



Employee Handbook

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DISCLAIMER

DUE TO OUR CHANGING OPERATIONAL NEEDS, THIS HANDBOOK SHOULD NOT BE CONSIDERED ALL-INCLUSIVE. IT OFFERS GENERAL GUIDELINES ONLY, AND IS NOT A CONTRACT, EXPRESSED OR IMPLIED. THE EMPLOYMENT RELATIONSHIP BETWEEN YOU AND OUR HOSPITAL IS "AT WILL" AND CAN BE TERMINATED BY EITHER YOU OR THE HOSPITAL AT ANY TIME FOR ANY REASON WITH OR WITHOUT NOTICE. THE HOSPITAL MAY, IN ITS SOLE DISCRETION, INTERPRET, REVISE, MODIFY OR VARY FROM ANYTHING STATED IN THIS HANDBOOK, EXCEPT FOR THE POLICY OF EMPLOYMENT AT-WILL, WHICH MAY NOT BE MODIFIED EXCEPT IN A WRITING SIGNED BY THE OWNERS OF THE HOSPITAL AND YOU. THIS HANDBOOK REPLACES AND SUPERSEDES ANY PRIOR POLICIES OR GUIDELINES ON THE SAME TOPICS COVERED BY THIS HANDBOOK. NO REPRESENTATION MADE BY A MANAGEMENT REPRESENTATIVE, AT THE TIME OF HIRE OR SUBSEQUENTLY, MAY BE INTERPRETED AS A CONTRACT BETWEEN THE HOSPITAL AND ANY OF ITS EMPLOYEES. WE WILL DO OUR BEST TO KEEP YOU INFORMED OF ANY CHANGES THAT MAY AFFECT YOU.

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Welcome to Our Staff

Dear Rogue Valley Equine Hospital Employee:

It is our pleasure to welcome you to the Rogue Equine Hospital, Inc. (RVEH) team! Whether you are a new employee or a current employee, the value of your contribution to our mutual success cannot be overstated. First off, we want to pass along a tremendous Thank You for your choice to join RVEH! We asked you to join our team because of your personal commitment to excellence in your field and your potential to be a great fit within our culture and value system. We trust that you will bring that excellence in the execution of your job responsibilities and treat RVEH as your own. Cooperation with your fellow employees and having a "can-do" attitude is key in doing what needs to be done to make champions out of our internal and external customers.

Our goal is to always provide the finest in veterinary care to horses that are brought to our facility and to be kind and considerate to their owners. Clients who come through our Hospital doors are often under stress, like our patients. Though their concern for their horses may add strain to our staff, it is very important to be caring and empathetic.

Our employees are the most valuable resource that we possess. We expect you to treat your fellow employees with the same caring and professional attitude with which you expect to be treated. How you treat our clientele and staff will in great part determine how happy and successful you will be during your employment here.

We hope that you will find this handbook to clarify all our procedures and policies. If you have any questions, please direct them to your supervisor. When there are deletions, corrections, additions, or updates, please insert them in your handbook immediately.

This handbook is an explanation of our policies and should not be interpreted as an employment contract.

Welcome to the RVEH Team!

Handbook Introduction

This Employee Handbook describes the employment policies applicable to all Exempt and Non-Exempt employees and locations. This Handbook covers all employees, directors, officers, and contractors of Rogue Equine Hospital, Inc, (RVEH) or (Hospital). As noted previously, this Handbook is a guide only, and is not intended to be a contract of employment, expressed or implied. Although we hope your employment relationship will be long-term, employment with RVEH is not for a guaranteed or set term, and either you or the Hospital may terminate the employment relationship at any time, for any reason. This relationship often referred to as "at will" employment, may not be changed by anyone except the Owners, who may only do so in writing.

You should read and understand all provisions of the handbook. It describes many of your responsibilities as an employee and what you can expect from us as an employer. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. As RVEH continues to grow and, as business needs, employment legislation and economic conditions change, the Hospital may revise, supplement, or rescind any policies or portion of the handbook.

Should there be any discrepancy between this handbook and any underlying benefit plan, policy or procedure, the plan, policy or procedure shall govern. Further, as this handbook is intended to provide guidance at all locations, state or local law will govern in the event of a conflict. This Handbook supersedes all other Handbook previously published by RVEH Corporation or any of its subsidiary companies.

Mission Statement

To provide the highest quality veterinary care to our clients and their animals and to recognize that the concerns of our clients and the welfare of their animals is our highest priority.

To attract, develop, and retain motivated, responsible personnel in our workforce and to provide a positive professional workplace environment.

Customer Relations

External Customers

Without our customers and their horses or our vendors we could not exist. Every employee represents the Hospital to current and potential customers and the public. The way we do our jobs presents an image of our entire organization. Customers judge all of us by how they and their horses are treated with each employee contact. Therefore, our first business priority is to assist any customer or potential customer. Always be courteous, friendly, helpful, and prompt in the attention you give to customers.

Our personal contact with the public, our customers and their horses, our manners on the telephone, and the communications we send to customers are a reflection not only of ourselves, but also of the entire Hospital. Positive customer relations not only enhance the perception or image of the Hospital, but also pay off in greater customer satisfaction, opportunities for new customer referrals and job security.

Internal Customers

The Hospital believes in harmonious working relationships. The Hospital needs your help in making each workday enjoyable and rewarding. Your first responsibility is to know your duties and to perform them promptly, accurately, and pleasantly. You are, of course, expected to cooperate with management and your fellow employees and to maintain a good team attitude.

GENERAL EMPLOYMENT POLICIES

Open Door Policy

Anytime people work together, dissatisfactions and misunderstandings may occur. Someone may feel that he/she has not been treated fairly, or believes that a mistake has been made in the administration of a benefit or rule.

If there is anything about your job that is bothering you, let's get it out in the open and talk about it. Discuss it frankly with us and we'll do everything we can to help you "iron it out." You can be sure that your complaint will be handled in an open and fair manner. Steps that you may take in resolving a concern are:

- 1. First, take up the issue with your immediate supervisor. Most difficulties can be resolved in this step.*
- 2. If there still is any confusion or question, you may take the concern to management or the Owner.*

We are anxious to hear from you on any subject. You do not have to have a concern to be heard. As a member of our team, we want you to have every opportunity to discuss your concern or ideas freely, and for you to feel that you are being treated fairly.

Your relationship with the Hospital will not be jeopardized as a result of using these procedures in good faith. Our sincere desire is to maintain open channels of communication that will promote a harmonious and productive work environment.

Equal Employment Opportunity

To provide equal employment and advancement opportunities to all individuals, employment decisions at RVEH are based on merit, qualifications, and abilities. The Hospital does not discriminate based on race, color, creed, religion, sex, national origin, age, citizenship, veteran status, disability, or any other characteristic protected by federal or state law.

RVEH will make reasonable accommodations for qualified individuals with known disabilities, unless doing so would result in an undue hardship. This policy governs all aspects of employment.

At RVEH, equal employment is not only a legal commitment; it is a moral commitment as well. If you have questions or concerns about any type of discrimination in the workplace, you are encouraged to bring these questions or issues to the attention of your supervisor, his or her manager, or the Owner. The Hospital will investigate and attempt to resolve the matter. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

Anti-Harassment

Sexual and other types of harassment is illegal under federal, state and local laws, including without limitation the federal Equal Employment Opportunity Commission Guidelines and other federal, state and local laws.

Sexual harassment is defined under the law as unwelcome:

- Sexual advances
- Requests for sexual favors
- Other verbal or physical conduct of a sexual nature when:
 - Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
 - Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; *or*
 - Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Sexual harassment may also be comprised of a range of subtle and not so subtle behaviors involving individuals of the same or opposite sex. Behaviors that may cause or contribute to a sexually harassing work environment include, but are not limited to: unwanted sexual advances or requests for sexual favors; unwelcome sexual jokes and innuendo; verbal abuse of a sexual nature; unwelcome commentary about an individual's body, sexual prowess, or sexual deficiencies; unwanted touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal, or visual conduct of a sexual nature.

Anti-Bullying is defined under the law as unwelcome or unreasonable behavior that demeans, intimidates or humiliates people either as individuals or as a group. Bullying behavior is often persistent and part of a pattern, but it can also occur as a single incident. It is usually carried out by an individual but can also be an aspect of group behavior known as mobbing.

RVEH is committed to providing all employees a healthy and safe work environment and will not tolerate any type of bullying in the workplace. Samples but not an exhausted list of bullying are:

- Abusive and offensive language
- Insults
- Teasing
- Spreading rumor or innuendo(s)
- Unreasonable criticism
- Isolating from normal work interaction
- Excessive demands
- Setting impossible deadlines
- Unfair blame
- Jokes
- Excessive supervision

Other Prohibited Harassment on the basis of other Protected Characteristics is also strictly prohibited. Under this policy, prohibited conduct includes, but is not limited to:

- Epithets
- Slurs
- Negative stereotyping
- Bullying
- Threatening
- Intimidating
- Hostile acts
- Denigrating jokes
- Written or graphic material that denigrates or shows hostility or aversion toward an individual or group and that is placed on walls or elsewhere on the employee's premises, or circulated in the workplace in any manner.

Individuals Covered Anti-harassment policies apply to all applicants and current employees, as well as to individual employees that may come into contact within the course of their employment who are not employees of RVEH, such as outside vendors, consultants, or customers. Employees are encouraged to remind all vendors and consultants under their supervision that they must comply with all Hospital conduct policies.

This policy applies on Hospital property, as well as in any work-related setting, such as off-site business meetings, during business trips, Hospital-approved and hosted social events and during all work-related communication including without limitation telephone calls, voice mails, text messages, and e-mail communications. Conduct that occurs at informal gatherings of employees that are not Hospital sponsored or approved may also be subject to this policy.

Affirmative Actions

In addition to RVEH policy on Equal Employment Opportunity, the Hospital also adopts a policy on affirmative action. In accordance with applicable federal, state and local law, RVEH is committed to ensuring that its hiring decisions are made from an applicant pool, which reflects the diversity of the communities represented and served by the Hospital. To the extent required by law, RVEH will take affirmative steps to promote the inclusion of women, minorities, disabled individuals, Vietnam Era Veterans, disabled veterans any other acknowledged group in its applicant pool. In addition, the Hospital is committed to encouraging the full and equal participation of such persons in all aspects and levels of the Hospital.

Business Ethics and Conduct

The success and reputation of the Hospital are built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity. Compliance with business ethics and conduct is the responsibility of every Hospital employee.

RVEH will comply with applicable laws and regulations and expects its partners, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws, and to refrain from any illegal, dishonest, or unethical conduct.

Relatives and Personal Relationships

The Hospital recognizes that close personal relationships may exist in the workplace. These relationships may include, but are not limited to, consensual relationships and immediate family members. Such relationships cannot be tolerated when they adversely affect the workplace causing unnecessary tension, strain, favoritism, or other morale problems.

Examples of what may be considered an adverse effect include, but not limited to:

- A personal relationship between a supervisor and a subordinate; or
- Unreasonably interfering with work performance or ability to conduct oneself in a professional or business-like manner; or
- Unreasonably interfering or affecting the work environment of other employees; or
- Creating a conflict of interest; or
- Situations that could potentially result in a claim of unlawful discrimination, harassment or retaliation.

A relative is defined as any person who is related by blood or marriage. A dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual "romantic" relationship. This policy applies to employees without regard to the gender or sexual orientation of the individuals involved.

Unless approved in advance, relatives of current employees may not occupy a position that will involve working directly for or supervising their relative. Individuals involved in a dating relationship with a current employee may also not occupy a position that will involve working directly for or supervising the employee with whom they are involved in a dating relationship.

If a relative relationship or dating relationship is established after employment, it is the responsibility and obligation of the employee to disclose the relationship to the immediate manager in writing, who must then disclose the existence of the relationship. RVEH will make employment decisions as necessary to avoid an adverse effect on the Hospital, its employees, its working environment or its customers. Such action may include the transfer or termination of an employee.

In cases where a conflict, or the potential for conflict, arises because of the relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment or terminated from employment if deemed appropriate by management.

Immigration Law Compliance Actions

The Hospital is committed to employing only United States citizens and aliens who are authorized to work in the United States. We do not discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. If you, at any time, cannot verify your right to work in the United States, the Hospital may be obliged to terminate your employment.

Former employees who are rehired must also complete the form if they have not completed an I-9 with the Hospital within the past three (3) years, or if their previous I-9 is no longer retained or valid. Recertification will also be required when work authorization documents expire.

Employees with questions, or seeking more information on immigration law issues, are encouraged to contact management. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

Conflicts of Interest

Each of us has an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. You should not have, either directly or indirectly, any financial or other interest in any entity that is a supplier, client or competitor of the Hospital. Your outside employment or personal service to any other entity must not affect your work efficiency or ability to act in the best interests of the Hospital.

Code of Conduct

We are all representatives of RVEH in the eyes of our families, friends, clients, and the public. This places an important responsibility on us. Both on and off the job, we all have countless opportunities to make friends and to win goodwill and respect for the hospital. On the other hand, thoughtless words and acts can blemish the good relations developed by the hospital through its service to clients and the community.

Because your conduct is critical to your success and that of the hospital, you are expected to maintain the highest standards of personal and professional conduct. We expect all employees to uphold the following Code of Professional Conduct:

- Act with honesty and integrity in all communications with coworkers, supervisors, and clients. Treat clients and coworkers with respect always.
- Handle all patients with compassion. Abuse of animals will not be tolerated and constitutes grounds for dismissal. Employees have the right to refuse to perform acts that they deem unethical.
- Avoid gossip, which can damage morale and confidentiality. This does include a “no gossip” policy at RVEH.
- Uphold the core values of the practice always.

When management finds that an employee’s conduct is not acceptable, disciplinary action may be taken. This may range from informal discussion with the employee, or a disciplinary action to immediate discharge. The Hospital will consider, in its opinion, the seriousness of the situation, the employee’s work history, and other relevant factors.

It is our goal at RVEH to have a positive enriching work environment; therefore gossiping, tattle telling, name calling, rudeness, bad attitudes, sly remarks, and cold shoulders will not be tolerated.

Outside Employment

You may hold outside jobs if you meet the performance standards of your job with the Hospital. Employees will be judged by the same performance standards, and will be subject to the Hospital’s scheduling demands, regardless of any existing outside work requirements. Except as otherwise prohibited by State law, full-time employees may not hold other full-time employment outside the Hospital without the Owners prior approval.

If RVEH determines that your outside work interferes with your performance, or the ability to meet your work requirements of the Hospital, you may be asked to terminate the outside employment if you wish to remain with RVEH. In any case,

other employment may not be in any business that engages directly or indirectly in RVEH 's line of business.

Outside employment that constitutes a conflict of interest is prohibited. You may not receive any income or material gain from individuals outside the Hospital for materials produced, or services rendered, while performing your job at RVEH.

Non-Disclosure

All information regarding RVEH, its customers, suppliers, vendors, products and operations is to be held in the strictest confidence. The Hospital may require you to sign new Agreements (Confidentiality and/or Non-Solicitation) as a condition of continued employment. You cannot use or disclose business or customer information that is not generally available to the public, either during employment or after separation of service from the Hospital. Any information learned or developed during work is the property of RVEH and is to be used solely for the benefit of the Hospital and its customers.

The protection of confidential business information and trade secrets is vital to the interests and the success of the Hospital. Such confidential information includes, but is not limited to, the following examples:

- Financial Data
- Competitor Information
- Computer Programs and Codes
- Customer Information
- Corporate Financial Information
- Health Information of anyone (HIPAA)
- Information on Identity of Anyone (FACTA)
- Legal Affairs
- Marketing Strategies
- Material Pricing Information
- New Materials Research
- Pending Projects and Proposals
- Patient Information
- Pricing
- Proprietary Processes
- Research and Development Strategies
- Sales Projects or Reports
- Technological Data
- Vendor Information

***HIPAA Compliance
(Health Insurance Portability and Accountability Act)***

The Hospital will take necessary action to maintain policies and procedures concerning privacy of, and access to, employee protected health information. The Business Manager is the PHI (Protected Health Information) privacy program manager. Please notify that person if you are concerned about compromised information.

Hospital operations, including interactions with customers, our internal functions and our IT services, are set up to protect the confidentiality and security of all personal information, including PHI. From time-to-time you may obtain knowledge of customer other individuals medical information (to include other employees). That information must be kept confidential and provided to only those who have a need to know.

***FACTA Compliance
(Fair and Accurate Credit Reporting Act)***

The Hospital will take necessary action to maintain policies and procedures concerning privacy of, and access to, protected personal information. If you obtain, by any means, information about another individual's identity, you are to keep it confidential, and if necessary, only provide the information to those who need to know, such as the immediate supervisor. The information that is considered confidential are items such as SSN's, Credit Card Numbers, Drivers Licenses, Maiden Names, Employees and other Individuals Personal Information, Bank Account Numbers, Medical documentation, and other such information. The Business Manager is the FACTA privacy program manager. Please notify that person if you are concerned about compromised information. You can be sued individually if you disseminate identity information inappropriately. This information should be kept confidential and not be shared, given sold, transferred to anyone who does not need to know this information. You also may be disciplined to include immediate dismissal.

Disability Accommodation (ADA)

RVEH is committed to complying fully with the Americans with Disabilities Act ("ADA") and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual. Moreover, the Hospital will not discriminate against any qualified employee or applicant because he or she is related to or associated with a person with a disability. Reasonable accommodation is available to all qualified disabled employees, unless to do so would result in an undue hardship or present significant operational problems for RVEH.

If applicant or employee needs to request a reasonable accommodation because of a disability, he or she should contact his or her immediate supervisor. The request needs to be in writing indicating what reasonable accommodation is needed to perform the essential functions of their job.

RVEH is also committed to not discriminating against any qualified employees or applicants because they are related to, or associated with, a person with a disability. The Hospital will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. RVEH is committed to taking other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

Corporate Communications & Meetings

The success of RVEH depends on the relationship between the Hospital, our employees, customers, suppliers and the general public. Public affairs and Hospital communications are the responsibility of The Executive Office. Should you receive a call from any publication, newspaper, government agency or other external media asking for a statement on behalf of the Hospital, thank the caller for their interest in RVEH, communicate the Hospital policy regarding inquiries, and refer them to a member of The Executive Management Team.

On occasion, we may request that you attend a mandatory Hospital-sponsored meeting. If this is scheduled during your regular working hours, your attendance is required.

Rehire Policy

Depending on the circumstances, RVEH may consider a former employee for reemployment. Such applicants are subject to the Hospital's usual pre-employment and selection procedures. If rehired within 30 days from termination date a full background or drug screening will not be required. To be considered, a former employee must have been in good standing at the time of separation from RVEH. All rehires will be approved by the Owners prior to bringing them on board.

HOSPITAL POLICIES & PRACTICES

Employment Classifications

It is the intent of RVEH to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility.

This Handbook is for all Exempt and Non-Exempt employees. Each employee is designated as either Non-Exempt or Exempt from federal and state wage and hour laws. Non-exempt employees are entitled to overtime pay under the specific provisions of federal and state laws. Exempt employees receive a fixed salary designed to compensate them for all hours worked. Exempt employees therefore do not receive additional compensation for overtime work. An employee's exempt or Non-Exempt classification may be changed only upon approval of Senior Management. This Hospital requires that all employees be at least 18 years of age and provide proof. In addition to the above designation, each employee belongs to one of the following employment classifications:

REGULAR FULL-TIME employees are those who are not in a temporary status and who are regularly scheduled to work RVEH 's full-time schedule. Regular full-time employees normally are scheduled to work 40 hours per week, but must be scheduled to work *at least* 30 hours per week. They are eligible to participate in the Hospital's benefit package, subject to the terms, conditions, and limitations of each benefit program.

REGULAR PART-TIME employees are those who are not assigned to a temporary status and who are regularly scheduled to work fewer than 30 hours per week. Regular part-time employees may be eligible to participate in some Hospital's benefits, subject to the terms, conditions, and limitations of each benefit program.

TEMPORARY employees are those who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status unless and until notified of a change. While temporary employees receive legally mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible to participate in RVEH 's other benefit programs.

CONTRACTORS are individuals who are working for RVEH under a contract through an external Hospital. Contractors are not employees of RVEH and are not eligible for any RVEH sponsored benefit plans. They are not considered employees of the Hospital for any reason.

New Employee Review

New Employees will generally be evaluated approximately 90 days after their hire date, and then periodically as noted above. While your first 90 days is generally considered an orientation and evaluation period, it is NOT a probationary period. Continued employment beyond the first 90 days does not change the at-will nature of our employment relationship.

Personnel Records

Your Personnel File

To help you receive proper benefits and timely notices, we keep detailed records concerning your employment. These records contain such vital data as your home address, telephone number, dependents, marital status and insurance beneficiary. So, that you may take advantage of all the benefits due you and to comply with government requirements, the Hospital must keep them up-to-date. Therefore, it is important that you notify us of any changes.

Medical/Benefit Records

Medical/benefit records will be kept in a separate confidential file. RVEH maintains this information in the strictest confidence and will not use or disclose medical information about you, without you having first signed an authorization form permitting such use or disclosure. However, general group medical information may be disclosed in non-individual specific statements as required to obtain and maintain group insurance plans.

Employment Verifications

Only specifically Hospital-designated representatives will respond to reference check inquiries from other employers or financial institutions. Responses to such inquiries will confirm dates of employment and last position held. Except as otherwise deemed necessary by RVEH, or as required by law, salary and all other employment data is confidential and generally will not be released without your written authorization. Any requests regarding past or present employees must be directed to management. The Hospital will not provide recommendation letters.

Personal Information Changes

Current personal information is important and can affect timely and accurate processing of pay, tax withholding, benefits and Hospital communications. You are responsible for promptly notifying the Hospital when there are changes in your name, address, telephone number, marital status, beneficiaries, dependents and scholastic achievements.

For emergency or benefit plan purposes, you are required to notify the Hospital of family status changes within thirty (30) days of an event that causes you to acquire or lose dependents.

Employment Applications

RVEH relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, discipline up to and including immediate termination of employment.

EMPLOYEE BENEFIT PROGRAMS

Benefits Overview

Eligible employees at RVEH are provided a wide range of benefits. Several programs (such as Social Security, workers' compensation, and unemployment insurance) cover employees in the manner prescribed by law. Benefits eligibility depends upon a variety of factors, including employee classification (as described in the employment classification section). Management can help you determine eligibility for benefit programs.

Benefit programs are available to eligible employee classifications as follows and outlined further in this handbook:

- Bereavement Leave
- Hospital Paid Holidays
- Jury Duty
- Military Leave (Leave Section)
- Personal Time Off (PTO)
- Social Security
- Unemployment Insurance
- Voting Time Off
- Witness Duty Leave
- Worker Compensation Insurance

Some benefit programs require contributions from the employee, but others are partially or fully paid by the Hospital.

Hospital Holidays

The following days will be observed as non-paid holidays for all Non-exempt Employees:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day

The following days will be observed as non-paid holidays for all Non-exempt Employees:

- Christmas Day
- Thanksgiving Day

Typically, Holidays that fall on a Sunday will be observed the following Monday. Holidays that fall on a Saturday will be observed at the Hospital's discretion on the Friday preceding or the Monday following the Holidays or as otherwise designated by common business practice.

You may take PTO time to observe religious events, Holidays, or charity events. The

Hospital may ask certain departments, or the whole Hospital, to take a day(s) as Holiday or time off and use PTO time or without pay at the Hospital's discretion.

Workers' Compensation Insurance

RVEH provides a comprehensive workers' compensation insurance program at no cost to you. All employees are eligible. This program covers injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. The Hospital insurance vendor may pay you for the time lost due to a work-related accident or illness during the remainder of the normal workday in which the incident occurs. Subject to applicable legal requirements, workers' compensation insurance provides income benefits after a short waiting period or, if you are hospitalized, immediately. It is very important that you go to the nearest medical facility in an emergency. All other cases need to be reviewed by the Hospital's authorized carriers. If you do not follow procedures, you may incur expenses that will not be reimbursed to you.

If you sustain a work-related injury or illness, you must inform your supervisor or management immediately. If it is an extreme emergency, call 911 or go to the nearest medical facility. If it is minor contact your Supervisor to guide you. No matter how minor an on-the-job injury may appear, are required to report it immediately. This will enable you to qualify for coverage as quickly as possible.

Neither RVEH, nor the insurance carrier, will be liable for the payment of workers' compensation benefits for injuries that occur during your voluntary participation in any off-duty recreational, social, or athletic activity sponsored by the Hospital. You will be required to keep your immediate supervisor informed of any change of status while on workers' compensation leave or care. As requested by the Hospital you will keep us informed per the schedule, we ask you to maintain, on the status of your care and work ability.

When you return to work from a work-related illness or injury, you are required to provide the Hospital with a written authorization from the treating physician indicating you may come back to work and able to perform the duties of your job fully.

Time Off to Vote

RVEH encourages employees to fulfill their civic responsibilities by participating in elections. Generally, you are expected to find time to vote either before or after your regular work schedule or do early voting. If you need to request PTO time or time off, you should request it from your supervisor at least one (1) week prior to the Election Day. Notice is required so that the necessary time off can be scheduled with the least disruption to the normal work schedule.

Bereavement Leave

Unpaid bereavement leave is available to all employees. Notify your manager immediately if you need to take time off due to the death of an immediate family member. Bereavement leave will normally be granted, unless there are unusual business needs or staffing requirements.

One (1) to three (3) days of paid bereavement leave will be provided to attend the funeral of an immediate family member and related in-law relationships. Under certain circumstances, your supervisor may approve an unpaid extension to your bereavement leave, or you may request PTO time.

With your Supervisor's approval, you may take PTO to attend the funeral of other relatives or friends.

The Hospital defines "immediate family" as:

- Spouse or confirmed Domestic Partners
- Children (including stepchildren and your child's spouses)
- Parents (including your spouse's parents or stepparents)
- Grandparents (including your spouse's grandparents)
- Grandchildren (including your spouse's grandchildren)
- Sisters and Brothers (including your spouse's siblings)
- Legal Guardian

Jury Duty

RVEH encourages you to fulfill your civic responsibilities by serving jury duty when required and will comply with all Federal, State and local law requirements. All employees upon providing proper documentation will be released to do Jury Duty. This will be unpaid leave. You may request the use of PTO.

You must give a copy of the jury duty summons to your Supervisor, immediately so that the arrangements can be made to accommodate your absence. Of course, you are expected to report for work whenever the court schedule permits. Either RVEH or you may request an excuse from jury duty if, in the Hospital's judgment, your absence would create serious operational difficulties.

If you are required to serve jury duty beyond a three (3) day period, you should request a Personal Leave of Absence.

Witness Duty

RVEH encourages you to appear in court for witness duty when subpoenaed to do so. If you have been subpoenaed or otherwise requested to testify as a witness by the Hospital, you will receive regular pay for the entire period of witness duty.

If you are subpoenaed as a witness at the request of a party other than the Hospital, you may use available PTO, or request a Personal Leave of Absence without pay.

Present the subpoena to your Supervisor immediately after it is received so that operating requirements can be adjusted to accommodate your absence. You are expected to report for work whenever the court schedule permits.

Personal Time Off with Pay (PTO)

- Scheduling will be done through the Employee Supervisor or owner and a PTO calendar will be on display in the office.
- PTO time must be scheduled a minimum 60 days in advance and can be scheduled up to one year in advance, unless it is emergency need for any reason identified in the state sick time law.
- Up to 40 hours of PTO is designated to meet the Oregon sick leave law and may take this time in accordance with the specifics of the law.
- PTO will not be approved between March 1st and July 15th. Unless it is emergency sick time off.
- Requests for PTO time are made to the Employee Supervisor or owner and will be awarded on a 'first come, first served' basis. In cases of simultaneous requests for the same PTO time, the Employee with the most seniority will be given priority.
- A completed preliminary PTO Request Form must be submitted to the Employee Supervisor or owner for review, and final approval.
- Full time employees will accrue using up to 40 hours per week.
- All Employees will accrue one (1) hour for each 30 hours worked up to 40 hours of paid PTO time within a calendar year unless they meet another class of employment detailed below. You may not take paid PTO the first ninety days of employment.
- Full time Employees that have worked for the practice for three years or more are entitled to accrue up to 56 hours of paid PTO time within a calendar year (accrued at 2.33 hours per pay period).
- Full time Employees that have worked for the practice for five years or more are entitled to accrue up to 80 hours of paid PTO time within a calendar year (accrue at a rate of 3.33 hours per payroll period).
- You will be able to roll over up to 40 hours of PTO into your next year. However, you will not be able to accrue more than a total of 80 hours and any seniority level of employment.
- Pay for paid PTOs will be based on the Employee's hourly wage and the number of hours per week in that Employee's normal shift.
- PTO time shall be based on the employment anniversary date of each Employee
- PTO can be used in minimum increments of one (1) hour. To maintain operations, we ask that you take PTO in maximum increments of five (5) business days.

- Employees are expected to take their PTOs annually. PTO time will not carry over from one anniversary year to the next. Therefore, if any PTO balance is still accrued at the end of your anniversary year it will be forfeited.
- If your employment ends for any reason, there will be no pay out of PTO time for any reason.

If a State or local law requires any specific requirements the Hospital will comply with that law.

Sick Leave

Sick Leave as identified by state law is embedded into the PTO policy state above. Follow the PTO policy in requesting paid time off for and sick requirements.

Leave of Absence

Time Off is not paid unless you are on approved PTO. It is understood that it is sometimes necessary for Employees to take time off for family emergencies, or personal business that cannot be taken care of outside of normal working hours. When an Employee finds it necessary to take time off or be absent, he or she should advise the Employee Supervisor immediately and give the reason for his or her absence. See the unpaid leave section of this Handbook.

In order to ensure adequate staffing at the beginning and end of each work day, Employees that take personal time off are expected to exchange shifts or make arrangements with other staff members in advance whenever possible to ensure that their early or late shift is covered.

Employees are responsible for ensuring that their absence is posted in advance in the appointment book and on the PTO calendar.

IRA

Rogue Valley Equine Hospital maintains a matching IRA at Morgan Stanley or Vanguard. After one full year of employment, you will be eligible to participate by electing pre-tax wage deductions for investment into the IRA. Rogue Valley Equine Hospital matches eligible deductions up to a maximum of 3% of yearly gross income, as described in the plan. Upon reaching eligibility you will be provided with a copy of the plan and information concerning your participation in that plan. Employer reserves the right to terminate or amend this plan at any time.

Federal & State Employment Benefits

Unemployment Compensation

Depending upon the circumstances, you may be eligible for unemployment compensation benefits upon termination of employment by RVEH. The state unemployment office where you live determines eligibility for benefits when you leave the Hospital. You apply for benefits through the local state unemployment office as you become unemployed.

Social Security

The United States Government operates a system of insurance known as Social Security. As a wage earner, you are required by law to contribute a set amount of your weekly wages to the trust fund from which retirement and disability benefits are paid. The Hospital is required to deduct this amount from each paycheck you receive. In addition, the Hospital matches your contribution, dollar for dollar, thereby paying one-half the cost of your future Social Security benefits.

Your Social Security number is used to record your earnings. You may also want to make sure your earnings statement/W-2 is accurate each year by reviewing and requesting a Personal Earnings and Benefits Estimate Statement from the U.S. Social Security Administration. You can do so by calling 1-800-772-1213 or by accessing the agency online at www.ssa.gov.

Employee Evaluations

Periodic personal reviews will be conducted. The frequency of evaluation may vary depending on the length of service, job position, past performance, changes in job duties, or recurring performance problems. Each Employee will meet with the Practice owners or Employee supervisor in order to receive their personal evaluations and to offer each Employee the chance to discuss any issues that they feel are important. This meeting is meant to be a frank discussion between Employee and management.

In making Employee evaluations, the following areas will be considered:

- Interaction with clients
- Quality of work performed
- Learning ability
- Skill improvement
- Timeliness
- Ability to work well with others
- General conformance to the rules and regulations of the practice

All Employee evaluations will be documented, with special emphasis placed on achievement of goals defined in previous evaluations.

Either Management or an Employee may request additional evaluations at any time throughout the year if either determines it necessary to review performance.

Personnel records will be kept on file, and Employees may examine their personnel records during normal business hours by making prior arrangements with the Employee Supervisor.

It is the practice policy to place people in positions that match their qualifications as presented in the Employee's resume and interview at the time of hiring.

The Employer has the right to change or amend the Employee's job responsibilities and or job description at its sole discretion if such change or amendment would be in the best interest of the Practice and/or the Employee.

Health Benefits

We offer medical, dental and vision plans to our employees starting the first of the month following 60 days of employment. Rogue Equine Hospital will pay a 75% portion of our base medical plan costs for eligible employees with the remaining 25% cost to be paid by the employee through automatic payroll deductions. Employee dependents are covered by the employee. Vision coverage is included in the medical enrollment. Providence Essential Access Dental can be a separate election and is deducted through a separate payroll deduction. These plans are Section 125 eligible plans that allow for pre-tax salary reductions for the employee's portion of medical plan costs. Current Base Health plan is as follows:

Regence Bronze Care on Demand 5500 Preferred

Additional Benefits

Continuing Education

Employees who wish to learn new skills and improve their job performance are encouraged to continue their education. We offer financial support to these individuals to attend seminars whenever possible. Please submit your request to your supervisor. When financial assistance has been negotiated, you will be notified. Please allow enough time for this approval.

Our hospital library is available to staff members. After each use, the resources are to be returned and filed. In order to ensure return to the proper location, all materials have been labeled and categorized. Please follow the rules that have been outlined so that our library system can remain up-to-date and organized. Any employee who would like to check out materials must have the permission of the hospital director.

Employee Discounts – Veterinary Services

Employees are eligible for discounts after 90 days employment under the following conditions:

- Discounts are for use on employee personal animals only. Maximum of two animals may receive a discount on products and services in one calendar year.
- Employees may purchase selected, non-controlled drugs, supplies, and laboratory tests on a case by case basis. Each documented “discountable” laboratory test, product or medication will be available to all hourly employees. Final cost to employee is on a item-by-item basis. A schedule or overview of how employee cost is determined by be provided and attached.
- Some medical professional services performed by staff veterinarians on Employee animals may receive a 100% discount. They employee must ask before requested procedure if cost must be known before the procedure. Professional services must be performed at the hospital address unless approved in advance by supervisor or management.
 - Exclusions include:
 - Farm call/Trip fees.
 - Emergency fees
 - Routine Professional Services provided on-farm
 - Performance enhancing procedures/sports medicine procedures
 - Purchase or Pre-sale Examinations
 - Hospital administrative fees (e.g. isolation, hospitalization, technician and assistant fees)
 - Medical Procedures requiring staff labor, equipment, supplies and materials.
 - Though services may be provided at 100% discount, invoicing must take place with a relevant, approved discount.
- All products/medications must be invoiced prior to delivery or taking possession. All special-order products must be paid in advance or on arrival of produce at facility, whether possession is taken or not. Services must be invoiced immediately following delivery of service. Drugs and supplies are to be used only on the Employee’s personal animals and are never to be resold. All non-OTC drugs must be approved by one of the staff veterinarians. All Employee accounts are expected to be kept current unless special arrangements are made with the Business Manager.
- Other pass through non-medical services will receive a markup to cover overhead and administrative costs.
- Discounts are for use on employee personal animals only. Maximum of two animals may receive a discount on products and services in one calendar year.
- Employees may purchase selected, non-controlled drugs, supplies, and laboratory tests on a case by case basis. Each documented “discountable” laboratory test, product or medication will be available to all hourly employees. Final cost to employee is on a item-by-item basis. A schedule or overview of how employee cost is determined by be provided and attached.
- Some medical professional services performed by staff veterinarians on Employee animals may receive a 100% discount. They employee must ask before requested

procedure if cost must be known before the procedure. Professional services must be performed at the hospital address unless approved in advance by supervisor or management.

- Exclusions include:
 - Farm call/Trip fees.
 - Emergency fees
 - Routine Professional Services provided on-farm
 - Performance enhancing procedures/sports medicine procedures
 - Purchase or Pre-sale Examinations
 - Hospital administrative fees (e.g. isolation, hospitalization, technician and assistant fees)
 - Medical Procedures requiring staff labor, equipment, supplies and materials.
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 - Other pass through non-medical services will receive a markup to cover overhead and administrative costs.
 - Discounts on professional services may not be allowed on animals raised for profit or that are involved in a commercial enterprise. To keep the use of this benefit equitable between all employees, Employer reserves the right to award the discounts on a case by case basis. Employees should discuss any questions they have with an owner if professional services are to be rendered to anything other than an Employee's companion animal.

PAYROLL POLICIES & PRACTICES

Paydays

Employees are paid semi-monthly on the fifth and twentieth day of the month, or on the first regular workday following a bank or federal holiday. Payday moves back one day to Friday if the normal payroll day falls on a Saturday and forward one day to Monday if normal payroll day falls on a Sunday. The work week is Saturday through Friday midnight. Employees are paid semi-monthly on the fifth and twentieth day of the month, or on the first regular workday following a bank or federal holiday. Payday moves back one day to Friday if the normal payroll day falls on a Saturday and forward one day to Monday if normal payroll day falls on a Sunday. The work week is Saturday through Friday midnight.

Pay

Under federal and state law, your salary is subject to certain deductions and also may be reduced for certain types of deductions such as your portion of health, dental or life insurance premiums; state, federal or local taxes, social security; or, voluntary contributions to a 401(k) plan, etc. Deductions will not be taken that are prohibited by state or federal law.

Review Your Pay Stub

It is our policy and practice to accurately compensate employees and to do so in compliance with all applicable state and federal laws. To ensure you are paid properly for all time worked and that no improper deductions are made, you must record correctly all work time and review your bi-weekly earnings statements promptly to identify and to report all errors.

If there is an error in your pay, you should promptly bring the discrepancy to your direct supervisor so that adjustments in pay and/or deductions can be corrected as quickly as possible, but no later than one payroll cycle. In the event of an overpayment, the Hospital will work with you to determine a feasible repayment schedule.

Non-Exempt Employees

If you are classified as a Non-Exempt employee, you must maintain a record of the total hours you work each day. Each employee must accurately record his or her time on a system that will be provided to you by your supervisor. Your time record must accurately reflect all regular and overtime hours worked, any absences, late arrivals, early departures and meal breaks. At the end of each week, your completed time must be submitted to your Supervisor or designated individual for verification and approval. Do not submit your time unless it is accurate. If your time reports are not accurate, notify your supervisor immediately no later than Monday following the work week.

Unless your Supervisor authorized, you should not work any hours that are not authorized. Do not start work earlier than your scheduled time unless your supervisor approves. "Clock out" immediately after your work day ends; do not work during a

meal break or perform any other extra or overtime work unless you are authorized to do so and that time is recorded on your time record. Employees are prohibited from performing any "off-the-clock" work. "Off-the-clock" work means work you may perform but fail to report on your time record. Any employee who fails to report or inaccurately reports any hours worked, including altering, falsifying, not working the hours stated, tampering with records or recording time for another individual, will be subject to disciplinary action, up to and including discharge.

It is a violation of the Hospital's policy for any employee to falsify a time record, or to alter another employee's time record. It is also a serious violation of Hospital policy for any employee or manager to instruct another employee to incorrectly or falsely report hours worked or alter another employee's time record to under or over report hours worked. If any supervisor or employee instructs you to (1) incorrectly or falsely under or over report your hours worked, or (2) alter another employee's time records to inaccurately or falsely report that employee's hours worked, you should report it immediately to management.

Overtime compensation is paid to Non-Exempt employees in accordance with federal, state or local wage and hour regulations, based on the Hospital's workweek. Hours worked in an overtime status will be paid an additional one-half of the normal hourly rate or specific state law requirements. Overtime pay is based on actual hours worked. Time off during a workweek for job-related injury, paid Holiday, bereavement, jury duty, illness or PTO will not be considered hours worked for the purposes of computing overtime pay. However, when an employee is required, and approved, to work on a Hospital recognized Holiday, the hours worked on the Holiday will be considered in computing overtime pay.

Exempt Employees

If you are classified as an exempt salaried employee, you will receive a salary which is intended to compensate you for all hours you may work for the Hospital. This salary will be established at the time of hire or when you become classified as an Exempt employee. While it may be subject to review and modification from time to time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work you perform.

Employment Termination

Termination of employment is an inevitable part of personnel activity within any organization. Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation - voluntary employment termination initiated by an employee.
- Discharge - involuntary employment termination initiated by the Hospital.
- Reduction-in-Force - involuntary employment termination initiated by the Hospital for non-disciplinary reasons.
- Retirement - voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the Hospital.

Any RVEH property in your possession must be returned to RVEH upon request, or at the time of termination of employment. You will be responsible for any lost or damaged items. The value of any property issued and not returned may be deducted from any monies owed you including your final pay, and you may be required to sign a wage deduction authorization form for this purpose. It is the Direct Supervisor that is responsible for ensuring the employee exits the Hospital and he/she will collect all Hospital equipment from the terminating employee.

Any employee who has not worked for 90 consecutive calendar days, who may be on disability or other type of leave and cannot return to work will be considered terminated, unless otherwise directed by law or other approved circumstance.

Since employment with RVEH is based on mutual consent, both the employee and RVEH have the right to terminate employment at will at any time, with or without cause.

Pay Advances

The Hospital policy strictly prohibits making personal loans or payroll advances to employees.

Pay Deductions and Setoffs

The law requires that the Hospital make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. The amount of your income tax withholding is computed based on your earnings and the number of exemptions you claim on your Federal (W-4) and State form. If you wish to modify the number of exemptions, you may submit a new W-4 and your income tax withholding will be adjusted on your next possible pay. The Hospital will also deduct for required Social Security taxes.

RVEH offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs.

Pay setoffs are mandated pay deductions taken by RVEH, usually to help pay off a debt or obligation to RVEH or other authorized entities. If RVEH receives a court order to garnish your wages, you will be notified. RVEH acts in accordance with the federal Consumer Credit Protection Act, which places restrictions on the total amount that may be garnished from your pay. If you have questions concerning why deductions were made, or how they were calculated, contact management.

WORKING CONDITIONS

Safety

RVEH is committed to the safety and health of employees, customers and visitors, and recognizes the need to comply with applicable regulations governing injury and accident prevention. Maintaining a safe work environment requires the continuous cooperation of employees. Front desk employees are typically the first line of support to ensure safe of all employee's due to the involvement with Horses upon customer entry. However, in reality everyone is in charge of safety, whether it be to you or your fellow workers. The Hospital will maintain safety and health practices consistent with applicable law.

Each employee is expected to obey safety rules and to exercise caution and common sense in work activities. Employees must immediately report any unsafe condition to the appropriate manager. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including immediate termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees are required to immediately notify the appropriate supervisor. If you see an employee who is sick or injured, contact a supervisor or manager immediately so that appropriate emergency or medical personnel can be contacted.

We provide first-aid supplies for all employees. Please ask your supervisor to show you the location. If you notice supplies are low, please let someone know so they can be restocked. Please call 911 in emergencies. Please read and abide to all produces you are using.

Should you have any questions or concerns regarding safety issues, contact your manager for information and assistance.

Work Schedules

The regular business hours at a RVEH 's office where employees come to work are **8:00 am to 5:00 pm Monday-Friday**. RVEH may with management full discretion, change operating hours or add additional days to the schedule without notice. Supervisors will advise employees of the times their schedules will begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week. Some operational shift needs may be necessary to meet the requirements daily operation, heavier workloads on some days which may require an employee to have an exception to the scheduled hours as stated above. Some weeks (slow periods or holiday weeks) that are slow may fall below a 40-hour work week.

You will be expected to regularly work your approved schedule and complete your assigned work tasks. Requests for changes in schedules, or for particular days off, generally must be made in a timely fashion, and be approved by your Supervisor prior to being working the new schedule. The Hospital reserves the right to change or withdraw requests of work schedules at its sole discretion.

Breaks

Employees that work full or part-time shall take rest breaks.

The following Break/Rest Periods shall be observed:

- 10 Minute paid break for each 2-hours worked
 - 10-minute break should not interfere with the delivery of a medical or surgical procedure, but should be taken at the first available opportunity.
- 30 Minute non-paid lunch break if working 6 hours or more
 - 30-Minute non-paid lunch break may be waived by employee if working less than 6 hrs.

Consult www.oregon.gov/boli for more information

Use of Phone and Mail Systems

The success of RVEH depends on the quality of relationships between RVEH, our employees, customers, suppliers and the general public. Regardless of your position, you are RVEH 's ambassador. The more goodwill you promote, the more our customers will appreciate and respect you, and RVEH 's service value. To ensure effective telephone communications, you should always use a business appropriate greeting, and speak in a courteous and professional manner. Please confirm information received from the caller and hang up only after the caller has done so. Please keep your voice message up to date always. Cell phones and PDA's (i.e. I-Pads) have become everyday communication tools, however the Hospital asks you not to use this type of equipment while driving a motor vehicle. Use of your personal cell phone and electronic equipment are prohibited while working. Cell phones need to be on the "off", or "silent", mode while working and place in a drawer and are not to be carried on you while working. You are free to make your calls during your breaks (meal and mid-meal) and never in front of clients. Please provide your family members our front office phone number for emergencies that may occur that will require immediate attention.

The telephone, mail and shipping at RVEH are to be used for business purposes. Occasional personal use of the Hospital-owned communications tools is permitted; however, employees may be required to reimburse RVEH for any charges resulting from their personal use of Hospital owned communications devices. The use of RVEH 's paid postage or shipping charges for personal correspondence or packages is only permitted if you pay at time of service.

Meal Break Periods

Meal Break should be scheduled for a minimum of one-half hour to one hour. We know that there may be times that require you to return to work on not have a complete hour for a lunch break. Your Supervisor will approve those that that need to come back early from their lunch break period. Managers will schedule meal periods to accommodate operating requirements. Normally lunch should be completed within the hours of 11:00AM and 2:00PM. Employees will be relieved of active responsibilities and restrictions during meal periods and will not be compensated for that time. Non-Exempt Employees are not to work during their meal break.

Time Clock Rules

All nonexempt employees are required to use the time clock system to record their hours worked using the following steps:

- Please record your time accurately, as your time recording is the basis for your pay. Time recordings are the responsibility of each employee. If you miss an entry, please alert your supervisor as soon as possible.
- Handwritten notes for timecard correction/alteration are not considered binding.
- Clock in no sooner than 5minutes before the start of your shift.
- Substituting or exchanging hours with other employees must be approved 2 weeks in advance by your supervisor.
- Record your time in and out for meal breaks. Do not clock out for rest breaks.
- Overtime must be approved by your supervisor in advance.
- Anyone caught cheating on a time recording or clocking in for someone else will be subject to immediate dismissal.
- For questions about corrections, see the payroll supervisor.

Use of Hospital Equipment

When using Hospital provided equipment, you are expected to exercise care, perform required maintenance, and follow operating instructions, safety standards, and guidelines.

Please notify your manager if any equipment, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to you or others. Your Supervisor can answer any questions about your responsibility for maintenance and care of equipment used on the job.

You are responsible for signing for all equipment you take from any Hospital facility. If you damage or lose the property, you will be required to reimburse the Hospital. You agree that the Hospital may take money owed due to damage or lost property from your expense claims or earnings. The improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in disciplinary action, up to and including immediate termination of employment.

Severe Weather, Emergency Closings & Evacuations

At times, emergencies such as severe weather, fires, power failures, hurricanes or earthquakes, can disrupt Hospital operations. In extreme cases, these circumstances may require the closing of a RVEH facility. If you feel life threatened by the situation, please use your judgment in come to work or taking the day off.

Given the nature of our business, animal care must be undertaken even in the event of severe weather. We make every effort to maintain normal business hours even during severe weather and all employees are expected to work their regularly scheduled shift. If weather conditions prevent you from arriving for your regularly scheduled shift it is your responsibility to contact the doctor on duty at least 15 minutes prior to the start of your shift. If you fail to contact your supervisor prior to the start of your regular shift this will be considered an unexcused absence and will be handled as stated via disciplinary action.

In the unlikely event of a facility shutdown, you will be notified by your supervisor prior to the start of your shift. You will not be compensated for the shift(s) that may occur during the shutdown unless you elect to use paid time off (PTO) if available.

Emergency Evacuations

If you are advised to evacuate the building:

- Stop work immediately; do not collect personal belongings.
- Walk quickly to the nearest exit. Do not run.
- Proceed to a parking lot near the building. Be present and accounted for during a roll call.
- Do not reenter the building until instructed to do so.

Business Travel Expenses

RVEH will reimburse you for reasonable business travel expenses incurred while on assignments away from the normal work location. Business travel must be approved in advance by your manager. You must make travel arrangements in accordance with the Hospital policy

Insurance carrier must be notified of new employee driver before employee is allowed to drive company vehicle.

If you are involved in an accident while traveling on business, promptly report the incident to your supervisor. Vehicles owned, leased, or rented by RVEH may not be used for personal use without prior approval.

When travel is completed, you should submit completed travel expense reports within thirty (30) days. Receipts for individual expenses must accompany Hospital expense reimbursement report.

Abuse of this Business Travel Expense policy, including falsifying expense reports to reflect costs not incurred by you, can be grounds for disciplinary action, up to and including immediate termination of employment.

Visitors in the Workplace

To provide for the safety and security of employees and the facilities and property of RVEH, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, their own safety and avoids potential distractions and disturbances. Visitors are to follow Hospital rules.

If you are in a RVEH facility and are expecting visitors, arrange for someone to watch the door who will ensure that your visitors sign the guest list. You or your authorized representative should escort visitors to their destination. You are responsible for the conduct and safety of your visitors.

If an unauthorized individual is observed on RVEH 's premises, you should immediately notify your supervisor or the senior person at that facility and, if necessary, direct the individual to the exit or appropriate area.

Computers, Software, Internet and E-mail Usage

Computer files, the e-mail system, and software furnished to employees are the Hospital's property intended for business use. Incidental and occasional personal use of voicemail and electronic mail systems is permitted, but any information and messages stored in these systems will be treated as Hospital property. By accepting and continuing your employment with the Hospital, you agree that you have no expectation of personal privacy or confidentiality in regard to any Hospital password protected information on Hospital dedicated computers and/or communication systems.

In order to perform their work for the Hospital, employees are provided with various tools, including computers, mobile devices, Internet access, email accounts, voicemail, fax machines, software programs and online services. All employees are reminded that these resources are the property of the Hospital and must be used with care and solely for the facilitation of Hospital business. As Hospital property, these devices and systems may be accessed, reviewed, and examined at any time by authorized Hospital representatives. Employees should ***not*** maintain any expectation of privacy with respect to the use of electronic communications, systems, and devices, even with respect too personal, confidential and/or privileged communications with family members, friends, and personal attorneys and physicians. Additionally, use of these tools necessarily involves compliance with laws, and various Hospital policies; therefore, employees must understand and adhere to this Policy, in order to minimize the risk, to both the employee and to the Hospital, inherent in the abuse or misuse of these resources.

RVEH provides several web-based tools that are available for use from personal or public computers including, RVEH Webmail, or other access. Other software applications (that "live" locally on the computer) or access to RVEH servers are for use on RVEH computers only. All employees have been issued RVEH email accounts. Employees are not to use personal email accounts to conduct RVEH business, except for emergency circumstances. Under no circumstances should any document, email, or other communication be sent using personal email that contains PHI. If you believe that you are required, as part of your job responsibilities, to utilize your personal computer for Hospital business purposes (other than to access the web-based tools mentioned above) and you have not been supplied a Hospital computer, please notify your supervisor and IT immediately. We will either clarify your job description or provide you the proper equipment.

Anything that is business-related (emails, documents, call records, voicemails, etc.), on personal equipment and using personal electronic communications (personal email, personal internet service, personal phone) is:

- The property of RVEH and not considered personal property (and you should not assume privacy with respect to business-related materials on personal equipment);
- Subject to discovery in the case of litigation, which could potentially expose all of your personal information and records if subpoenaed;
- Subject to Hospital document retention rule, if items are deleted in violation of policy subject to discipline or prosecution, such as where there is a litigation hold or law.
- Overall, communication of business information using personal email (accounts) is forbidden.

You should not use another individual's password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, e-mail usage may be monitored. RVEH may have to respond to proper requests resulting from legal proceedings that call for electronically stored evidence. RVEH also will conduct investigations where complaints of unacceptable behavior have been made. Therefore, MA reserves the right to enter any Hospital dedicated system to inspect and review data transmitted or recorded in or on these systems.

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

For example, the display or transmission of chain emails, sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as showing disrespect for others or harassment.

If you receive any message that you feel is disrespectful or harassing in nature, you must take the initiative and send a note back to the author (if known) and respectfully state that *"by notification of this e-mail I request that you cease immediately the action of sending e-mails of this disrespectful nature. I must report to higher authority any such actions in the future."* If you do not know the author, simply "delete," and do not respond back or continue to open any of the files or windows. You must report such conduct immediately to your supervisor, or anyone on the management team.

E-mail may not be used to solicit others for personal commercial ventures, religious or political causes, outside organizations, or excessive other non-business matters. RVEH assumes no liability for loss, damage, destruction, alteration, disclosure, or misuse of any personal data or communications transmitted over or stored on the Hospital's communications and data systems. The Hospital accepts no responsibility or liability for any loss arising from non-delivery of any personal electronic mail or voicemail communications or any personal data stored on any Hospital property. The Hospital strongly discourages employees from transmitting or storing any personal data on any of the Hospital's technology resources.

Employees are expected to maintain their passwords as confidential, must not share passwords, and must not access co-workers' systems without previous authorization. However, employees are required to inform IT of their passwords as required.

Deleting or erasing information, documents, or messages maintained on the Hospital's computer systems is, in most cases, ineffective. All employees should understand that any information kept on the Hospital's computer systems could possibly be electronically recalled or recreated regardless of whether it may have been "deleted" or "erased." Employees who delete or erase information or messages should not assume that such information or messages are confidential.

RVEH purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, RVEH does not have the right to reproduce such software for use on more than one computer or install personal software on Hospital computers.

You may only use Hospital software on your computer devices, or on local area networks, or on multiple machines according to the current software license agreement. RVEH prohibits the illegal duplication of software and its related documentation.

You should notify your Supervisor or management upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including immediate termination of employment.

The following guidelines have been established to help ensure responsible and productive Internet usage in the conduct of RVEH 's business. While Internet usage is intended for job-related activities, incidental and occasional brief personal use is permitted within reasonable limits.

Access to the Internet from RVEH dedicated devices owned by employees' remains, at all times, a legitimate business interest of RVEH. As such, RVEH reserves the right to monitor all Internet email and computer traffic, and retrieve and read any data composed, sent, or received through the online connections or stored in RVEH dedicated business communications systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or another person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorized use, installation, copying, renaming or distribution of copyrighted, trademarked, license agreements, or patented material on the Internet is prohibited both by law and Hospital policy. As a general rule, if you did not create material, do not own the rights to it, or have not gotten authorization for its use, it should not be put on the Internet. You are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

Internet users should take the necessary anti-virus precautions before downloading or copying any file from the Internet. Downloaded files are to be checked for viruses and compressed files are to be checked before and after decompression.

Violation of law or RVEH 's policies relating to internet usage will result in disciplinary action, up to and including immediate termination of employment. RVEH and its employees are legally bound to comply with the Federal Copyright Act (Title 17 of the U.S. Code) and all proprietary software license agreements. Noncompliance can expose RVEH and the responsible employee(s) to civil and/or criminal penalties. Employees may also be held personally liable for any violations of this policy including any fines for your inappropriate actions. The following behaviors are examples of previously stated or additional actions and activities that are prohibited on RVEH dedicated communications devices and can result in disciplinary action:

- Sending or posting discriminatory, harassing, or threatening messages or images.
- Stealing, using, or disclosing someone else's code or password without authorization.
- Copying, pirating, or downloading software and electronic files without permission.
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organization.
- Failing to observe licensing agreements.
- Sending or posting messages or material that could damage the organization's image or reputation.
- Participating in the viewing or exchange of pornography or obscene materials.
- Sending or posting messages that defame or slander other individuals.
- Attempting to break into the computer system of another organization or person
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities. Signing "guest books" at web sites, or posting messages on Internet newsgroups or discussion groups at web sites.
- Creating or forwarding content that violates Anti-Spam laws.
- Creating or forwarding content that violates Copyright laws.
- Using the Internet for political causes or activities, religious activities, or any sort of gambling.
- Passing off personal views as representing those of the Hospital.
- Engaging in any other illegal or unethical activities.

Employees using the Internet with RVEH dedicated devices are representing the Hospital. Employees are responsible for ensuring that the Internet is used in an effective, ethical, and lawful manner. Examples of acceptable use are:

- Using Web browsers to obtain business information from commercial Web sites
- Accessing databases for information as needed
- Connecting remotely to the Hospital's Network through VPN
- Attending Webinars sponsored by outside companies
- Using email for business contacts
- Using Internet Messaging (IM) for internal communications

All messages created, sent, or retrieved are the property of the Hospital and may be regarded as public information. RVEH reserves the right to access the contents of any messages sent over its facilities if the Hospital believes, in its sole judgment, that it has a business need to do so.

All communications, including text, images and attachments, can be disclosed to law enforcement or other third parties without prior consent of the sender or the receiver. **This means do not put anything into your email messages that you would not want to see on the front page of the newspaper or be required to explain in a court of law.**

Violations of copyright law expose the Hospital and/or the individual responsible employee(s) to criminal penalties and only some of those items are listed below:

- Liability for damages suffered by the copyright owner
- Profits that are attributable to the copying
- Fines up to \$250,000 for each illegal copy
- Jail terms of up to five years

Social Networking

Social Networking or "social media" includes, but is not limited to, blogs, forums, and social networking sites, such as Twitter, Facebook, LinkedIn, YouTube and other websites.

The Hospital recognizes the widespread use and availability of internet-based forums for expression of personal views and beliefs. Due to the wide accessibility of the Internet, the Hospital desires to ensure that the content posted by its employees does not harm the Hospital's reputation or subject it to potential civil liability. Employees recognize that the content posted on the Internet or other forums, although personal to the employee, may be construed by others as representing the Hospital's views, values, and principles. The Hospital therefore reserves the right to monitor all such communications, regardless of whether the content is posted via Hospital or personal property, in order to protect its reputation and interests, and those of our clients and customers. The employee recognizes that anything posted on the internet, whether on a personal blog, a social media webpage or any other forum, even if which the employee believes is protected by passwords or web-based privacy or security settings, may potentially be viewed, reposted, transferred, transmitted, or shared by anyone. Therefore, employees do not maintain any expectation of privacy in content posted on the Internet, whether posted in a private or public forum. Employees who choose to post content on the Internet or other public or private internet-based forums must abide by the following conditions:

- Employees are prohibited from using Hospital property to post blogs or other Internet or social media content.
- Employees are prohibited from blogging or posting any other Internet or social media content during work hours.
- Employees may not post private or confidential information regarding the Hospital, its employees, or its clients to the Internet or in any public or private internet-based forum.

- Employees may not post content which reflects negatively on, or has the potential to harm or disparage the Hospital's reputation or that of its clients.
- Employees may not post content which may be construed as disparaging, harassing, or discriminatory in nature against any employee or client of the Hospital.
- As with all communications, employees must treat the Hospital, and its competitors, clients, and employees with respect always and refrain from making defamatory statements.
- Employees are required to state that any comment or view expressed in a blog or other Internet based communication is the employee's own personal view and not that of the Hospital.
- Employees may not maintain personal websites or blogs accessed through their RVEH -dedicated facilities.
- Employees may not engage in social media activity on their RVEH -dedicated devices, unless it is directly related to their work (i.e. Marketing function), approved by their manager, and does not identify or reference Hospital clients, customers, or vendors without express permission.

The meaning of posted content may often be subjective. However, the Hospital, in its sole discretion, has the authority to determine whether the posted content violates this section. Nothing the Hospital's social media policy is designed to interfere with, restrain, or prevent employee communications regarding wages, hours, or other terms and conditions of employment. RVEH employees have the express right to engage in or refrain from such activities.

In general, the Hospital considers social media activities to be personal endeavors which should reside on and be accessed through non-business devices which employees may use to express their thoughts or promote their ideas if they do not conflict with Hospital policies, business or exposing Hospital or client specific information. It is unauthorized to display any confidential information of the Hospital on your recreational, non-business devices on any public site. Such behavior may result in immediate termination.

Respect. Demonstrate respect for the dignity of the Hospital, its owners, its customers, its vendors, and its employees. A social media site is a public place, and employees should avoid embarrassing readers, Hospital employees, customers, vendors, or owners. Do not use ethnic slurs, personal insults, or obscenity, poor use of pictures, or use language that may be considered inflammatory. Even if a message is posted anonymously, it may be possible to trace it back to the sender.

Post Disclaimers. If an employee identifies himself or herself as a Hospital employee or discusses matters related to the Hospital on a social media site, the site must include a disclaimer on the front page stating that it does not express the views of RVEH and that the employee is expressing only his or her personal views. For example: "The views expressed on this website/web log are mine alone and do not necessarily reflect the views of my employer."

Place the disclaimer in a prominent position and repeat it for each posting expressing an opinion related to the Hospital. Employees must keep in mind that if they post information on a social media site that is in violation of Hospital policy and/or federal, state, or local law, the disclaimer will not shield them from disciplinary action.

Workplace Monitoring

Workplace monitoring on Hospital premises may be conducted by RVEH to ensure quality control, employee safety, security, and customer satisfaction. This may include monitoring computers, voice mail and other electronic communications, as well as physical searches if necessary. RVEH may conduct video surveillance areas as permitted by law and good taste. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence. Because RVEH is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

Security Inspections

RVEH wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, RVEH prohibits the possession, transfer, sale, or use of such materials on its premises. RVEH requires the cooperation of employees in administering this policy.

On Hospital premises, desks or other storage devices may be provided for the convenience of employees, but they remain the sole property of RVEH. Accordingly, any agent or representative of RVEH can inspect them, as well as any articles found within them, at any time, either with or without prior notice.

To safeguard the property of our employees, our customers and the Hospital, and to help prevent the possession, sale and use of illegal drugs on RVEH 's premises, in keeping with the spirit and intent of the Hospital's Drug Free Workplace policy, RVEH reserves the right to question and conduct searches of item of employees and all other persons entering and leaving our premises, and to inspect any packages, parcels, purses, handbags, briefcases, lunch boxes, or any other possessions or articles carried to and from the Hospital property. In addition, the Hospital reserves the right to search any employee's desk, files, locker, or any other area or article on our premises. In this connection, it should be noted that all such offices, desks, files, lockers and so forth, are the property of RVEH and are issued for the use of employees only during their employment with the Hospital. Inspections may be conducted at any time at the discretion of RVEH. Managers need approval prior to inspection actions. Should criminal activity be suspected, RVEH will promptly notify law enforcement authorities.

Workplace Violence Prevention

RVEH is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, RVEH has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

Employees, including supervisors, temporary employees and contractors, as well as, vendors, customers and visitors should be treated with courtesy and respect at all times. This policy is a definitive statement that acts or threats of physical violence, including bullying, intimidation, harassment, threatening phone calls and coercion, which involve or affect the Hospital, the Hospital's legitimate interests or occur on Hospital or customer property or at Hospital-sanctioned locations, events and activities "Hospital Locations" will not be tolerated.

Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to themselves and others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of RVEH without proper authorization. Possession of a weapon without authorization is grounds for immediate termination.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public, at any time, including off-duty periods, will not be tolerated. This prohibition includes acts of harassment, including harassment that is based on an individual's sex, color, race, disability, age, national origin, religion or any characteristic protected by federal, state, or local law.

Threats of (or actual) violence, both direct and indirect, should be reported immediately to your supervisor or manager. When reporting a threat of violence, you should be as specific and detailed as possible. Suspicious individuals or activities should also be reported immediately to management. Do not place yourself in danger.

RVEH will promptly and thoroughly investigate all reports of threats of (or actual) violence, and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, RVEH may suspend employees, either with or without pay, pending investigation.

Anyone determined to be responsible for threats of (or actual) violence, or other conduct that is in violation of these guidelines, will be subject to prompt disciplinary action, up to and including immediate termination of employment. RVEH is eager to assist in the resolution of employee disputes, and will not discipline employees for raising legitimate concerns in good faith.

Verification of Licenses or Certifications

Some positions at the Hospital may require appropriate credentials from a state and/or federal licensing body, an accrediting body, a certifying organization or other entity. Employees in these positions are solely responsible for keeping their required licenses/certifications current and providing copies of the documentation to the Hospital in a timely fashion. Employees found to be practicing without the required certification/licensure will be subject to suspension and/or immediate termination of employment.

LEAVE OF ABSENCE

Unpaid Leave of Absence

RVEH provides employees leaves of absence without pay to eligible employees who require time off from work for compelling personal obligations. Typically, this leave is for medical or family reasons, including maternity, that employees need time off work. Maximum granted leave for parental is 20 hours without pay.

As soon as you become aware of the need for a personal leave of absence, you should request a leave from your manager and obtain approval. Requests for personal leave will be evaluated based on several factors, including anticipated workload requirements and staffing considerations during the proposed period of absence. RVEH reserves the right to refuse or limit requests for personal leaves of absence.

Personal leave may be granted for a period of up to 90 calendar days every two (2) years. The Hospital may not approve extensions to Personal Leaves. You must use any available accrued PTO as part of the approved period of leave.

It is the employee's responsibility to notify doctors and supervisors of pregnancy as soon as possible to assist in a smooth transition of duties in the absents of the employee. If an employee is pregnant it is their responsibility to notify their doctor of the exposures in the Hospital of X-rays, gas anesthetics, lifting or other duties to insure they can be exposed to those elements or duties.

Benefit accruals, such as PTO, will continue for a maximum of thirty (30) days or end of the month whichever is earlier.

When a personal leave ends, every reasonable effort will be made to return the employee to the same position, if it is available, or to a similar available position for which the employee is qualified. However, the Hospital cannot guarantee reinstatement.

If an employee fails to report to work promptly at the expiration of the approved personal leave period, the Hospital will assume the employee has resigned.

Employees who accept other employment or go into business while on personal leave of absence from the Hospital, will be considered to have voluntarily resigned from employment with the Hospital as of the day on which the Personal Leave began.

Military Leave

A military leave of absence will be granted to any employee who is absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service is required, unless military necessity prevents such notice, or it is otherwise impossible or unreasonable.

Military Leave less than 31 days and/or Reserves Duty

Employees who serve in U.S. military organizations or state militia groups may take the necessary time off without pay to fulfill this obligation. You will retain your legal rights for continued employment under existing state and federal laws. You may use PTO to cover your absence but are not required to do so. Subject to the terms, conditions and limitations of the applicable plans, RVEH will continue to provide medical, dental, vision, life and disability insurance benefits (if you are enrolled) while you are on short-term military leave; however, you are required to pay your portion of premiums in advance, or through payroll deductions upon your return.

You are expected to notify your manager and apply as soon as you are aware of the dates you will be on duty so that arrangements can be made for replacement during your absence.

You are required to return to work for the first regularly scheduled workday after the end of service, allowing reasonable travel time. If, through no fault of your own, reporting back within that date is impossible or unreasonable, contact your Supervisor with your planned return date.

Extended Military Leaves (greater than 31 days)

You are expected to notify your manager and apply as soon as you are aware of the dates you will be on duty so that arrangements can be made for replacement during your absence. The leave will be unpaid. However, you may use any available paid time off for the absence.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which you are otherwise eligible. Life and disability insurance will continue during the period you are on extended military leave. Benefit accruals, such as PTO, will continue for a maximum of thirty (30) days. After thirty (30) days on leave of absence, benefit accruals will be suspended until you resume active employment.

When you are released from active duty, you must apply for reinstatement in accordance with USERRA and applicable state laws. You are eligible for reemployment after completing military service provided that:

- You were on approved Military Leave of Absence
- You satisfactorily completed your active duty service
- You entered the military service directly from your employment with RVEH

Upon reemployment, you will be placed in the position you would have attained had you remained continuously employed, or a comparable one, depending on the length of military service in accordance with USERRA. You will be treated as though you were continuously employed for purposes of determining benefits based on length of service.

Contact the Hospital for more information or questions about military leaves.

EMPLOYEE CONDUCT POLICIES

Standards of Conduct

To ensure orderly operations and provide the best possible work environment, RVEH expects employees to follow rules of conduct that will protect the interests and safety of employees and the organization. Whether you are on or off duty, your conduct reflects on RVEH. Consequently, we expect employees to observe the highest standards of professionalism at all times.

You are expected to maintain a professional, courteous, helpful, friendly and compassionate demeanor while on the job. Always make the client and horse your top priority. Refrain from having personal conversations in front of clients, or allowing your "mood" to influence your customer service delivery.

We are all representatives of this Hospital in the eyes of our families, friends, clients, and the public. This places an important responsibility on us. Your conduct is very important to your success and that of the Hospital, therefore you are expected to maintain the highest standards of personal and professional conduct. We would not try to tell you how to run your private life nor do we resort to an infinite list of "Thou Shalt Nots" governing personal conduct on the job.

Our Hospital policy is that we treat client's horses as if they were our own. Humane treatment of animals is absolutely demanded of each employee. Any type of animal abuse will be the basis for immediate termination without notice.

Only veterinarians or assigned animal medical technicians are authorized to treat animals or perform/request laboratory analysis on animals and they are only authorized to do so under the direction of a licensed veterinarian on staff.

As said above we do not want to provide an infinite list of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including immediate termination of employment.

- Theft or inappropriate removal or possession of property
- Falsification of Hospital records; including but not limited to employment application and attendance records
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating Hospital-owned or provided vehicles or equipment
- Fighting, bullying or threatening violence in the workplace, including abusive or threatening language, against anyone on Hospital or customer premises
- Gambling, possession of or using dangerous or unauthorized materials, such as explosives or firearms or any type of weapon on Hospital property, during a Hospital function, or during working hours including customer locations facilities and parking lots
- Negligence or improper conduct leading to damage of Hospital-owned or customer-owned property

- Unauthorized personal use of Hospital time, materials, or equipment, including without limitation telephones, all forms of electronic media, vehicles, credit cards or other Hospital property
- Insubordination or other disrespectful conduct, including language
- Soliciting for or against any cause or organization, distribution of any literature, posting or removing notices, signs or memoranda without prior approval of Management
- Unsuitable or improper attire for work situations and/or failing to exhibit a neat, businesslike appearance and high degree of personal cleanliness at all times
- Violation of safety, health rules, this handbook or Hospital policies
- Sleeping during work time or leaving one's work area, job assignment, or department during work hours without proper authorization and/or being in an unauthorized area
- Failure to observe work schedules including but not limited to rest and meal breaks
- Sexual or other forms of unlawful or unwelcome harassment
- Excessive absenteeism or any absence without notice
- Unauthorized disclosure of "business secrets" or confidential information
- Unsatisfactory performance or conduct
- Violation of any policies as stated in the handbook or other means
- Failure to cooperate fully, promptly and truthfully in a Hospital-initiated investigation relating to misconduct of any sort
- Willful violation of any local, state and/or federal regulation or law
- Buying Hospital merchandize for resale
- Smoking in the Hospital
- Creating or contributing to unsanitary conditions
- Spreading gossip

Drug and Alcohol Use

It is RVEH 's desire to provide a drug-free, healthful, and safe workplace. To promote this goal, you are required to report to work in appropriate mental and physical condition to perform your job in a satisfactory manner.

While on RVEH premises, and while conducting business-related activities off RVEH premises, you may not use, possess, distribute, sell, or be under the influence of illegal drugs, recreational defined drugs, including prescription drugs used without a current prescription or in a manner inconsistent with medical directives. Also, while on RVEH 's premises and while conducting business related activities off RVEH 's premises, you may not be under the influence of alcohol. The legal use of prescribed drugs is permitted on the job, only if it does not impair your ability to perform the essential functions of the job effectively, and in a safe manner that does not endanger you or other individuals in the workplace.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

To inform employees about important provisions of this policy, RVEH has established a drug-free work place. Consistent with applicable law, the Hospital may test current employees' post-accident, if there is reasonable suspicion of drug or alcohol abuse, and randomly. Such testing may be initiated on a Hospital-wide basis, or individually if there is reasonable cause to suspect drug abuse or at time of workplace injury. Testing is conducted in a manner that provides maximum privacy and reliability.

If you have questions or concerns about substance dependency or abuse, you are encouraged to discuss these matters with your Supervisor, or his/her representative to receive assistance or referrals to appropriate resources in the community.

If you have a drug or alcohol problem that has not resulted in disciplinary action, including pending investigations that may lead to disciplinary action, you may request approval to take a Personal Leave to participate in a rehabilitation or treatment program through the Hospital's or other health insurance benefit coverage. Leave may be granted if you agree to abstain from use of the problem substance; abide by RVEH 's policies, rules, and prohibitions relating to conduct in the workplace; and if granting the leave will not cause RVEH any undue hardship.

You may contact management with questions, concerns or issues related to drug or alcohol use in the workplace without fear of reprisal.

Smoke-Free Workplace

Inside of the Hospital is a smoke-free workplace. The Hospital's "no smoking policy" precludes the use of all tobacco products (including e-products) in the workplace. This prohibition extends to all offices, stairwells, restrooms, entry and exit ways, break rooms, Hospital's vehicles, and customer sites. This policy applies equally to all employees, customers, and visitors. All employees share the responsibility for adhering to and enforcing the policy. Any problems should be brought to the attention of Hospital management. If employees smoke. they must do so during breaks of Lunch period and outside far away from our entrances and in view of Clients.

Attendance and Punctuality

To maintain a productive and fair work environment, RVEH expects you to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on RVEH, and regular attendance to your job responsibilities is an essential function of all jobs at RVEH. In the rare instances when you cannot avoid being late to your work schedule, or are unable to work as scheduled, you should notify your immediate supervisor directly, within two hours of your anticipated tardiness or absence. If you are unable to call in because of illness or emergency, have someone call for you. Should the supervisor not be available, you should leave a message including a telephone number where you can be reached. You will monitor that phone always, and if you need to switch phones, call your supervisor immediately.

Absence from work for two (2) consecutive days without notifying your supervisor will be considered a voluntary resignation. If you are absent for three (3) or more successive days due to illness, you may be asked to provide written documentation from your physician stating you are able to return to work. If you believe your absent will be five (5) or more consecutive days due to illness or injury, you should inform your Supervisor. At any time, your supervisor can request that you provide a physician's note on your inability to work and/or ability to return to work.

We understand that there will be incidents beyond your control; however, excessive or chronic violations will call for disciplinary action that may include immediate termination.

RVEH would like you to be ready for work at the beginning of your assigned daily work hours, and to reasonably complete your assignments by the end of the workday. Please let your manager know if you will be away from your work area for an extended period of time and when you expect to return. Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including immediate termination of employment. If absents, as considered at the full discretion of management, are excessive you will be need to be processed through disciplinary action.

Personal Appearance

The practice encourages all personnel to be tasteful in matters of personal appearance.

To our clients, we are what we appear to be. It is in the best interests of all concerned to be clean and neat in appearance at all times. It is practice policy to require all Employees to arrive at work well-groomed and wearing appropriate attire in accordance with the requirements of their position. See Dress Code below.

To present a professional image to our clients, and for Employee safety, the following dress code has been established.

- Employee is to be well groomed.
- When working with horses, hair needs to be secured away from the face (ponytail, braid, etc.).
- For safety when working with horses:
 - No necklaces longer than 'choker' length. Necklaces are to be worn inside of shirt collars.
 - No loop earrings or long-dangle type earrings
 - No pins
 - No loose-fitting bracelets
 - No posts, pins, rings, etc. in body or facial piercings, with the exception of earrings in the ear lobes.
- Scrub tops in muted colors, or subtle prints with prior approval, are to be worn as an outer layer. In cold weather scrub tops may be layered over solid color warm tops. Sweatshirts, jackets or coats, approved by the Employee Supervisor, may be purchased at Employee expense and embroidered with the company logo and Employee name.
 - During the orientation and training period, the clinic will provide loaner scrub tops, or the Employee may provide their own.
 - After the 3-month orientation and training period, the clinic will pay for 3 scrub tops (maximum of \$10 each top) with embroidered Employee name and clinic logo. If the Employee wants a top costing more than \$10, they may pay the extra cost at the time the top is ordered.
 - Each year the clinic will provide one additional embroidered scrub per Employee (\$10 max prior to embroidery, see above).
 - Additional scrubs may be purchased by the Employee at their own expense (including embroidery).
- Due to set up costs of custom embroidery, scrub orders will need to be batched.
- Pants may be scrub pants, khakis or jeans. Jeans must be 'like-new' in appearance. Clothing must cover undergarments and tattoos at all times. No shorts are permitted, unless the doctors approve them during periods of exceptionally hot weather.
- Shoes are to provide protection equal to or greater than that of hiking type sneakers. No traditional type cowboy boots are allowed.
- After the orientation and training period the clinic will provide one baseball type cap or visor, embroidered with the clinic logo, for those Employees wishing to wear a hat. Additional caps/visors may be purchased by the Employee at their expense.

Resignation – Non-Veterinarian Employees

Resignation is a voluntary act initiated by the employee to terminate employment with RVEH. RVEH requests at least two (2) weeks' written resignation notice from employees. RVEH reserves the right to preclude an employee from working out the two (2) weeks' notice period and make the resignation effective immediately.

Prior to an employee's departure, an exit interview may be scheduled to discuss the effect of the resignation and benefits.

Solicitation and Distribution

While we respect your participation in causes you believe in, we cannot allow these outside activities to take you away from your work, to interrupt another employee's work, or to make other employees feel pressure to participate or contribute. Consequently, solicitation of a coworker is prohibited while either of you is on work time. Employee distribution of literature is prohibited in work areas at all times. Trespassing, soliciting, or literature distribution by nonemployees on hospital premises is prohibited at all times.

Solicitation includes, but is not limited to, sale of raffle tickets, household goods (such as Avon Products), food products or personal items, as well as appeals for charitable contributions. In addition, distribution of literature is prohibited in work areas always.

Bulletin boards and the Hospital intranet are reserved for official Hospital communications on such items as:

- Employment Posters
- Employee announcements
- Internal memoranda
- Organization announcements
- Workers' compensation insurance information
- State disability insurance/unemployment insurance information

Disciplinary Action

We believe in administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels. The goal of discipline is not to punish, but to help correct unacceptable behavior.

RVEH's own best interest lies in ensuring fair treatment of employees, and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

RVEH may use progressive discipline at its discretion or may immediately terminate an employee at its discretion. While every situation is different, we generally believe in progressive discipline.

Disciplinary action may call for any of four steps - verbal warning, written warning, suspension with or without pay, or termination of employment, depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to disciplinary problems that the Supervisor needs you to be aware of to fix, to be deemed a satisfactory employee, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and still another offense may then lead to termination of employment.

Of course, there are certain issues that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps. Upon receiving a written warning, you may lose some benefits such as paid PTO accrual or employee discounts. These may be regained upon not receiving any other actions in 90 days. You will be notified upon action taken.

While it is impossible to list every type of behavior that may be deemed a serious offense, the Standards of Conduct policy includes examples of problems that may result in immediate suspension or termination of employment. There are other examples within that listing of unsatisfactory conduct that may trigger progressive discipline or termination.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and RVEH.

Access Tools

Keys to Hospital buildings, offices, Hospital vehicle keys, access cards, access codes, and passwords are issued solely to enable employees to perform their job duties. Such items and information shall be kept in a safe and secure manner and shall not be duplicated, loaned, shared, or given away to anyone not authorized to possess them, including customers and other employees. Employees must promptly report to the applicable Hospital resource when these items are lost or damaged and seek to have forgotten codes and passwords reset. Employees may be responsible for replacement costs for new keys and access cards.

Workplace Etiquette

We strive to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when employees are unaware that their behavior in the workplace may be disruptive, offensive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his or her attention. In most cases, common sense will dictate an appropriate resolution. RVEH encourages employees to keep an open mind, and graciously accept constructive feedback or a request to change behavior, that may be affecting another employee's ability to concentrate and be productive.

The following workplace etiquette guidelines are not necessarily intended to be hard and fast work rules with disciplinary consequences. They are simply suggestions for appropriate workplace behavior to help everyone be more conscientious and considerate of co-workers and the work environment. Please contact your Supervisor if you have comments, concerns, or suggestions regarding these workplace etiquette guidelines.

- Return copy machine and printer settings to their default settings after changing them.
- Replace paper in the copy machine and printer paper trays when they are empty.
- Retrieve print jobs in a timely manner and be sure to collect your pages.
- Keep the area around the copy machine and printer's orderly and picked up.
- Avoid public accusations or criticisms of other employees. Address such issues privately with those involved or your Supervisor.
- Try to minimize unscheduled interruptions of other employees while they are working.
- Keep mass distribution of email to an absolute minimum so as not to disturb others.
- Be conscious of how your voice travels and try to lower the volume of your voice when talking on the phone or to others in open areas.
- Keep socializing to a minimum and try to conduct conversations in areas where the noise will not be distracting to others.
- Minimize talking between workspaces. Instead, conduct conversations with others in their workspace.

- Refrain from using inappropriate language (swearing) that others may overhear.
- Avoid discussions of your personal life/issues in public conversations that can be easily overheard.
- Monitor the volume when listening to music, voice mail, or a speakerphone that others can hear.
- Clean up after yourself and do not leave behind waste or discarded papers.
- If you smoke, keep your break to one in the morning and one in the afternoon to be respectful of time away from work, within the limits of your breaks and far away from others outside the building. Never in sight of Customers.

Facilities & Safety

Safety Concerns

Safety is everyone's business. Safety is given primary importance in every aspect of planning and performing RVEH 's activities. We want to protect you against injury and illness. Please follow our established safety policies. If you are ever in doubt about how to safely perform a job or task, it is your responsibility to ask your Supervisor for assistance.

For any public safety question or concern, the police and fire departments should be contacted. In the event of an emergency, all clients and injured persons should be removed from the building. Remember that the health and safety of our staff take precedence over our facility and animals. You should not jeopardize your own safety to secure the safety of the animals or Hospital property. If circumstances allow, all animals should be moved to a safe location if indicated. If there is an earthquake, place yourself under a table, desk, or door jam until the earthquake subsides. Remove all animals if there is significant structural damage.

A safe meeting place for all to meet in case of an emergency has been designated to be the parking lot.

It is the responsibility of the receptionist to secure Hospital money before leaving the facility, if possible.

When working with animals that can be dangerous, staff members should never jeopardize their own safety. Please use extreme caution when handling all animals as the well-being of our staff, clients, and patients is our main concern. Employees should never lift big animals by themselves because this can lead to injuries. Please report any injury or illness to your supervisor immediately.

Parking Lot

You are encouraged to use the parking areas designated for our employees. Remember to lock your car every day. Courtesy and common sense in parking will help eliminate accidents, personal injuries and damage to vehicles. If you should damage a car while parking or leaving, immediately report the incident, along with the license number of both vehicles, and any other pertinent information to your Supervisor. RVEH is not responsible for any loss, theft, or damage to your vehicle or its contents.

To be courteous to our clients, we ask that employees use the parking spaces farther out in the parking lot. If you arrive or are arriving at work or leaving work when it is dark, please park closer to the building in the areas that are well lit.

Work Areas

Keep cabinet doors, desk drawers and files closed when not in use. Open only one drawer at a time. Keep personal items such as briefcases, handbags, and wallets out of site or locked in a cabinet or desk. RVEH is not responsible for any loss, theft or damage to your personal effects.

Fire Prevention

Know the location of the fire extinguisher(s) and nearest exits in your area. Notify your manager if an extinguisher is used or if the seal is broken. Make sure flammable liquids are stored in appropriate and approved labeled safety cans, and are not exposed to any ignition source. In case of fire, dial 911 immediately and contact your Supervisor, or his/her representative immediately.

Housekeeping

You are expected to keep your work area neat and orderly. Clear your desktop and work surface at the end of each workday. Restrooms in RVEH facilities are for everyone's use, please do your part to keep them clean. If you spill a liquid, clean it up immediately. Do not leave objects on the floor that may cause others to trip or fall. Keep aisles, stairways, exits, electrical panels, fire extinguishers, and doorways clear. Please report anything that needs repair or replacement to your manager immediately.

Use of Kitchen Facilities

Our kitchen is to remain clean and organized always. Employees are to clean up after themselves before returning to their work area, this means all dishes that are used are washed and put away. Also, the refrigerator needs to be kept clean. Any old, outdated food needs to be disposed of promptly.

Security

Maintaining the security of RVEH's property is every employee's responsibility. Always keep cash and personal property secured. Shred or otherwise properly dispose of sensitive or Hospital or Customer confidential information. Use the proper entrances and exits and avoid unauthorized areas. When you leave the premises, make sure that entrances are properly locked and secured. Employees who lock up at night must activate the alarm system. Please alert the Practice Manager immediately if you notice nonexternal external lights. RVEH may exercise its right to inspect packages and parcels entering and leaving Hospital premises.

Weapons in the facility are prohibited. You may lock your weapon in your car but do not bring it into our facility.

It is to be noted that all areas of the Hospital may be monitored for theft, misuse of equipment and for safety reasons by security cameras. Private areas – such as restrooms are not monitored.

Property & Equipment Care

It is your responsibility to understand the equipment needed to perform your duties. Under no circumstances should you operate a device or vehicle you deem unsafe; nor should you modify or disable any safeguards provided.

When working with our supplies, equipment, and Hospital materials, please use caution and care. Our equipment and supplies are expensive to purchase and sometimes difficult to replace. We will insist on maintaining a neat, organized, efficient, and clean Hospital always. As an employee of this Hospital, please clean up after yourself and take the initiative to keep our facility in good working condition. Before leaving each day, clean up the area for which you are responsible.

Each employee also will be held accountable for the cleanliness of the Hospital. This is a teamwork effort. If you see something that needs to be done, please do it.

Any personal use of the Hospital Facilities or equipment must have prior approval from the Hospital owner. The animal bathing and laundry facilities are not to be used by employees for personal use without prior approval of a manager.

Lockers

All employees will be assigned a locker. This locker is for personal items. Personal items are not to be left on counters around the Hospital.

Honesty

The RVEH expects all employees to be as fair to it as it is to them. The removal of Hospital property from the premises is not acceptable behavior. It is expected that all employees will be aware of this and will monitor themselves as well as others. It is also expected that the privacy and integrity of clients, doctors and other staff members will be respected. Any conversation, discussions or other information gathered from the hospital shall remain in the hospital.

Barter or Reciprocal Selling

No Employee is allowed to barter or trade the services of the practice for any other service or commodity or promise to do so. No Employee may accept any merchandise, service, money, or any other type of consideration in trade for materials or services to be provided by the practice. No Employee shall commit the practice to pay for any service or product or make any other promise or commit the practice to any form of debt, except in the ordinary course of the Employee's duties.

Employee-Owned Horses and Pets

Personal horses may be brought to the Hospital only if they are ill, require immunizations, need medical attention, or under other circumstances approved by Management or Owner. Employee animals' needs will be met with the same courtesy and concern given any other client's and they will be handled as any other client's pets except that they will receive the employee discount. Pets are discouraged in the office, exam rooms, stall areas or parking areas during normal business hours. If it is necessary to bring your pet to work, they must be confined to a kennel/carrier or on short leash. All pets must be properly restrained and must be kept separate from customer contact.

Hazardous Materials

The RVEH feels responsible for providing its staff with a safe and healthful workplace. The provision of safety equipment and information is the primary means of accomplishing this commitment. The Hospital attempts to monitor all functional areas to make sure there are no hazards and that compliance with all federal, state and local health and safety codes is maintained.

During the performance of your job, you may come in contact with chemicals or other hazardous materials. Each of these materials has its' own properties and characteristics. Chemicals in any form can be stored, handled, and used safely, if their properties and characteristics are understood and proper safeguards are taken.

This Hospital has, in compliance with OSHA's Employee Right to Know law, all of the Material Safety Data Sheets (MSDS's) or Safety Data Sheets (SDS's) for the materials that are used on the premises. These documents contain information which describes the normal day-to-day handling of chemicals, as well as what to do for accidental spills or emergencies

HANDBOOK ACKNOWLEDGMENT FORM

The employee handbook describes important information regarding Rogue Equine Hospital, Inc. or RVEH, and I understand that I should consult my Supervisor regarding any questions not answered in the handbook. I have entered my employment relationship with RVEH voluntarily and acknowledge that there is no specified length of employment. Accordingly, either RVEH or I can terminate the relationship at will, with or without cause. I understand the policy of employment-at-will may only be altered if in writing and signed by me and the Owner of the Hospital.

Since the information, policies, procedures and benefits described in the handbook are necessarily subject to change, I acknowledge that revisions to the handbook may occur, except to RVEH 's policy of employment-at-will. Future handbook changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only a member of The Executive Team of RVEH has the authority to adopt any revisions to the policies in this handbook.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook, and I understand that it is my responsibility to read and understand the policies contained in this handbook and any revisions made to it.

Employee's Name (Print):

Employee's Signature:

Date:

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