



TotalWellness Employee Manual

August 28, 2023

Welcome to TotalWellness!

We are excited to have you as a part of our team. As a TotalWellness employee we ask that you abide by the following policies. Please let your manager know if you have any questions or need clarification on any of the items outlined.

For your reference...

... we have divided this manual into several sections.

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Helpful Information

Address: 9320 H Court | Omaha, NE 68127
Phone: 402.964.0542 | 888.434.4358
Fax: 402.964.0545
Website: www.totalwellnesshealth.com
Scheduler Website: login.totalwellnesshealth.com

General Procedures

Dress Code

TotalWellness has a casual dress code. Most individuals wear jeans with casual shirts and shoes. Capris and shorts of a respectable length are acceptable. Sandals are also permitted. Short shorts, short skirts, see through shirts without proper undergarments, low necklines, midriff shirts, pajama bottoms, and jeans with large or revealing holes are not allowed. Also, be mindful that TotalWellness may ask you to dress in business casual attire if guests are visiting.

Parking

TotalWellness allows employees to park in the spots directly in front of or directly in back of all of the TotalWellness bays. Employees may also park in the diagonal spots to the west of the west bay. Please do not park in front of garage doors or in front of the CHI Health Print & Mail Center.

Supplies

Extra supplies are provided for both the east and west bays.

East Bay – Extra supplies are housed in the white cabinet outside of the restrooms, in the data bay. If you take the last of an item or need a supply contact Lori Hug at LHug@totalwellnesshealth.com or x130.

West Bay – Extra supplies are housed on shelves in the back storage area. If you need an item or take the last of an item write down the item you need on the list in Paula Wedel's office.

Equipment

Employees are responsible for the equipment issued to them. In the event that equipment (laptop, cell phone, etc.) is lost or missing, notify your manager immediately with an account of the situation and lost/missing item(s). Your manager will assess the situation and determine if a police report needs to be filed with the local authorities. Managers are also responsible for contacting DataServ Corp for assistance in removing access/wiping the device, if possible, and notifying the asset management department so the equipment can be removed from inventory.

Coffee & Food Storage

Refrigerators are provided on both the east and west bays for employee food storage. Label your items with your name, and only eat items that are yours. The provided refrigerators are used by all employees, so please be mindful of the space utilized by your items and dispose of unused/expired items frequently. The company provides coffee, sweeteners, and powdered creamer for employees.

Printing

All employees are connected to at least one community, company printer. TotalWellness has three community printers, listed below.

East Bay – Ricoh 3004ex

West Bay – Ricoh 3044ex

Shipping Bay – RICOH MP 9003 [002673F55D5C]

Please do not print in color unless absolutely necessary. Color printing is much more expensive than printing in black and white. Please adjust your printer settings to print in black and white by default.

IT Support

TotalWellness works with DataServ Corp. for our IT support. If you are a permanent employee experiencing a computer or IT issue, contact DataServ Corp at 402.339.8700 or help@dataservcorp.com. If you are a temporary employee, speak with your manager about any IT issue.

Network Passwords/Locked Out – If you are unable to login to the TotalWellness network contact DataServ Corp. to reset your password.

Email Passwords/Locked Out – If you are unable to login to your TotalWellness email contact Kristina Macklin at kmacklin@totalwellnesshealth.com or x101 or Teresa Sharkey at tsharkey@totalwellnesshealth.com or x109 to reset your password.

Marketing Contacts

Employees should not speak to the media on behalf of TotalWellness. All media inquiries should be directed to the Marketing Department.

Pay Periods

Pay periods run from Monday through Sunday. Employees are paid every two weeks, with 26 pay periods per year. Distribution of paychecks and direct deposits occur every other Friday.

Company Directory

A company directory including phone numbers and emails is located on the Shared drive in the folder titled “Telephone Lists.”

Trash Removal

A crew cleans the TotalWellness facilities each weekend. Your trash will be removed each weekend by the crew. If you need to dispose of trash prior to the weekend pickup, place your trash in the dumpsters behind the TotalWellness shipping bay.

Recycling

TotalWellness provides recycling receptacles in both the east and west bays. In the east bay the receptacle is in the break room. In the west bay the receptacles are near the back door. Paper, cardboard, plastic, and aluminum can all be recycled.

Thermostats

Each bay is equipped with 1-2 thermostats. Work with the others around you to determine a comfortable temperature. Please keep thermostats within reasonable ranges and be mindful of energy savings. Please avoid running space heaters while the air conditioning is on. Feel free to use desk fans if you are too warm.

Equal Employment Policy

It is the current policy and practice of TotalWellness to foster equal employment opportunity for applicants and employees and to provide services to all persons, without regard to race, color, creed, sex, religion, national origin, age, marital status, disability or any other prohibited basis of discrimination under applicable local, state or federal law. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Open Door Policy

Each member of management is available to every employee in order to encourage open communication, feedback, and discussion. All TotalWellness employees are free to talk with any manager at any time. If you have a concern, complaint, observation, or suggestion the TotalWellness management team wants to hear from you. You can speak with your own supervisor or another member of the TotalWellness management team. Employees who exercise their rights to speak with any level of management will not experience retaliation or interference from their immediate manager.

Computers

TotalWellness computers are to be used for business use only. Games, social media for personal use, videos, streaming, etc. should not be access on TotalWellness devices.

Conduct Procedures

Code of Conduct

The TotalWellness Code of Conduct outlines our expectations regarding employees' behavior toward their co-workers, managers, and overall organization. TotalWellness promotes a freedom of expression and open communication. However, we expect all employees to follow our code of conduct and the policies outlined in this manual. Employees should avoid participating in serious disputes and disrupting the workplace. We also expect employees to create a well-organized, respectful and collaborative workplace.

Professionalism

It is the policy of TotalWellness for employees to maintain a working environment that encourages mutual respect and promotes civil relationships. All employees must show integrity and professionalism in the workplace and conduct themselves in an appropriate manner.

Employees should fulfill their job responsibilities with professionalism, integrity, and respect toward clients, participants, vendors, and others. Managers must not abuse authority.

Respect in the Workplace

Employees should respect their colleagues. TotalWellness does not allow any kind of discriminatory behavior, harassment or victimization. Employees should follow our equal opportunity policy in all aspects for their work including recruitment, performance evaluations, and interpersonal relationships.

Employees have the right to conduct their work without interference from other employees. Employee should be friendly and collaborative. They should not try to disrupt the workplace or present obstacles. Do not overly distract or occupy another employee's time to the extent that their work cannot be completed. While in the workplace, do not engage co-workers in conversations involving controversial topics.

Clean Workspace

Employee work areas should be maintained in a neat and professional manner. Avoid using air fragrances that may negatively impact coworkers.

Compliance with Law

We expect employees to abide by all environmental, safety and fair dealing laws. Employees should be ethical and responsible when dealing with TotalWellness finances, services, products, clients, vendors, and public image.

Protection of TotalWellness Property

TotalWellness Property should be treated with respect and care. Employees should not misuse TotalWellness equipment or damage TotalWellness property.

Corruption

Employees should not accept gifts of high nominal value from clients or gifts that present a significant financial gain to the employee. We prohibit the acceptance of bribes for the benefits of any external or internal party.

Conflict of Interest

Employees are to avoid any personal, financial or other interests that might hinder their capability or willingness to perform their job duties.

Anti-Harassment Policy

TotalWellness expressly prohibits any form of unlawful employee harassment based on race, color, religion, sex, national origin, age, disability, or because of past, current, or future military obligations, or status in any group protected by federal, state, or local law. Improper interference with the ability of TotalWellness employees to perform their expected job duties is not tolerated.

With respect to sexual harassment, TotalWellness prohibits unwelcome sexual statements or actions, requests for sexual favors, and all other verbal or physical conduct of a sexual or otherwise offensive nature. Also prohibited are offensive comments, jokes, innuendos, and other sexually oriented communications. TotalWellness will take strong disciplinary steps, up to and including discharge, against any person who engages in conduct which violates this policy.

Grievance Procedure

Each member of management is responsible for creating an atmosphere free of discrimination and harassment, sexual or otherwise. Further, employees are responsible for respecting the rights of their coworkers.

It is the policy of TotalWellness: (1) to ensure that employees receive fair and equitable treatment; (2) to provide employees with an easily accessible procedure for expressing dissatisfaction; and (3) to foster sound employee supervisor relations through communication and reconciliation of work-related problems.

It is our intent to sincerely attempt to resolve problems and complaints in a manner that is fair and equitable to all concerned according to this procedure:

If an employee who feels harassed, discriminated or retaliated against based on their sex, race, national origin, disability, or another unlawful factor, or believes that he or she has been treated in an unlawful, discriminatory manner, the employee should promptly report the incident to their supervisor. If an employee feels it would be inappropriate or uncomfortable reporting the incident to their designated supervisor the employee may also report it directly to the an alternate supervisor or any member of management.

The supervisor/department will investigate the matter and take appropriate action. Employee complaints will be kept confidential to the maximum extent possible.

If TotalWellness determines that an employee has harassed or discriminated against another individual, appropriate disciplinary action will be taken against the offending employee, up to and including termination of employment.

In addition, TotalWellness prohibits any form of retaliation against any employee for filing a complaint under this policy or for assisting in a complaint investigation.

Cell Phones

Cell phones are allowed, but personal cell phone use should be kept to a minimum. Try to utilize break times for cell phone usage. Be aware of others around you and try not to be disruptive when talking on the phone. If cell phone usage becomes excessive or interferes with work productivity a warning may be issued.

Media

TotalWellness allows employees to utilize headphones to listen to music while working, as long as the employee is still able to complete all job functions. Music must be listened to at a volume that still allows the employee to hear their phone ring. TotalWellness does not allow employees to watch or listen to movies or TV shows while working.

TotalWellness does not allow media streaming (IE. Pandora, Netflix, HBO Now, etc.) while utilizing TotalWellness internet. Streaming takes up internet bandwidth and can slow down internet performance for others. Individuals may stream music to a personal device if they are using their own cellular data for the stream. Employees are never allowed to stream, watch, or listen to movies and/or TV shows while working.

A verbal and then written warning will be issued for employees who stream media using TotalWellness Internet.

Social Media Policy

The following guidelines are for TotalWellness employees who participate in social media. Social media includes all means of posting information on the internet including Facebook, LinkedIn, Twitter, YouTube, Instagram, blogs and other sites. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow employees or otherwise adversely affects TotalWellness may result in disciplinary action up to and including termination. Also, be aware that TotalWellness may observe content made available on social media.

Know and Follow the Rules

Employees need to adhere to the TotalWellness employee manual and the TotalWellness Information Security manual when posting on social media, with relation to TotalWellness. For example, do not share confidential or proprietary

information about TotalWellness and always maintain participant and client privacy. If you identify your association with TotalWellness, be sure that your social media activities are consistent with TotalWellness professionalism and code of conduct standards.

Do not use TotalWellness email addresses to register on social networks, blogs, or other online tools intended for personal use. Unless approved by the TotalWellness Marketing Department, your social media name or URL should not include TotalWellness or the TotalWellness logo.

Be Respectful

Always be fair and courteous to fellow employees, clients, vendors and others who work on behalf of TotalWellness. Work related complaints will more likely be resolved by speaking directly with your co-workers or utilizing our Open Door Policy rather than posting complaints to a social media outlet.

TotalWellness strongly discourages “friending” of client contacts on social media. TotalWellness also discourages managers from initiating “friend” requests with employees they manage. Managers may accept friend requests if initiated by the employee, if the connection will not negatively impact the individuals’ working relationship. TotalWellness does not endorse individuals. If utilizing a site to endorse others, such as LinkedIn, be sure to articulate your personal endorsement and not endorse on behalf of TotalWellness.

Be professional, use good judgement and be honest and accurate in your communications. If you make a mistake, quickly correct it.

Social Media at Work

Refrain from using social media while on work time or on equipment provided by TotalWellness, unless it is work-related and authorized by your supervisor.

Fitness Center

As long as work is being completed timely and the workload permits, part-time, permanent employees are allowed to utilize the fitness center for up to 15 minutes each day without clocking out. Full-time, permanent employees are allowed to utilize the fitness center for up to 30 minutes each day without clocking out. Employees may also take walks or run outside in lieu of using the fitness center. Temporary employees are allowed to utilize the fitness center, but are required to clock out for the time spent working out.

All employees must sign a waiver before utilizing the fitness center.

Tobacco Use Policy

Because TotalWellness recognizes the hazards caused by exposure to environmental tobacco smoke, as well as the life-threatening diseases linked to the use of all forms of tobacco, TotalWellness provides a tobacco-free environment for all employees and visitors. This policy covers the smoking of any tobacco product and the use of

oral tobacco products, and it applies to both employees and non-employee visitors of TotalWellness.

The TotalWellness Tobacco Use Policy prohibits the use of tobacco products within the facilities of TotalWellness at any time. The use of tobacco products is not allowed within 200 feet of the TotalWellness front entrances and rear doors. All tobacco products and materials must be extinguished and disposed of appropriately outside of work property.

Employees must clock out for a break and leave the building complex if he/she wishes to utilize tobacco products during work hours.

Drug Free Workplace

TotalWellness prohibits the possession, sale, consumption, or being under the influence of illegal drugs, including prescription drugs obtained without a prescription, or alcoholic beverages by employees while in the office and when working on behalf of TotalWellness. Any employee found selling, possessing, consuming or under the influence of alcohol or illegal drugs while on duty may be subject to disciplinary action, up to and including termination.

Occasionally, exceptions will be made to this policy against the consumption of alcoholic beverages. TotalWellness may from time to time allow alcoholic beverages to be consumed responsibly at company parties, when dining with clients, or at other TotalWellness social events. At such events, personnel are expected to use good judgement and consume alcohol in moderation. Underage individuals are never allowed to consume alcohol at a TotalWellness event. All personnel consuming alcohol at approved events are expected to comply fully with laws, including laws prohibiting the operation of motor vehicles while under the influence of alcohol.

Over-the-counter and prescription drugs are not prohibited when taken in a standard dosage and/or according to a physician's prescription. Employees taking over-the-counter or prescription medications are responsible for consulting with their physician and/or pharmacist regarding medication side effects. If the medication may impair the employee's ability to safely, accurately, and efficiently perform their job duties, the employee should not work in the office or from home while on the medication.

Background Checks & Drug Screenings

It is the goal of TotalWellness to provide a secure work environment. In order to validate the history of employees, TotalWellness requires employees with access to sensitive data to complete and pass a background check and drug screening prior to employment. Background check reports include a social security number trace, and criminal record check. Managers must also complete an employment verification, educational verification, and character reference check prior to hiring individuals who will have access to sensitive data. TotalWellness reserves the right to run background checks and random drug screenings on employees.

Entertainment Policy

TotalWellness recognizes that business entertainment is essential to the operation of the company. The purpose of this policy is to place this activity in proper focus, to set clear expectations of all staff, and to ensure proper documentation. You must receive prior authorization before expensing entertainment costs to the company.

1. The purpose of the entertainment must be business and not personal.
2. All entertainment expenditures must be documented to show the following:
 - a. Identification of the persons or group being entertained. If a small group is being entertained (ten or less), the names of all persons attending must be shown; for large groups, only the name of TW employees and the name of the company(ies) attending need be shown along with the number of persons attending.
 - b. The reason for such entertainment and the relationship of the persons in attendance.
 - c. The place of entertainment if not clearly shown on the receipt.
3. Receipts for entertainment expenses are required. Please provide *itemized* receipts, not just the credit card receipt showing only the total.
4. The average rate per person when clients are not attending should follow these general limits:
 - a. Amount per day \$60 (Breakfast \$10, Lunch \$20, Dinner \$30)
 - b. If the rates are exceeded by more than a few dollars, please provide an explanation.
5. The average rate per person may be reasonably adjusted upward for high cost areas such as California and New York City.
6. The average rate per person when clients/potential clients are being entertained should follow these general limits:
 - a. Amount per day \$100 per person (Breakfast \$15, Lunch \$30, Dinner \$55)
7. If your monthly meals/entertainment spending will exceed \$150 in any given month, please discuss your anticipated spending with your supervisor.
8. One alcoholic beverage per person per day is allowed when a client/potential client is not attending. Reasonable discretion should be used when clients are attending.
9. TotalWellness reserves the right to withhold pay (equal to the amount spent) from any employee who uses a company credit card or other company funds to pay for expenses and does not provide the required documentation.

Security Procedures

Annual HIPAA Training

Employees are required to complete a HIPAA training upon hire and annually thereafter. Annual HIPAA trainings will be conducted in the spring. Visit <https://www.totalwellnesshealth.com/totalwellness-employee-hipaa-training/> to complete the training.

Protecting Confidential Data

Privacy and security are very important to TotalWellness. Employees are required to abide by all of the policies outlined in the TotalWellness Information Security Policy. Employees will partake in annual HIPAA and Security Training. In general summary, we would like to highlight the policies listed below:

1. Lock computers when unattended
2. Securely store paperwork containing protected health information when not in use (IE. Lock up consent forms when not in use)
3. Verify an individual's identity before discussing Protected Health Information (PHI) with the individual.

Email

TotalWellness utilizes Microsoft 365 for our email. If you need to access your account online visit <https://login.microsoftonline.com/>. TotalWellness email accounts are restricted to business use only. Employees are allowed to access their personal email accounts for trivial amounts of time during the day. TotalWellness content and confidential information should never be transmitted using a personal email account.

With approval from the department manager, TotalWellness will allow individuals to add their TotalWellness email account to a personal device.

Instant Messaging & Texting

TotalWellness does not utilize an employee instant messaging system. Instant messaging for personal use on TotalWellness computers is prohibited. Employees may utilize instant messaging and texting on their personal devices so long as the use is for trivial amounts of time and does not interfere with productivity. In addition, TotalWellness information and any confidential information associated with TotalWellness may not be transferred using personal instant messaging services or personal texting services.

Wi-Fi

TotalWellness offers Wi-Fi for employee use. If you would like to connect a personal device to the TotalWellness wireless network you must receive approval from your manager and then connect using the TotalWellness guest network.

Guest Network Name: TotalWellness Guest
Password: welcome2twh

To connect your work computer to the wireless network, use the TotalWellness internal network. Please ask your supervisor for the password.

Internal Network Name: TotalWellness

Badges

All employees will be assigned a badge upon hire. The badge will provide the employee access to the TotalWellness building. Badges need to be protected at all times. Do not leave badges in unsecure areas. Badges are to be used only by the person to whom issued. Do not share your badge with other employees. Do not modify or deface your badge. If an employee loses his/her badge there is a \$10 replacement fee. Notify Lois Johnson at ljohnson@totalwellnesshealth.com or x125 if a badge is lost.

Secure Areas

TotalWellness has two Protected Health Information (PHI) secure areas.

1. Scan Room in the Accounting Bay
2. Long Term File Storage Room in the Accounting Bay

Both rooms are protected with badge access and only individuals with authorization are allowed to enter the rooms. Both rooms are also equipped with security cameras. Cell phones, cameras, and personal external storage devices (UBS drive, external hard drive, recording devices, etc.) are not allowed in either of the secure areas. TotalWellness prohibits employees from taking pictures of or storing confidential data on personal devices.

Phone providers, network administrators, internet providers and other repair technicians who require access to a secured area must be accompanied by a TotalWellness employee at all times while in the secure area(s).

Alarm System

TotalWellness has an alarm system which, when armed, detects opened external doors, broken glass and movement within the building. The alarm is an external siren that will sound in the front and back of the building. If you accidentally set off the alarm contact Keith Dudney at 402.578.1614 and he will contact the alarm company. Instructions to arm and disarm the alarm can be found on the Shared Drive under Current Documents > Benefits & Employee Policies > TW Alarm System.

Communication Procedures

Telephones

TotalWellness asks that all employees have voicemail setup on their TotalWellness phone. Certain departments may have specific voicemail requirements. In general, if you are in the office your voicemail message should state in your personal greeting that you are in the office but away from your desk. Ask individuals to please leave a message. If you are going to be out of the office for a period of time update your personal greeting to state that you are out of the office. Indicate when you will return and ask individuals to either leave a message or dial x100 to speak with the receptionist.

The voicemail password for your phone should be your extension. Please keep your password as your extension so others can check your message if you are out of the office for an extended period of time.

Outbound Calls - To make outbound calls you may need to dial 8 before dialing the phone number, if you don't immediately here a dial tone.

Messages – The red lights in the upper right-hand corner of the phone will blink when you have a message. To listen to messages press the MESSAGE button and follow the prompts.

Transferring Calls – To transfer a call to another extension, press the TRANSFER button and dial the extension. When you hang up the receiver the call will transfer.

Call Forwarding – There may be times when you need to transfer your phone to a co-worker or your cell phone.

For phones with a large screen:

- Press the FWD> button
- Press the small black arrow button next to the word All on the screen
 - For an internal extension
 - Enter the extension number
 - For an outside number:
 - Press the small black arrow button next to OUTSIDE PHONE on the screen
 - Press #
- Remove forward by pushing the FWD> button and pressing the small black arrow button next to FWD OFF on the screen

For phones with a small screen:

- Push the FWD> button
 - For an internal extension
 - Enter in the extension number
 - For an external number

- Press 8
- Enter the phone number
- Push #
- Remove forward by pushing the FWD> button and hanging up the receiver

Reverse Transfer – If you hear your phone ring, but are not near it, you can pick up any phone, dial #4 and your extension to pick up the call.

Email Signature

We ask that all employees use the format below for their email signature. You can setup your email signature in Outlook. Be sure to include the disclaimer in your signature. Please do not add anything extra to your signature. Signature should be included on all external email communication.

{{Name}} | {{Title}} | TotalWellness

9320 H Court | Omaha, NE 68127

direct: ###.###.#### | 888.434.4358 x### | fax: 402.964.0545

web: TotalWellnessHealth.com | email: xxxxxxx@totalwellnesshealth.com

find us here: [LinkedIn](#) | [Our Blog](#) | [Twitter](#) | [Facebook](#)



Disclaimer: This email and any files transmitted with it are confidential. If you have received this email in error please notify the sender and then delete it immediately.

Signature Specifications

Font = Calibri

Signature Font Size = 11

Font Color = Hex Color # 3B3B3B or RGB Sliders Red=59, Green=59, Blue=59

Disclaimer Font Size = 9

LinkedIn = <https://www.linkedin.com/company/totalwellness>

Our Blog = <http://info.totalwellnesshealth.com/blog>

Twitter = <https://twitter.com/TotalWellnessUS>

Facebook = <https://www.facebook.com/totalwellnesshealth>

Conference Calls and Screen Sharing

Employees in need of completing conference calls should setup a free account at <https://www.freeconferencecall.com>. TotalWellness has group GoToMeeting and Zoom accounts for screen sharing. Contact Lisa Stovall at lstovall@totalwellnesshealth.com for the username and password if you need access to our GoToMeeting or Zoom accounts.

Weekly Newsletters

TotalWellness sends out a weekly newsletter to all employees on Mondays each week. Watch for this newsletter for company updates and announcements. This is our main mode of communication and we ask that employees always read the weekly newsletter that is emailed out. If you don't read it you will likely miss out on important information.

Attendance

Regular Attendance

Timely and regular attendance is an expectation for all TotalWellness employees. Employees must adhere to their workplace schedule to ensure adequate staffing, to meet productivity standards, and to create positive company morale.

Absences

An employee is deemed as absent if they miss an entire work shift. Absences can be scheduled or unscheduled.

- Scheduled absences are defined as providing at least 48 hours' notice of the absence.
 - Multi-day, planned absences should be requested at least 2 weeks in advance.
 - Prior to scheduled absences, notify the receptionist about your scheduled time off, set your out of office email and phone messages, and notify others in your department about the absence.
- Unscheduled absences are defined as providing less than 48 hours' notice of the absence.
 - If you are sick or have an emergency situation, notify your manager at least one hour before your work shift starts.
 - The manager is responsible for notifying the receptionist of the absence, setting out of office messages, and notifying other department workers.

Excessive unscheduled absences may result in disciplinary action up to and including termination. Excessive is defined as more than two unscheduled absences within one month, more than five unscheduled absences within three months, or more than ten unscheduled absences within a year. Sickesses and emergencies that result in multiple consecutive absences (IE. 2 days missed in a row) will be considered one unscheduled absence. Adequate documentation, such as a doctor's notes, may be requested. Employees within their orientation period, first 60 days, who have two or more unscheduled absences may receive disciplinary action up to and including termination.

If Paid Time Off (PTO) is available, it should be utilized for all scheduled and unscheduled absences. Absences requested without PTO available are subject to manager approval and if authorized are unpaid.

Tardiness

Employees are expected to be on time and ready to work at their scheduled start time. Employees who anticipate arriving 15 or more minutes after their work shift start time should notify their manager about the delay and provide the time they anticipate arriving for their shift. Employees answering the main phone should notify their manager immediately if they will be late.

Tardiness should not impact your ability to complete your job functions and your tardiness should not impact the ability of co-workers to complete their job functions. If excessive tardiness disrupts work productivity, disciplinary action may be taken. Each department may be affected differently by tardiness.

Working from Home

Employees are allowed to work from home only if their job duties permit it. Working from home options vary by department. If your department authorizes work from home, work with your manager to determine if working from home is acceptable. Working from home may be authorized on an occasional basis and is not intended to be utilized on a set schedule or full-time, unless prior employee-specific arrangements have been made and approved.

Departments may institute specific departmental work from home policies. Failure to abide by set policies, or excessive requests to work from home may result in disciplinary action.

Inclement Weather

The TotalWellness office generally remains open during inclement weather. However, working from home on inclement weather days, if available to your department, is acceptable and will not reflect negatively on your attendance. If your job duties do not permit working from home, and you are unable to make it to the TotalWellness office, your absence will be categorized under inclement weather and will not negatively affect your attendance. Employees will not be penalized for tardiness on inclement weather days.

For individuals whose job duties do not permit working from home, PTO or unpaid leave can be taken for inclement weather days if the individual is unable to make it into the office.

Because the TotalWellness building is located within the District 66 Westside school district, weather will be deemed inclement if school is cancelled for the District 66 Westside school district.

Timecards

TotalWellness utilizes an online system, Paychex Flex, for our time keeping system. Paychex Flex is a secure, self-service online portal where you can easily view your pay stubs, benefits information, and PTO balances. Hourly employees are required to utilize the Paychex Flex system to clock in and out throughout the day. Salaried employees are asked to document all PTO in the Paychex Flex system. System access information is listed below:

Site: <https://www.paychex.com/login> > click on Paychex Flex Login

New Users: Click Sign-Up

*NOTE: If you already have a Paychex Flex user account from a previous or current employer notify your manager so that we can link your new account to your user name.

If you have difficulty getting logged into the online system, document the time you intended to clock in in the notes section of the system. If you miss a clock in or clock out notify your manager or Jeanine Gonzales to fix the issue. If you miss clocking in or out three or more times in a month you will receive a verbal warning. If clocking in and out continues to be an issue you will be provided with a written warning. Missing clock ins or clock outs due to computer issues or lack of internet do not count toward missed clock ins/outs.

Breaks

Employees are allowed to take a 15 minute break every 4-5 hours, with up to 2 breaks being allowed for every 8 hours. Hourly employees must clock in and out for breaks when leaving the premises. Employees are allowed to take the allocated breaks as needed. Breaks are not regulated by management as long as the breaks are not abused. Employees are not allowed to sleep on breaks if they remain on the premises.

Lunches

Hourly employees are required to clock out for lunches. Employees are allowed to take a lunch break for up to one hour each day; however, lunch breaks are not required. Lunch break times are not regulated by management as long as lunch breaks are not abused. Food and drink are allowed at your desk. If you are working at your desk while eating lunch you are not required to clock out. However, employees who “work through lunch” are still required to be present for their scheduled work hours, without putting the employee into overtime; unless approved in advance.

Overtime

Hourly employees are eligible for overtime, at a pay rate of one and one-half times their regular pay, for hours worked above 40 hours per workweek. Overtime must be requested and approved in advance by the employee’s manager. Overtime may be required during the fall busy season.

Salary employees are not eligible for overtime and are expected to work as many hours required to complete their job duties.

Benefits

Full-Time versus Part-Time

Full-time employees must work an average of 30 hours per week. Part-time employees are individuals who work an average of less than 30 hours per week.

Benefits

TotalWellness offers a variety of benefits to permanent employees. Benefit eligibility depends on part-time versus full-time status. For detailed information on benefits contact Jeanine Gonzales at jgonzales@totalwellnesshealth.com or x104.

Health Insurance

TotalWellness currently offers both PPO and High Deductible insurance plan options. TotalWellness pays for 50% of the employee only premium on all plans and 50% of employee plus spouse/dependents/family on one select High Deductible plan. TotalWellness pays an additional \$75.00 per month toward the premium if the employee is enrolled in the wellness program and completes the necessary tasks to receive the incentive. Refer to the current year's medical benefits newsletter for specific plan details and costs.

Full-time, permanent employees are eligible for health insurance the first day of the month following either 30 days from date of hire or 30 days from the switching to full-time. Employees must enroll 30 days from the date they become eligible.

Health insurance open enrollment is held from December 1 – December 31 each year, with health insurance plans running from January 1 – December 31 each year.

Employees on disability leave (including maternity leave) will continue to receive the reduced health insurance rate while on leave and will be required to pay for insurance benefits during leave. Options should be discussed with human resources prior to leave if possible.

Other Insurance

TotalWellness currently offers short-term disability, long-term disability, life, dental, vision, accident, critical illness, and hospital insurance. TotalWellness covers some of the cost for some of the Other Insurance plans. Refer to the current year's ancillary benefits newsletter for specific plan details and costs.

Full-time, permanent employees are eligible for Other Insurance the first day of the month following either 30 days from date of hire or 30 days from the switching to full time. Enrollment timeframes are dependent on the type of insurance.

Other Insurance open enrollment is held from June 1 – June 30 each year, with other plans running from July 1 – June 30 each year.

Flexible Spending Account

TotalWellness offers both a medical flexible spending account and a dependent care flexible spending account.

Permanent part-time and permanent full-time employees are eligible for flexible spending accounts three months from the date of hire. Employees must enroll 31 days from the date they became eligible - the first day of the month following the end of the 30 day wait period.

Flexible spending account open enrollment is held from December 1 – December 31 each year.

Health Savings Account

TotalWellness offers health savings accounts to individuals who enroll in a high deductible health insurance plan. Employees can enroll in a health savings account when they sign up for a high deductible health insurance plan.

Health savings account open enrollment is held from December 1 – December 31 each year.

Simple IRA

TotalWellness offers a simple IRA retirement savings option for permanent, full-time and permanent part-time employees. Employees can elect to contribute at any time after 60 days of employment. Employees are eligible for a 3% employer match if the employee received compensation of at least \$5,000 in the prior year and is expected to earn at least \$5,000 in the current year.

TotalWellness works with Ambrose Lighthart Group, Merrill Lynch Wealth Management for the Simple IRA program. Unlike a 401k, the money saved in a simple IRA account is not automatically invested. If you would like to invest the money saved in your simple IRA account contact Matt Swartz at matthew.swartz@ml.com or 402-496-5116.

Failure to Pay for Premiums

If you fail to pay any required premium for coverage under a Benefit Program, coverage for you and your covered dependents will be cancelled for that Benefit Program and no claims incurred after the effective date of cancellation will be paid. If you are not working enough hours to pay your portion of the premium via pre-tax payroll deduction, please consult the Plan Administrator, Jeanine Gonzales, for other payment options. If you do not pay your portion of the premium by the end of the month in which it was due or by the end of the agreed upon time period, your coverage will be retroactively terminated back to the beginning of that month or the end of the month of your last premium payment. Payment options may include pre-payment with a special salary reduction, pay-as-you go on an after-tax basis or catch-up salary reductions after you return to work. The Plan Administrator has the ability to choose the payment option that fits best for each employee's situation. Also, note that loss of coverage due to the employee's failure to pay their portion of the premium is not a COBRA eligible termination.

Wellness Program

Permanent, full-time employees are eligible to participate in the TotalWellness wellness program. The program requires that participants complete a health screening, a health assessment, and earn 100 wellness points each year to receive an incentive. The incentive is either a reduction in health insurance premiums of \$75 per month or a \$75 per month contribution to a flexible spending account/health savings account/wellness benefit payment.

TotalWellness offers a new hire wellness program for permanent, full-time employees hired outside of the wellness program “open enrollment” period. Full-time, permanent employees are eligible for the wellness program on the first day of the month following 30 days from date of hire or 30 days from switching to full-time.

New Hires: Earning the current year’s benefit

The current year’s benefit will be provided if the newly eligible employee completes the health assessment and earns 10 points by their eligibility date.

New Hires: Earning the following year’s benefit

To earn the following year’s benefit, newly eligible employees must complete the health assessment and earn points by December 10th of each year. The point requirements are determined by the quarter in which the employee was hired. Quarter 1 = 100 points, Quarter 2 = 75 points, Quarter 3 = 50 points, Quarter 4 = 25 points. Items completed to earn the current year’s incentive count toward the requirements to earn the following year’s incentive.

Permanent, part-time employees can participate in the wellness program components, but are not eligible for an incentive.

Wellness benefit financial incentives may be held during disability leave (including maternity leave) and may be forfeited if the employee does not return from leave.

Wellness Portal

Visit <https://beatahealth.com/totalwellness/welcome> to complete your health assessment, earn points, and review program deadlines. During registration you will be asked for your Employee ID number. You can locate this three-digit number on your paycheck stub, on the left-hand side.

For specific questions on the TotalWellness wellness program contact Jessica Daugherty at jdaugherty@totalwellnesshealth.com or x124 or Jeanine Gonzales at jgonzales@totalwellnesshealth.com or x104.

Paid Time Off (PTO)

Paid time off is provided to permanent, full-time employees. Seasonal and part-time employees do not receive PTO. PTO is to be used for all types of leave including sick days, vacations, funerals, etc. Permanent full-time employees are eligible to take PTO 90 days from their hire date or 90 days from switching to full-time. PTO is accrued during the 90-day waiting period. The PTO earned during the first 90 days is forfeited if the employee leaves the company for any reason within the 90-day waiting period.

PTO for salaried employees is based on a 40-hour work week. PTO for hourly employees is based on actual hours worked. PTO does not accrue during unpaid leave.

Salary employees and hourly employees accrue a total of 15 days (120 hours maximum) of PTO per year, for the first 3 years of permanent, full-time employment, based on a 40-hour average work week. One additional PTO day is granted for each year beyond 3 consecutive years working for TotalWellness, up to a maximum of 20 days (160 hours) per year.

Permanent, full-time employees may not exceed 120 hours of PTO in their bank at any given time. If the maximum is reached, no additional PTO will accrue until the balance is below the maximum.

Your current PTO balance is tracked within the Paychex Flex system. Occasionally, the balance listed in Paychex Flex may be slightly off. If you have questions about your PTO please contact Jeanine Gonzales at JGonzales@totalwellnesshealth.com or x104.

TotalWellness does not allow multi-day, planned PTO (vacation) during the fall busy season. Blackout dates will vary depending on your department; speak with your manager if you require time off during your department's busy season. All vacation PTO should be requested at least 2 weeks in advance and must be approved by the employee's supervisor.

PTO time must be recorded online, by the employee, using the Paychex Flex system. (https://myapps.paychex.com/landing_remote/login.do) All PTO should be entered no later than the end of the pay period in which the PTO was taken.

Holidays

TotalWellness is closed for the following holidays. If the holiday occurs on a Sunday, TotalWellness will be closed the following Monday. If the holiday occurs on a Saturday, TotalWellness will be closed the previous Friday.

- New Year's Day
- Memorial Day
- July 4th
- Labor Day

Thanksgiving
Day after Thanksgiving
Christmas/Rosh Hashanah/Yom Kippur*

*If Jewish, Rosh Hashanah or Yom Kippur may be used in lieu of Christmas.

Permanent employees who work at least an average of 20 hours per week are eligible for holiday pay. Holidays are paid based on the average daily hours worked or salary. The hours worked look-back period is the shorter of 1) the previous 26 pay periods or 2) pay periods since the employee's date of hire. The waiting period for holiday pay is 90 days from the date of hire as a permanent employee working an average of 20 hours per week or more. Employees on unpaid leave will not be paid for the holiday when the paid holiday falls in the time frame that the employee is not working.

Jury Duty

Any permanent employee summoned to serve on jury duty during their scheduled work shift will be excused from their shift upon giving reasonable notice of such summons. The employee shall receive pay for their scheduled work shift, as determined by their supervisor. If more than one day is served, an amount equal to any compensation, other than expenses, paid by the court for jury duty will be deducted from wages paid to the employee.