1	0	0	0
Communications Failure	1	1	1	1	3	3	3
Medical Gas Failure	1	0	0	0	0	0	0
Medical Vacuum Failure	1	0	0	0	0	0	0
HVAC Failure	1	0	0	0	0	0	0
Information Systems Failure	1	1	1	1	3	3	3
Fire, Internal	1	1	1	1	3	3	3
Flood, Internal	1	1	1	1	3	3	3
Hazmat Exposure, Internal	1	1	1	1	3	3	3
Supply Shortage	1	1	1	1	3	3	3
Structural Damage	1	1	1	1	3	3	3

*\*Threat increases with percentage.*

## HAZARD AND VULNERABILITY ASSESSMENT TOOL TECHNOLOGIC EVENTS

EVENT	PROBABILITY	SEVERITY = (MAGNITUDE - MITIGATION)					
		HUMAN IMPACT	PROPERTY IMPACT	BUSINESS IMPACT	PREPARED-NESS	INTERNAL RESPONSE	EXTERNAL RESPONSE
		<i>Likelihood this will occur</i>	<i>Possibility of death or injury</i>	<i>Physical losses and damages</i>	<i>Interruption of services</i>	<i>Preplanning</i>	<i>Time, effectiveness, resources</i>
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Hurricane	1	1	1	1	2	2	2
Tornado	1	1	1	1	2	3	3
Severe Thunderstorm	2	1	2	1	2	2	2
Snow Fall	2	1	1	1	2	2	2
Blizzard	2	1	1	1	2	2	2
Ice Storm	2	1	1	1	2	2	2
Earthquake	1	1	1	1	3	3	3
Tidal Wave	0	0	0	0	3	0	0
Temperature Extremes	1	1	1	1	2	2	2
Drought	1	1	1	0	3	3	3
Flood, External	1	1	1	1	3	3	3
Wild Fire	0	0	0	0	0	0	0
Landslide	0	0	0	0	0	0	0
Dam Inundation	0	0	0	0	0	0	0
Volcano	0	0	0	0	0	0	0
Epidemic	2	2	2	0	3	3	3
<b>AVERAGE SCORE</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

## **SECTION 20: ADIL FLOAT POLICY**

We appreciate your decision to join Adil Business Systems, Inc.'s team of health care professionals. We strive to keep working 100% of the time you want in the specialty you desire. Since different specialties often require specific certification and experience, we find it necessary at this time to review the rules of being floated. In order for a nurse to be floated, he/she must possess at least one year of experience in the specialty area with which the facility wishes to float the nurse. It is a liability issue for you personally to accept reassignment to an area where you were not originally scheduled. Certainly, we do not encourage you to accept flotation to an area which is beyond your comfort and/or training or education level. This could potentially put a patient at risk for injury and possible complaints being made about your nursing license. It is for these reasons we must ask you to sign the agreement below.

I \_\_\_\_\_ understand that it is the policy of Adil Business Systems, Inc., to only float me to areas in which I am experienced/educated. I further understand that if I am asked to float, Adil Business Systems, Inc. will be called immediately from the nursing office and permission obtained from the staffing coordinator/director of nursing on duty to allow the change of assignment. If I fail to follow the above policy, I understand that I will be accepting full responsibility for my performance in that area and all liability related to my being floated.

### **Satisfaction of Handbook**

All employees and clients having concerns regarding care and services that have not been addressed to their satisfaction and the safety and well-being of a patient, have a right to make a formal complaint by contacting the Corporate Office of Adil Business Systems @ 401-331-0755 or e-mail to [info@adil.com](mailto:info@adil.com). You may also make a formal complaint to The Joint Commission on their website [www.jointcommission.org](http://www.jointcommission.org). There will be no retaliation for voicing your concerns.

## Adil Business Systems, Inc

873 Warwick Ave.  
Warwick, RI 02888  
401-331- 0755

To Whom It May Concern.

In compliance with the Joint Commission an addendum must be added to this contract. The following are support provisions:

1. Adil Business Systems, Incorporated must inform all employees or clients that if the employees or clients have an issue concerning the safety and wellbeing of a patient, the employee or client has the right to make a formal complaint to The Joint Commission by contacting The Joint Commissions' website: [www.jointcomission.org](http://www.jointcomission.org).
2. Adil Business Systems, Incorporated, does not use subcontractors.
3. Adil Business Systems, Incorporated is responsible for all competence requirements for assigned staff.
4. Adil Business Systems, Inc. staff may only be reassigned to areas of practice within their clinical competence.
5. All staff members delegated to the contract facilities are employees of Adil Business Systems, Incorporated.
6. Unexpected incidents, errors, and sentinel events that occur that involve Adil Business Systems, Inc.'s staff should be communicated to the staffing firm.
7. Occupational safety hazards and/ or events are to be reported to Adil Business Systems, Incorporated within twenty-four hours of the event with Workers Compensation information.
8. The client is encouraged to orient Adil Business Systems, Inc. staff to its relevant policies and procedures.
9. Adil discourages any conflict of interest as defined by what occurs when an interested person has a financial interest individually as it relates to a family member, which is disclosed as or found to (a) impair the individual's objectivity or (b) create unfair competitive advantage for any person or organization other than Adil conflict of interest means more than individual bias. There must be financial interest that could directly affect the work or service of Personnel to be considered a conflict. Adil reviews and evaluates this on an annual basis.
10. There will be no retaliation for voicing concerns.

Please contact Adil Business Systems, Incorporated with any additional concerns.

If you have a complaint or concern about Adil Business, Inc. services, please contact LoriMirabella via email ([lorim@adil.com](mailto:lorim@adil.com)) or telephone (401 331 0755). If you are not satisfied.

please contact the Joint Commission via [www.jointcommission.org](http://www.jointcommission.org).

Lori Mirabella, Business-Manager

## SECTION 21: EMPLOYEE HANDBOOK ACKNOWLEDGEMENT

*(A separate copy of the Employee Handbook Acknowledgement is included in your welcome packet. Please sign, date, and return the document to the Human Resources within seven (7) days of receipt of this Handbook)*

This is to acknowledge that I have received a copy of the Adil Business Systems, Inc. Employee Handbook and I understand that it contains information about the employment policies and practices of the Company. I agree to read and comply with this Employee Handbook.

I also understand that the purpose of this Handbook is to inform me of the Company's current policies and procedures, and that it is not a contract of employment. Nothing in this Handbook provides any entitlement to me, nor is it intended to create contractual obligations of any kind for any specific period. I understand that the Company has the right to change any provision of this Handbook at any time and that I will be bound by any such changes. I recognize that this Handbook is intended only as a general reference and is not intended to cover every situation that may arise during my employment at Adil. I understand that no oral statements or representations can change the provisions of this Employee Handbook. I understand that this Employee Handbook supersedes and replaces any and all prior Employee Handbooks and any inconsistent verbal or written policy statements.

I further understand that Adil Business Systems, Inc. is an AT-WILL employer and that either the Company or I can terminate the relationship at any time, for any reason, with or without cause or notice.

I understand that the information I come into contact with during my employment is proprietary to the Company and accordingly, I agree to keep it confidential, which means I will not use it other than in the performance of my duties, or disclose it to any person or entity outside the company. I understand that I must comply with all of the provisions of the Handbook to have access to and use of company resources. I also understand that if I do not comply with all provisions of the Handbook, my access to company resources may be revoked, and I may be subject to disciplinary action up to and including discharge.

I expressly agree to the provision "Arbitration and Choice of Law", of the Handbook, in which I have agreed to use alternative dispute resolution, in lieu of litigation, as the sole means of resolving any dispute that may arise between the Company and me, subject to the Company's right to seek injunctive relief. I agree to first seek to mediate any dispute with the Company with a mediator from the American Arbitration Association or similar organization trained and experienced in employment disputes. If mediation is not successful, I agree to submit the dispute to arbitration. I understand that by agreeing to arbitration I waive any right I may have to sue or seek a jury trial. The decision of the arbitrator will be final and binding.

I further understand that I am obligated to familiarize myself with the company's safety, health, and emergency procedures as outlined in this Handbook or in other documents.

**Employee Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **Signature:** \_\_\_\_\_