

IntelyPro

Employee Handbook

2024

Neither this Handbook nor any other Company guidelines, policies or practices create an employment contract or agreement or confers any contractual rights whatsoever. Employment with the Company is at-will and may be terminated at any time with or without cause or notice by the employee or the Company. The Company is not bound to follow any policy, procedure, or process in connection with employee discipline, employment termination, or otherwise. No representative of the Company is authorized to provide any employee or employees with an employment contract or special arrangement concerning terms or conditions of employment unless the contract or arrangement is in writing and signed by the CEO.

California Employees: I also acknowledge I have received the California Department of Fair Employment & Housing's brochure, Sexual Harassment, The Facts About Sexual Harassment (DFEH-185 brochure).

IntelyPro will acknowledge receipt via online app.

Handbook Overview

IntelyCare, Inc. (“us,” “we,” “IntelyCare” or the “Company”) is the most comprehensive healthcare talent platform where care settings of every kind promote their unique value and every type of work need to the largest community of quality nurses looking for opportunities that better fit their lives.

With leading technology driven on-demand nursing, IntelyCare simplifies the staffing & scheduling process to match qualified Nursing Professionals (“IntelyPros”) with shifts at post-acute, long-term care, home health, skilled nursing healthcare facilities, and acute care facilities.

IntelyCare believes its most important asset is its employees. That’s why our IntelyPros get the pay, freedom, and flexibility they deserve – all from one smart and easy-to-use mobile app and platform. We strive to provide a work culture which is open and friendly, where honesty, mutual respect, teamwork, and high standards are valued, and where professional growth is encouraged and supported. We believe this allows us to attract and retain quality employees who can contribute to the continued growth and success of the Company.

This handbook, along with state references, (collectively the “Handbook”), describes policies and procedures which apply to your employment as a skilled nurse at IntelyCare.

The information will help you, our IntelyPros, understand the Company’s position on a number of employment-related matters and expectations. The document is specific to our IntelyPro team members.

This Handbook replaces and supersedes any prior Company handbooks, manuals, and policies, written or verbal. Please note that the information contained in the Handbook is general in nature and is intended only as guidance to employees. It is not intended to be an exhaustive compilation of all Company policies, nor is it intended to establish mandatory procedures in any instance. IntelyCare may modify any of its benefits, policies, or procedures, including the information contained in this Handbook, at any time without notice, unless otherwise restricted by applicable law.

Additionally, many matters covered by this Handbook, such as employee benefits, are also described in separate documents, including summary plan descriptions which will prevail over any statement in this Handbook.

AN IMPORTANT NOTE ABOUT STATE LAW

AS STATE LAWS DIFFER, THIS EMPLOYEE HANDBOOK INCLUDES STATE INFORMATION THAT MAY BE APPLICABLE AT THE TIME OF PUBLICATION; WHERE POSSIBLE, ADDITIONAL INFORMATION IS PROVIDED. ANY CONFLICT BETWEEN THIS EMPLOYEE HANDBOOK AND AN APPLICABLE STATE GUIDELINES, THE STATE GUIDELINES WILL CONTROL.

Contents

- SECTION 1: INTELYCARE, OUR COMPANY 1**
 - WELCOME TO INTELYCARE– OUR VISION, MISSION AND VALUES 1
 - OUR VALUES 1
 - HOW WE GOT HERE..... 2
- SECTION 2: EMPLOYMENT STANDARDS 3**
 - DIVERSITY..... 3
 - EQUAL EMPLOYMENT OPPORTUNITY 3
 - DISCRIMINATION, HARASSMENT & RETALIATION..... 3
 - COMPLAINT PROCEDURE..... 5
 - RESOLUTION PROCEDURE 5
 - REQUESTING AN ACCOMMODATION 6
 - OPEN DOOR PHILOSOPHY..... 7
- SECTION 3: WORKING AT THE COMPANY AS AN INTELYPRO 8**
 - ELIGIBILITY TO ACCEPT ASSIGNMENTS 8
 - EMPLOYMENT CLASSIFICATIONS..... 8
 - EMPLOYMENT AT-WILL 8
 - THE INTELYLEVELS PROGRAM 9
 - RELEASING YOUR SHIFT 9
 - QUALITY OF CARE 10
 - ATTENDANCE 11
 - PERFORMANCE EVALUATIONS & MANAGEMENT 11
 - PERSONNEL FILES..... 12
 - MAINTAINING ACCURATE PERSONAL INFORMATION 12
 - LEAVING THE COMPANY..... 12
 - DE-ACTIVATION OF ACCOUNT 13
- SECTION 4: WORK HOURS & COMPENSATION..... 14**
 - WORK SCHEDULES 14
 - MEAL & REST BREAKS 14
 - OVERTIME 15
 - SHOW-UP PAY..... 15
 - CANCELLATION PAY 15
 - RECORDING HOURS WORKED 15

ACCURATE TIME KEEPING.....	16
PAYROLL PERIOD.....	17
DAILYPAY	17
DIRECT DEPOSIT.....	17
PAY STATEMENTS	17
AUTHORIZATION TO WORK IN THE U.S.	18
SECTION 5: INTELYPRO BENEFITS	19
BENEFITS OVERVIEW	19
HEALTH INSURANCE	19
RETIREMENT SAVINGS.....	19
EAP SERVICES.....	20
CONCIERGE SERVICES via LIFEMART.....	20
SECTION 6: TIME OFF	21
PAID SICK LEAVE	21
JURY DUTY	21
MILITARY LEAVE.....	21
FAMILY AND MEDICAL LEAVE ACT (FMLA)	22
MILITARY FAMILY LEAVE.....	23
STATE MEDICAL LEAVES.....	25
SECTION 7: SAFETY, HEALTH & SECURITY	26
DRUG-FREE WORKPLACE	26
SMOKE & VAPE FREE WORKPLACE	26
WORKPLACE FREE OF VIOLENCE.....	26
ACTIVE SHOOTER PROCEDURES:	27
WORKPLACE THREATS	28
WORKERS COMPENSATION	28
INSPECTIONS.....	30
CLINICAL COMPLAINTS	30
SECTION 8: GENERAL POLICIES & PROCEDURES.....	31
GENERAL EXPECTATIONS.....	31
DRESS CODE.....	31
CELL PHONE USE.....	31
COMMUNICATION & SYSTEMS.....	32

SOCIAL MEDIA..... 32

SOLICITATION & DISTRIBUTION 33

CONFIDENTIAL INFORMATION 34

CONFLICT OF INTEREST..... 34

HIPAA REQUIREMENTS AND CONFIDENTIALITY OF INDIVIDUALLY IDENTIFIABLE PERSONAL
INFORMATION 34

CODE OF CONDUCT & DISCIPLINE 35

ACKNOWLEDGEMENT..... 37

SECTION 1: INTELYCARE, OUR COMPANY

WELCOME TO INTELYCARE - OUR VISION, MISSION AND VALUES

Welcome to IntelyCare, the per diem nursing team ranked #1 for quality!

Our goal is to be the most trusted, loved brand in the healthcare talent marketplace and the company people depend on to support the highest quality of care.

At IntelyCare, we know that you don't just want any job; you want the right job. When you work with us, you get to create the nursing situation that fulfills both your career goals and your lifestyle needs. It is our aim to ensure that you have the right job opportunities and resources needed to find true fulfillment in your nursing career.

Join us on our mission to nurture a thriving healthcare system where everyone is fulfilled and motivated to provide the highest level of care. **Together, we can deliver on our vision to elevate care for all!**

OUR VALUES

Every day at IntelyCare, we live by our core values:

Be Driven By Wonder

We think curiosity leads to breakthroughs. Being truly disruptive requires questioning the status quo and finding a better way. We ask, "what if?" and see where it leads us.

Take Big Swings

We don't fear risk, we thrive on it. In the process of our tenacious efforts, mistakes will be made. But we learn from them and use them as steppingstones to success.

Carry Forward Care

We believe in a culture of caring. We care about what we do, including care for our partner healthcare organizations and ultimately, patient care.

Together We Thrive

We believe that we succeed as one team, working together with a humble tenacity to make the impossible possible. There is no room for outsized egos and a "it's not my job" mentality.

HOW WE GOT HERE

Founded in 2015, IntelyCare emerged from the experiences of nurses and administrators who helped solve the struggles of a shortage of nursing staff. With a vision to transform healthcare staffing through technology, David Coppins and Prince Nnah launched IntelyCare in 2016 to help overcome the nation's healthcare labor crisis and elevate care for all.

DIFFERENTIATING INTELYCARE

Discover Nursing on Nurses' Terms

With access to the right resources and the proven support nurses need, IntelyCare can ignite your nursing career and set you up to deliver the highest standard of care.

Access to All the Jobs

With a vast network of facilities and per diem, block booking, and contract scheduling, you can find the shifts that fit your life and work them as often as you'd like.

Everything You Need to Succeed

With onboarding, credentialing, and training, and on-demand access to continuing education, IntelyCare puts you in position to deliver exceptional care and grow your career, accepting shifts as an IntelyPro.

As a W2 company, we handle and provide the ease related to required tax withholdings, offer, offer employer-sponsored benefits, and provide you with worker's compensation and malpractice insurance.

SECTION 2: EMPLOYMENT STANDARDS

DIVERSITY

The Company values diversity within its employee community and considers diversity to be an important element of our culture. We believe that our workforce will be stronger and more competitive if we embrace diversity. It is of great importance that our employees appreciate the differences that each of us brings to the Company. Only by valuing the benefits of our diverse workforce can we reach our goals.

EQUAL EMPLOYMENT OPPORTUNITY

The Company is committed to providing equal opportunity for all qualified applicants and employees without regard to race (including race-based hairstyles), color, national origin, religion, sex, pregnancy or pregnancy related conditions, disability, age, sexual orientation, military status, veteran status, genetic information, gender identity or transgender status, marital status, or any other characteristic protected by applicable federal, state, or local law. The Company's policy regarding equal employment opportunity applies to all aspects of employment including recruitment, hiring, job assignments, promotions, working conditions, scheduling, benefits, wage and salary administration, disciplinary action, termination, and company-sponsored social, educational, and recreational programs. The Company will not tolerate any form of unlawful discrimination or retaliation and all employees are expected to fully cooperate in implementing this policy. If you believe this policy has been violated, report the matter immediately to the Employee Relations, People & Culture team, who can be reached at 844-683-5922 or via email: EmployeeRelations@IntelyCare.com.

DISCRIMINATION, HARASSMENT & RETALIATION

The Company prohibits discrimination or harassment of or against our job applicants, contractors, interns, volunteers, or employees by another employee, supervisor, vendor, customer, or any third party on the basis of actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth and related medical conditions), gender identity or gender expression (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, protected medical condition as defined by applicable state or local law, genetic information, or any other characteristic protected by applicable federal, state or local laws and ordinances (referred to as "protected characteristics").

It is the policy of the Company to provide and maintain a workplace that is free of discrimination, harassment, and retaliation. These behaviors are unacceptable in the workplace and in any work-related settings such as business trips and Company sponsored social functions, regardless of whether the conduct is engaged in by a supervisor, co-worker, client, customer, vendor or other third party. In addition to being a violation of this policy, discrimination, harassment, or retaliation based on any protected characteristic as defined by applicable federal, state, or local laws and ordinances also is unlawful. For example, sexual harassment and retaliation against an individual because the individual filed a complaint of sexual harassment or because an individual aided, assisted or testified in an investigation or

proceeding involving a complaint of sexual harassment as defined by applicable federal, state or local laws and ordinances are unlawful.

"Harassment" is defined as any type of conduct based on an employee's protected class (sex, sexual orientation, transgender status, race, color, religious creed, national origin, ancestry, age, military status, genetic information, disability, gender identity, or any other category protected by applicable federal, state, or local law), including conduct intended to be friendly or humorous, that is unwelcome and has the purpose or effect of unreasonably interfering with an employee's work performance or creating a work environment that is intimidating, hostile, offensive, or coercive to a reasonable person. Harassment includes communicating, sharing or displaying written or visual material or making verbal comments that are demeaning or derogatory to a person because of his or her protected class, including material or comments intended as humor. The use of Company facilities to disseminate, duplicate or display such materials is prohibited. Harassment includes sexual harassment, as defined below.

"Sexual harassment" includes making unwelcome sexual advances, requesting sexual favors or engaging in verbal or physical conduct of a sexual nature which is made a term or condition of employment, or which is used as the basis for employment decisions. Sexual harassment also includes any type of sexually oriented conduct, including conduct intended to be friendly or humorous, that is unwelcome and has the purpose or effect of unreasonably interfering with an employee's work performance or creating a work environment that is intimidating, hostile, offensive or coercive to a reasonable person.

The following is a partial list of conduct which, if unwelcome, could be considered sexual harassment depending on its severity and its pervasiveness:

- Threats or insinuations, either explicitly or implicitly, that an individual's refusal to submit to sexual advances or sexual conduct will adversely affect his or her employment, evaluation, wages, advancement, assigned duties, benefits or any other aspect of employment or career advancement;
- Favoring any applicant or employee because that person has performed or shown a willingness to perform sexual favors for a supervisor;
- Unwelcome sexual jokes, language, epithets, advances or propositions;
- Written or oral abuse of a sexual nature or use of sexually degrading or sexually vulgar words to describe an individual;
- Display of sexually suggestive objects, pictures, posters or cartoons;
- Unwelcome comments about an individual's body, sexual prowess or sexual deficiencies;
- Asking questions about sexual conduct;
- Unwelcome touching, leering, whistling, brushing against the body, or suggestive, insulting or obscene comments or gestures;

- Assault or coerced sexual acts; and
- Written statements, including those placed on social media or on the internet generally, of a sexual nature about an individual, including comments about an individual's body, appearance, or sexual behaviors.

COMPLAINT PROCEDURE

The Company strongly encourages the prompt reporting of all incidents of discrimination and / or harassment. If an employee believes that anyone has violated this policy or our Equal Employment Opportunity Policy, the employee should report the incident immediately to the Employee Relations, People & Culture team, who can be reached at 844-683-5922 or via email: EmployeeRelations@IntelyCare.com.

Any report may be made verbally or in writing.

Also, if the employee is comfortable addressing the issue with the perceived harasser directly, employees are recommended to inform that individual that their respective conduct is making the employee uncomfortable and to ask the individual to stop such behavior. These "self-help" steps are not required, however, and if utilized, in all instances the Company should be informed of the matter when this approach is used to ensure unwanted behavior stops.

If the employee makes a complaint and directs it to a manager of the company or Employee Relations and has not received an initial response on a timely basis, the employee should contact the Vice President, People Experience or the Chief People Officer at 844-683-5922.

Any manager or supervisor who receives a complaint from an employee or who otherwise knows or has reason to believe that conduct is in violation of this policy or the Equal Employment Opportunity Policy, the manager must report the incident or conduct promptly to the Employee Relations, People & Culture team, who can be reached at 844-683-5922 or via email: EmployeeRelations@IntelyCare.com.

RESOLUTION PROCEDURE

Upon receiving a complaint, the Company will promptly conduct a thorough investigation into the facts and circumstances of any claim of a violation of this policy or the Equal Employment Opportunity policy. While all investigations are different based on the facts and issues involved, the following is an outline of the procedure that generally will be pursued once a complaint has been brought to the attention of the Company.

The Company may ask the individual for a written statement indicating the identity of the alleged offending party and the date, location and nature of the alleged discrimination, harassment and/or retaliation. As soon as possible thereafter, the Company will meet individually with the alleged offending party to inform the individual of the contents of the complaint and provide the individual with an opportunity to respond. If there is a significant dispute of fact, the Company may give each party an opportunity to identify persons who can

support or corroborate their version of the facts. The Company may also investigate the matter further by contacting those individuals and/or other individuals whom the Company believes may have additional information regarding the issues raised in the complaint.

The Company will determine whether the Company's policy was violated based on its reasonable evaluation of the information gathered during the investigation. The Company will inform the complainant and the accused of the results of the investigation.

The Company strives to keep the reporting employee's concern confidential and to release information arising out of a complaint or investigation of sexual harassment only on a need-to-know basis. Complete confidentiality may not be possible in all circumstances. Employees are required to cooperate in all investigations conducted pursuant to this policy.

The Company will take corrective measures against any person found to have engaged in conduct in violation of this policy, if the Company determines such measures are necessary. These measures may include, but are not limited to, counseling, suspension, or immediate termination. Anyone, regardless of position or title, whom the Company determines has engaged in conduct that violates this policy or the Equal Employment Opportunity policy will be subject to discipline, up to and including termination. This includes individuals engaging in discrimination, harassment, or retaliation, as well as supervisors who fail to report violations of this policy, or knowingly allow prohibited conduct to continue. Individuals who engage in conduct that rises to the level of a violation of law can be held personally liable for such conduct.

Note: The Company strictly prohibits retaliation against anyone who brings forth a claim or concern in good faith.

While this policy sets forth the Company's goals of promoting a workplace that is free of discrimination and harassment, note that it is not designed or intended to limit the Company's authority to discipline or take remedial action for workplace conduct which it deems unacceptable, regardless of whether that conduct satisfies the definitions of discrimination or harassment.

REQUESTING AN ACCOMMODATION

The Company is committed to complying with the laws protecting qualified individuals with disabilities. The Company will provide a reasonable accommodation for any known physical or mental disability of a qualified individual with a disability to the extent required by law, provided the requested accommodation does not create an undue hardship for the Company and/or does not pose a direct threat to the health or safety of others in the workplace and/or to the individual.

If you require an accommodation to perform the essential functions of your job, you must contact the Employee Relations, People & Culture team, who can be reached at 844-683-5922 or via email: EmployeeRelations@IntelyCare.com. Once the Company is aware of the need for an accommodation, the Company will engage in an interactive process to identify possible accommodations that will enable you to perform the essential functions of the job.

Employees will be requested to participate in an interactive process which can include submitting a written Request for Accommodation, and as appropriate additional information from a health care provider. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

OPEN DOOR PHILOSOPHY

Effective communication forms the basis for sound relationships and a positive and productive work environment. Our commitment to effective communication is reflected by our open-door philosophy.

Any dispute or controversy concerning the interpretation or application of the policies and procedures of the Company can be brought to the attention of the Employee Relations, People & Culture team, a leadership team member of Operations or the Clinical Quality team, or any other leadership team member.

Please note, this Open-Door policy is not intended to apply to termination decisions or situations in which the Company has established separate reporting procedures, including the reporting mechanisms concerning discrimination, harassment or retaliation.

SECTION 3: WORKING AT THE COMPANY AS AN INTELYPRO ELIGIBILITY TO ACCEPT ASSIGNMENTS

IntelyPros can accept an assignment requested by any of our facility-clients after the successful completion of the onboarding, credentialing, referencing and pre-employment process which includes but is not limited to proof of current licensure and required documentation such as health clearances, TB tests, vaccination, and other state law or facility-client requirements. Once cleared for hire to accept assignments, IntelyPros may select shifts posted to our site/application.

EMPLOYMENT CLASSIFICATIONS

IntelyPro staff members are considered non-exempt, hourly employees.

- **Per Diem:** IntelyPro employees are per diem staff who have the flexibility to choose when and where to work. Per diem nurses, often referred to as “local nurses,” generally work for facilities in their local area on an “as-needed” basis, self-selecting shifts. There are no minimum requirements to work, however, if a shift has not been completed in a one-year period, the company will deactivate the account requiring a re-application process.
- **Contract:** In some instances, nursing opportunities may be offered for a specific period, such as twelve weeks in the same facility and location. IntelyPros may elect to accept contract work for the entire designated period, which generally does not exceed 12 months. Schedules may be part time or full time.

EMPLOYMENT AT-WILL

This handbook does not create any contractual obligation or legal rights. IntelyCare is an “at-will” employer, all employees have the right to resign from employment at any time for any reason, with or without notice and with or without cause and similarly IntelyCare has the right to terminate the employment relationship at any time and for any reason, with or without notice and with or without cause. The Company is not bound to follow any policy, procedure, or process in connection with employee discipline, employment termination, or otherwise.

THE INTELYLEVELS PROGRAM

IntelyLevels is an achievement program to reward our hardworking, high performing IntelyPros. This achievement program provides rewards for shift completion and consistent quality care.

There are four IntelyLevels: platinum, gold, silver and bronze. Your focus on attendance, reliability and following through with your commitments to shifts and patient care directly impacts your level.

Platinum, the highest level means you have the greatest variety and earliest visibility of available shifts. In addition, there is a monetary bonus for every 5th shift completed when at the Platinum level.

All IntelyPros start at the silver level with an opportunity to quickly advance; excellent attendance and punctuality and completion of ten (10) shifts will advance you to the gold level; an additional 15 shifts completed will result in achieving the Platinum level, providing the greatest variety of shifts and becoming bonus eligible. Creating your perfect schedule with IntelyCare has never been more rewarding!

Completing shifts, maintaining excellent attendance, and having star ratings will enable you to maintain the highest level of a Quality "Q" score and give greater access to t shifts.

Regardless of level, as noted: reliability, attendance including punctuality and clinical quality are of the utmost importance in meeting our client's basic expectations.

Failure to meet the expectations can result in moving down to the bronze level.

RELEASING YOUR SHIFT

Notification of any shift release after acceptance is required. Our clients and facilities depend upon IntelyPros keeping their commitments. However, in the event you need to release a shift, we request as much notification as possible.

The following guidelines are established to ensure the best reliability required by our clients and for IntelyCare to meet our commitments to the client and patient care:

- No calls and no shows: will not be tolerated and a second offense will result in termination. Upon first offense, your account is put on hold while investigation is in process and reminders regarding a 2nd no call no show are issued.
- Release notification made two hours or less from the start time of the shift is considered failure to notify and results in an infraction of attendance equal to a no call no show.
- Failing to call out within 12 hours: results in your account being placed on hold to issue a reminder of the requirement to advise of your absence with as much notice as possible.






- Releasing a shift with notice time of 2 hours or less will be considered a no call no show.
- Excessive absences / call outs of six or more in a rolling six-month period will result in disciplinary action up to and including termination; this excludes protected absences.
- Three released shifts with less than 96 hours' notice will result in an automatic drop in level and completed shift count will be reset at zero. If already at the bronze level, this is the lowest level of achievement and no change to level is made, however your account will be placed on hold and subject to disciplinary action.

As a reminder, the highest IntelyLevel results in gaining access to a wider variety of shifts.

QUALITY OF CARE

IntelyCare strives to provide the highest quality of care. In conjunction with this, IntelyPros receive a level of rating by the facility.

Star levels are determined by the facility and a score of 3 or above is required for shifts to count towards your level achievement and standing. The facilities rate the IntelyPro performance using the following guide:

Star Rating	Professional Standards	Quality of Performance	Assistance Required
1-Star <i>Dependent</i> 	Unsafe. Unable to demonstrate appropriate behavior.	Lacks procedural skills, confidence, efficiency, and coordination.	Requires continuous verbal and physical cues.
2-Star <i>Supported</i> 	Safe only with guidance Performs at risk. Lacks consistent accuracy and appropriate behavior & demeanor.	Unskilled & inefficient Considerable expenditure of energy and resources.	Continuous verbal and frequent physical cues.
3-Star <i>Assisted</i> 	Safe and accurate. Effective most of the time. Appropriate behavior most of the time.	Lacks consistent skills and coordination. Requires additional resources & energy.	Frequent verbal & occasional physical cues in addition to supportive cues.
4-Star <i>Proficient</i> 	Safe & accurate. Appropriate behavior & demeanor consistently.	Efficient, coordinated, and confident. Occasional guidance needed.	Occasional supportive cues.
5-Star <i>Independent</i> 	Safe, accurate, & effective. Appropriate behavior & demeanor consistently.	Proficient, coordinated, and confident care provided.	No cues necessary.

ATTENDANCE

As an IntelyPro, you perform an important function at the client site. Our facilities are counting on every IntelyPro to be punctual in reporting to the shifts, especially since shifts have been **personally selected; we expect you to be ready to provide the best possible care.**

Unnecessary absences, tardiness, warning departures are expensive, disruptive, and place an unfair burden on other staff and patient care.

Excessive absenteeism, last minute releases, excessive tardiness and/or early departures will result in disciplinary action, up to and including termination. Reminders regarding punctuality and attendance will be automatically posted via the App when there are infractions as a warning for required improvement.

No calls and no shows

Failure to notify or report to work will not be tolerated. Upon first offense, your account is put on hold while an investigation is in process and reminders are issued including the fact that a second offense will result in termination.

Tardiness

IntelyPros are encouraged to arrive five minutes prior to the start of the shift unless the facility has requested an earlier start time for a first shift onboarding.

If you are not able to report on time, please notify IntelyCare Contact Center at 617-971-8344.

Tardiness is arriving at the shift later than the established start time. IntelyPros will receive reminders via the app when there is an instance of tardiness. Excessive, unexcused late arrivals will result in progressive disciplinary action up to and including termination

PERFORMANCE EVALUATIONS & MANAGEMENT

IntelyCare demands the highest standards of employees' performance so that it can provide the highest quality of care for our client's patients or residents. As such, IntelyPros are expected to complete their work professionally and consistent with these high expectations.

As the Company's managers are not onsite, performance is often measured by our clients and the client's management staff (Director of Nursing, Supervisors, etc.) If an employee's performance does not meet the standards set by our clients, our clients will inform us, and the Quality Nursing team will address the deficiencies.

Performance reviews are generally provided on an annual basis and will include how well you complete job responsibilities including your clinical competency, professionalism and reliability. Patient care evaluated using the star ratings, combined with professional conduct, time and attendance, dress code, and accurate documentation are a few of the areas taken into consideration for the evaluation process, along with facility feedback.

In addition to periodic reviews, when received throughout the year, constructive feedback from our clients regarding clinical and/or professional performance is addressed with our IntelyPros immediately. Our clients can elect to denote a “do not return” for any IntelyPro that has not satisfactorily met the performance expectations of the facility; when a ‘do not return’ is issued, the IntelyPro will no longer see shifts from that facility and may be notified via the App. Intelypros may not reach out to the facility regarding any ‘do not return’ designation; this is prohibited. Questions regarding a “do not return” can be directed to IntelyCare Contact Center at 617-971-8344.

Annual skills checklists which apply to specialty areas of work will be completed by every health professional employed by IntelyCare.

When training needs are identified, an opportunity to complete the training will be provided.

It is the responsibility of the IntelyPro to ensure that all required licensures and certifications remain active and in good standing.

As warranted, disciplinary action may include one or more of the following, in any order, at the Company’s sole discretion: verbal warning, written warning, re-education, or termination of employment.

Please note that the Company is not bound to follow any specific step or procedure prior to termination, and it may elect to immediately terminate employment.

PERSONNEL FILES

The Company maintains a file on each IntelyPro and these documents are the property of IntelyCare; access to the information is restricted, except as required by state and federal law and for personnel of IntelyCare who have a legitimate reason to access the file. Consistent with applicable law, employees may review and/or receive a copy of their own file and make such request via the Operations team, via email to: CareTeam@IntelyCare.com

MAINTAINING ACCURATE PERSONAL INFORMATION

IntelyPros should keep their personal information up to date, via the App. Unreported changes to personal data and residential location can affect tax withholdings, and the ability to reach an IntelyPro if needed.

IntelyPros should inform IntelyCare Quality Clinical Nursing Team of any specialized training or skills acquired during employment.

LEAVING THE COMPANY

While we hope that employment with IntelyCare will be a mutually beneficial and rewarding experience, we realize that you may elect to resign your employment.

It is the Company’s policy generally to limit employment references to verification of the dates of an employee’s employment and position title with the Company.

A resignation or request to delete your account can be directed to the Operations, Contact Center verbally, by calling 617-971-8344 or in writing, via CareTeam@IntelyCare.com. When the Company is notified of a voluntary resignation, final wages will be paid in accordance with state law.

DE-ACTIVATION OF ACCOUNT

If you have not worked a shift within a one-year period, this will be considered a voluntarily resignation and your IntelyPro account will be terminated. Near the end of each calendar year, IntelyPros will be notified of potential upcoming termination via the App.

SECTION 4: WORK HOURS & COMPENSATION

WORK SCHEDULES

Our aspiration is to give nursing professionals the flexibility to pick up shifts when and where they want. As such, employees utilize the IntelyCare app to select shifts at client sites as they wish, building their own work schedule around their own needs. Please note that on occasion, Clients may change the offering of their shifts and we will do our best to provide timely notification of shift cancellations when received. (See cancellation of shift for more information)

While there is flexibility to select shifts, please remember that Clients will determine actual onsite assignment based on the needs of the facility at the time of your shift and you are expected to accept that assignment and be qualified to do so.

As final assignments are determined by the facility, on occasion, per diem staff will be reassigned to a unit or floor based on staffing needs. These assignments should match the level (CNA, LPN, etc.) and skillset required. Per diem staff should not be placed in an assignment for which they have not been trained or found competent in that specialized area, such as tracheostomy care, dementia training, etc. The training records of the per diem staff member should align to the areas of competency and experience. If you have been placed in an assignment that you have not been trained, immediately call the contact center.

MEAL & REST BREAKS

Meal and/or rest periods are provided in accordance with applicable law and in coordination with the facility coverage. Federal law does not require meal periods and meal periods are not required in the following states: AZ, FL, GA, IN, KS, MD, MI, MO, MS, NC, NJ, OH, PA, SC, TX, UT, VA and WI.

In all other states, IntelyPros are required to take thirty (30) minutes unpaid meal break. This meal break is aimed to be uninterrupted by work and scheduled with the facility in accordance with patient needs and safety. Notwithstanding the foregoing, if the facility requests IntelyPros to work through the meal break due to patient care and safety, the employee agrees to secure the approval of the supervisor / charge nurse and arrange to take a break as soon as possible.

You must record your time in and out for meal periods. Further, if you work through a break, you MUST report such time as worked time.

BREAKS FOR NURSING MOTHERS

Nursing Mothers should coordinate their needs with the facility for access to private space and time to handle lactation needs.

OVERTIME

IntelyPros are non-exempt, hourly paid employees. As such, employees covered by the federal Fair Labor Standards Act (FLSA) will receive overtime pay in accordance with the FLSA and state law. In most states, overtime is paid for hours worked in excess of 40 in a workweek at a rate not less than time and one-half the regular rates of pay, unless otherwise stipulated by applicable state or local law.

SHOW-UP PAY

If you show up to a shift at the facility and learn that the facility is cancelling your assignment (and it was not cancelled via your app or you were not contacted in advance by us), our policy is to pay you for your time in an amount equal to the value of three hours at the applicable shift rate, unless state law requires a different formula.

Please note that if you are late reporting to the shift, the facility reserves the right to cancel your shift as a result of an attendance issue and in this instance, it does not qualify for show-up pay.

If you voluntarily leave a shift, prior to three hours, you will be paid for hours worked and will not qualify for show-up pay.

CANCELLATION PAY

If a facility cancels your assignment and does so with notice of two hours or less prior to the shift start time, our policy is to pay you three hours at the applicable shift rate, unless state law requires a different formula.

RECORDING HOURS WORKED

The accurate recording of hours is your responsibility. It is critical that you report all time you work, and it is accurately recorded. You will be held accountable for accurate a. Willful, deliberate and / or repetitive failure to accurately record time and or secure facility staff approvals, will result in corrective action up to and including termination.

Please note: our app will capture your GPS coordinates upon check-in and check-out of your shift. We retain these GPS coordinates as part of our billing process. Therefore, you are required to use the "Check-In" and "Check-Out" functions in the app for each assignment; payment for your work depends on you accurately recording your time. The process for check-in and check-out at most facilities will follow these guidelines. On occasion, the process may differ and you will be informed at the facility.

- Upon arrival, you must go to the nursing station at the facility and let them know your full name, your title (CNA/LPN/RN), and that you are arriving from IntelyCare.
- Your assignment begins when you check in. If for any reason you cannot sign in, you need to contact IntelyCare at 617-971-8344.

- You must have the charge nurse, or their designee, sign you in via your mobile app as soon as you arrive or use the IntelyCare tablet at the facility.
- If the facility requires utilization of their timeclock, you must check in via their timeclock as well.

If you must stay late (beyond your agreed upon scheduled time) for your assignment, you must have the facility charge nurse or supervisor sign / approve your additional time. Our clients expect nurses to leave on time, however, we know there may be reasons you are leaving late that are out of your control and agreed to by the client. Any additional time worked beyond your scheduled shift must be recorded accurately.

As noted, you must record your time in and out for meal periods as well as the beginning and ending time of any split shift or departure from work for personal reasons.

ACCURATE TIME KEEPING

Accurate timekeeping and records are **your** responsibility; your time worked including accurate check-in and check-out time is required and must be confirmed by an authorized person at the facility, usually the Nurse Supervisor or whoever is in charge on the floor. In the case that the facility does not have an authorized person to confirm your time worked or you cannot identify who that person is, **you are required to immediately contact the IntelyCare Contact Center at: 617-971-8344 before leaving the facility.**

Falsifying time reporting-- which includes inaccurate check in or check out times, meal breaks, false staff approvals and failure to physically report to work on site--will result in disciplinary action, up to and including termination. Accurate timekeeping is required, and falsification of time reporting and approvals are serious infractions.

WORKING OFF THE CLOCK IS PROHIBITED

As IntelyPros are non-exempt, hourly paid, you may never work off the clock. "Off-the-clock" work means that time is spent by an employee performing work that is not included or reported as time worked; this is strictly prohibited. All time spent working must be reported, and failure to do so will result in disciplinary action, up to and including termination of employment.

REVISING TIME:

If you need to revise your time worked, this **can only be done while you are physically present in the facility** and must be approved by an authorized person at the facility as well as brought to the attention of IntelyCare, by calling IntelyCare Contact Center at 617-971-8344.

In this instance of revising time, if the facility does not have an authorized person to confirm your time worked or you cannot identify who that person is, you **are required to immediately contact the Contact Center at: 617-971-8344** before leaving the facility.

PAYROLL PERIOD

Our weekly payroll period runs from Sunday at 12:00 am to Saturday, up to 11:59 p.m.; you will be paid on a weekly basis. Paydays are weekly on the Friday following the week that you worked. If a federal holiday is on a Friday, you will be paid the day prior.

DAILYPAY

We've partnered with DailyPay so you can get your pay any time before payday. It's free to create an account and your available balance will increase each time you work. Whatever you don't transfer is automatically sent to you for free on your normal payday. With DailyPay, you can access earned wages in real time.

Unlock instant transfers from your DailyPay Balance when you set your direct deposit to the Friday card. Enrolling is easy and doesn't require a pre-existing bank account. Download through iOS mobile and the Android mobile app, or go to www.DailyPay.com

DIRECT DEPOSIT

Once you accept your first shift, you can log into ADP at www.myadp.com or through the IntelyCare App to set up direct deposit.

If you GREYLISTDO NOT RETURN timecard have direct deposit, you will receive a live check mailed to your address listed in ADP.

PAY STATEMENTS

It is the policy of the Company to compensate employees in compliance with the federal Fair Labor Standards Act (FLSA) and applicable state law. Your pay statement will include itemized deductions made from gross earnings. The Company is required by law to make deductions for Social Security, federal income tax and any other appropriate taxes. These required deductions include any court-ordered garnishments. Payroll statements also itemize any voluntary deductions such as an employee's portion of benefits and/or voluntary contributions to the 401(k) plan, to the extent applicable. If applicable, payroll statements will also differentiate between regular, overtime and premium pay received.

Employees who believe there is an error in their pay, including regarding overtime, deductions from your salary, or any other issues regarding your pay, should bring the matter to the attention of Operations team immediately, by sending an email to: Careteam@Intelycare.com so that the Company can investigate and resolve the matter quickly. Every report will be fully investigated and if an error is found, corrective action will be taken, including but not limited to full reimbursement of inappropriately withheld amounts.

It is against Company policy to retaliate against any employee who makes a complaint in good faith pursuant to this policy.

AUTHORIZATION TO WORK IN THE U.S.

Only individuals who are lawfully authorized to work in the United States are eligible for employment with the Company. The Immigration Reform and Control Act of 1986 requires employers to verify the employment authorization and identity of all employees at the time of hire. A new employee must complete Section 1 of a Form I-9 no later than close of business on his/her first day of work and must provide documentation of identity and employment authorization sufficient to complete Section 2 of the Form I-9 to the Company within his or her first three days of work. Failure to provide such documentation by the close of business on the third day will result in termination. Under no circumstances will the Company continue to employ an employee whom it knows lacks authorization to work in the United States.

The company does not sponsor for employment visa status.

SECTION 5: INTELYPRO BENEFITS

BENEFITS OVERVIEW

In addition to competitive pay, the Company's provides a combination of supplemental benefits to eligible employees.

This section reflects a brief description of the benefit plans and programs that are currently offered. The Company reserves the right to modify, change or eliminate any of its benefits at any time with or without advance notice. The terms of the specific plan documents control eligibility, benefits determinations, and other conditions, and supersede any other written or verbal statements or descriptions. The Company separately provides copies of summary plan descriptions and other relevant information at other times. Direct any questions regarding your employee benefits coverage to People & Culture Total Rewards team.

We intend this section to comply with all applicable federal, state and local laws. All policies and provisions in this section shall be interpreted and administered in accordance with all applicable federal, state, and local laws.

HEALTH INSURANCE

Upon completion of five (5) shifts, IntelyPros may participate in the American Worker health insurance program. At that time, employees will receive enrollment information **directly from American Worker** describing the benefits in greater detail.

The American Worker program offers pre-tax medical, dental and vision coverages, easily paid for through payroll deductions. These plans offer preventative care at 100% for those enrolled in the plan.

To access more information regarding the plan, contact American Worker directly at: 866-866-3424.

RETIREMENT SAVINGS

IntelyCare provides a qualified retirement plan, also known as a 401(k), through Empower. IntelyPros are eligible to participate after completing 500 hours of service regardless of service time; the effective date is the first day of the following quarter. Upon meeting the eligibility requirements, Empower will provide information via USPS mail to your home address.

Plan contributions will be made via payroll deductions on either a pre-tax or Roth basis, depending upon your enrollment elections. IntelyCare provides a company match, presently 100% match of the first 3% of payroll savings and 50% of the next 2% payroll savings. The company match is 100% immediately vested and made each pay period.

Savings are intended to be for retirement, as such, any withdrawals or loans are strictly managed by the plan provisions, tax guidelines and approved by Empower.

Questions regarding the plan can be directed to Empower at 1-800-338-4015.

EAP SERVICES

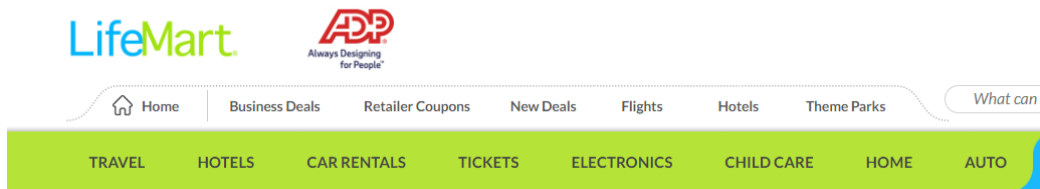
At times, there may be a need for additional support. IntelyCare has enlisted Curalinc EAP on a referral basis for active IntelyPro staff. Through the People & Culture, Employee Relations or Total Rewards team, information can be obtained for a referral to available resources.

Please contact the People & Culture team directly at: EmployeeRelations@Intelycare.com or Benefits@IntelyCare.com.

CONCIERGE SERVICES VIA LIFEMART

In conjunction with ADP (IntelyCare's payroll service), a comprehensive concierge offering of services can be easily accessed via MyADP on your mobile app.

Take advantage of the offerings available to you, by accessing ADP's LifeMart for services such as discounts for travel, entertainment, electronics purchases, insurance, and childcare, noted below:



SECTION 6: TIME OFF

PAID SICK LEAVE

Paid sick leave benefits provide employees with pay for time off from work because of illness. Depending on the state and local laws that govern leave from work and company policies, employees may be eligible for paid sick days for themselves and for time off when a family member is ill, or other reasons as provided by applicable law. Employees may need to work a minimum number of hours or earn a certain amount to receive paid sick leave. State or local guidance will prevail regarding eligibility.

Sick time rates are determined based on the average rate of pay for the IntelyPro during a previous time period that is defined by each state, unless otherwise defined by applicable law. It is **NOT** paid at the rate of the shift that you are unable to work.

If an employee wishes to utilize paid sick leave, they must contact the IntelyCare Contact Center at 617-971-8344, or via email to: CareTeam@IntelyCare.com.

The company reserves the right to require documentation from a health care professional to verify the need for sick leave and/or authorizing the employee to return to work, as permitted by applicable law.

JURY DUTY

The Company realizes that it is the obligation of all U.S. citizens to serve on a jury when summoned to do so. All employees are allowed time off to perform such civic service as required by applicable law. Employees are expected, to provide the Company with proper notice of their request to perform jury duty and should contact the IntelyCare Contact Center at 617-971-8344 or send an email to CareTeam@IntelyCare.com to advise of jury duty and provide a proof of service.

Employees on jury duty leave are paid for time spent on jury duty service in accordance with applicable state law. Any pay provided for time spent on jury duty leave is not counted as hours worked for purposes of calculating overtime.

MILITARY LEAVE

Employer/employee rights and obligations relating to military service are governed by the federal law known as the Uniformed Services Employment and Reemployment Rights Act of 1994 ("USERRA") and state law where applicable. This policy is not intended as a comprehensive statement of all aspects of military leave. Employees who are called into active military service or who enlist in the uniformed services are eligible to receive a military leave of absence in accordance with applicable federal and state laws. To be eligible for military leave, employees must provide management with advance notice of their service obligations, unless they are prevented from providing such notice due to military necessity or it is otherwise impossible or unreasonable to provide such notice. In such instances, an employee should provide notice as far in advance as is reasonable under the circumstances.

Employees who are required to attend yearly Reserves or National Guard duty can apply for a temporary military leave of absence not to exceed the number of days allowed by law (including travel). Such employees should give management as much advance notice of their need for military leave as possible so that we can maintain proper coverage.

Employees whose absence does not exceed applicable statutory limitations will retain reemployment rights and accrue seniority and benefits in accordance with applicable federal and state laws.

Reemployment is subject to re-credentialling.

Please contact the People & Culture, Total Rewards team for additional information about eligibility for Military Leave at: LOA@IntelyCare.com. Information is also available at the U.S. Department of Labor's website on USERRA: at www.dol.gov/asp/programs/guide/userra.htm.

FAMILY AND MEDICAL LEAVE ACT (FMLA) Eligibility Requirements

Employees are eligible for FMLA if:

- At least fifty (50) or more employees are employed within a 75-mile radius of the employee's work site;
- The employee has been employed for at least one year; and
- The employee has worked at least 1,250 hours within the previous twelve (12) months.

Basic Leave Entitlement

The FMLA requires covered employers to provide up to twelve (12) weeks of unpaid, job-protected leave in a 12-month period to eligible employees for certain family and medical reasons. The 12-month period is determined on a "rolling" 12-month period dating back from the time the employee uses any FMLA leave. Leave may be taken for any single reason or for a combination, of the following reasons:

- To care for the employee's child after birth, or placement for adoption or foster care;
- To care for the employee's spouse, son or daughter, or parent (but not in-law) who has a serious health condition; and/or
- For the employee's own serious health condition (including any period of incapacity due to pregnancy, prenatal medical care, or childbirth) that makes the employee unable to perform one or more of the essential functions of the employee's job.
- Leave to care for the employee's child after birth, or placement for adoption or foster care must be taken within one (1) year of the child's birth or placement.
- A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job or prevents the qualified family member from participating in school or other daily activities. Subject to certain conditions, the continuing treatment requirement may be met by a period of

incapacity of more than three (3) consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

MILITARY FAMILY LEAVE

Eligible employees with a spouse, son, daughter, or parent (but not in-law) on covered active duty or called to covered active-duty status (or has been notified of an impending call or order to covered active duty) in the Reserve component of the Armed Forces for deployment to a foreign country in support of a contingency operation or Regular Armed Forces for deployment to a foreign country may use their 12-week leave entitlement to address certain qualifying exigencies ("Qualifying Exigency Leave"). Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, caring for the parents of the military member on covered active duty and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement which permits eligible employees (spouse, son, daughter, parent (but not in-law) or next of kin of a covered service member) to take up to twenty-six (26) weeks of leave to care for a covered service member with a serious injury or illness during a single 12-month period (one time basis only) ("Military Caregiver Leave"). A covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is on the temporary retired list, for a serious injury or illness. These individuals are referred to in this policy as "current members of the Armed Forces." Covered service members also includes a veteran who is discharged or released from military services under condition other than dishonorable at any time during the five-year period preceding the date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation or therapy for a serious injury or illness. These individuals are referred to in this policy as "covered veterans."

The FMLA definitions of a "serious injury or illness" for current Armed Forces members and covered veterans are distinct from the FMLA definition of "serious health condition" applicable to FMLA leave to care for a covered family member.

The maximum amount of leave for any FMLA-qualifying reason that may be taken in any 12-month period is 26 weeks, provided that no more than 12 weeks of leave may be taken for any FMLA-qualifying reason other than Military Caregiver Leave.

Job Benefits and Protection

During leave, if applicable health benefits will be maintained.

Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. An employee who has complied with his or her obligations under this policy will be reinstated to the position he or she held prior to leave or to an equivalent position, unless business conditions resulted in the elimination of the employee's former position during the leave or the employee would not otherwise have continued to be employed had he or she continued in active employment. An employee who has taken a leave in excess of five days for his or her own serious health condition must submit a medical certification from his or her health care provider verifying that the employee is able to return to work and perform his or her regular job duties. Reinstatement may be delayed until a satisfactory medical certification has been provided. If the employee does not provide either a fitness-for-duty certification or a new medical certification for a serious health condition at the time FMLA leave for the employee's own serious health condition is concluded, the employee's employment may be terminated.

The use of FMLA leave cannot result in the loss of any employment benefits that accrued prior to the start of an employee's leave.

Use of Leave

Upon receipt of medical certification of the medical need for leave on an intermittent or reduced schedule basis, the Company will grant such leave for purposes of the employee's own serious health condition or to care for a parent, child or spouse with a serious health condition, or for Military Caregiver Leave. Leave may also be taken on an intermittent or reduced schedule basis when necessary for Qualifying Exigency Leave.

As Intelypros accept shifts based on personal preferences, intermittent leaves and schedules are generally up to the IntelyPro's discretion and needs.

The Company may require an employee on leave to report periodically on the employee's status and intent to return to work.

Employee Responsibilities

Employees should contact LOA@IntelyCare.com to provide thirty (30) days' advance notice of the need to take FMLA leave when the need is foreseeable, for all leaves other than Qualifying Exigency Leave; For Qualifying Exigency Leave, or when the need for other leaves is not foreseeable thirty (30) days in advance, the Company requires employees to notify as soon as practicable of the need for FMLA leave, and to comply with the Company's normal notification of release of shift procedures. Early notification will ensure the least disruption possible.

Employees must provide sufficient information for the Company to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Information may include details regarding inability to perform job functions; the family member information regarding a need for care and inability to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the Company if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees may be required to provide medical certification and periodic recertification supporting the need for leave.

Employer Responsibilities

As a covered employer, IntelyCare will inform employees requesting leave whether they are eligible for FMLA. If approved, notice will specify any additional information required as well as the employees' rights and responsibilities. If an FMLA leave is not approved, notification will be provided regarding the reason for ineligibility.

Covered employers must inform employees if leave is designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If the employer determines that the leave is not FMLA-protected, the employer must notify the employee.

Rights under the Family and Medical Leave Act

The FMLA makes it unlawful for any employer to interfere with, restrain, or deny the exercise of any right provided under FMLA; or to discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to the FMLA. An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer. FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement which provides greater family or medical leave rights. If you have any questions about your exercise of FMLA rights, please contact the People & Culture team by sending an email to: LOA@IntelyCare.com.

The policies and guidelines stated in this Family and Medical Leave Policy shall be subject to such other terms and conditions as are provided in the Family and Medical Leave Act of 1993 and applicable state leave laws.

STATE MEDICAL LEAVES

IntelyCare will provide medical leave pursuant to state and local laws. To request or utilize state medical leaves, employees should contact People & Culture via email to LOA@IntelyCare.com or if needed call the IntelyCare Contact Center at 617-971-8344.

SECTION 7: SAFETY, HEALTH & SECURITY

DRUG-FREE WORKPLACE

The Company is committed to providing a drug-free environment. Employees reporting for work under the influence of alcohol or illegal drugs present a safety hazard to themselves, other employees, patients, and the public. The use of alcohol and illegal drugs in the workplace or on Company business, whether on or off Company premises, can impair an employee's ability to do the job; can result in serious accidents; and can seriously impede business operations and is prohibited.

The unlawful or unauthorized use, abuse, theft, possession, transfer, sale, purchase, solicitation or distribution of controlled substances, drug paraphernalia, or alcohol by an individual anywhere on Company premises, while on Company business (whether or not on Company premises), while driving a Company vehicle or driving a personal vehicle for Company business, or while representing the Company, is strictly prohibited.

Employees are also prohibited from reporting to work or working while they are using or under the influence of, alcohol or any drugs, including cannabis, as well as any controlled substances which may impact an employee's ability to perform the employee's job or otherwise pose safety concerns.

Violation of this policy may result in corrective action, up to and including termination.

This policy does not prohibit employees from the lawful possession and use of prescribed medications or medical cannabis when authorized under applicable state law. Employees have the responsibility, however, to consult with their doctors or other licensed medical practitioners about the effect of prescribed medications on their ability to perform their specific job duties in a safe manner, and employees should promptly disclose any work restrictions to their supervisor or the manager of Employee Relations. The Company does not unlawfully discriminate against employees or applicants on the basis of disability. Employees who seek a reasonable accommodation due to an underlying disability are encouraged to submit any requests to Employee Relations@IntelyCare.com.

SMOKE & VAPE FREE WORKPLACE

Smoking, including use of e-cigarettes, vaping devices, and similar electronic devices, is prohibited at all times in the vast majority of our clients' facilities. Compliance with the facility policy is mandatory. Employees who violate this policy may be subject to disciplinary action up to and including termination.

WORKPLACE FREE OF VIOLENCE

We are strongly committed to providing a safe workplace.

Threats, threatening language or any other acts of aggression or violence made toward anyone will not be tolerated. For purposes of this policy, a threat includes any verbal or physical harassment or abuse, any attempt at intimidating or instilling fear in others,

menacing gestures, flashing of weapons, stalking or any other hostile, aggressive, injurious, and/or destructive action undertaken for the purpose of domination or intimidation.

Weapons are prohibited in the workplace unless such prohibition is restricted by applicable law.

Employees should immediately report all potentially dangerous situations, including threats by co-workers, to any member of management with whom they feel comfortable. Reports may be maintained confidential to the extent maintaining confidentiality does not impede our ability to investigate and respond to the complaints. All reports will be promptly investigated. No employee will be subjected to retaliation, intimidation, or disciplinary action as a result of reporting in good faith under this policy.

If an investigation confirms that a violation of this policy has occurred, the Company will take swift and appropriate corrective action.

Employees threatened by an outside party should follow the steps detailed in this section. It is important for us to be aware of any potential dangers. We want to take effective measures to protect everyone from the threat of a violent act by an employee or by anyone else.

Recognizing that care of patients with certain conditions may result in patient behaviors and comments that are unwanted and unwelcomed, IntelyPros should immediately notify the client and facility staff onsite of any instances where personal safety is of concern to seek appropriate assistance.

ACTIVE SHOOTER PROCEDURES:

All staff should follow and adhere to the client facility's active shooter and emergency response procedures.

As a general course of guidance, upon arrival at a facility for the first time, IntelyPros should familiarize themselves with the emergency exits and overall environment.

If any suspicious people or behavior is noticed, the IntelyPro should immediately notify the facility supervisor and security as well as contact the Operations team, IntelyCare Contact Center at 617-971-8344.

In the case that an Active Shooter is announced in the facility, the following responses may be beneficial for the safety of staff and patients:

- **Run, Hide, Fight:** Encourage evacuating the premises immediately if safe. If evacuation is not possible, find a secure location, lock doors, turn off lights, silence phones, and stay hidden. As a last resort, if confronted by the shooter, be prepared to defend yourself using any available means.
- **Call 911:** In the event of an active shooter incident, call 911 immediately and provide accurate information on the situation, location, and number of shooters.

- **Internal Communication:** Inquire with facility staff if there is a method for ongoing communication within the organization. This may include using text messaging, email, or PA systems to relay critical information.
- **Investigation:** Cooperate with law enforcement in the investigation and debriefing process.

Remember that the safety of all individuals is the top priority during an active shooter incident.

WORKPLACE THREATS

All employees are encouraged to be vigilant and have confidence to report any concern or threat without fear of retaliation. Potential threats may include verbal threats, written threats, physical threats such as bombs or weapons or threatening behavior.

In the event of a suspected or confirmed terrorist or bomb event, employees should follow the established procedure of the site location which may include:

- Notify the facility manager or supervisor of the threat and concern
- Evacuate the area immediately if safe to do so
- Seek refuge in a secure location if evacuation is not feasible
- Contact emergency services (police, fire, medical) immediately.

As appropriate, cooperate with law enforcement and emergency services and provide available information about the situation at hand.

WORKERS COMPENSATION

IntelyPro employees are covered under the company's Workers' Compensation plan.

Workers' compensation is designed to provide necessary medical treatment, wage replacement benefits and support to employees who sustain work-related injuries or illnesses. Workers' compensation processes can vary in certain states that are monopolistic, such as Ohio, Wyoming, Washington, and North Dakota. In these states, the workers compensation coverage is administered and provided exclusively by the respective state's agencies and funds.

Regardless of the state or carrier coverage, if hurt at work, no matter how slightly, IntelyPros must submit a timely report of the injury or illness by following the processes noted below. If medical attention is required, seek such attention without delay.

Once a claim is established, a representative will be assigned to your claim.

Save any and all bills/receipts associated with the treatment of this injury, so that you can provide these in the future for reimbursement. Compensable wages are determined by workers compensation guidelines by state.

If you have had any restrictions or have lost consciousness, you must be cleared to return to work, or provide the necessary information to initiate the accommodation process. You must be cleared by a medical provider prior to returning to work

In an emergency, dial 9-1-1 and secure immediate care.

To report a work-related injury or illness in all states:

- Call the Operations team at: 617-971-8344 to report your work-related injury or illness and advise if you are unable to complete any upcoming shifts due to a work-related injury.

In addition, reporting an injury for all states, excluding Ohio, Wyoming, Washington and North Dakota, contact:

- IntelyCare's Workers Compensation Carrier, United Heartland's Nurse Triage service. The Nurse Triage service to report an injury, initiate a claim and secure medical treatment if needed: Dial 1-866-323-4227 and provide the IntelyCare's account #12307. The nurse triage will assess your injury and provide guidance on next steps. The nurse triage line is available 24X7.
- Please notify the facility manager before you leave the building.

IntelyPros in **OHIO**, with a work-related injury, should adhere to the following process:

- **Call the Operations team at: 617-971-8344** to report your work-related injury or illness and advise if **you are unable to complete any upcoming shifts** due to a work-related injury
- **Contact IntelyCare's third party provider, Sedgwick's** nurse triage line, at 1-844-837-2122. The triage nurse will assess your injury and provide guidance on next steps in securing medical treatment if necessary. The nurse triage line is available 24X7.
- **File a First Report of Injury with the state of Ohio** by calling the Bureau of Workers Compensation, Ohio to initiate a claim and document your work-related injury or illness at 1-800-644-6292. You will receive a claim number within 24 - 48 hours. As reference, IntelyCare's Employee Policy #: 80033110-0 Manual #: 8824-000
- Please notify the facility manager before you leave the building.

Resources available for workers compensation are noted below:

IntelyCare's provider

United Heartland - Policy Number: 0400190374

P.O. Box 40790

Lansing, MI 48901

Fax: [\(517\) 316-2747](tel:5173162747)

Call: [\(800\) 258-2667](tel:8002582667)

IntelyCare's administrator for handling Ohio Workers Compensation Claims

Sun Prairie - QBE MO (298)
P.O. Box 975
Sun Prairie, WI 53590-0975
Email: 298@sedgwickcms.com
Phone: [800-362-5448](tel:800-362-5448)

INSPECTIONS

The Company reserves the right to require employees on either Company property or on a client's property to agree to the inspection of their person, personal possessions, property, a personal vehicle parked on Company or client property, and work areas, to the maximum extent permitted by applicable law.

This includes lockers, vehicles, desks, cabinets, workstations, packages, handbags, briefcases, and other personal possessions or places of concealment, as well as personal mail sent to the Company or to its clients. Employees are expected to cooperate in the conduct of any search or inspection.

CLINICAL COMPLAINTS

It is the policy of all IntelyCare staff (both clinical and non-clinical) to report all instances of suspected abuse, neglect, or exploitation to the appropriate authorities. Any nurse, CNA, or employee having reasonable cause to believe that an individual (including an elder adult) is being abused, neglected, or exploited, or there is a condition which is the result of abuse, neglect, or exploitation will immediately report this belief to the appropriate State Authority, such as the applicable Department of Public Health, in accordance with such authorities published guidelines.

- These complaints or reports can be made in any method including directly to the Facility leadership team (RN Supervisor, Nurse Manager, Director, etc.) Shift Supervisor Department of Public Health, Elder Abuse Hotline or other Nursing Governing Body or Board of Health
- Any IntelyPro concerned about the quality and safety of patient care provided by IntelyPro staff can report concerns to The Joint Commission without fear of any retaliatory action by IntelyCare. IntelyCare will not retaliate against any IntelyPro for making such a report in good faith.
- As part of the company's website, information regarding the process to contact The Joint Commission's Office of Quality Monitoring is available. The public can access or report any concerns directly to the Joint Commission by calling 1-800-994-6610 or emailing complaint@jointcommission.org.

SECTION 8: GENERAL POLICIES & PROCEDURES

GENERAL EXPECTATIONS

IntelyCare employs you as a professional. Our clients demand skilled and professional nursing providers, and we therefore have standard performance expectations for IntelyPros that must be met. As previously noted, excellent attendance and reliability is required. In addition, IntelyPros are required to:

- Work collaboratively with all involved in an assignment, including staff, supervisors, patients and/or residents
- Complete assignments thoroughly including all documentation
- Provide the highest level of care
- Adhere to all professional codes of ethics and care
- Comply with all applicable federal, state, and local laws
- Follow our policies including our Code of Conduct and Dress Code

DRESS CODE

Professional attire is required for all IntelyPros and requires clean scrubs and footwear (closed toed footwear is required; sandals are prohibited). Fingernails must be neat, clean and short, no longer than ¼ of an inch long.

Failure to meet the requirements noted above can result in a facility sending an IntelyPro home (without pay, if applicable and permitted by law). Repetitive violations of the dress code may result in disciplinary action, up to and including termination.

CELL PHONE USE

Utilization of cell phones/smartphones are a component of being an IntelyPro to access shift and IntelyCare information. However, during your shift, the use of these devices is limited to time reporting for check in, check out and meal breaks. Mobile devices are not allowed to be utilized while performing work at the facility and if used negatively impacts patient care and can be perceived or assumed to be violating HIPAA protected rights of patients.

Under no circumstances, should facility staff or patients be photographed, videotaped, or recorded. Any infraction of this rule will result in immediate termination.

Failure to follow the guidelines regarding cell phone use will result in disciplinary action, up to and including termination.

Exceptions to this policy regarding the use of cell phones during a shift and caring for patients would be during a case of emergency to seek immediate required help or to alert of a dangerous situation unfolding in the facility.

COMMUNICATION & SYSTEMS

The client and the Company's communication and computer systems are the property of the Client or the Company and intended for business purposes only. This includes computers, related hardware, software, and networks as well as telephone, voice mail, e-mail, and Internet systems.

The Company may access its communication and computer systems and obtain the communications and information within the systems, including past voicemail and e-mail messages, without notice to users of the system, in the ordinary course of business when the Company deems it appropriate to do so. The Company may store electronic communications for a period after the communication is created and will determine the deletion of such information at its own discretion.

Employees may not use the client or the company's communication and computer systems in violation of any law including, but not limited to, those related to copyrights and software piracy.

No IntelyPro may access, or attempt to obtain access to, another employee's communication, mobile device or computer systems without appropriate authorization.

IntelyPros are required to safeguard their own account, identity, information, and failure to do so may result in disciplinary action up to and including termination.

Employees may not install, duplicate, or remove software on the Company's systems without prior management approval.

Violation of this policy may result in disciplinary action, up to and including termination.

SOCIAL MEDIA

The Company respects the right of any employee to maintain a blog or website and to participate in social networking on or through websites or services such as Twitter, Facebook, LinkedIn, YouTube, TikTok, Instagram, or similar sites/services (collectively "social media").

IntelyCare is an internet-based company and highly respects the freedom of speech the internet provides. However, IntelyPros are required to abide by the following guidelines:

- Employees may not use social media during working time, unless specifically authorized to do so as part of their job duties and approved by the client or company.
- All rules regarding patient confidentiality, as well as confidential and proprietary business information, apply in full to social media. Any information that cannot be disclosed through a conversation, a note or an e-mail also cannot be disclosed through social media.
- When using social media, if an employee expresses either a political opinion or an opinion regarding the Company's actions and identifies oneself as an employee of the Company (or if it can be inferred that the employee is an employee of the Company), the poster must specifically state that the opinion expressed is the employee's opinion and not the Company's position. This is necessary to preserve the Company's goodwill in the marketplace and with our clients.

- Be respectful of potential readers and colleagues and refrain from using discriminatory comments, making maliciously false and/or defamatory comments when commenting about the Company, leadership, employees, customers, clients, or affiliates.
- Employees may not use the Company's logos or trademarks for commercial purposes or to endorse any product or service.
- Employees may not make any statement or post any comment or other material endorsing, recommending, or promoting any of the Company's (or any affiliated company's) products or services without prior permission and disclosing the nature of the employee's relationship with the Company.
- Any conduct which is impermissible under the law if expressed in any other form or forum is impermissible if expressed through social media. All other Company policies apply equally to social media.

The Company encourages all employees to keep in mind the speed and manner in which information posted through social media can be relayed (and often misunderstood) by readers.

When in doubt, do not post!

Failure to follow these guidelines will result in disciplinary actions, up to and including termination.

In enforcing this policy, the Company reserves the right to monitor social media activities of employees, whether or not such activities are conducted with Company resources, to the extent permitted by and in accordance with applicable law.

This policy does not, however, prohibit employees from complying with or exercising their rights under any applicable federal, state, or local law, or from communicating about wages, hours, or other terms and conditions of their or their co-workers' employment. This policy is not intended to restrict or interfere with any employee's federal or state labor law rights, including all rights under the National Labor Relations Act, or any whistleblower protections under federal or state law.

SOLICITATION & DISTRIBUTION

To avoid distractions, solicitation by an employee of another employee during working time is prohibited.

Distribution of advertising material, handbills, printed or written literature of any kind during working time or in working areas is prohibited.

Employees are prohibited from soliciting or attempting to solicit any clients, customers, patients, or patient's family for any personal, business, or third-party purposes.

CONFIDENTIAL INFORMATION

IntelyPros are required to maintain confidentiality of company information, such as and proprietary knowledge regarding its services, products, clients/customers, suppliers, vendors, and business partners that are not generally known or available to the public, but have been developed, compiled, or acquired by the Company at its great effort and expense.

Confidential information includes, but is not limited to business model, methods, operations, strategies, plans for future business, marketing initiatives, finances, and revenue. Each employee must safeguard confidential Company information. Confidential information may not be disclosed or distributed to any individual or entity or used for the benefit of any individual or entity other than the Company, without the prior written consent of the CEO.

Employees may not use their position, influence, knowledge of confidential information, including trade secrets, or the Company's assets for personal commercial gain, for the benefit of any competing company or organization, or for the benefit of any other third party except as may be required in performance of their duties as employees of the Company.

CONFLICT OF INTEREST

IntelyPros shall not maintain an outside business or financial interest, or engage in any outside business or financial activity, which conflicts with the interests of the Company, or which interferes with the employee's ability to fully perform the employee's job responsibilities.

Other conflicts may include but are not limited to receiving gifts, cash or equivalent from patients, residents, or members of the respective families, accepting gifts from vendors, placing non-credentialed staff.

If a conflict of interest of a personal or business relationship does arise, the issues should be brought forth to the People & Culture, Employee Relations team via email to EmployeeRelations@IntelyCare.com to assess and determine the actual and potential conflicts of interest, interference with the business and address the conflict.

HIPAA REQUIREMENTS AND CONFIDENTIALITY OF INDIVIDUALLY IDENTIFIABLE PERSONAL INFORMATION

Any individually identifiable health or personal information including, but not limited to information regarding physical, mental or clinical conditions, prescriptions, treatment, or payment program, social security numbers, financial account numbers, state identification numbers, and certain other personal affairs or information of patients, customers, members of the Company's workforce and their families ("Confidential Personal Information") is strictly confidential and is to be accessed, used, processed, disclosed, modified, or deleted only as authorized and in the course of completing your assigned responsibilities for the Company.

Any such activity shall be conducted in accordance with all applicable state and Federal regulations, including, but not limited to the Health Insurance Portability and Accountability

Act ("HIPAA") of 1996, if applicable, and the Company's Information Privacy and Security Program.

All members of the Company's workforce are responsible for protecting the privacy and security of Confidential Personal Information (in any form including oral, written, or electronic) that is obtained, handled, learned, heard, or viewed in the course of their work or association with the Company in accordance with its Information Privacy and Security Program. For example, discussions regarding Confidential Personal Information should not take place in the presence of persons not entitled to such information or in public places (elevators, lobbies, cafeterias, off premises, etc.).

Participation in and compliance with our Information Privacy and Security Program is also required

All IntelyPros are required to execute a Confidentiality Statement, as a condition of employment.

Any IntelyPro who becomes aware of a possible breach of the security or confidentiality of Confidential Personal Information must immediately notify the Chief Information and Security Officer by calling the main number (617) 971-8344. This notification can be done anonymously.

No adverse action will be taken against the member who makes such a report in good faith and is not involved in the practice at issue.

CODE OF CONDUCT & DISCIPLINE

The Company's standards of conduct are essential to providing the top-quality care our clients and their patients and residents expect, and that which IntelyCare represents.

Therefore, all IntelyPros must adhere to the company standards. Failure to follow, or disregard of these standards may result in disciplinary action, up to and including suspension or termination of employment. Nothing in this "Code of Conduct & Discipline" section either obligates the Company to continue an employee's employment for any period of time or in any way changes the agreement and understanding that employment with the Company is at-will, that either the employee or the Company may terminate the employment relationship at any time, with or without notice or cause, and that the Company is not bound to follow any policy, procedure, or process in connection with employee discipline, employment termination or otherwise.

While not intended to be an all-inclusive list, the examples below represent behavior that is unacceptable in the workplace. In addition to the requirement to provide best clinical and quality care as a healthcare provider, the following behaviors, as well as other forms of misconduct may result in disciplinary action, up to and including termination of employment:

- Obtaining employment based on false or misleading information
- Failure to abide by the dress code and / or required PPE (protective personal equipment)

- Theft or inappropriate removal/possession of property
- Falsification of timekeeping records or failure to accurately check in and out for shifts and breaks
- Violation of Company policies including but not limited to Drug Free Workplace, Workplace Violence, Smoking, Discrimination, Harassment & Retaliation Prevention Policy, Attendance, Communication & Computer Systems Policy, Confidential Information & Conflicts of Interest, Cell Phone Use, etc.
- Sleeping or taking excessive breaks off the floor or outside of the facility
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of company-owned or customer-owned property
- Insubordination to lawful management directives or instructions
- Loitering or loafing during work time, or leaving a work area without the permission of management
- Gambling on Company property
- Wasting work materials
- Performing work of a personal nature during working time
- Inappropriate use of social media
- Unsatisfactory job performance

ACKNOWLEDGEMENT

Via the IntelyCare App, as an IntelyPro, I have acknowledged and understand the guidelines or policies defined in this IntelyPro handbook.