## 2025 EMPLOYEE HANDBOOK

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Welcome

### WELCOME TO ST. CROIX HOSPICE

Welcome to the St. Croix Hospice family! We are genuinely thrilled to welcome you aboard as a valuable member of our team. Your presence here is a testament to the trust we place in your abilities and the belief that you will play a crucial role in contributing to the success of our mission.

At St. Croix Hospice, we don't just provide care; we create compassionate and meaningful experiences for our patients, their families and caregivers. Your commitment to our shared goals, as outlined in our vision statement, is the driving force behind our collective success.

Our dedication to quality and unparalleled customer service sets us apart, and we're confident that you'll find the pursuit of excellence to be a fulfilling aspect of your career with us. As a unified team, we understand that earning the trust and respect of those we serve is essential for providing a positive end-of-life experience.

Here at St. Croix Hospice, we encourage creativity and productivity. Your unique perspective and innovative ideas are not just welcomed but crucial for our continued success. Think "outside the box" and know that your role is integral to fulfilling our daily mission for the people who trust and respect us.

As you embark on your journey with us, remember that the success of St. Croix Hospice hinges on each employee's dedication and commitment. We value your contributions and encourage you to actively participate in making a difference.

This handbook is your go-to resource as you navigate your career path with St. Croix Hospice. We look forward to collaborating with you, and I extend my best wishes for a successful and fulfilling tenure with us.

Welcome to the St. Croix Hospice community, You now Work Where You Matter!

Heath Bartness, Chief Executive Officer

West Cartrese

### Welcome

### HANDBOOK OVERVIEW

This handbook is designed to acquaint you with St. Croix Hospice, its operating divisions and to provide you with a reference to answer many of your questions regarding employment. The handbook is a summary of the policies, benefits and general expectations at the time this handbook was printed. It is every employee's responsibility to review and understand both the handbook and all St. Croix Hospice policies that provide more detailed information about terms and conditions of employment, including the policies applicable to your role. All policies are maintained within PolicyTech. To access current policies, go to <a href="steroixhospice.policytech.com">steroixhospice.policytech.com</a>.

Please take the time now to read this handbook carefully. Sign the acknowledgment on the final page to show you have read, understood and agree to the guidelines concerning your employment. This handbook supersedes any previously issued handbooks or policy statements dealing with the subjects discussed herein. St. Croix Hospice reserves the right to interpret, modify or supplement the provisions of this handbook at any time, with or without notice.

Neither this handbook, nor any other communication by a management representative or other employee, whether oral or written, creates or is intended in any way to create a contract of employment or for any particular benefit. All employment is at-will, which means both you and St. Croix Hospice may terminate the employment relationship at any time for any lawful reason.

St. Croix Hospice complies with all applicable federal, state and local laws, and, if any provision of the handbook presents a conflict, then the applicable law applies.

### **REVISIONS TO HANDBOOK**

This employee handbook is our attempt to keep you informed of St. Croix Hospice policies and procedures. Please understand that no employee handbook can address every situation in the workplace. St. Croix Hospice reserves the right to revise, add, amend, modify or delete policies and guidelines from this handbook at its discretion, with or without notice. When changes are made to the policies and guidelines contained herein, we will endeavor to communicate them in a timely fashion.

### EMPLOYMENT BACKGROUND

### **Employment Background**

### AT-WILL EMPLOYMENT

Your employment with St. Croix Hospice is on an "at-will" basis. This means you are free to end the employment relationship at any time, with or without cause or notice. St. Croix Hospice retains the same right to terminate your employment at any time, with or without cause or notice.

Nothing in this employee handbook or any other company document should be understood as creating a contract, guaranteed or continued employment, a right to termination only "for cause" or of any other guarantee of continued benefits or employment. No manager has the authority to enter into a contract of employment expressed or implied—which changes or alters the at-will employment relationship.

### PHILOSOPHY OF CARE

At St. Croix Hospice, our team is devoted to providing patient/family centered care that empowers the unique voices of all those we serve. We will be steadfast in engaging patients as well as their caregivers and loved ones, in the design and implementation of care. This will ensure care and comfort are provided in a dignified way and in accordance with the unique preferences and personal values of all those served by the hospice team. At St. Croix Hospice, we recognize the significance of each precious, end-of-life journey and we will do all we can to provide a unique and honorable hospice experience.

### ETHICAL BEHAVIOR STANDARDS OF CONDUCT

St. Croix Hospice believes caring and compassionate behaviors are the core of our organization's commitment to delivering quality patient care. Our relationships include, but are not limited to patients, patients' loved ones, team members, facility staff, primary caregivers and volunteers. All employees and volunteers are expected to treat our customers and fellow colleagues in a considerate and respectful manner. By committing to high ethical standards as an organization, we reinforce them, acknowledge they are expected behaviors and encourage all team members to practice them diligently.

All employees are required to review and abide by St. Croix Hospice's Standards of Conduct, found on stcroixhospice.com (in the footer of all St. Croix Hospice website pages).

### **EMPLOYEE SUGGESTIONS/OPEN DOOR POLICY**

St. Croix Hospice welcomes suggestions for continued improvement and welcomes your ideas for better ways to do your job, offer the services of St. Croix Hospice or meet patients' and partners' needs. You are encouraged to discuss your ideas with your supervisor or another member of the management team. We also encourage you to offer any suggestion derived from seminars, journals or other outside sources of information you believe would add value to St. Croix Hospice.

### WORKPLACE DIVERSITY

### **EQUAL OPPORTUNITY EMPLOYMENT**

St. Croix Hospice is committed to the principles of equal employment, and we comply with all federal, state and local laws providing equal employment opportunities. It is our intent to maintain a work environment that is free of harassment, discrimination or retaliation because of race (including traits associated with race such as hairstyle or texture), color, creed, religion, national origin, immigration status, ancestry, sex/gender, marital status, pregnancy (including childbirth, lactation, reproductive health decisions, and related medical conditions), physical or mental disability, genetic information, veteran status, uniformed service status, membership in a local human rights organization, public assistance, age, sexual orientation, gender identity and familial status or any other status protected by federal, state or local laws. St. Croix Hospice is dedicated to the fulfillment of this policy in all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions and privileges of employment.

Human Resources will manage this Equal Employment Opportunity policy and our goals. This office's responsibilities will include monitoring all Equal Employment Opportunity activities and reporting the effectiveness of this Program, as required by federal, state and local agencies.

If any employee believes they have been treated in a way that violates this policy, they should contact Human Resources or any other representative of management, including the Chief Compliance Officer. All reports will be investigated pursuant to the Policy Against Workplace Harassment and Discrimination.

We are all responsible for upholding St. Croix Hospice's Equal Employment Opportunity policy and any claimed violations of this policy should be brought to the attention of your manager and/or human resources personnel.

### POLICY AGAINST HARASSMENT AND DISCRIMINATION

St. Croix Hospice seeks to provide a safe, non-intimidating, productive work environment and to comply with all applicable anti-harassment and anti-discrimination laws, rules, orders and regulations.

St. Croix Hospice prohibits harassment and discrimination of any kind, including harassment related to race (including traits associated with race such as hairstyle or texture), color, creed, religion, national origin, immigration status, ancestry, sex/gender, marital status, pregnancy (including childbirth, lactation, reproductive health decisions, and related medical conditions), physical or mental disability, genetic information, veteran status, uniformed service status, membership in a local human rights organization, public assistance, age, sexual orientation, gender identity and familial status or any other status protected by federal, state or local laws.

### SEXUAL HARASSMENT

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly as a term or condition of an individual's employment, or is the basis of an employment action, or (2) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

While it is not possible to identify each and every act that constitutes or may constitute sexual harassment, prohibited conduct includes but is not limited to:

- Unwelcome requests or demands for sexual favors. This includes subtle or blatant suggestions to engage in sexual relations and pressure to date
- Lewd or derogatory comments or jokes
- Comments regarding sexual behavior or the body of another employee
- Sexual innuendo and other vocal activity such as catcalls or whistles
- Displaying or transmitting obscene letters, notes, emails, invitations, photographs, cartoons, articles or other written or pictorial materials of a sexual nature
- Requests for dates after being informed that interest is unwelcome
- Retaliating against an employee for refusing a sexual advance or for reporting an incident of possible sexual harassment to St. Croix Hospice or any government agency
- Offering or providing favors or employment benefits such as promotions, favorable evaluations, favorable assigned duties or shifts, etc., in exchange for sexual favors
- Any unwanted physical touching or assaults or blocking or impeding movements

Sexual harassment can occur on our premises, in the company vehicles, or elsewhere, for example, on trips or while socializing with coworkers. It can occur between coworkers, supervisors and other employees, employees and St. Croix Hospice's patients, patients' family members and vendors, as well as others. It can occur between members of the opposite gender, as well as members of the same gender.

### OTHER DISCRIMINATION AND HARASSMENT

Other workplace harassment is often verbal, physical or psychological conduct that insults or shows hostility or aversion towards an individual based upon race (including traits associated with race such as hairstyle or texture), color, creed, religion, national origin, immigration status, ancestry, sex/gender, marital status, pregnancy (including childbirth, lactation, reproductive health decisions, and related medical conditions), physical or mental disability, genetic information, veteran status, uniformed service status, membership in a local human rights organization, public assistance, age, sexual orientation, gender identity and familial status or any other status protected by federal, state or local laws.

Harassing behavior may create an intimidating, hostile or offensive work environment and interfere with an individual's work performance, or otherwise adversely affects an individual's employment. Examples of harassment includes but is not to:

- Spreading false rumors
- Use of disparaging or abusive words or phrases, slurs, negative stereotyping
- Threats
- Loitering
- Inappropriate notes, numerous/inappropriate phone calls
- Sabotage, vandalism, invasion of privacy and hanging offensive material

### REPORTING HARASSMENT AND DISCRIMINATION

Any employee who has witnessed or been subject to any form of discrimination or harassment, or who otherwise would like to report a violation of the St. Croix Hospice Nondiscrimination or Sexual Harassment policies, should immediately notify their supervisor, if appropriate, Human Resources or the Legal Department at St. Croix Hospice.

Supervisors must address an observed incident of harassment or a complaint, with equal seriousness, report it, take prompt action to investigate it or direct it to Human Resources, implement appropriate disciplinary action, take all necessary steps to eliminate the harassment and observe strict confidentiality. This also applies to cases where an employee tells the supervisor about behavior considered harassment but does not want to make a formal complaint. Also, supervisors must ensure that no retaliation will result against an employee making a sexual harassment complaint. Supervisors who fail to take appropriate

action or report a complaint of sexual harassment to Human Resources will be subject to discipline, up to and including termination of employment.

To the extent the complaint is directed at your supervisor, it is always acceptable to immediately report the behavior to Human Resources. Human Resources can be reached by calling 651-301-8334, by emailing hr@stcroixhospice.com, or by writing to this address: 1175 Centre Pointe Cir., Mendota Heights, MN 55120-5500. The Legal Department can be reached by emailing legal@stcroixhospice.com.

Employees may also file complaints anonymously by using the EthicsPoint hotline, which can be found on Haystack. However, because of the serious implications of harassment charges and the difficulties associated with their investigation and the questions of credibility involved, the claimant's willing cooperation is a vital component of an effective inquiry and an appropriate resolution.

We will review each reported complaint, including those submitted anonymously and take appropriate action to protect our employees and eliminate the harassing behavior. We will keep the complaint and any information during the investigation as confidential as possible, to the extent allowed by law, without compromising the effectiveness of the investigation. Depending on the nature of the alleged harassment or discrimination, St. Croix Hospice may take measures during an investigation, including temporary reassignment of employees involved. Any employee, manager or contract worker of St. Croix Hospice who has been found to violate this policy will be subject to appropriate discipline up to and including immediate termination of employment. Our ability to discipline a third-party, such as a patient's family member or a company vendor may be limited by the degree of control, if any, we have over the individual. However, St. Croix Hospice will take the necessary actions to keep our employees safe and free from harassing behavior. As necessary, St. Croix Hospice may monitor any incident of harassment or discrimination to assure the inappropriate behavior has stopped. In all cases, St. Croix Hospice will follow up as necessary to ensure no retaliation for making a complaint or cooperating with an investigation.

St. Croix Hospice prohibits retaliation against any employee who provides information about or files a report of harassment or discrimination, or who assists in the investigation of any complaint of harassment, discrimination or violation of the St. Croix Hospice Equal Opportunity Policy.

### FALSE COMPLAINTS AND ANTI-TOLLING

False and frivolous charges refer to cases where the accuser is using a sexual harassment complaint to accomplish some end other than stopping sexual harassment. It does not refer to charges made in good faith which cannot be

proven. Given the seriousness of the consequences for the accused, a false and frivolous charge is a severe offense that can itself result in disciplinary action.

The purpose of this policy is to prevent unlawful discrimination and harassment and to stop it if it does occur. This policy is not a dispute resolution process; therefore, utilizing this process does not toll any applicable statute of limitations.

### LOCAL HUMAN RIGHTS

The purpose of this policy is to establish prompt, thorough and effective procedures for responding to every complaint and incident so that problems can be identified and remedied internally. Where the employing entity (here, St. Croix Hospice) has an effective sexual harassment policy in place and the complaining employee fails to take advantage of that policy and allow the employer an opportunity to address the problem, such an employee may, in certain cases, lose the right to further pursue the claim against the employer. However, an employee has the right to contact the local Department of Human Rights or the Equal Employment Opportunity Commission (EEOC) about filing a formal complaint.

### **DISABILITY ACCOMMODATIONS**

St. Croix Hospice complies with federal and state disability regulations, including the Americans with Disabilities Act (ADA) and will provide reasonable accommodations consistent with applicable law. In line with this commitment, St. Croix Hospice will provide a reasonable accommodation to qualified applicants and employees with a physical or mental disability if the reasonable accommodation would allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship on St. Croix Hospice or pose a direct threat to the health and safety of others.

An employee seeking an accommodation should initiate the request either verbally or in writing to Human Resources. If a supervisor receives a request for a reasonable accommodation, the supervisor should forward the request to Human Resources. The accommodation request will be discussed with the employee and may include a request for input regarding functional limitations and the types of accommodation that may be necessary. The employee may be required to provide reasonable documentation of the disability from their physician or other health care provider. Any information obtained will be kept confidential to the greatest extent possible.

St. Croix Hospice makes determinations about accommodations on a case-by-case basis considering various factors based on an individualized assessment in each situation. St. Croix Hospice may offer an accommodation different from that requested consistent with applicable law.

St. Croix Hospice prohibits retaliation against employees who request a disability accommodation or who participate in an approved accommodation. An employee who

violates this anti-retaliation provision may be subject to discipline, up to and including termination.

### RELIGIOUS ACCOMMODATIONS

St. Croix Hospice is dedicated to treating the religious diversity of all our employees equally and with respect. Employees should contact Human Resources to request an accommodation based on a sincerely held religious belief or practice with regard to the St. Croix Hospice dress code, schedule or other aspects of employment. Your request should include the following information:

- A description of the requested accommodation
- The reason for the requested accommodation

St. Croix Hospice may offer an accommodation different from that requested consistent with applicable law. We make determinations concerning religious accommodation requests on a case-by-case basis and rely on fact-specific inquiries to determine if we will provide a reasonable accommodation.

St. Croix Hospice prohibits retaliation against employees who request a religious accommodation or who participate in an approved accommodation. An employee who violates this anti-retaliation provision may be subject to discipline, up to and including termination.

### PREGNANCY ACCOMMODATIONS

St. Croix Hospice will provide employees a reasonable accommodation for health conditions related to pregnancy or childbirth, unless doing so would impose an undue hardship on the business operation of the company.

A pregnant employee will not be required to provide certification from a health care provider upon request for the following accommodations:

- More frequent restroom breaks
- More frequent food and water breaks
- Seating
- Limits on lifting more than 20 pounds

We may request medical certification from your health care provider or certified doula for other reasonable accommodations, including a leave of absence, change in work schedule, or a temporary transfer to less strenuous or hazardous position. St. Croix Hospice will not require an employee to take a leave or accept an accommodation.

St. Croix Hospice will not discriminate or retaliate against any employee for requesting a pregnancy-related accommodation or for reporting concerns or questions related to this policy. Depending on where you live, you may have additional rights, including the right to file a charge or complaint with your local human rights organization or department of labor. To the extent federal, state or local law provides additional pregnancy-related accommodations to employees not covered by this policy, we will comply with the federal, state or local law.

Employees who have any questions or concerns regarding this policy should contact their supervisor or Human Resources.

### NURSING MOTHER ACCOMMODATIONS

St. Croix Hospice will provide nursing mothers reasonable paid break time to express milk for their infant children. Break time may run concurrently with a break time already provided.

To ensure privacy, nursing mothers will be provided with a private room, other than a restroom, to express their milk. The room will be clearly designated and either have a lock or a sign on the door to indicate when the room is in use, as well as have access to an electrical outlet. When possible, nursing mothers will also be provided with a refrigerator to store their breast milk.

St. Croix Hospice will not retaliate, or take negative action, against a pregnant or lactating employee for exercising their rights under this policy. Depending on where you live, you may have additional rights, including the right to file a charge or complaint with your local human rights organization or department of labor. To the extent federal, state or local law provides additional nursing mother accommodations to employees not covered by this policy, we will comply with the federal, state or local law.

Employees who have any questions or concerns regarding this policy should contact their supervisor or Human Resources.

### WORKPLACE HEALTH AND SAFETY

### **EMPLOYEE HEALTH AND SAFETY**

St. Croix Hospice is committed to the health and safety of its employees. We will comply with all health and safety laws applicable to our business. Employees should be conscientious about workplace safety, including patient care, proper operating methods and knowing dangerous conditions and hazards. Unsafe conditions or potential hazards should be reported to your supervisor immediately, no matter how insignificant they may seem and even if you believe the problem has been corrected. Your job description may also include additional specific safety guidelines that you are required to observe and practice without exception. To enforce safety policies and correct unsafe behavior, St. Croix Hospice may take disciplinary action, up to and including termination of employment, against any employee who performs in an unsafe manner.

All employees must immediately report all accidents, injuries or illness regardless of severity.

### EMPLOYEES ARE ALSO EXPECTED TO:

- Follow all health and safety policies and procedures
- Wear or use prescribed personal protective equipment
- Adhere to all plans of care prescribed for patients
- Report hazardous conditions to their supervisor
- Report any work-related accidents, injuries or illness to their supervisor immediately
- Seek medical treatment promptly if necessary
- Complete St. Croix Hospice Employee Incident Report form over the phone, or in person, within 24 hours of injury for their supervisor and Human Resources

Failure to report work-related injuries, or patient incidents may result in disciplinary action up to and including termination. St. Croix Hospice prohibits any type of retaliation against an employee for reporting a safety concern or a violation of this policy or for cooperating with a related investigation.

Depending on your role, there may be other health and safety-related policies and rules for you to know and follow—e.g., field employees or those caring for patients. This information is provided separately from the Employee Handbook. You should contact your supervisor to the extent you are unsure of any additional health and safety related policy applicable to your role.

### **SECURITY**

Every employee is responsible for helping to make our workplaces secure. Upon leaving work, lock all doors protecting valuable or sensitive material in your work area and report any lost or stolen keys, passes or other similar devices to your supervisor immediately. You should refrain from discussing with non-employees specifics regarding St. Croix Hospice security systems, alarms, passwords, etc.

You must immediately advise your supervisor of any known or potential security risks and/or suspicious conduct of employees, customers or guests of St. Croix Hospice. Safety and security are the responsibility of every employee and we rely on you to help us keep our premises secure.

### PROHIBITION OF WORKPLACE VIOLENCE AND WEAPONS

St. Croix Hospice has a zero-tolerance policy regarding workplace violence and will not tolerate acts or threats of violence, harassment, intimidation and other disruptive behavior, either physical or verbal that occurs in the workplace or other areas. This applies to management, co-workers, employees, patients, partners and non-employees such as contractors, vendors and visitors.

Please consult St. Croix Hospice's Violence Prevention Plan for additional information.

### DRUG-FREE WORKPLACE

St. Croix Hospice prohibits employees from using, selling, possessing, or being under the influence of illegal drugs, cannabis, alcohol or a controlled substance or prescription drug not medically authorized while at their job, on St. Croix Hospice property, or while on work time.

Employees are deemed to be at work when on St. Croix Hospice premises (including in personal vehicles on St. Croix Hospice property), off-site on St. Croix Hospice business and on lunch or other breaks.

Unlawful for purposes of this policy includes drugs that are not legally obtained, or drugs or other substances that are legal but used for a purpose other than for which they were prescribed or intended. St. Croix Hospice also cautions against use of prescribed or over-the-counter medication, which can affect your ability to perform your job safely or the use of prescribed or over-the-counter medication in a manner violating the recommended dosage or instructions. You must have a valid prescription for any prescription medication used while working for St. Croix Hospice. Inform your manager prior to working under the influence of a prescribed or over-the-counter medication that may affect your ability to perform your job safely. Failure to comply with these guidelines may result in disciplinary action, up to and including termination of employment.

St. Croix Hospice's commitment to maintaining a drug-free workplace may be enforced

by drug testing as permitted by federal and state law. All drug testing will be undertaken pursuant to a separate policy and the results kept confidential to the greatest extent possible. Possible occasions for drug testing may include but are not limited to:

- Pre-employment and re-employment
- Reasonable suspicion that an employee has violated this policy
- When an employee suffers an on-the-job reportable injury or is involved in an accident that causes injury to self or others
- · Upon return from a leave of absence
- · As part of any random test that St. Croix Hospice has implemented

Alcoholic beverages may be available at St. Croix Hospice social events that occur during non-working time. If you choose to drink alcoholic beverages, you must do so in a responsible manner. Do not drink and drive.

St. Croix Hospice does not discriminate against employees who come forth to disclose an alcohol or substance use disorder. Employees should consult St. Croix Hospice's Disability Accommodations Policy for information on how to request a reasonable accommodation.

### TOBACCO-FREE WORKPLACE

St. Croix Hospice is a smoke-free environment. St. Croix Hospice is concerned about the effect that smoking and secondhand smoke inhalation can have on its employees and clients. Smoking in the office, patient homes, facilities, fleet/rental vehicles and restrooms is strictly prohibited. However, some facilities we serve in may have specifically designated smoking areas outside the building. For the purposes of this policy, smoking includes cigarettes, e-cigarettes or vapes, cigars, pipes or other lighted or heated smoking materials.

### DRIVER'S LICENSE AND INSURANCE POLICY

All employees required to operate a motor vehicle as part of their employment duties must maintain a valid driver's license and an acceptable driving record. St. Croix Hospice may run a motor vehicle department check to determine an employee's driving record. It is your responsibility to provide a copy of your current driver's license for your personnel file throughout employment. Any changes in your driving record, including, but not limited to, driving infractions, must be reported to your supervisor and Human Resources.

State law requires all motorists to carry auto liability insurance. Employees who may use their own vehicle as part of their employment duties must provide management

and Human Resources with a current proof of insurance statement or card. New proof of insurance is required every time your policy expires and renews throughout employment.

If driving is part of your job duties and your driver's license or auto insurance expires, you will be placed on unpaid administrative leave until the documents are renewed. If the renewal is not complete within ten working days, your employment will be terminated and will be considered voluntary.

### **SEARCHES**

St. Croix Hospice reserves the right to inspect an employee's personal belongings on company property when there is a reasonable basis to do so. St. Croix Hospice property, including but not limited to lockers, phones, computers, tablets, desks, workplace areas or vehicles, remains under the control of St. Croix Hospice and is subject to inspection at any time, without notice to the employee and without the employee's presence. Employees should have no expectation of privacy in any of these areas. St. Croix Hospice assumes no responsibility for the loss of, or damage to, any employee property maintained on St. Croix Hospice premises, including that kept in lockers and desks.

## HIRING AND ORIENTATION

### **Hiring and Orientation**

### **EMPLOYMENT OF RELATIVES/NEPOTISM**

St. Croix Hospice permits the employment of qualified relatives of employees as long as such employment does not, in management's discretion, create actual or perceived conflicts of interest. It is always the policy of St. Croix Hospice to seek the most qualified persons for all positions and will continue to exercise sound business judgment in the placement of related employees. Generally, members of the same family or persons involved in a personal relationship may not be hired as supervisor and manager positions in the same department. In addition, no family member may have direct or indirect supervision over the progress, performance, pay or welfare of another, and together they may not be involved with matters of financial controls and physical inventories of St. Croix Hospice properties.

Employees are required to disclose to their supervisor and Human Resources if they are currently, or later become, a relative or involved in a personal relationship with another employee. It will then be determined whether a conflict of interest exists and if any further action is needed.

### NEW HIRE ONBOARDING/ORIENTATION/TRAINING

All employees' first day of employment with St. Croix Hospice should begin by completing online new employee training and onboarding courses, which are required before orienting in the field. This process is an opportunity to facilitate organizational and position-specific learning. The onboarding and orientation process consists of general onboarding to the organization, online education courses, department-specific training and shadowing opportunities. Contact your supervisor with questions or for specialized assistance during the orientation process.

In most cases, and for most departments, employee training is done on an individual basis by the department manager or a preceptor. Even if an employee has had previous experience in their specified functions, it is necessary for them to learn St. Croix Hospice's specific procedures, as well as the responsibilities of the specific position. If you ever feel you require additional training, please consult your supervisor or department manager.

### **VERIFICATION OF EMPLOYMENT ELIGIBILITY**

St. Croix Hospice is committed to ensuring that it has verified the employment eligibility of its workforce. To this end, all employees hired to perform labor or services in the United States in return for wages or other remuneration must complete, as part of the new hire process, U.S. Citizenship and Immigration Services' (USCIS) Form I-9 to establish their identity and employment authorization any time after the employee has accepted a conditional offer of employment and no later than the employee's first day of employment. Employees must present to the Human Resources Department representative within three business days of hire original and unexpired documentation

### Hiring and Orientation

as indicated on the Form I-9 List of Acceptable Documents. Should any job applicants be unable to present such documentation within this time-frame (except in very limited circumstances), then to the extent permitted by law, we will revoke any offer of employment and deny employment to those applicants. For a list of the limited exceptions to the rule that employees must present acceptable documents within three business days of hire, employees should contact Human Resources.

St. Croix Hospice does not tolerate any form of unlawful discrimination in the workplace, including immigration-related discrimination based on national origin and citizenship under applicable federal, state or local laws.

### PERFORMANCE EVALUATIONS

All personnel will be evaluated at periodic intervals, typically annually, by their supervisor based on the appropriate job description to determine strengths and areas requiring performance improvement.

Personnel will be responsible for working with their supervisors on an ongoing basis to define performance expectations. Performance evaluations will be documented on the applicable form, signed by the person completing the evaluation of the employee. The content of the evaluation will be discussed between the individual and the appropriate supervisor. At least annually, clinical personnel must demonstrate proficiency in the appropriate core competency. Personnel will be encouraged to add their own written comments for incorporation into the appraisal form.

## WORK HOURS AND COMPENSATION

### **EMPLOYEE CLASSIFICATIONS**

All employees are classified into one of the three categories listed below and can be salaried or hourly employees.

### REGULAR, FULL-TIME (FT) EMPLOYEES

Employees who are regularly scheduled to work thirty (30) or forty (40) hours per week are considered regular, FT employees and are eligible for all St. Croix Hospice benefits plans and programs in accordance with the terms and conditions of each plan.

### REGULAR, PART-TIME (PT) EMPLOYEES

Employees who are regularly scheduled to work at least twenty (20) hours per week are considered regular, PT employees and are eligible for St. Croix Hospice's 401(k) retirement plan, tuition reimbursement benefits, and paid time off, in accordance with the terms and conditions of each of these plans.

### PRN, AS NEEDED EMPLOYEES

PRN employees are also referred to as casual, per diem, as needed, irregular, temporary, or seasonal employees. They are intended as interim replacements supplemental to the regular workforce. PRN employees are usually PT and must work one shift in a ninety (90) day period to remain employed. PRN employees can also be FT if the length of employment is not expected to last more than six (6) months. PRN employees are not eligible for any benefits except those required by law.

### **EMPLOYMENT STATUS**

Regardless of the employee's status, every employee is employed "at will" and either St. Croix Hospice or the employee can terminate the employment relationship at any time, with or without cause. Employees will be promptly notified of any changes in status.

### SALARIED, EXEMPT EMPLOYEES

Exempt employees receive a set salary, which is intended to cover all hours worked each pay period and are exempt from receiving overtime pay. Exempt employees are not required to record work time on a daily basis.

### HOURLY, NON-EXEMPT EMPLOYEES

Non-exempt employees receive pay based on the number of hours worked and are eligible to receive overtime pay. The overtime rate is one and one-half (1 ½) times the employee's regular hourly rate for time actually worked in excess of

forty (40) hours per week. Non-exempt employees are required to record work time on a daily basis.

### **ATTENDANCE**

Your presence at work is depended upon. St. Croix Hospice expects all personnel to be ready for and begin work on time and to avoid excessive absences. Attendance is essential. Absenteeism may adversely affect co-workers, as well as the operations of the organization. Absenteeism may also create under-staffing that threatens patient care and service to families and primary caregivers.

Employees are expected to notify their direct supervisors of any changes in their schedule, including but not limited to, cancellation, tardiness or absenteeism. If an employee is unable to report to the assignment, their direct supervisor must be notified as soon as possible, preferably at least three (3) hours before the beginning of the workday. Except in the case of an emergency, if an employee desires to leave work for any reason during the workday, the employee must obtain their supervisor's approval prior to leaving.

Typically, you should use Paid Time Off (PTO) for unplanned occurrences (i.e. absences and tardiness). Inconsistent attendance, unplanned or excessive absences, failure to contact a supervisor when tardy or to report an unplanned absence and excessive tardiness may lead to disciplinary action up to and including termination.

If an employee misses work for three (3) consecutive days, they may be required to provide a written release to return to work from a healthcare provider or a doctor's note. Should an employee not inform their supervisor of their three (3) consecutive day absence, this may be considered job abandonment and voluntary termination of employment.

### PAYCHECKS AND DEDUCTIONS

The standard pay period is biweekly for all employees. Employees are normally paid on Fridays. Should any payday fall on a holiday, you will be paid on the preceding workday. St. Croix Hospice pays employees by direct deposit if it receives prior written authorization. Otherwise, employees are paid by check.

St. Croix Hospice is required by federal, state and certain local laws to withhold certain deductions from your paycheck. It is our policy to make only those deductions from pay authorized by applicable law and/or you. This includes income and unemployment taxes, and Federal Insurance Contributions Act (FICA) contributions (Social Security and Medicare) as well as any other deductions required under law or by court order for wage garnishments. You may also authorize voluntary deductions from your paycheck, including contributions for insurance premiums, retirement plans, flex spending accounts or other services. Your deductions will be reflected in your wage statement.

If an employee believes that an improper deduction has been made to the employee's paycheck, the employee should immediately report this information to the Payroll Department or Human Resources. Reports of improper deductions will be promptly investigated. If we determine that an improper deduction was made, you will be promptly reimbursed for the deduction.

We want all employees to feel comfortable reporting complaints. Accordingly, St. Croix Hospice strictly prohibits retaliation against any employee who reports wage deduction issues.

### **RECORDING TIME**

St. Croix Hospice complies with all applicable federal and state wage and hour laws and regulations. To satisfy these requirements, all non-exempt employees must accurately and personally record their hours worked each day and inform management of any difficulties or problems doing so. Generally, you should clock in no more than seven (7) minutes ahead of your scheduled time and clock out no later than five (5) minutes after your quitting time. However, employees may have unique timekeeping obligations depending on their position. Your supervisor will discuss any position-specific timekeeping requirements with you at the time of hire.

St. Croix Hospice prohibits all non-exempt employees from performing any work without recording their time for payroll purposes (i.e., "working off the clock"). No one at the St. Croix Hospice is authorized to work off the clock and no one has the authority to require any employee to perform off-the-clock work.

Employees who engage in fraudulent timekeeping, recording time for others, falsification of time records or any other violation of this policy will be subject to discipline, up to and including termination.

If you have any questions or concerns regarding your hours or if you have worked off the clock or are aware of any violations of our timekeeping policies (including, but not limited to, those on recording all hours worked, rest and meal periods and overtime), you should contact your supervisor or the Human Resources department. We will not retaliate against you for such reports or complaints.

### **OVERTIME**

Non-exempt employees may be required to work beyond their regularly scheduled workday whenever it is deemed necessary or appropriate by their supervisor or management. We will attempt to provide reasonable advance notice, but that may not always be possible. Employees are expected to cooperate with such requests.

Unless otherwise required by applicable state and federal laws, non-exempt employees will be paid an overtime premium of one and one-half times their regular rate of pay for

all hours worked in excess of 40 per workweek. To calculate an employee's entitlement to overtime compensation, the "workweek" means the seven-day period that begins at 12 a.m. Sunday and ends at 11:59 p.m. the following Saturday.

Non-exempt employees may not work overtime hours without prior approval from their supervisor. While employees are entitled to compensation for all hours actually worked, a failure to obtain prior approval for overtime may result in disciplinary action, up to and including termination of employment.

Exempt employees are not eligible for overtime pay, regardless of the number of hours they work.

### **MEAL AND REST PERIODS**

St. Croix Hospice strives to provide a safe and healthy work environment and complies with all applicable regulations regarding rest and meal periods. The following rules generally apply.

- All employees working at least four (4) hours are allotted and encouraged to take a 15- minute paid break.
- All employees working at least six (6) hours are allotted and encouraged to take a 30-minute unpaid meal break and one (1) 15-minute paid break.
- All employees working eight (8) hours are allotted and encouraged to take a 30-minute unpaid meal break and two (2) 15-minute paid breaks.

Reasonable time away from your workstation to use the bathroom or rehydrate will generally not count against your allotted break time.

Notwithstanding the above, employees in certain roles or locations may be entitled to specific break times applicable to their role or location. Your supervisor will discuss any position-specific meal and rest break requirements with you at the time of hire.

### TRAVEL AND EXPENSE REIMBURSEMENT

St. Croix Hospice reimburses employees for reasonable business- and travel-related expenses employees incur in furtherance of their job duties. All employees are responsible for entering and tracking their expenses regularly and complying with the expense reimbursement requirements in Paycom.

Certain employees may be eligible to participate in St. Croix Hospice's fleet program. Employees in the fleet program will receive additional information about tracking time and mileage separately from this handbook. Employees are encouraged to contact St. Croix Hospice's Fleet Coordinator for additional information about the fleet program.

### WAGE DISCLOSURE

Each employee has the right to keep their wage information private or to choose to disclose their wage information to others. In accordance with that right, we will not:

- Require nondisclosure by an employee of their wages as a condition of employment
- Require an employee to sign a waiver or other document which purports to deny an employee the right to disclose the employee's wages
- Take any adverse employment action against an employee for disclosing the employee's own wages or discussing another employee's wages which have been disclosed voluntarily
- Retaliate against an employee for asserting rights or remedies pursuant to applicable law.

However, nothing in this policy permits employees to disclose proprietary information, trade secret information or information that is otherwise protected by law. This policy also does not permit disclosure of wage information to St. Croix Hospice competitors.

St. Croix Hospice will not discharge, discipline, penalize, interfere with, threaten, restrain, coerce or otherwise retaliate or discriminate against an employee for asserting rights under this policy, applicable law or for disclosing their own wages or discussing another employee's wages which have been disclosed voluntarily.

# **EMPLOYEE EXPECTATIONS**

ST. CROIX

### **OUTSTANDING CUSTOMER SERVICE**

All St. Croix Hospice employees are expected to provide outstanding internal and external customer service and should:

- Promote confidence in St. Croix Hospice by maintaining a professional demeanor
- · Look beyond assigned tasks to assist when and where possible or needed
- · Focus on the patient, family and caregiver impact in daily decision making
- Consider the expectations when presenting themselves
- Acknowledge and respond to email, voicemail and other forms of communication in a professional and timely manner
- Submit legible, timely, accurate and relevant information

Failure to meet these expectations is grounds for corrective action, up to and including termination

### BEHAVIOR STANDARDS; PROGRESSIVE DISCIPLINE POLICY

St. Croix Hospice wishes to create a work environment that promotes job satisfaction, respect, responsibility, integrity, and value for all our employees, clients, customers and other stakeholders. Every employee has a shared responsibility toward improving the quality of our work environment. Engaging in any conduct we deem inappropriate may result in disciplinary action, up to and including immediate termination:

The normal progression of disciplinary action is described below; however, depending upon the nature of the misconduct, action may be taken at any point in the process.

### DISCUSSION OF PROBLEM

When an act of minor misconduct is observed by a supervisor or manager, the supervisor or manager should discuss the problem with the employee with the goal of improving performance, not punishing or chastising the employee. The problem should be promptly and clearly identified, and a course of corrective action prescribed.

### VERBAL WARNING

If the problem persists, the employee should be verbally warned that the misconduct has not been corrected and that more stringent disciplinary action may be imposed if it continues. Supervisors/Managers should maintain a written log to document verbal warnings and the dates they are issued.

### WRITTEN WARNING SIGNED BY THE EMPLOYEE

If the problem persists, the employee should be given a written warning clearly stating that their conduct is unacceptable and that his/her job will be in jeopardy if the conduct continues. The warning should identify specific steps the employee must take to raise their performance to an acceptable level. The employee should be asked to sign the warning, which should then be sent to the Human Resources Department for inclusion in the employee's permanent personnel file. If the employee refuses to sign the warning, the supervisor/manager should make the appropriate notation.

### SUSPENSION/ADMINISTRATIVE LEAVE

In some circumstances, it may be necessary to place an employee on suspension or leave without pay for a specified period of time. Such action may be done only with the approval of the Director of Human Resources. Moreover, such suspensions should be used only after other measures have failed or in extreme cases when allowing an employee to remain on the job would be imprudent.

### TERMINATION

If the unacceptable behavior continues after an employee has been counseled and appropriately warned, or if the misconduct is of an extreme nature, the employee may be terminated with prior approval of the Director of Human Resources. If the immediate supervisor feels it is improper to leave the employee on duty until such approval can be obtained, the employee may be placed on suspension.

### PERFORMANCE IMPROVEMENT PLAN (PIP)

Performance Improvement Plans can be issued after consultation with Human Resources. The Performance Improvement Plan is designed to assist managers and supervisors in outlining critical objectives, strategies and desired outcomes necessary for the employee to succeed in their job. Development of the PIP is an interactive process, taking into consideration input from the employee and the manager to maximize the employee's likelihood of a successful outcome. A Human Resources representative must be consulted prior to assigning an employee a Performance Improvement Plan. Managers and supervisors are required to complete final assessments once a Performance Improvement Plan has been successfully or unsuccessfully completed by the employee. An unsuccessful performance improvement plan may warrant the employee be discharged.

### NO RIGHT TO A PARTICULAR FORM OF DISCIPLINE

This policy is not intended to limit St. Croix Hospice's right to discipline or discharge employees for any reason permitted by law. In fact, while we value our employees,

St. Croix Hospice retains the right to terminate an employee on an "at-will" basis. Similarly, we maintain the right to depart from this policy for any reason and all corrective actions decisions are made on a case-by-case basis.

By deciding to work at St. Croix Hospice, you also agree to follow St. Croix Hospice's Standards of Conduct. All employees are required to review and abide by St. Croix Hospice's Standards of Conduct, located at stcroixhospice.com (in the footer of all webpages).

Nothing in this policy is intended to limit employee rights under the National Labor Relations Act (NLRA).

### HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT

St. Croix Hospice employees may have access to Protected Health Information ("PHI"). St. Croix Hospice has adopted Privacy and Security policies regarding the use and disclosure of PHI. Employees will be trained on HIPAA regulations and Privacy and Security policies upon hire and annually thereafter.

St. Croix Hospice employees will comply with all applicable Privacy and Security regulations and will use and disclose PHI only as permitted by regulations. This includes but is not limited to medical and patient photography. Failure to adhere to St. Croix Hospice Privacy and Security policies and procedures will result in corrective action up to and including termination.

Questions regarding PHI, HIPAA, Privacy and/or Security should be directed to your supervisor or the Privacy Officer. HIPAA violations or potential violations must be immediately reported to your supervisor and/or the Privacy Officer.

### CONFIDENTIAL AND NONDISCLOSURE OF TRADE SECRETS

St. Croix Hospice employees are required to protect the confidentiality of St. Croix Hospice trade secrets, proprietary information, and confidential company-related commercially sensitive information. This includes, but is not limited to, financial records, sales reports, marketing materials, or strategic business plans, product development, patient lists, patents, and trademarks. Access to this information should be limited to a "need to know" basis and should not be used for personal benefit, or disclosed without prior authorization from a supervisor. Any employee who has information that leads them to suspect an employee or competitor is obtaining such information is required to inform their supervisor or Human Resources.

Notwithstanding the above, an employee may not be held criminally or civilly liable under any federal or state trade secret law for disclosure of a trade secret: (i) made in confidence to a government official, either directly or indirectly or to an attorney, solely for the purpose of reporting or investigating a suspected violation of law; and/or (ii) in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made

under seal. Additionally, an individual suing an employer for retaliation based on the reporting of a suspected violation of law may disclose a trade secret to their attorney and use the trade secret information in the court proceeding, so long as any document containing the trade secret is filed under seal and the individual does not disclose the trade secret except pursuant to court order.

Upon termination of employment, an employee must return all proprietary or confidential information. Violation of this policy may result in legal action.

### NON-SOLICITATION/NON-DISTRIBUTION

To avoid disruption of business operations or disturbance of employees, visitors, and others, St. Croix Hospice has implemented a Non-Solicitation Policy. For purposes of the Non-Solicitation Policy, "solicitation" includes selling items or services, requesting contributions, and soliciting or seeking to obtain membership in or support for any organization. Solicitation performed through verbal, written or electronic means is covered by the Non-Solicitation Policy. Non-employees may not solicit or distribute on St. Croix Hospice property at any time.

Employees are prohibited from soliciting other employees during their assigned working time. For this purpose, working time means time during which either the soliciting employees or the employees who are the object of the solicitation are expected to be actively engaged with assigned work. Working time does not include a lunch period or other authorized nonworking time. Similarly, employees may not distribute literature or other items in working areas at any time. Working areas do not include break/rest areas, lunchrooms or parking lots.

This policy is not intended to interfere with, restrain, or prevent employee communications regarding wages, hours, or other terms and conditions of employment or to otherwise interfere with employees' rights under the National Labor Relations Act. St. Croix Hospice will not construe this policy in a way that limits such rights. Employees have the right to engage in or refrain from activities protected by the National Labor Relations Act.

### PROFESSIONAL LICENSE REQUIREMENTS

St. Croix Hospice will not allow any employee who does not have a current, valid professional license in good standing in their job duty field to perform their duties. It is your responsibility to maintain your professional licensure. Any license/certification will be verified prior to employment and at the appropriate renewal dates thereafter. A copy is placed in your personnel file. As an employee, it is your responsibility to notify St. Croix Hospice of any status change involving your license/certification throughout employment. This includes any change in the relationship of a chaplain with their faith body.

In the event the license/certification expires, you will be placed on unpaid administrative leave. If the renewal is not completed within ten working days, your voluntary resignation will be accepted.

### DRESS CODE AND PERSONAL APPEARANCE

Your personal appearance reflects on the reputation, integrity and public image of St. Croix Hospice. All employees are asked to maintain the highest standards of personal hygiene. Each position discipline may have specific apparel requirements according to the specific role.

Contact your supervisor with questions regarding proper attire.

The following general guidelines apply:

- Clothing that is dirty, wrinkled, revealing, frayed or offensive is inappropriate.
- Casual clothing, such as hooded sweatshirts or shorts are not appropriate for office or clinical work.
- Strongly scented fragrances should be avoided.
- Clothing should be free from the odor of all tobacco products.
- Hair must be clean, combed and pulled back if necessary, for safe performance of the role.
- Maintain fingernails at an appropriate length for safe clinical practice, as applicable.
- Jewelry that presents a safety hazard should not be worn.
- Identification badges should always be worn while on duty.
- Closed-toe shoes safe for clinical practice should be worn when providing patient care.
- St. Croix Hospice, in its sole discretion, will determine whether tattoos or piercings (including earrings) interfere with the image St. Croix Hospice chooses to represent. It may be requested that a tattoo be covered, or piercing be removed, if it's determined to reflect poorly on St. Croix Hospice's image.

St. Croix Hospice will reasonably accommodate employees with disabilities or with religious beliefs that make it difficult for them to comply fully with the personal appearance policy consistent with applicable law. Contact your manager, supervisor or Human Resources to request a reasonable accommodation. Nothing in this Policy should be interpreted as prohibiting or is intended to prohibit an employee from having natural hairstyles typically associated with race or ethnicity, including braids, locks or

twists.

Failure to comply with the personal appearance standards may result in being sent home to groom or change clothes. Repeated violations may result in disciplinary action, up to and including termination of employment.

#### TECHNOLOGICAL EQUIPMENT AND DEVICES

St. Croix Hospice provides employees with appropriate IT equipment and devices to successfully carry out job duties. It is the employee's responsibility to keep any devices in good condition and notify IT immediately of any concerns. Should technological equipment or devices not be returned, or if they are returned damaged, the employee may be responsible for a portion of the replacement or repair.

IT equipment or devices should always be within your possession and should never leave your local area or United States. St. Croix Hospice prioritizes protecting patient information to ensure no HIPAA breaches. If you are aware of any breach, please immediately contact Human Resources or the IT Department to confidentially address the potential breach.

#### **TELECOMMUTING**

Telecommuting is defined as an employee regularly working a full or partial workday from home or some other alternate worksite.

St. Croix Hospice will make telecommuting available to employees when it benefits organizational and departmental needs. Telecommuting may not be always available for certain departments or positions, per St. Croix Hospice's discretion. All employee requests for telecommuting should be submitted to your supervisor and Human Resources for consideration.

Those granted a telecommuting arrangement will be subject to the same policies and general performance standards as they were prior to telecommuting. Telecommuting work areas may be evaluated to ensure that appropriate safety standards are met. Employees who regularly work away from the office must have approval from their supervisor and have a completed remote work agreement.

#### **OUTSIDE EMPLOYMENT**

Outside employment which creates a conflict of interest, or which affects the quality or value of your work performance or availability at St. Croix Hospice, is prohibited. St. Croix Hospice recognizes employees may seek additional employment during off hours but expects, in these cases, any outside employment will not affect job performance, work hours or scheduling, or otherwise adversely affect the employee's ability to effectively perform their duties.

Employees may not use company property, including, but not limited to, St. Croix Hospice facilities, equipment, and supplies, while working for another employer. Additionally, employees are not permitted to solicit St. Croix Hospice's patients, caregivers, or family members during working time regardless of the nature of the work that the employee seeks to perform for a particular patient, caregiver, or family member. With the exception of PRN employees, it is a conflict of interest and prohibited for regular, FT and PT St. Croix Hospice employees to work for other hospice organizations during their employment with St. Croix Hospice.

Any potential conflicts created by outside employment should be reported to your supervisor. Failure to adhere to this policy may result in discipline up to and including termination.

If you have a question as to whether certain outside employment violates this policy, or if you think that an employee has violated this policy, then contact the Human Resources Department, your supervisor, or another management-level employee.

#### REFERENCE CHECKS AND VERIFICATION OF EMPLOYMENT

St. Croix Hospice policy is to confirm dates of employment and job title only. With written authorization, St. Croix Hospice will confirm compensation. Please forward any requests for employment verification to Human Resources. All references and employment details are to be provided by Human Resources only.

### PERSONNEL FILE AND MEDICAL RECORDS

St. Croix Hospice maintains a personnel file for all employees. Employees should make sure all personal data in St. Croix Hospice's personnel files is accurate and current. You should report any changes to your name, emergency contacts, benefit-qualifying events (birth of a child, marriage, divorce, etc.), tax filing status, address and phone number.

Employees have a right to review their personnel file once every six months while employed with St. Croix Hospice. If you choose to exercise this right, you must submit a written request to Human Resources. Within seven (7) working days of your request, Human Resources will make available for your review either the original file or an accurate copy of your file. Access will be provided during normal operating hours at the corporate office located at 1175 Centre Pointe Cir. Mendota Heights, MN 55120-5500. We will make appropriate arrangements for employees located outside the Twin Cities metro to review their personnel files during our normal operating hours.

In addition, we may require that the review be conducted in the presence of a Human Resources employee. After the review and upon the employee's written request, St. Croix Hospice will provide a copy of the record to the employee. We will not charge a fee for the copy.

Former employees may review their personnel record twice each year after separation for as long as the personnel record is maintained. Similarly, with respect to employees who are separated from employment, upon their written request, St. Croix Hospice will provide a copy of their personnel record.

We may also agree to remove or revise any disputed information contained in your personnel file. If an agreement is not reached, you may submit a written statement specifically identifying the disputed information and explaining your position. Your position statement may not exceed five written pages. We will include the position statement in your personnel file, along with the disputed information, for as long as that information is maintained in the record. A copy of the position statement will also be provided to any other person who receives a copy of the disputed information after the position statement is submitted.

You may have additional rights and protections to your personnel file, including the ability to take legal action, depending on where you live. We will not discharge, discipline, penalize, interfere with, threaten, restrain, coerce, or otherwise retaliate or discriminate against an employee for asserting rights provided by applicable law.

#### CONFIDENTIAL MEDICAL FILE

St. Croix Hospice maintains separate, confidential personnel and medical files for every employee. Access to these files is on a "need-to-know" basis only.

#### WHISTLEBLOWER POLICY AND ANTI-RETALIATION

St. Croix Hospice is committed to high business and ethical standards. In line with this commitment, St. Croix Hospice has established Whistleblower and Anti-Retaliation Policies and Procedures, which can be found in PolicyTech. Questions or concerns regarding the Whistleblower and Anti-Retaliation policies and procedures should be directed to the Chief Compliance Officer.

#### **COMPANY BULLETIN BOARDS**

St. Croix Hospice maintains an official bulletin board located at every location for the purpose of providing employees with its official notices, including wage and hour laws, changes in policies and other employment-related notices. At times, St. Croix Hospice may also post information of general interest to the employees on the bulletin board. Please keep informed about this material by periodically reviewing the company bulletin board. Only authorized personnel are allowed to add and remove notices from the St. Croix Hospice bulletin board.

#### **EMPLOYEE INVENTIONS**

Any employee invention created, in whole or in part, during an employee's work hours, within the scope of an employee's employment, or from the use of St. Croix Hospice's

equipment or facilities, is a "work for hire" and will vest exclusively in St. Croix Hospice to the fullest extent provided under applicable law.

Any employee who intends to develop and maintain property rights in any invention, which relates in any way to St. Croix Hospice's products or services, may be asked to enter into an assignment of inventions agreement, signed by both the employee and CEO.

#### **JOURNALIST AND MEDIA INQUIRIES**

As a St. Croix Hospice employee, there may be instances where you are approached by a journalist or media outlet. In the event this occurs, all inquiries should be directed to the Marketing & Communications Department.

All communications related to an emergency situation will adhere to the Emergency Preparedness Communications Plan, and the Marketing & Communications Department will be alerted. No St. Croix Hospice employee is authorized to speak to the media without prior permission from the Marketing & Communications Department.

#### **SOCIAL MEDIA**

St. Croix Hospice recognizes that internet-provided social media can be a highly effective tool for sharing ideas and exchanging information. However, St. Croix Hospice seeks to ensure that social media usage serves its need to maintain its brand identity and integrity while minimizing actual or potential patient privacy risks. St. Croix Hospice therefore has established Policies and Procedures regarding the use of social media and St. Croix Hospice information.

All St. Croix Hospice social media content is created by the Marketing & Communications Department. You are encouraged to follow and share posts directly from the official St. Croix Hospice social media accounts. You must comply with all patient privacy requirements when engaging with social media content.

St. Croix Hospice reserves the right to use software and search tools to monitor comments or discussions about it, its representatives, its services and its partners that are posted anywhere on the Internet, including social media.

#### ST. CROIX HOSPICE NAME AND LOGO USE

Use of the St. Croix Hospice name, logo and trademarked or copyrighted content must be authorized by the Marketing & Communications Department. Questions and requests should be directed to the Marketing & Communications Department. This includes, but is not limited to, tools, materials, graphics, digital content, apparel, signs, social media content and advertising.

# PATIENT AND THIRD-PARTY PHOTO AND CAPTURED IMAGE POLICY

All photography must comply with St. Croix Hospice Policies and Procedures. Photography related to patient care must also comply with applicable clinical care standards and policies.

Prior to photographs being taken, patients, family members or any other individuals who are not employed by St. Croix Hospice are required to sign a Publicity Release Waiver, granting permission for the use of their likeness in promotional or publicity materials.

Photographs cannot be shared internally or externally unless a valid, signed Publicity Release Waiver has been obtained. The Publicity Release Waiver can be requested from the Marketing & Communications Department.

St. Croix Hospice respects your right to communicate on your own behalf or on the behalf of other employees regarding employment terms and conditions. Nothing in this Handbook is intended to interfere with your rights under federal and state laws, including the National Labor Relations Act (NLRA), nor will St. Croix Hospice construe these policies in a way that limits such rights.

#### **GENERATIVE ARTIFICIAL INTELLIGENCE**

Publicly available applications driven by generative artificial intelligence (GenAI), such as chatbots (ChatGPT, Google's Bard, Microsoft Bing) or image generators (DALL-E 2, Midjourney) are impressive and widely popular. However, while these content-generating tools may offer attractive opportunities to streamline work functions and increase our efficiency, they come with serious security, accuracy and intellectual property risks. This policy highlights the unique issues raised by GenAI, helps employees understand the guidelines for its acceptable use and protects the company's confidential or sensitive information, trade secrets, intellectual property, workplace culture, commitment to diversity and brand.

#### GUIDELINES

#### • **DO**:

- Understand that GenAl tools may be useful but are not a substitute for human judgment and creativity.
- Understand that many GenAl tools are prone to "hallucinations," false answers or information, or information that is stale, and therefore responses must always be carefully verified by a human.
- Treat every bit of information you provide to GenAl tool as if it will go viral on the Internet, attributed to you or

St. Croix Hospice, regardless of the settings you have selected within the tool (or the assurances made by its creators).

 Inform your supervisor when you have used a GenAl tool to help perform a task.

#### O DON'T:

- Do not use GenAl tools to make or help you make employment decisions about applicants or employees, including recruitment, hiring, retention, promotions, transfers, performance monitoring, discipline, demotion or terminations.
- Do not upload or input any confidential, proprietary, or sensitive information into any GenAl tool. Examples include passwords and other credentials, protected health information, personnel material, information from documents marked Confidential, Sensitive or Proprietary or any other non-public information that might be of use to competitors or harmful to you, third-parties, patients or St. Croix Hospice if disclosed. This may breach your or St. Croix Hospice's obligations to keep certain information confidential and secure, risks widespread disclosure, and may cause St. Croix Hospice's rights to that information to be challenged.
- Do not upload or input any personal information (names, addresses, likenesses, etc.) about any person into any GenAl tool.
- Do not represent work generated by a GenAl tool as being your own original work.
- Do not integrate any GenAl tool with internal company software without first receiving specific written permission from your supervisor and the IT department.

Violating this policy may result in disciplinary action, up to and including immediate termination and could result in legal action. If you are concerned that someone has violated this policy, report this behavior to your supervisor or any member of Human Resources.

#### TERMINATIONS AND RESIGNATIONS

St. Croix Hospice strives to provide a positive work environment and retain employees; however, your employment is at-will, meaning you or St. Croix Hospice may choose to end the employment relationship at any time, with or without cause.

St. Croix Hospice asks that all salaried, management-level employees provide a three (3) week notice and that all other employees give a minimum of two (2) weeks' notice. We request that you submit the notice to your supervisor in writing. Using PTO for a personal reason is not typically allowed during the resignation period.

St. Croix Hospice will pay out PTO to eligible employees who voluntarily terminate their employment. Unless contrary to state law, eligible employees are only those who (i) worked for St. Croix Hospice for one year, (ii) provide the requested notice, and (iii) depart in good standing at the time of termination. Under certain circumstances, St. Croix Hospice may choose to end employment at the time an employee submits their resignation notice, which is accepting the provided resignation early. Employees who meet the above eligibility requirements will be paid out PTO, even if we accept the resignation early.

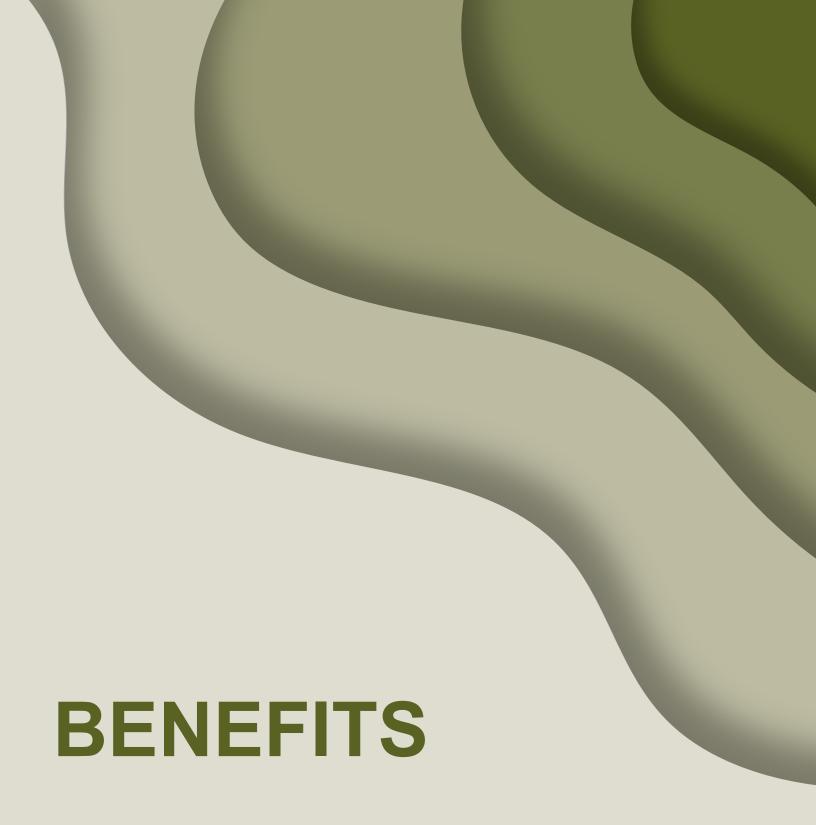
If St. Croix Hospice terminates your employment, your final paycheck will be issued in accordance with state law, but generally on the next scheduled pay period or within 24 hours upon demand. Employees who are terminated by St. Croix Hospice are not eligible for PTO payout, unless otherwise required by law.

#### RETURN OF PROPERTY

St. Croix Hospice issued property must be returned prior to your last day of employment, including but not limited to, keys, fobs, computer, cell phones, equipment, supplies, printed materials, equipment bags, fleet vehicles and identification badges. Human resources will provide instructions on how to return property to employees who are involuntarily terminated.

#### EXIT INTERVIEW

Human Resources will typically contact employees prior to their final day of employment to participate in an exit interview. The purpose of the exit interview is to provide management with greater insight into the factors related to the decision to leave employment, identify any trends requiring attention or opportunities for improvement and to assist St. Croix Hospice in developing effective recruitment and retention strategies. While your participation in the exit interview process is appreciated, it is entirely voluntary.



ST. CROIX HOSPICE

#### **COMPANY PROVIDED BENEFITS**

The benefit information provided in this policy and handbook is a summary of the benefits available. The plan documents are the official benefit documents and will be available during open enrollment and when employees are first eligible. If there is a discrepancy or conflict between the description of benefits in the handbook or the plan document, the official plan document will govern. Group health insurance benefits are available to all regular full-time employees who work at least 30 hours per week. Most premiums are deducted on a pre-tax basis. Benefits are effective the first of the month following the date of hire.

#### MEDICAL, DENTAL AND VISION BENEFITS

St. Croix Hospice currently offers eligible employees medical, dental and vision coverage. Eligible employees will receive official plan documents outlining these benefits.

### FLEXIBLE SPENDING ACCOUNTS (FSA) AND HEALTH SAVINGS ACCOUNT (HSA)

Flexible spending accounts offer eligible employees the opportunity to save tax dollars on eligible medical and/or dependent care expenses. A designated election amount is deducted, per payroll check, on a pre-tax basis for reimbursement of eligible expenses. We also offer Health Savings Accounts (HSA) for employees enrolled in a St. Croix Hospice High Deductible Health Plan (HDHP1 or HDHP2).

### LIFE, ACCIDENTAL DEATH/DISMEMBERMENT AND DISABILITY BENEFITS

St. Croix Hospice currently offers eligible employees group life and voluntary life insurance benefits that includes accidental death and dismemberment coverage, short-term disability and long-term disability. Eligible employees will receive official plan documents for these benefits.

#### 401(K) RETIREMENT PLAN

St. Croix Hospice offers a 401(k) retirement program to employees working 20 hours per week or more. Employees eligible to participate are automatically enrolled on the first of the month following the first month of employment at a contribution rate of 4%. Employees can opt out of this plan or change/increase contribution amounts at their discretion. St. Croix Hospice may match certain employee contributions according to the plan. Eligible employees will receive official plan documents for the 401(k) plan.

#### OTHER BENEFITS

For additional information on benefits, including information on other benefits such as critical illness, hospital indemnity and accident insurance, please consult the St. Croix Hospice Benefit Guide. The Benefit Guide can be found in Haystack.

#### EMPLOYEE ASSISTANCE PROGRAM

The Employee Assistance Program (EAP) provides employees and their immediate family members access to counseling resources for personal and work-related concerns. Up to three (3) free confidential counseling sessions are provided per event with this benefit. Legal and financial assistance is also available. See the EAP summary of services for detailed information.

#### **HOLIDAY PAY AND TIME OFF**

St. Croix Hospice offers the paid holidays listed below each year to full-time, active employees upon their hire date. Pay will be at an employee's base rate. Full-time employees working 40 hours per week will be paid eight (8) hours of holiday pay, and those regularly working less than 40 hours per week (but at least 30 hours per week) will be paid prorated holiday pay based on schedule.

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day
- Two (2) Floating Holidays
  - Floating Holiday 1 will be granted to active full-time employees employed between 1/1 – 6/30:
  - Floating Holiday 2 will be granted to active full-time employees employed between 7/1 – 12/31.
  - Floating holidays may only be utilized during the calendar year they are offered and are not eligible for PTO carryover. Unused floating holidays will not be paid out upon separation from employment.

Any employee required to work on a holiday will be paid at two times the amount of the base pay rate. Full-time employees will be paid two times their base rate in lieu

of holiday pay. Employees covering call for the holiday will be paid two times the on-call stipend (not the visit fees), plus holiday pay. All hours worked on a holiday require a supervisor's pre-approval. If a holiday falls on a regular day off, we will notify the impacted employees of the day the holiday will be observed.

Part-time and PRN employees are not eligible to receive holiday pay. Inactive employees on an unpaid leave of absence, short- or long-term disability, or on workers' compensation leave are also not eligible to receive holiday pay.

When a designated holiday falls on Sunday, the holiday usually will be observed the following Monday. If a holiday falls on Saturday, the holiday usually will be observed the preceding Friday. You must work the day before and the day after a holiday to receive holiday pay, unless the day before or the day after is your normally designated day off, you were pre-approved for PTO, or there are other extenuating circumstances.

Holiday time off is not considered hours worked for the purposes of calculating overtime unless an employee actually works on the holiday.

## PAID TIME OFF (PTO)

PTO may be used for time away from work for any reason, including personal or family members' illness, vacation or for safety leave.

#### ACCRUAL OF PTO

Regular full-time and regular part-time employees scheduled to work at least 20 hours per week are eligible for PTO. PTO accrues on a prorated basis, depending on the number of hours worked. PTO begins accruing with the first pay period worked and can be used as soon as it is accrued. St. Croix Hospice does not allow employees to maintain a negative PTO balance; PTO may only be used once it is earned and accrued. Once all PTO has been exhausted, any further absences will be unpaid and granted in accordance with our unpaid leave policy.

To encourage use of the PTO benefit, a maximum number of accrual hours have been set based on years of service. Once you reach the maximum, you will not accrue anymore PTO until you use some of the PTO in your account and drop below the cap. After your balance goes below the maximum you will start accruing again.

Years of Service	Accrual Rate Per Hour Worked	Hours Accrued Annually	Maximum PTO Hours That Can Remain in the PTO Bank at Any Time
0-3 Completed years	.0615	FT 40 hours per week = 128 FT 32 hours per week = 102 FT 30 hours per week = 96 FT 20 hours per week = 64	FT 40 hours per week = 168 FT 32 hours per week = 134 FT 30 hours per week = 126 FT 20 hours per week = 104
Beginning of year 4 – 7 completed years	.0711	FT 40 hours per week = 148 FT 32 hours per week = 118 FT 30 hours per week = 111 FT 20 hours per week = 74	FT 40 hours per week = 188 FT 32 hours per week = 150 FT 30 hours per week = 141 FT 20 hours per week = 114
Beginning of year 8 and subsequent completed years	.0809	FT 40 hours per week = 168 FT 32 hours per week = 135 FT 30 hours per week = 126 FT 20 hours per week = 84	FT 40 hours per week = 208 FT 32 hours per week = 166 FT 30 hours per week = 156 FT 20 hours per week = 124

#### USING PTO FOR A PERSONAL REASON

PTO should generally be scheduled in advance, except in cases of illness or emergency. Employees submitting a vacation request should have PTO to cover the request for time off. Supervisors are responsible for scheduling PTO in a manner that balances the operational needs of the organization with the preferences of the employees. PTO requests that may have an adverse effect on St. Croix Hospice's operations may be denied, or previously approved requests may be canceled if unexpected circumstances arise which require the employee's attendance at work. PTO requests exceeding two consecutive weeks away from work generally need approval from an Executive Director and Human Resources.

Non-exempt employees may use PTO in fifteen (15) minute increments, and exempt employees may use PTO in four (4) hour increments.

#### USING PTO FOR A SICK AND SAFE REASON

St. Croix Hospice complies with all state and local laws that require time off for a sick or safe reason. In accordance with applicable law, employees are entitled to use their PTO for any of the following reasons:

- An employee's mental or physical illness, treatment or preventive care
- The mental or physical illness, treatment or preventive care of an employee's family member

- Absence due to domestic abuse, sexual assault or stalking of an employee or their family member
- Closure of an employee's workplace due to weather or public emergency or closure of their family member's school or care facility due to weather or public emergency
- When determined by a health authority or health care professional that an employee or their family member is at risk of infecting others with a communicable disease
- Making funeral arrangements, attending a funeral service or memorial or addressing financial or legal matters that arise after the death of a family member
- Any reason covered by an applicable state or local law governing sick and/or safe time

For the purpose of this policy only, a "family member" means: a child, foster child, adult child, legal ward, child for whom the employee is legal guardian or child to whom the employee stands or stood in loco parentis; spouse or registered domestic partner; sibling, stepsibling or foster sibling; biological, adoptive or foster parent, stepparent or a person who stood in loco parentis when the employee was a minor child; grandchild, foster grandchild or step grandchild; grandparent or step grandparent; a child of a sibling of the employee; a sibling of the parents of the employee; or a child-in-law or sibling-in-law; any of the family members listed above of a spouse or registered domestic partner; any other individual related by blood or whose close association with the employee is the equivalent of a family relationship; and up to one individual annually designated by the employee.

#### PROVIDING NOTICE WHEN USING PTO FOR A SICK AND SAFE REASON

If the need to use PTO for a sick and safe reason is foreseeable, employees must provide at least seven days' notice of their intention to use PTO for a sick and safe reason, unless it is impracticable to do so. If the need is unforeseeable, employees should provide notice as soon as practicable, but generally at least three (3) hours before the start of their shift. Employees should provide notice in accordance with the attendance policy. For planned or foreseeable sick and safe-related absences, employees should submit their request in Paycom.

St. Croix Hospice will not require, as a condition of an employee using PTO for a sick and safe reason, that an employee seeks or finds a replacement worker to cover the hours the employee intends to miss.

#### DOCUMENTATION REQUIREMENTS

St. Croix Hospice reserves the right to request reasonable documentation when an employee is absent for more than three consecutively scheduled working days for a sick or safe reason. Depending on the circumstances, reasonable documentation that we may ask for includes:

- A signed statement by a health care professional indicating the need for the use of PTO for a sick and safe reason
- A court record or documentation signed by a volunteer or employee of a victims services organization, an attorney, a police officer, or an antiviolence counselor as reasonable documentation
- A written statement from the employee indicating that the employee is using or used PTO for a qualifying sick and safe reason

St. Croix Hospice does not require disclosure of details relating to domestic abuse, sexual assault or stalking or the details of an employee's or an employee's family member's medical condition as related to an employee's request to use PTO under this policy. All information learned will be kept confidential and shared only with those who have a need to know it.

#### EMPLOYEES WHO ARE INELIGIBLE FOR PTO

St. Croix Hospice provides paid Sick and Safe leave in accordance with applicable regulations to employees who are ineligible for PTO, typically employees who work less than 20 hours or employees' classified as PRN. Eligible non-PTO accruing employees, or those subject to relevant state and local sick and safe ordinances, will accrue one hour of Sick and Safe Time (SAST) for every 30 hours worked, up to a total of 48 hours of SAST per calendar year. These employees may carry over up to 80 hours of SAST from year to year. Eligible non-PTO accruing employees can use their accrued SAST time in accordance with our "Using PTO for a Sick and Safe Reason" policy.

Employees who change from regular status to PRN status will be entitled to maintain their PTO balance provided, however, they will only be entitled to use the PTO for a Sick or Safe Reason.

#### RETALIATION PROHIBITED

St. Croix Hospice will not discharge, discipline, penalize, interfere with, threaten, restrain, coerce or otherwise retaliate or discriminate against an employee for seeking to use PTO for a sick and safe reason, using PTO for a sick and safe reason, making a complaint or filing an action to enforce a right to sick and safe time under a particular law or is or was participating in any manner in an investigation, proceeding or hearing related to sick and safe leave.

#### PTO PAYOUT AT TERMINATION

Unused PTO will be paid out to eligible employees in accordance with our Termination and Resignation Policy. Employees who fail to meet the eligibility criteria will not be entitled to a PTO payout at termination, unless otherwise required by law. For more information, see our Termination and Resignation Policy.

## FAMILY AND MEDICAL LEAVE OF ABSENCE POLICY (FMLA)

St. Croix Hospice understands employees will sometimes need a leave of absence from work. Human Resources must review, approve and manage all leave requests.

St. Croix Hospice complies with the requirements of the Family and Medical Leave Act (FMLA). Accordingly, we will provide eligible employees up to a combined total of 12 weeks of unpaid FMLA leave per rolling calendar year for qualifying FMLA reasons and any other leave authorized by the FMLA.

Eligible employees under this policy are those who have been employed by St. Croix Hospice for at least 12 months and have performed at least 1,250 hours of service in the 12-month period immediately preceding the first day of leave.

#### TYPES OF LEAVE

- Parental Leave: For the birth of a child or placement of an adopted or foster child. Such leave must generally be completed within 12 months of the birth or placement. Leave taken for the care of a child after birth, adoption or the placement of a foster child must be taken all at once and may not generally be taken on an intermittent or reduced-schedule basis.
- Leave for an Employee's Serious Health Condition: When an employee is unable to work due to his or her own serious health condition. A serious health condition will generally occur when the employee
  - Receives inpatient care in a hospital, hospice or nursing home
  - Suffers a period of incapacity of more than three consecutive calendar days accompanied by continuing outpatient treatment/ care by a healthcare provider
  - Is pregnant, including severe morning sickness
  - Has a history of a chronic condition which may cause episodes of incapacity or;
  - Has a permanent or long-term condition that requires continuing treatment by a health care provider

Medical leave may be taken all at once, or, when medically necessary, in smaller increments. The need for leave must be documented by the employee's treating healthcare provider through the medical certification process. An employee may be asked to provide a fitness-for-duty statement upon returning to work.

- Family Care Leave: To care for a spouse, child or parent with a serious health condition, as listed above. Family care leave may be taken all at once, or, when medically necessary, in smaller increments. The need for leave must be documented by the family member's treating health-care provider through the medical certification process.
- Military Exigency Leave: When an employee's spouse, parent, son or daughter (of any age) experiences a qualifying exigency resulting from military service under federal and/or state law. This leave includes time off related to issues arising from short-term deployment, leave to attend military events and related activities and for certain post-deployment activities, rest and recuperation, and leave to address childcare needs, financial and legal arrangements, and the care of a military member's parent. This leave may be taken all at once, or, when medically necessary, in smaller increments.
- Military Care Leave: This is leave to care for an employee's spouse, parent, son, daughter (of any age), or next of kin who requires care due to an injury or illness incurred while on active duty or was exacerbated while on active duty. Note: A leave of up to 26 weeks of leave per 12-month period may be taken to care for the injured/ill service member.

#### LEAVE NOTICE AND REQUEST PROCESS

If the need for leave is foreseeable because of an expected birth/adoption or planned medical treatment, employees must give at least 30 days' notice. If 30 days' notice is not practicable, notice must be given as soon as possible. Employees are expected to complete and return a leave request form prior to the beginning of leave. Employees should provide notice and file their request through New York Life. Failure to provide appropriate notice and/or complete and return the necessary paperwork will result in the delay or denial of leave.

If the need for leave is unforeseeable, notice must be provided as soon as practicable and possible under the facts of the particular case. Normal call-in procedures apply to all absences from work, including those for which leave under this policy may be requested. Employees are expected to complete and return the necessary leave request form to New York Life as soon as possible to obtain the leave. Failure to provide appropriate notice and/or complete and return the necessary paperwork on a timely basis will result in the delay or denial of leave.

Employees should contact New York Life to request a leave of absence and obtain applicable forms. Employees are encouraged to contact Human Resources should they require additional information on how to apply for FMLA leave.

#### PTO UTILIZATION DURING LEAVE

Employees may, but are not required to, use their PTO while taking an FMLA leave. Should PTO be exhausted while on leave, employees will have approved unpaid time off. Employees receiving short- or long-term disability benefits during a personal medical leave may utilize PTO to cover the difference in pay. Employees covered under workers' compensation are also required to utilize PTO for medically approved time off per St. Croix Hospice leave policies.

#### • CERTIFICATION AND FITNESS FOR DUTY REQUIREMENTS

Employees requesting family care, personal medical, or military care leave must provide medical certification from a healthcare provider to qualify for leave. Such certification must be returned to New York Life within 15 days of the request for leave unless it is not practicable under the circumstances despite the employee's diligent efforts. Failure to provide timely certification may result in leave being delayed, denied or revoked. Employees may also be required to obtain a second and third certification from another healthcare provider at company expense (except for military care leave). Recertification of the continuance of a serious health condition or an injury/illness of a military service member will also be required at appropriate intervals.

Employees requesting a military exigency leave may also be required to provide appropriate active-duty orders and subsequent information concerning particular qualifying exigencies involved.

Employees returning from medical leave will also be required to provide a fitness-for-duty certification from their healthcare provider prior to returning to work.

#### SCHEDULING LEAVE AND TEMPORARY TRANSFERS

Where possible, employees should attempt to schedule leave so as not to unduly disrupt operations. Employees requesting FMLA leave on an intermittent or reduced schedule basis that is foreseeable based on planned medical treatment may be temporarily transferred to another job with equivalent pay and benefits that better accommodates recurring periods of leave.

#### HEALTH INSURANCE AND FLEET VEHICLE

Health insurance and fleet vehicle benefits during FMLA leave and/ or for Minnesota employees the Minnesota Parenting Leave and Accommodations Act leave are maintained by St. Croix Hospice on the same terms as if the employee continued to work. Please contact Human Resources or the Fleet Department for more information about your coverage, obligations to pay, and the consequences of failure to pay your share during leave or failure to return to work after leave ends.

Under most circumstances, if an employee does not return to work at the end of leave, St. Croix Hospice may require the employee to reimburse St. Croix Hospice for the health insurance premiums paid during the leave. Additionally, it is our general practice to require that employees return their fleet vehicle when transferring from FMLA leave to a personal leave of absence.

#### RETURNING TO WORK

Employees returning to work from FMLA leave will be placed in their original job or an equivalent job with equivalent pay and benefits. Employees will not lose any benefits that accrued before leave was taken. Employees may not, however, be entitled to discretionary raises, promotions, bonus payments or other benefits that become available during the period of leave. Employees failing to return to work or failing to make a request for an extension of their leave prior to the expiration of the leave will be deemed to have voluntarily terminated their employment.

#### SPOUSE AGGREGATION

In the case where an employee and their spouse are both employed by St. Croix Hospice, the total number of weeks to which both are entitled in the aggregate because of the birth or placement of a child or to care for a parent with a serious health condition will be limited to 12 weeks per leave year. Similarly, a married couple employed by St. Croix Hospice will be limited to a combined total of 26 weeks of leave to care for a military service member. This 26-week leave period will be reduced, however, by the amount of leave taken for other qualifying FMLA events. This type of leave aggregation does not apply to leave needed because of an employee's own serious health condition, to care for a spouse or child with a serious health condition, or because of a qualifying exigency.

#### LEAVE INTERACTION WITH STATE LAW

Some state laws provide benefits that are richer than FMLA. Where protections are greater for the employee under state law, the state law will be applied. Leave under the Minnesota Pregnancy and Parental

Act (MPPLA) and FMLA leave run concurrently, which means the leave provided by each individual law will count against the employee's entitlement under both laws. However, if an employee takes FMLA leave for unrelated reasons (such as a back injury not caused by the pregnancy), the employee will still be entitled to 12 weeks of MPPLA leave.

#### PREGNANCY AND PARENTAL LEAVE

St. Croix Hospice provides eligible employees with up to 12 weeks total of unpaid pregnancy or parenting leave in accordance with applicable law, including the Minnesota Pregnancy and Parenting Leave Act (MPPLA), in addition to federal, state and local law. St. Croix Hospice will determine an employee's eligibility for leave as well as the terms and conditions of such leave depending on the particular circumstances at the time the employee requests leave in accordance with applicable law and company policy. We consider all types of leave to which the employee might be entitled, including but not limited to: family and medical leave, leave as a reasonable accommodation for a disability related to pregnancy or childbirth and leave under our PTO policy. Normally, pregnancy and parenting leave will run concurrently with FMLA leave.

Parental leave is available to biological or adoptive parents in conjunction with the birth or adoption of a child. Leave for this purpose must start within 12 months of the birth or adoption of the employee's child; however, if the child remains in the hospital longer than the mother, leave must begin within 12 months after the child leaves the hospital.

MPPLA leave is also available to pregnant employees for prenatal care or for incapacity due to pregnancy, childbirth or related health conditions and will begin at a time requested by the employee. Leave taken for prenatal care does not count against an employee's pregnancy and parental leave entitlement.

Generally, we will not pay for leave provided under this policy unless applicable law or other company policy requires otherwise. An employee may substitute accrued PTO for unpaid pregnancy and parental leave.

#### NOTICE

Employees seeking leave pursuant to this policy should contact Human Resources to request it. Employees must provide reasonable advance notice, generally at least 30 days in advance when the need for leave is foreseeable and when providing notice is practicable. When the need for leave is not foreseeable, the employee must provide notice to Human Resources as soon as practicable.

#### CERTIFICATION

An employee requesting leave pursuant to this policy must provide certification and/or sufficient supporting information for St. Croix Hospice to determine whether any of our leave policies apply to the employee's leave request. The

type of certification or supporting documentation we require will depend upon the employee's reason(s) for seeking leave. For example, we may ask employees who seek leave to care for and bond with a newly adopted child to provide evidence of the adoption. Failure to provide certification or to do so in a timely manner may result in denial of leave. Please contact Human Resources to learn what information you need to provide based on your circumstances.

Upon returning to work, an employee will be returned to their former position or to a position of comparable duties, number of hours and pay—provided the employee continues to meet the qualifications for their positions. The only exception to this rule is if the employee's position would have been eliminated had they not been on leave.

St. Croix Hospice prohibits retaliation against employees for requesting or taking leave or otherwise exercising their rights under this policy. Employees are encouraged to reach out to Human Resources for additional information on parental and pregnancy leave.

#### MILITARY LEAVE AND USERRA

St. Croix Hospice complies with applicable federal and state law regarding military leave and reemployment rights. Unpaid military leave of absence will be granted to members of the uniformed services and their family members in accordance with the Uniformed Services Employment and Reemployment Rights Act of 1994 (with amendments) and all applicable state law. Documentation of the need for the leave is required to be submitted to Human Resources. An employee returning from military leave of absence will be reinstated to their previous or similar job in accordance with state and federal law. You must notify your manager of your intent to return to employment based on requirements of the law. For more information regarding status, compensation, benefits and reinstatement upon return from military leave, please contact Human Resources.

#### PERSONAL LEAVE

If an employee or their leave reason is not covered by another policy or they do not qualify for FMLA, a personal leave may be available. Personal leaves should generally not exceed 12 weeks and are granted on a case-by-case basis, at St. Croix Hospice's discretion, to full and part-time employees based on a variety of factors. If approved by Human Resources, a personal leave offers an unpaid, excused absence due to medical, parental, military, personal, or other approved reasons. Employees who find they need to be out of work for more than three consecutive days must contact their supervisor and Human Resources to determine if a leave of absence may be necessary. Employees who are absent for three days without notifying their supervisors or Human Resources will be deemed to have voluntarily terminated their employment.

When leave is due to an illness or injury, we may require the employee to present

appropriate medical documentation from a healthcare provider to support the leave request. Before returning to work from a personal leave due to the employee's own illness or injury, we may require the employee to provide a note from a healthcare provider indicating that the employee is medically able to return to work.

While on approved leave, employees must communicate with Human Resources as directed to provide updates on their leave status. Failure to communicate with HR upon request may result in voluntary termination of employment. Failure to return to work upon the expiration of the leave or refusing an offer of reinstatement for which the employee is qualified will also result in voluntary termination of employment. During approved leave, insurance benefits may be maintained during this time, however fleet vehicle program benefits are not. Employees with fleet vehicles who are approved for non-FMLA qualifying leaves, will be contacted by Human Resources regarding turning in their fleet vehicles during their leave. Other benefits may continue while you are on personal leave; however, premiums will be collected from Paycom, our COBRA administrator. If premiums are not paid, your benefits may be canceled retroactively to the last day of the month in which premium payments were received.

St. Croix Hospice will attempt to return the employee to their regular, or similar, position if it is available. However, employees who utilize this leave are not guaranteed to be reinstated to the same position held prior to the leave or the same rate of pay upon return.

All employees who have questions about this policy or are seeking a non-FMLA covered leave of absence must contact Human Resources for additional information.

#### **JURY DUTY LEAVE**

St. Croix Hospice encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, you will be excused from work. You will be compensated the difference of pay received for jury pay for up to one week of service (40 hours), unless otherwise required by law. Nebraska state law pertaining to jury duty pay will be followed. To receive compensation, employees are required to show proof of their jury service record to your supervisor.

While serving on jury duty, you will be asked to report to work if you are released early in the day. You will be expected to return to work as soon as reasonably practical. You will be required to report for work during any period of jury duty or witness service when court is not in session or if your services are not required by the court on that day. Employees should contact Human Resources if they have any questions about this policy.

Employees who receive a summons to report for jury duty should notify their supervisors, within 10 business days, or as soon as possible. While serving on jury duty, employees will be expected to periodically contact their supervisors to keep them apprised of their status.

St. Croix Hospice will not retaliate against any employee who requests or takes leave in accordance with this policy.

#### **VOTING LEAVE**

Employees are entitled to take time off to vote without loss of pay in a regularly scheduled election or during the time period allowed for voting in person before election day. If you are not able to vote during non-working hours, you may take the time necessary to travel to your polling place, cast a ballot and return to work. St. Croix Hospice requires you to give notice to your supervisor when you know you will take voting leave.

St. Croix Hospice complies with federal, state and local law. We do not retaliate against any employee who requests or takes leave in accordance with this policy or applicable law.

#### **VETERANS DAY LEAVE**

Employees who are veterans will get Veterans Day, November 11, off if normally scheduled to work that day. Eligible employees must provide a one-month notice of the intent to take the day off. Employees must also provide a federal certificate of release or discharge from active duty for purposes of determining their eligibility for the day off.

#### ADDITIONAL STATUTORY LEAVES

You may be eligible for additional leaves of absence per state law. Most of these leaves of absence are unpaid, although employees may choose to use PTO to be paid during such leave. Additional leave includes leave for crime victims and witnesses, leave for a child's school activities and conferences, safety leave and leave for bone marrow and organ donation. Employees should contact Human Resources for more information about additional leave and their eligibility.

#### BEREAVEMENT LEAVE

We understand the deep impact a death can have on an individual or family. Accordingly, when a death occurs in your immediate family, all full-time employees may take up to three paid days off to attend the funeral, make funeral arrangements and take care of their well-being during this difficult time.

Immediate family includes parents, mother- or father-in-law, spouse, domestic partner, sibling, brother or sister including in-law, child, stepchild, miscarriage, aunt, uncle, niece, nephew and grandmother or grandfather including in-law and grandchildren.

Employees should contact their supervisor or Human Resources as soon as practicable to request bereavement leave. St. Croix Hospice reserves the right to request reasonable documentation supporting the leave.

Eligible employees can use PTO for the loss of a relative or friend not covered in this policy.

Employees may be entitled to additional paid or unpaid bereavement time off depending on their state of residence. St. Croix Hospice follows all applicable federal, state and local law, and prohibits retaliation of any kind. Employees should contact Human Resources for additional information.

#### **TUITION REIMBURSEMENT**

St. Croix Hospice Tuition Reimbursement provides employees assistance with continuing their professional development through formal education. The goal of St. Croix Hospice Tuition Reimbursement is to provide current employees with educational resources for professional development that benefits the individual and the organization.

#### ELIGIBILITY

- Must be employed in a full- or part-time position continuously for at least one year prior to the request
- Must be in good standing and remain in good standing during class duration
- No written corrective actions in employment record within the last year at time of request

#### ELIGIBLE COURSES AND APPROVED SCHOOLS

Eligibility for reimbursement of all other courses will be determined by any one of the following criteria:

- Coursework relevant to the employee's current job assignment
- Coursework relevant to a position within St. Croix Hospice for which the employee is being trained
- Coursework that applies to a specific health-related/ business-related degree
- Employees must successfully complete attempted coursework with a "C" or better

Professional certifications may not specifically be covered under this policy.

Decisions regarding the fees and expenses associated with preparatory courses or certification exams are left to the discretion of the Chief Financial Officer.

Only courses taken at accredited academic institutions will be eligible for consideration.

#### REIMBURSABLE AMOUNTS

For eligible full-time and part-time employees, reimbursement for eligible expenses is limited to the following amounts:

- Full-time employees: up to \$4,000 per year (January 1 December 31)
   for all eligible courses applied to certification programs, associate degree,
   undergraduate, master's and doctoral program
- Part-time: up to \$2,000 per year (January 1 December 31) for all eligible courses applied to certification programs, associate degree, undergraduate, masters and doctoral program
- Reimbursement will be capped at \$12,000 per employee

Registration fees, late fees, school supplies or other costs do not qualify for reimbursement. Similarly,

- The cost of parking, travel, meals, lodging or other expenses related to the course is not reimbursable
- Education acquired prior to employment is not reimbursed through this fund.
- Ongoing professional development does not meet tuition reimbursement criteria
- Courses outside of the current calendar year will not be reimbursed. If a course is taken in December, the tuition reimbursement form would need to be submitted no later than February 1<sup>st</sup> of the following year

## **Closing Statement**

Thank you for reading our Employee Handbook. We hope it has provided you with an understanding of St. Croix Hospice's mission and structure, as well as current policies and guidelines. We look forward to working with you to create a successful company and a safe, productive and pleasant workplace.

Heath Bartness, Chief Executive Officer

## Employee's Acknowledgment of Receipt and Review

I have received the 2025 Employee Handbook. I have read it, have had time to ask questions, understand it and agree to comply with it. I have been advised that an electronic copy of the handbook is available to me, and I can request a hard copy. If I have not received a paper copy of the handbook, it is because I have the resources available to me to review the electronic copy. I further acknowledge that all policies are maintained within PolicyTech. To access current policies, go to <a href="stcroixhospice.policytech.com">stcroixhospice.policytech.com</a>.

I understand St. Croix Hospice has the maximum discretion permitted by law to interpret, administer, change, modify, or delete the rules, regulations, procedures and benefits contained in the handbook at any time with or without notice. No statement or representation by a supervisor, manager or any other employee, whether oral or written, can supplement or modify this handbook. Changes can only be made if approved in writing by the CEO of St. Croix Hospice.

I also understand any delay or failure by St. Croix Hospice to enforce any rule, regulation or procedure contained in the handbook does not constitute a waiver on behalf of St. Croix Hospice or affect the right of St. Croix Hospice to enforce such rule, regulation or procedure in the future.

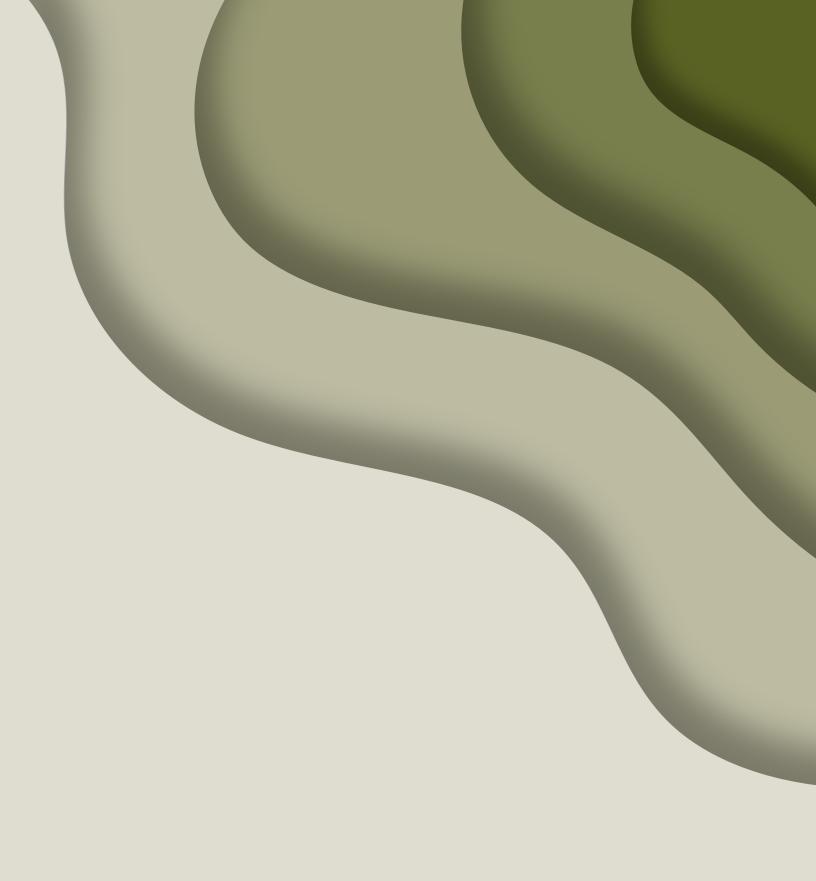
I understand neither this handbook nor any other communication by a management representative or other, whether oral or written, creates or is intended to create a contract of employment or for a particular benefit. I further understand that, unless I have a written employment agreement signed by an authorized St. Croix Hospice representative, I am employed "at-will," and this handbook does not modify my "at-will" employment status.

This handbook is not intended to preclude or dissuade employees from engaging in legally protected activities under the National Labor Relations Act (NLRA) and applicable state law.

This handbook supersedes any previous handbook or policy statements, whether written or oral, issued by St. Croix Hospice.

If I have any questions about the content or interpretation of this handbook, I will contact Human Resources.

Date:	 	 	
Print Name:	 	 	
Signature <sup>.</sup>			



**2025 EMPLOYEE HANDBOOK** 

ST. CROIX HOSPICE