



Employee Handbook  
Renhill Healthcare On Demand

2650 N. Reynolds Road  
Toledo, OH 43615  
419-254-2800

[www.renhillhealthcare.com](http://www.renhillhealthcare.com)

## INTRODUCTION

This employee handbook is designed to acquaint you with information about your employment with Renhill Healthcare On Demand. Renhill Healthcare On Demand is part of a group of companies that include, Renhill Professional Services, LLC, Renhill, LLC, Renhill Staffing Services, LLC, Renhill Technical Solutions, LLC, and Renhill Group, Inc. This group of companies will be referred to collectively in this handbook as “Renhill” or “Company”.

This handbook will provide information about working conditions, employee benefits, and some of the policies affecting your employment while on assignment with Renhill and/or on Renhill property. No employee handbook can anticipate every circumstance or question about every one of our policies and there may be situations where the need arises for revisions, additions or cancelation of policies. Renhill reserves the right to add new policies, change or cancel existing policies at any time, and retains the right to make decisions involving employment as needed.

### **Mission**

The mission of Renhill is to fulfill the staffing requirements of our existing and future customers by providing them with experienced, responsible, competent employees who will be paid in compliance with all laws and regulations. We strive to provide quality employment opportunities for all qualified candidates.

## IMPORTANT STATEMENTS & EXPECTATIONS

### **Equal Employment Opportunity**

Renhill is an equal opportunity employer. Renhill does not discriminate in employment opportunities or practices on the basis of race, color, religion, national origin, sex, ancestry, age, disability, pregnancy, sexual orientation, gender identity, genetic information, veterans, membership in the military reserves or National Guard, or any other characteristic protected by law – whether actual or perceived. Employment decisions are based on each person’s performance, qualifications, and abilities.

We will make reasonable accommodations for qualified individuals with known disabilities unless making the reasonable accommodations would result in an undue hardship for Renhill. Equal employment opportunities in hiring and in the workplace are essential for our company to ensure that the talents of a diverse workforce are being employed to full advantage. These policies also allow us to develop and serve a diverse customer base.

This policy relates to all phases of employment including selection, job assignment, compensation, discipline, termination, access to benefits and training, and participation in all company sponsored activities.

Any employee who believes they have been discriminated against is encouraged to discuss this with their Renhill Account Manager or any representative of Renhill who will investigate all such complaints and take appropriate action. Any employee found to be in violation of this policy will be subject to disciplinary action.

### **Anti-Harassment Policy**

Renhill is committed to maintaining a work environment that is free of all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. In keeping with this commitment, we will not tolerate any form of unlawful harassment against our employees by anyone, including supervisors, other employees, vendors, clients or customers. All employees are expected to avoid any behavior or conduct that could reasonably be interpreted as unlawful harassment of an employee or a person who does business with Renhill.

**Harassment Defined**

Harassment consists of unwelcome conduct, whether verbal, physical, or visual, that is based upon a person's protected status, such as race, color, religion, national origin, sex, ancestry, age, disability, pregnancy, sexual orientation, genetic information, veterans, membership in the military reserves or National Guard, or any other characteristics protected by law – whether actual or perceived. Harassment includes conduct that denigrates or shows hostility or aversion toward an individual because of his or her protected status or being threatening, intimidating, disrespectful or violence towards a manager/supervisor, coworker, customer, or vendor.

**Sexual Harassment Defined**

The Equal Employment Opportunity Commission (EEOC) guidelines define sexual harassment as unwanted or unwelcome sexual advances, request for sexual favors or other verbal or physical acts of a sexual or sex-based nature where (1) individual's employment; (2) an employment decision is based on an individual's acceptance or rejection of such conduct; or (3) such conduct interferes with an individual's work performance or creates an intimidating, hostile or offensive working environment.

While sexual harassment encompasses a wide range of conduct, some examples of specifically prohibited conduct include:

- Promising an employee, a reward, directly or indirectly, if the employee complies with a sexual oriented request;
- Threatening or retaliating against an employee, directly or indirectly, if the employee refused to comply with a sexually oriented request;
- Engaging in indecent exposure; or
- Making sexual or romantic advances toward an employee or persisting despite the employee's rejection of the advances;
- Sex-oriented verbal "kidding";
- Display of foul or obscene printed or visual material;
- Physical contact such as patting, pinching, or brushing up against another's body

While such conduct generally can amount to sexual harassment only if it is both unwelcome and either severe or pervasive, Renhill nonetheless discourages any such conduct in the workplace regardless of the circumstances. Everyone at Renhill is expected to avoid a behavior or conduct that could be interpreted as unlawful harassment. All employees should also understand the importance of informing an individual whenever that individual's behavior is unwelcome, offensive, in poor taste, or inappropriate.

Sexual harassment can be physical and/or psychological in nature. A combination of a series of incidents can constitute sexual harassment even if one of the incidents considered on its own would not be harassing.

**Filing a Complaint**

An employee who believes that he or she may have been subject to discrimination, harassment, or any unwanted sexual attention should:

- If possible, make their unease and/or disapproval directly and immediately known to the harasser, including requesting them to stop;
- Make a written record of the date, time, and nature of the incident(s) and the name of any witnesses; and
- Report the incident to his/her appropriate supervisor or a member of management.

**Investigation of a Complaint**

Renhill will investigate each complaint promptly and discreetly. Your confidentiality and that of any witness and the alleged harasser will fully be protected against unnecessary disclosure to the extent practicable.

**Retaliation is Prohibited**

Renhill prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports. Retaliation is a serious violation of this policy and will be subject to disciplinary action up to and including termination.

**Confidentiality**

Protecting our Company and Client's information is the responsibility of every employee and we all share a common interest in making sure it is not improperly or accidentally disclosed. Do not discuss the Company's or Client's confidential business with anyone who does not work for us. Violators of this policy may be subject to disciplinary action as outlined in our Standards of Conduct policy.

**Dress Code & Personal Appearance**

Renhill always wants all employees to maintain a professional image and has a high standard of dress, manner and conduct. A neat, tasteful and appropriate appearance contributes to the positive impression you will make to Renhill and its Clients. You are expected to be suitably attired and groomed during your working hours and/or while representing Renhill. Clothing containing offensive language or pictures is not acceptable. Clothing must also not become a safety hazard. Employees must follow both Renhill and Client Dress Code Policies.

**Drug & Alcohol-Free Workplace Program**

Renhill has a strong commitment to provide a safe, healthy, and productive work environment at Renhill's office/facilities and those of their Clients. Considering that, the goal of Renhill's Drug & Alcohol-Free Workplace Program is to achieve a work environment free of illegal use of drugs, alcohol and substance abuse.

**Use of Prescribed Medication**

Employees using over-the-counter medication or medication prescribed by a physician are expected to discuss potential side effects with a physician or pharmacist and discuss with their Renhill Account Manager any recommended work or safety related restrictions together with any recommended accommodations, if accommodation becomes necessary. This includes medication that may alter any employees' physical or mental status. Renhill provides reasonable accommodations to persons with disabilities in accordance with its obligations under the Americans with Disabilities Act.

**Prohibited Conduct**

The following is a nonexclusive list of prohibited conduct which is grounds for immediate terminations:

- Reporting to or being at work under the influence of the illegal use of drugs or another legal intoxicant.
- The illegal use, sale, possession, distribution, transfer, receipt or purchase of drugs while on the job or on a customer's property.
- The use or being under the influence of legally prescribed medication is prohibited to the extent such use may affect the safety of the employee, his or her co-workers, or others.
- Any employee who is arrested or charged with an alcohol or drug related offense must notify Renhill within five days of the events. Failure to do so could result in disciplinary action up to and including termination of employment. Based on the facts and circumstances of the incident, Renhill reserves the right to take appropriate action, which may include disciplinary action up to and including termination of employment.
- The Company requires submission to drug testing for all employees and job applicants, at any time, including pre-employment, pre-placement, random and/or reasonable suspicion. The failure to consent will result in rejection of the individual's application and/or termination of employment. Illegal use of drugs will result in rejection of an application or termination of employment.
- Renhill also reserves the right to require you to submit to drug and/or alcohol testing when there is reasonable suspicion that you are under the influence of such substances at the worksite to which you are assigned. This test must be taken immediately upon being

directed to undergo any such testing. Non-compliance with this policy will lead to immediate termination with no consideration for rehire.

- Any employee testing positive for use of alcohol or illegal use of drugs will be subject to immediate termination with no consideration for rehire. Any test sample that has been changed, modified, adulterated or considered “dilute” will be deemed a positive test result.

### **Employment at Will**

It is our intent to employ people at Renhill under the conditions that will develop a relationship beneficial to both the company and the employee. However, employment at Renhill, without a written agreement to the contrary is not for any specific term or duration. The employment relationship may be terminated, at will, for any reason or no reason at all, by either the company or the employee.

Renhill will attempt to give adequate notice should the services of an employee no longer be required; the company expects the same in return. Renhill understands, however, and the employee must also, that notice is not always possible or practical.

### **Reasonable Accommodations of Disability**

Renhill is committed to providing equal employment opportunities to otherwise qualified individuals with disabilities, which may include providing reasonable accommodations that do not create an undue hardship. In general, it is your responsibility to notify your supervisor of the need for an accommodation. Upon doing so, the supervisor may ask you for your input on the type of accommodation you believe may be necessary or the functional limitations caused by your disability. Also, when appropriate, we may need your permission to obtain additional information from your physician or other medical or rehabilitation professional. Medical information will be kept confidential. Renhill and those who “need to know” will take precautions to protect such information from inappropriate disclosure

### **Safety and Health in the Workplace**

Renhill is committed to making the workplace as safe as possible for all employees, customers, and visitors. All Renhill and Renhill Client safety rules and regulations must be followed. Safety is a responsibility of every employee, and therefore all employees are encouraged to report any workplace hazards or unsafe conditions. All reports of workplace safety should be directed to your supervisor or manager for further investigation. Failure to comply with Renhill and/or Renhill client safety policies may result in disciplinary action, up to and including termination of employment.

Think safety, work safely and follow these guidelines:

- If protective equipment or clothing is required by the client company, it must be worn without exception.
- All equipment must be used in a proper and safe manner.
- Any defective equipment or unsafe condition must be immediately reported to a supervisor, your Renhill Account Manager and/or any Renhill Representative.
- No equipment may be used until you have been trained in its proper and safe use.
- All personal protective equipment (PPE) and/or safety devices provided with equipment must always be used.
- Never remove, alter or modify any PPE and/or safety device provided to you.
- Refusal to wear personal protective equipment and clothing is grounds for disciplinary action up to and including termination.
- Intentional non-compliance with safety rules and regulations will result in disciplinary action up to and including termination.
- Immediately advise your supervisor at the client work site and your Renhill Account Manager or any other Renhill Representative if you have any concern about the safety of your work environment or the lack of adequate training to safely carry out the duties to which you have been assigned.

**IMPORTANT:** If you are requested to perform a task or to use equipment that you have determined is unsafe or you are not provided the same equipment as other employees, or if you believe you have not been provided with adequate training to safely perform the task or operate the equipment, immediately contact a Renhill Account Manager, notify them of the problem, and let them discuss it with the client company.

### **Injury or Accident**

- Any injury or accident that occurs during working hours should be reported to the Renhill client and to your Renhill Account Manager within one (1) hour of the incident/accident, or as soon as is practicable. Even if it is a seemingly minor injury/accident, it must still be reported in the event it is worse than first suspected.
- Renhill and/or the client must have knowledge that the injury/accident occurred during working hours for the company to acknowledge it as a work-related claim. You will also be required to complete a written form describing the accident and any injuries, which you may have suffered. Failure to do so may result in disciplinary action up to and including termination.

### **Technology**

Renhill understands the popularity and usefulness of social networking sites, Internet forums, blogs and other forms of Internet communication and expression (collectively known as social media). Renhill has no desire to keep employees from realizing the benefits of social media; however, we recognize that the popularity of social media creates challenges. When using your computer, your email account, the Internet or social media be Professional. In addition, client computers, email and internet should be used solely for business purposes. Employees should have no expectation of privacy when using the internet, including but not limited to client computers, internet and email.

### **Personal Phone Calls & Texting**

It is the policy of Renhill to utilize personal and business phones in a respectable and appropriate manner. In this age of increasing telephone business transactions, the use of Renhill's and its Client's phone lines should be confined to business. Incoming personal calls on Renhill or Client phone lines should only occur in case of emergency. Please inform relatives and friends of this policy. They can also contact your Renhill Account Manager in the event of an emergency.

Personal cellular phones are to be put away out of eyesight, to remain in silent mode and are not to be used during working hours, except in an emergency. Messages/texts/calls should be returned or made during your break or meal period. Violators of this and/or Client's policy are subject to disciplinary action.

### **Pictures, Videos, & Recording Devices**

No cameras or recording devices are to be allowed at the worksite, without prior approval from the client and your Renhill Account Manager. If your position requires you to take pictures or video, use Renhill or Client equipment as directed.

### **Driving Requirements**

If your position requires you to drive either your own vehicle or a Client vehicle for Client business, there are several requirements that must be met and approved prior to driving. Requirements are determined by type of vehicle, distance to drive and reason for driving. If you are suddenly asked to drive for Client business, you **must** contact your Renhill Account Manager for approval and to ensure that all requirements are met **prior to driving**. You should not drive without such prior authorization from your Renhill Account Manager.

### **Employment Applications**

Renhill 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 exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

Renhill may also perform reference checks, verifications of employment/degrees or other documented information criminal background checks, and job-related background checks. This information will be utilized in the consideration of employment.

### **Employment and Income Verifications**

It is the policy of Renhill to protect the privacy of each employee. Organizations who wish to verify the employment or income of a current or past Renhill employee will use The Work Number®, an automated, external employment verification service selected by Renhill. Renhill provides information to The Work Number at every payroll cycle to ensure that employment and income data available to authorized verifiers is current. This process results in the utmost privacy of your information while streamlining the transfer of that information to those who require it.

All employment and income verification requests must use this automated service. Renhill will provide Federal, State, and local government agencies any employee information required by law.

### **Immigration Law Compliance**

The Company is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate based on 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. Former employees who are rehired must also complete the form if they have not completed an I-9 with the Company within the past three years, or if their previous I-9 is no longer retained or valid. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

### **Confidentiality of Client and/or Protected Health Information**

In the course of your employment, you may receive access to Confidential Information of the client. You may also receive access to Protected Health Information, including medical records and/or medical information related to individuals who are served by Renhill's clients. All such information must be held in strict confidence. It may not be used for any purpose other than those purposes directly related to your work assignment.

### **Performance Expectations**

The general performance guidelines set below should be followed. Failure to comply with any of the following policies is grounds for disciplinary action up to and including immediate termination. (This is at the sole discretion of the employer.)

- Be present and ready to start work at the proper time.
- Perform the work assigned to you in a proper and efficient manner consistent with the direction of the client company.
- If while on assignment you become aware of confidential information of the client company, you are expected to maintain confidentiality.
- Dress in an appropriate fashion for the work to be performed, the working conditions and the requirements of the client company. If you are required to wear a uniform, it is your duty to maintain it and return it at the end of the assignment.
- All property, tools and equipment furnished by the client company for your use should be properly operated and maintained and returned to the company at the end of the work period.
- All work areas should be maintained in a neat, clean and safe manner.
- While on an assignment, be sure you know the work times, including break times and the appropriate locations for eating, drinking or smoking, if allowed. Ohio law prohibits smoking in any public place or place of employment.
- Devote your full effort and attention to performing your assignment to the best of your ability and to the quality standards set by the client.
- A positive attitude promotes a more desirable working environment.

- Renhill employees are expected to attend all meetings and training sessions required by the client company to become familiar with all manuals and handbooks provided.
- We serve a very diverse population and during employment with us you will encounter people of various ethnic backgrounds, socio-economic status, and religious backgrounds. We expect you to show respect and professionalism toward all such individuals. Please inform your Renhill Account Manager immediately if you are not comfortable in the work environment in which you are placed.
- If you have any questions about Renhill rules or about how to conduct your assignment, contact your Renhill Account Manager or other Renhill Representative.
- Maintain the confidentiality of the client's Confidential Information and all Protected Health Information.

**It should be noted that each Client Company will have additional rules or standards that must be followed on assignment. Adherence to those rules is mandatory and is your responsibility.**

### **Proper Conduct**

It is necessary for all Renhill employees to follow common rules of behavior. There are certain policy violations that have the potential to lead to damage, loss, injury, or the disruption of business, and therefore these violations will lead to immediate termination. The list below is not comprehensive but is intended to indicate the nature and severity of policy violations that will lead to immediate termination.

- Theft from Renhill, a client company or another employee.
- Engaging in fighting or physical violence during a work assignment.
- Intentional destruction of property while on assignment.
- Insubordination or intentional failure to follow instructions of a Renhill Account Manager or Client Supervisor or Manager.
- Engaging in immoral or indecent behavior while on assignment.
- Engaging in any illegal activity.
- Gross negligence that endangers other persons or property.
- Being threatening, intimidating, disrespectful or assaulting a manager/supervisor (Renhill or Client), coworker, customer or vendor
- Arriving late or leaving early from assignment without authority.
- Sleeping on the job.
- Appearing for a work assignment under the influence of alcohol or illegal drugs, sale, possession or distribution of alcohol or illegal drugs or non-prescribed drugs. Any employee may be required to submit to an immediate test to determine the presence of alcohol or controlled substances in their bodies. A test result that is positive for the presence of alcohol or controlled substances or a refusal to submit to a test will be grounds for immediate termination.
- Being in possession of, sale of or distribution of a firearm or other deadly weapons, ammunition, explosives, or chemical agents while on a work assignment.
- Altering or misusing a timecard.
- Falsifying records, making false statements or concealing defective work.
- Disclosure of confidential information to unauthorized individuals.
- Failure to remain in the assigned work area and on the premises during working hours or trespassing in restricted areas.
- Engaging in non-work-related activities during working hours unless on a break. Use of personal cell phones, company phones for personal use, company computers or any company equipment for personal use during business hours unless on a break is strictly prohibited.



## ASSIGNMENT & SCHEDULED SHIFTS

### Be Available to Accept Job Assignments

If messages are left for you about a job assignment and you do not respond on three occasions, you will be terminated. If two job assignments are refused, it will be possible grounds for termination, within the sole discretion of the employer.

### Maintain Contact with Renhill

The Renhill Customer Service Representative is available for immediate contact 24 hours a day, seven days a week.

- If you determine that it is impossible for you to appear at your assignment as scheduled, you are to call Renhill immediately, no matter what time. Failure to appear once without calling may result in immediate termination, subject to the sole discretion of the employer. Renhill office numbers are listed below.
- When a job assignment ends, either by completion or if you are told not to return by the Renhill customer, immediately contact your Renhill Account Manager regarding your availability for further assignments. If another work assignment is not available, you are required to contact your Renhill Account Manager on a weekly basis to inquire about available work assignments.
- **You must contact your Renhill Account Manager no later than Monday at 5:00 p.m. to inquire about available work assignments. If Monday is a holiday, then you must contact your Renhill Account Manager no later than Tuesday at 5:00 p.m. to inquire about available work assignments. Failure to do so may result in denial of unemployment benefits.**
- If you have any problems or complaints about your work assignment, contact your Renhill Account Manager immediately. **DO NOT** discuss your complaints with the Renhill customer.

### RENHILL OFFICE AND TELEPHONE NUMBERS

2650 N. Reynolds Road  
Toledo, OH 43615  
**(419) 254-2800**  
**(419) 254-2915 (FAX)**  
Toll Free: 800-776-8722

### Report to Assignments

Appear at the time and location provided by the Renhill Customer Service Representative, ready and able to perform the job as directed.

#### THIS MEANS:

- You know the name and exact location of the company to which you are assigned.
- You have made all necessary transportation arrangements to get to the job assignment on time.
- You have cancelled or re-scheduled any appointments that conflict with your work commitment.
- You have made all necessary arrangements to meet your family or personal obligations at times other than during working hours.

### TIME OFF & ATTENDANCE

#### Attendance & Punctuality

No employee can successfully perform their job assignment unless they are present for a full workday on a regular basis. Both Renhill and the client company have a reasonable expectation that you will be present for work at the assigned start time, unless you contact your Renhill Account Manager prior to the start of your shift.

- When an assignment is accepted, you are expected to report to work at the time specified by the Renhill Customer Service Representative. The work hours at different client companies may vary, so you should be sure you know the exact starting time for each assignment.
- If it is impossible for you to appear at your scheduled time, you must immediately call the Renhill office and report that fact. **If you do not call and fail to appear for work, without good cause, you are subject to immediate termination, at the sole discretion of the employer. Your Renhill Account Manager's voicemail is available 24 hours per day.**
- You must provide a minimum of a two-hour notice if you are unable to report at your scheduled report time.
  - Late call offs may result in disciplinary action, up to and including termination.
- Three unexcused absences within 30 days may be grounds for termination of employment.
  - An excused absence is an absence that has been approved in advance by your Renhill Account Manager.
    - Please note that appointments are to be scheduled around your work schedule, if possible.
  - Documentation must be provided – such as doctor's note, court papers or other documentation deemed acceptable by the Account Manager and/or Risk Manager.
- If you accept an assignment through Renhill and fail to call or appear for your scheduled work assignment, walk off the assignment during your shift, quit without notice or do not return after lunch or a break on any given work day – you will be terminated by Renhill. Any hours that you have worked up to that point for which you have not been paid will be paid to you at the current minimum wage.
- Three consecutive days of failure to call and failure to report to work is considered abandonment of employment and is grounds for termination without consideration for rehire in the future.

### **Jury Duty**

Renhill encourages employees to fulfill their civic responsibilities by serving jury duty when required.

If you are summoned for jury duty, you will not be paid but will be given unpaid leave. If this creates financial hardship for employees summoned for jury duty, Renhill will write a letter on the employee's behalf, asking that the employee be excused from serving for this reason.

To qualify for jury duty leave, submit a copy of the "Summons to Serve" to your Account Manager upon receipt and prior to serving. You are asked to keep your Account Manager informed daily and to report to work when it does not conflict with your jury duty obligations. Contact your Account Manager if released from jury duty before the end of your regular working hours. Upon returning to work, you must provide confirmation of participating in jury duty.

### **Severe Weather**

Severe weather is to be expected during the winter months. All Renhill employees are expected to make every effort to report to work. If an employee cannot report to work, he/she should follow the Renhill and Client absenteeism reporting procedures as soon as possible prior to the scheduled starting time. Although driving may at times be difficult, when caution is exercised, the roads are normally passable. We all are expected to work our regular hours.

If the Client requires you to work during a severe weather emergency, you are expected to be on time for your shift. If you are running late or are unable to report to work due to severe weather, you must contact Renhill and the Client as detailed in the Maintain Contact with Renhill Policy and the Client's Attendance Policy. Your tardiness/absence will be unpaid and will be reviewed according to the Client's Attendance Policy – for example, a Client may assess you attendance points for an absence within their no-fault attendance policy.

Failure to call-in according to the policies will result in penalties under the policies which may include discipline up to and including termination of the assignment and/or employment with Renhill.

## LEAVES OF ABSENCE

We understand that under certain circumstances the need for a leave of absence may be necessary. Parameters concerning both employment and benefit-related issues vary under each type of leave. Giving as much notice as possible will assist in determining how a leave of absence may assist your situation.

### **Family Medical Leave of Absence (FMLA)**

Renhill understands there are situations that require you to be away from work for your own serious health condition or a serious health condition of another as qualified under the Family Medical Leave Act.

### **Eligibility for FMLA Leave**

All employees are eligible for up to twelve (12) weeks of unpaid leave per year. To qualify for Family and Medical Leave, an employee must have been employed for at least twelve (12) months and must have worked at least 1,250 hours in the twelve (12) month period immediately prior to the request for leave. Eligibility for leave is determined by calculating all Family and Medical Leave taken in the rolling twelve (12) months prior to the request for leave. An employee may be eligible for up to twenty-six (26) weeks to care for a member of the Armed Forces who is being treated for a serious illness or injury. The Family and Medical Leave may be taken for any of the following reasons:

- Birth and care of a newborn (prior to the child's first birthday).
- Placement of a child for adoption or foster care in the employee's home (within the first year of placement).
- Care for a spouse, child or parent with a serious health condition.
- A serious health condition which makes the employee unable to perform the functions of the employee's job.
- Care for a member of the Armed Forces who is being treated for a serious illness or injury.
- Active duty military illness or injury.
- Active duty military "qualifying exigency".

Spouses employed by the Renhill are jointly entitled to a combined total of twelve (12) weeks of family leave for the birth or placement of a child for adoption or foster care. When the spouses both use a portion of their joint FMLA leave entitlement, each spouse is then individually entitled to any remaining leave to care for a child, spouse or parent with a serious health condition or a serious health condition of the employee. Each employee's remaining leave is the difference between the joint leave taken by that employee and twelve (12) weeks.

### **Child and Parent Defined**

A "child" includes a person under the age of eighteen (18) who is a biological, adopted, foster or stepchild, a legal ward of the employee or a child for whom the employee stands in the place of a parent. A "child" also includes a person over the age of eighteen (18) who is similarly related to the employee and who is incapable of self-care because of a physical or mental disability. A "parent" includes a biological, adoptive, foster or stepparent, as well as a person who stood in the place of a parent when the employee was under the age of eighteen (18). A "parent" is not a parent-in-law.

### **Notice of Leave**

Employees must notify their Renhill Account Manager or the Risk Manager of all leave requests. Any employee who qualifies for Family and Medical Leave must provide at least thirty (30) days' notice before the leave is to begin. If the leave is for the birth or placement of a child and circumstances do not permit thirty (30) days' notice before the leave is to begin, the employee must give whatever notice is practical. If the leave is for the serious health condition of the employee or a family member and the health condition does not permit thirty (30) days' notice, the employee must give as much notice as practical. Further, if the need for leave is foreseeable and necessary for planned medical treatments, the employee should make a reasonable effort to schedule treatment so as not to interrupt Renhill or the Client's operations.

### **Medical Certifications**

If an employer requires Family and Medical Leave due to the serious health condition of the employee or a family member, the employee must provide Renhill with a medical certification that the condition qualifies as a "serious health condition", its expected duration, and other information. The employee is also required to provide a medical certification for temporary leave and for intermittent leave. These forms are available from Renhill's Risk Manager. The employee must return the medical certification to the Risk Manager at least thirty (30) days before leave begins when leave is foreseeable, or as soon as practical. If leave is unforeseeable and does not allow for certification prior to leave, the employee must still provide the certification within fifteen (15) days of employee's knowledge of the need for a family/medical leave. If leave is foreseeable and thirty (30) days' notice is not given, Renhill may delay leave until thirty (30) days after the date the employee provides notice.

Renhill may have a doctor of its choice review all requests for leave due to illness or injury. Renhill may require an employee to get a second opinion at Renhill's expense if the Company has questions about the validity of the certification. If the two (2) certifications differ, Renhill may pay for a third certification by a doctor selected jointly by the employee and the Company. All medical information will be maintained in confidence and in accordance with the Americans with Disabilities Act. The employee is entitled to a copy of the second and third opinion upon request.

### **Intermittent Leave**

Intermittent leave is available when foreseeable and medically necessary due to the serious health condition of the employee or the employee's family member. The employee may be required to transfer temporarily for the period of the intermittent leave to an alternative position with equivalent pay and benefits to better accommodate the intermittent leave. For leave taken for planned medical treatment, employees are expected to schedule them to avoid undue disruption in the workplace.

### **Maintenance of Benefits**

While an employee is on family/medical leave, Renhill will maintain the employee on Renhill's health plan under the same terms as if the employee continued to work. The employee remains responsible for his/her share of the premium. If the employee fails to make the necessary payment within thirty (30) days after the due date for coverage, Renhill will terminate coverage. If the employee fails to return to work at the end of the leave, the employee will be required to reimburse Renhill for the premiums paid during the leave. Renhill will not seek reimbursement for the premiums paid if the employee fails to return to work due to a continuation or recurrence of a serious health condition.

### **Job Restoration**

Upon return from leave, Renhill will reinstate the employee to the position held before the leave or to an equivalent position with equivalent pay, benefits, and other terms, assuming the assignment or a substantially similar assignment is still available. This includes the same or substantially similar duties and responsibilities with substantially equivalent skill, effort, responsibility and authority. Since many Renhill assignments with Renhill clients are temporary in nature, changes may occur due to changes in a client's needs. Changes in assignments, duties, hours and schedules may occur due to business necessity. Renhill will reasonably accommodate any employee with a disability in accordance with the Americans with Disabilities Act.

### **Return to Work**

The employee must notify Renhill of their expected date of return. If the employee took leave due to the employee's own serious health condition, the employee must provide medical certification that the employee is physically able to resume work.

### **Failure to Return to Work**

If the employee fails to return to work at the end of the leave, the employee will be considered to have voluntarily resigned, effective as of the last day of leave.

**No Work While on Leave**

The acceptance of another job with the same essential functions while on Family and Medical Leave or any other authorized leave may lead to disciplinary action, up to and including discharge.

**Workers' Compensation**

If an employee is on a Workers' Compensation Leave for a reason that also qualifies as a serious health condition, the employee's Family and Medical Leave will be triggered and will run concurrently.

**Military Duty**

A military leave of absence will be granted to employees who are 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 services is required, unless military necessity prevents such notice, or it is otherwise impossible or unreasonable.

The leave will be unpaid. However, employees may use any available paid time off for the absence, if applicable. If applicable, continuation of health insurance benefits is available as required by USERRA based on the length of leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible. If applicable, benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon the employee's return to active employment.

Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable position depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service, if applicable. Contact Renhill's Risk Manager for more information or questions about military leave.

## **COMPENSATION**

**Administrative Pay Corrections**

The Company takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday. In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of their Renhill Account Manager so that corrections can be made as quickly as possible. Except in emergencies, adjustments will appear in the next issued paycheck.

**Breaks / Meals**

Employees will be provided breaks and meal periods according to the Client's specifications. Please contact your Renhill Account Manager and/or Renhill Risk Manager with any questions regarding breaks and meal periods. Abuse of these break/meal privileges may be ground for disciplinary action up to and including termination of employment with the Client and/or Renhill.

You may work in an assignment for which break periods are automatically deducted, according to client policy. If you are unable to take your break, or your break is interrupted for work purposes, please report this immediately to your Renhill Account Manager or to Payroll, in writing, as soon as is practicable, so that your pay may be adjusted accordingly. If you sign a timecard for your assignment, please adjust your timecard accordingly, prior to signing it and turning it in for payment.

If your Renhill Account Manager knows or has reason to believe that you are continuing to work during your break period, then that time is considered to be time worked, and your Renhill Account Manager will contact payroll and the client company to ensure that your pay is adjusted accordingly, in compliance with the Fair Labor Standards Act.

### **Direct Deposit**

Renhill requires that all employee paychecks to be paid via direct deposit. Employees must complete a direct deposit form to include bank routing information and account numbers. Employees may choose to have their funds deposited into a checking, savings or other bank account. Employees will not receive an actual paper check but will be able to review and print the direct deposit statement online via the company website in the Web Center Login. Username is employees first initial, last name and last 4 digits of social security number; password is the last 4 digits of social security number. Employees will be able to change the password after they've signed in the first time.

### **Overtime**

At times, due to workload, the Company will require that you work overtime. Overtime will be paid at 1.5 times your normal rate if you are an hourly non-exempt employee and have worked over 40 hours within the work week.

Overtime pay is based on actual hours worked. Time off, such as vacation, holidays or any leave of absence, will not be considered hours worked for purposes of performing overtime calculations. Overtime must be pre-approved. Non-exempt employees will be paid for all overtime worked. However, working any overtime without prior approval from your Client/Renhill immediate supervisor will be subject to disciplinary action up to and including termination.

### **Pay**

The working hours, pay rates, work schedules and duties of Renhill employees may vary from assignment to assignment because of the differing nature of the business of each of Renhill's customers. Renhill follows all applicable provisions of the Fair Labor Standards Act, including provisions for overtime, to make sure that all Renhill employees are paid according to all legal requirements, and our payroll department maintains detailed records of all-time records submitted to insure that you are paid for all hours worked.

**IMPORTANT** - If you accept an assignment through Renhill and fail to appear for your scheduled work assignment, walk off the assignment during your shift, quit without at least a one week notice during an active assignment without good cause as determined by your Renhill Account Manager or do not return after lunch or a break on any given work day – you will be terminated by Renhill. Any hours that you have worked up to that point for which you have not been paid will be paid to you at the current minimum wage.

### **Reporting Time / Timekeeping**

Accurately recording time worked is the responsibility of every employee. Federal and state laws required the Company to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time spent on the job performing assigned duties.

- Each employee is responsible for making sure that the hours they have worked are properly recorded.
- For you to get paid, you must submit a timecard reflecting all the hours you have worked that week, and have it signed by an authorized representative of the client company.
- The timecard is an official company record, and as such, falsification of an official company record will result in immediate termination.
- The timecard must be received in the office on the Monday following the conclusion of the work week for you to be paid the next Friday.

Altering, falsifying, tampering with time records, recording time on another employee's time record or repeated offenses of working unapproved overtime will be subject to disciplinary action up to and including termination.

### **Work Hours**

Normal work hours are determined by the Client. At times, due to workload and Client demands the work hours may necessitate variations in the total hours that may be scheduled each day and week. Permission from your Client and Renhill Account Manager is required to work outside your normal working hours.

## **Work Week**

The Work Week will be defined as including those workdays starting on Sunday at 12:00am and ending on Saturday at 11:59am – unless otherwise defined by the Client. The defined Work Week will be used to determine the payment of overtime.

## **BENEFITS**

### **Benefits**

Renhill maintains an employee benefits program in compliance with the Patient Protection and Affordable Care Act, to assist you and your eligible dependents in meeting the financial burdens that can result from illness, disability, and death. Please contact your Renhill Account Manager if you have any benefit questions.

#### **Michigan Earned Sick Time Act (ESTA)**

Renhill HR On Demand employees who are assigned to a client and reporting to a Michigan job site including full-time, part-time, seasonal, and temporary workers are eligible to accrue paid sick time effective February 21, 2025.

#### **Accrual:**

Employees will accrue one (1) hour of paid sick time for every 30 hours worked.

- Sick time will begin accruing on an employee's first day of employment in Michigan but cannot be accessed until the 120 days of employment.

Employees can use earned sick time for any of the following reasons:

- The employee's mental or physical illness, injury or health condition; medical diagnosis, care or treatment of the employee's mental or physical illness, injury, or health condition; or preventative medical care for the employee.
- For the employee's family member's mental or physical illness, injury, or health condition; medical diagnosis, care or treatment of the employee's family members' mental or physical illness, injury or health condition; or preventative medical care for a family member of the employee.
- If the employee or the employee's family member is a victim of domestic violence or sexual assault, for medical care or psychological or other counseling for physical or psychological injury or disability; to obtain services from a victim services organization; to relocate due to domestic violence or sexual assault; to obtain legal services; or to participate in any civil or criminal proceedings related to or resulting from the domestic violence or sexual assault.
- For meetings at a child's school or place of care related to the child's health or disability, or the effects of domestic violence or sexual assault on the child; or
- For the closure of the employee's place of business by order of a public official due to a public health emergency; for an employee's need to care for a child whose school or place of care has been closed by order of a public official due to a public health emergency; or when it has been determined by the health authorities having jurisdiction or by a health care provider that the employee's or employee's family member's presence in the community would jeopardize the health of others because of the employee's or family member's exposure to a communicable disease, whether or not the employee or family member has actually contracted the communicable disease.

For the purposes of this policy, "family member" includes all the following:

- Biological, adopted or foster child, stepchild, or legal ward, a child of a domestic partner, or a child to whom the employee stands in loco parentis.
- Biological parent, foster parent, stepparent, or adoptive parent or a legal guardian of an employee or an employee's spouse or domestic partner or a person who stood in loco parentis when the employee was a minor child.
- A person to whom the employee is legally married under the laws of any state or a domestic partner.
- A grandparent.
- A grandchild.

- A biological, foster or adopted sibling.
- Any other individual related by blood or affinity whose close association with the employee is the equivalent of a family relationship.

Terms:

- Unused, accrued paid sick time up to 72 hours will be carried over into the next benefit year.
  - However, only a maximum of 72 hours of accrued sick time can be used in a year.
- Sick time will be paid at the employee's regular rate of pay.
- For the purposes of this policy, a year is defined as January 1 through December 31.
- All unused, accrued sick time will be forfeited at the time of separation.
- Employees are asked to provide notice and inform of the use of accrued sick time no less than 7 days in advance if they are aware of the need to use sick time or as soon as reasonably practicable.
- Employees will not be penalized or retaliated against in any way for requesting or using accrued paid sick time for the purposes designated above.

### CONCLUSION

We want you to be as fully aware as possible of all parts of this handbook, and should you have any questions at all concerning provisions in this handbook, please immediately contact the main office in Toledo, Ohio.

It is important for you to understand that this employee handbook is not intended to create any contractual rights in favor of you or the company. The company reserves the right to change the terms of the employment set out in this handbook at any time.

Periodically, the employee handbook will be revised and updated to reflect all changes made. Renhill will give you adequate notice of any necessary changes in this handbook.

We truly hope that this Renhill Employee Handbook helps you better recognize your responsibilities in your job and your benefits. Renhill strives to keep you as a satisfied employee with the knowledge that you will do your best to make certain that our valued customers get the top-quality services that they are entitled to when they use Renhill.



