



WhiteSands
TREATMENT CENTER

EMPLOYEE MANUAL



Receipt & Acknowledgment

White Sands Treatment Center, LLC Employee Manual

This Employee Manual is an important document intended to help you become acquainted with White Sands Treatment Center, LLC. This Manual will serve as a guide; it is not the final word in all cases. Individual circumstances may call for individual attention.

Because the general business atmosphere of White Sands Treatment Center, LLC and economic conditions are always changing, the contents of this Manual may be changed at any time at the discretion of White Sands Treatment Center, LLC.

Please read the following statements and sign below to indicate your receipt and acknowledgment of the White Sands Treatment Center, LLC Employee Manual.

- I have received and read a copy of the White Sands Treatment Center, LLC Employee Manual. I understand that the policies, rules, and benefits described in it are subject to change at the sole discretion of White Sands Treatment Center, LLC at any time. I understand that this manual replaces (supersedes) all other previous manuals for White Sands Treatment Center, LLC as of July 2008.
- I further understand that my employment is terminable at will, (unless there has been an employment contract executed to the contrary) either by myself or White Sands Treatment Center, LLC regardless of the length of my employment or the granting of benefits of any kind, including but not limited to profit sharing benefits which provide for vesting based upon length of employment.
- I understand that no contract of employment other than "at will" has been expressed or implied, and that no circumstances arising out of my employment will alter my "at will" employment relationship unless expressed in writing, with the understanding specifically set forth and signed by myself and the Executive Director of White Sands Treatment Center, LLC. Furthermore, I acknowledge that this manual is not a contract of employment.
- I am aware that during the course of my employment confidential information will be made available to me. I understand that this information is critical to the success of White Sands Treatment Center, LLC and must not be given out or used outside of White Sands Treatment Center, LLC's premises or with non-White Sands Treatment Center, LLC employees. In the event of termination of employment, whether voluntary or involuntary, I hereby agree not to utilize or exploit this information with any other individual or company.
- I understand that, should the content be changed in any way, White Sands Treatment Center, LLC may require an additional signature from me to indicate that I am aware of and understand any new policies.
- I understand that my signature below indicates that I have read and understand the above statements and have received a copy of the White Sands Treatment Center, LLC Employee Manual.

Employee's Printed Name

Position

Employee's Signature Position

Date



Welcome to White Sands Treatment Center, LLC

Dear Employee:

We're very happy to welcome you to White Sands Treatment Center, LLC. Thank you for joining us! We want you to feel that your association with White Sands Treatment Center, LLC will be a mutually beneficial and pleasant one.

You have joined an organization that in a relatively short time has been able to establish an outstanding reputation for quality of service. Credit for this goes to every one of our employees. We hope you, too, will find satisfaction and take pride in your work here.

This Manual provides answers to most of the questions you may have about White Sands Treatment Center, LLC's benefit programs, as well as the company policies and procedures. If anything is unclear, please discuss the matter with your supervisor. You are responsible for reading and understanding this Employee Manual, and your performance evaluations will reflect your adherence to White Sands Treatment Center, LLC policies. In addition to clarifying responsibilities, we hope this Employee Manual also gives you an indication of White Sands Treatment Center, LLC's interest in the welfare of all that work here.

From time to time, the information included in our Employee Manual may change. Every effort will be made to keep you informed through suitable lines of communication, including postings on the company bulletin boards and/or notices sent directly to you in-house.

I extend to you my personal best wishes for your success and happiness at White Sands Treatment Center, LLC.

A handwritten signature in black ink, appearing to read "Joseph Ducey", written in a cursive style.

Sincerely, Joseph Ducey

Chief Operating Officer

White Sands Treatment Center, LLC

OUR MISSION STATEMENT

White Sands Treatment Center, LLC's mission is to a commitment to excellence in the care and treatment of our clients.

OUR VISION

White Sands Treatment Center, LLC's vision is to provide the finest quality of care, with highest degree of integrity to the broadest spectrum of consumers.

OUR VALUES:

Customer Orientation

We believe the customer must be our primary focus. Their needs and involvement shape our attitudes and guide our activities.

Ethics

We believe in conducting ourselves with integrity and professionalism, ensuring public trust.

Quality

We believe that the quality of our services should exceed the expectations of our customers.

Leadership

We believe in providing innovative leadership that advances the quality of White Sands Treatment Center, LLC

Change and Innovation

We believe in facilitating change and innovation that improves and enhances our services.

Work Environment

We believe in a safe and productive workplace that is challenging, rewarding, and enjoyable, where every employee is part of the team, and where trust, respect, creativity, and open communication prevails.

Citizenship

We believe in good citizenship through individual and organizational involvement in the community where we live and work.



You're Part of Our Team...

As a member of the White Sands Treatment Center, LLC team, you will be expected to contribute your talents and energies to improve the environment and quality of the company, as well as the company's services.

White Sands Treatment Center, LLC is dedicated to two standards:

1. To provide our clients with the best possible services.
2. To provide you with wages and benefits comparable to others doing similar work within the region.

At White Sands Treatment Center, LLC, we always put safety first. We believe it is our duty to provide you with as safe a workplace as we possibly can. For your protection, we have an in-house safety inspection program and we enlist the services of outside safety consulting firms. We also have a substance abuse policy, because you have a right to know you can depend on your coworkers.

All employment at White Sands Treatment Center, LLC is "at will" unless a contract specifying a definite term of employment has been executed. No one will be denied opportunities or benefits on the basis of age, sex, color, race, creed, national origin, sexual orientation, religious persuasion, marital status, political belief, or disability that does not prohibit performance of essential job functions; nor will anyone receive special treatment for those reasons.



Your Various Benefits with White Sands Treatment Center, LLC

You may not have thought about it, but the value of your benefits amounts to a considerable sum each year in addition to the wages or salary you earn.

These are just some of the benefits White Sands Treatment Center, LLC provides for eligible employees each year:

Health Care/Hospitalization Insurance

Paid Holidays

Paid Vacations

Paid Sick Leave

Social Security

Unemployment Compensation Insurance Workers' Compensation Insurance



Purpose of this Manual

This Manual has been prepared to inform you about White Sands Treatment Center, LLC's history, philosophy, employment practices, and policies, as well as the benefits provided to you as a valued employee and the conduct expected from you.

No employee manual can answer every question, nor would we want to restrict the normal question and answer interchange among us. It is in our person-to-person conversations that we can better know each other, express our views, and work together in a harmonious relationship.

We hope this Manual will help you feel comfortable with us. We depend on you -your success is our success. Please don't hesitate to ask questions. Your supervisor will gladly answer them. We believe you will enjoy your work and your fellow employees here. We also believe you will find White Sands Treatment Center, LLC a good place to work.

We ask that you read this Manual carefully, and refer to it whenever questions arise.

White Sands Treatment Center, LLC policies, benefits and rules, as explained in this Manual, may be changed from time to time as business, employment legislation, and economic conditions dictate. If and when provisions are changed, you will be given replacement pages for those that have become outdated.

Notice

The policies in this Manual are to be considered as guidelines. White Sands Treatment Center, LLC, at their option, may change, delete, suspend, or discontinue any part or parts of the policies in this Manual at any time without prior notice. Any such action shall apply to existing as well as future employees. Employees may not accrue eligibility for monetary benefits that they have not earned through actual time spent at work. Employees shall not accrue eligibility for any benefits, rights, or privileges beyond the last day worked. No one other than the Executive Director or their duly designated agent of White Sands Treatment Center, LLC may alter or modify any of the policies in this Manual. No statement or promise by a supervisor or facility head may be interpreted as a change in policy nor will it constitute an agreement with an employee.

Should any provision in this Employee Manual be found to be unenforceable and invalid, such finding does not invalidate the entire Employee Manual, but only the subject provision.

This manual replaces (supersedes) all other previous manuals for White Sands Treatment Center, LLC.

Table of Contents

Purpose of this Manual.....	7
Notice.....	7
What You Can Expect From White Sands Treatment Center, LLC.....	12
What White Sands Treatment Center, LLC Expects From You.....	13
1. Employment	14
Personnel Administration.....	15
Employment Classifications	16
Full-Time Employees.....	16
Part-Time Employees.....	16
Temporary Employees	16
"Non-Exempt" and "Exempt" Employees.....	17
Employment Policies	18
Anniversary Date	18
At Will Employment.....	18
Business Hours.....	18
Confidential Information	18
Customer Relations	19
Driver's License & Driving Record.....	20
Equal Employment Opportunity.....	20
Harassment Policy	21
What Is Harassment?.....	21
Responsibility.....	21
Reporting	21
Health Examinations	22
How You Were Selected	22
Introductory Period.....	22
Non-Compete Agreement	23
Outside Employment.....	23
Proof of U.S. Citizenship and/or Right to Work.....	23
Relatives	23

Standards of Conduct.....	24
Disciplinary Actions - Unacceptable activities.....	24
Disciplinary Actions - Unacceptable behavior.....	26
2. Compensation & Performance	29
Wage & Salary Policies	30
Application	30
Individual Pay	30
Deductions from Paycheck (Mandatory)	31
Error in Pay.....	31
Overtime Pay	31
Pay Period & Hours	32
Pay Cycle.....	32
Paycheck Distribution.....	32
Resignation and Termination Pay	32
Time Records	32
Performance Reviews	33
Compensation Reviews	33
Work Schedule	34
Absence or Lateness	34
Attendance.....	34
Excessive Absenteeism or Lateness.....	35
Lunch.....	35
Record of Absence or Lateness	35
3. Benefits.....	36
The Benefits Package	37
Benefits Eligibility	37
Leaves of Absence.....	37
Holidays	37
Recognized Holidays	37
Holiday Policies.....	38
Paid Time Off Policy	38
Using PTO:	39
PTO Use:	39

Other Paid Leaves.....	40
Funeral (Bereavement) Leave.....	40
Jury Duty.....	40
Unpaid Leaves of Absence.....	41
Family Leave	41
Educational Leave of Absence.....	42
Election Day.....	42
Military Leave of Absence	42
Military Reserves or National Guard Leave of Absence	42
Personal Leave of Absence	43
Accepting Other Employment or Going into Business While on Leave of Absence	43
Insurance Premium Payment during Leaves of Absence	43
Insurance Coverage	44
Group Insurance	44
Health Insurance.....	44
Termination of Insurance	44
Government Required Coverage.....	45
Workers' Compensation	45
Unemployment Compensation	45
Social Security	45
Other Benefits	46
Education Assistance Seminars/Continuing Professional Education	46
4. Other Policies.....	47
Communications	48
Computer Software (Unauthorized Copying).....	48
Department Meetings.....	49
Personal Appearance of Employees	49
Exit Interviews.....	50
Expense Reimbursement.....	50
Fire Drills.....	50
First Aid	50
Gifts	50
Complaint Resolution	51

Resolving Problems	51
Housekeeping	51
Supervisors/Directors	52
Open Door Policy & Counseling	52
Outside Activities	52
Parking Lot	52
Payroll Advances	52
Personal Phone Calls & Mail	53
Personal Use of Company Property	53
Promotion Policy	53
Property & Equipment Care	54
References	54
Resignation	54
Restricted Areas	54
Return of Company Property	54
Safety Rules	55
Security	55
Smoking	55
Suggestions	56
Theft	56
Penalty Clause	56
Traffic Violations	57
Visitors	57
Violations of Policies	57

What You Can Expect From White Sands Treatment Center, LLC.

White Sands Treatment Center, LLC established employee relation's policy is to:

1. Operate an economically successful business so that a consistent level of steady work is available.
2. Select people on the basis of experience, skill, training, ability, attitude, and character without discrimination with regard to age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, sexual orientation or disability that does not prohibit performance of essential job functions.
3. Pay all employees according to their effort and contribution to the success of our business, in accordance with Federal Guidelines.
4. Review wages, employee benefits and working conditions every twelve months, with the objective of providing maximum benefits in these areas, consistent with sound business practices and in accordance.
5. Provide paid time off for vacations and holidays to all eligible employees.
6. Provide eligible employees with medical and other company benefits.
7. Develop competent people who understand and meet our objectives, and who accept with open minds the ideas, suggestions and constructive criticisms of fellow employees.
8. Ensure employees, after talking with their supervisor, an opportunity to discuss any problem with officers of White Sands Treatment Center, LLC
9. Make prompt and fair adjustment of any complaints that may arise in the everyday conduct of our business, to the extent that is practicable.
10. Maintain mutual respect in our working relationship.
11. Keep all employees informed of the progress of White Sands Treatment Center, LLC, as well as the company's overall aims and objectives.
12. Do all these things in a spirit of friendliness and cooperation so that White Sands Treatment Center, LLC will continue to be known as "a great place to work!"



What White Sands Treatment Center, LLC Expects From You

Your first responsibility is to know your own duties and how to do them promptly, correctly and pleasantly. Secondly, you are expected to cooperate with management and your fellow employees and maintain a good team attitude. How you interact with fellow employees and those whom White Sands Treatment Center, LLC serves, and how you accept direction, can affect the success of your facility. In turn, the performance of one facility can impact the entire service offered by White Sands Treatment Center, LLC. Consequently, whatever your position, you have an important assignment: perform every task to the very best of your ability. The result will be better performance for the company overall, and personal satisfaction for you.

You are encouraged to grasp opportunities for personal development that are offered to you. This Manual offers insight on how you can positively perform to the best of your ability to meet and exceed White Sands Treatment Center, LLC expectations.

We strongly believe you should have the right to make your own choices in matters that concern and control your life. We believe in direct access to management. We are dedicated to making White Sands Treatment Center, LLC a company where you can approach your supervisor, or any member of management, to discuss any problem or question. We expect you to voice your opinions and contribute your suggestions to improve the quality of White Sands Treatment Center, LLC. We're all human, so please communicate with each other and with management.

White Sands Treatment Center, LLC needs your help in making each working day enjoyable and rewarding.

1. Employment

Personnel Administration

Your Personnel File

Employment Classifications

Full-Time Employees Part-Time Employees Temporary Employees
"Non-Exempt" and "Exempt" Employees

Employment Policies

Anniversary Date
At Will Employment Business Hours Confidential Information
Driver's License & Driving Record Equal Employment Opportunity Former Employees
Harassment
Health Examinations How You Were Selected Introductory Period
Job Descriptions
Knowledge of White Sands Treatment Center, LLC Non- Compete Agreement
Proof of U.S. Citizenship and/or Right to Work
Personnel Agreement We Need Your Ideas

Standards of Conduct

Disciplinary Actions Dismissal
Dismissal

Personnel Administration

Human Resources will undertake the task of handling personnel records and related personnel administration functions at White Sands Treatment Center, LLC. Questions regarding wages and interpretation of policies may be directed to Human Resources. Questions regarding insurance and workers compensation may be directed to Human Resources.

Your Personnel File

Keeping your personnel file up-to-date can be important to you with regard to pay, deductions, benefits, and other matters. If you have a change in any of the following items, please be sure to notify your supervisor, or the Human Resources Department.

1. Legal name
2. Home address
3. Home telephone number
4. Person to call in case of emergency
5. Number of dependents
6. Marital status
7. Change of beneficiary
8. Driving record or status of driver's license, if you operate any company vehicles
9. Military or draft status
10. Exemptions on your W-4 tax form

Coverage or benefits that you and your family may receive under White Sands Treatment Center, LLC benefits package could be negatively affected if the information in your personnel file is incorrect.

Your personnel file is the property of White Sands Treatment Center, LLC

You may see the information kept in your own personnel file, if you wish, and you may request and receive copies of all documents you have signed. You can make arrangements through the Human Resource Department to review your personnel file during normal business hours, but you cannot make copies or remove documents.

Employment Classifications

Full-Time Employees

At the time you are hired, you are classified as full-time, part-time, or temporary and are also told whether you qualify for overtime pay. Unless otherwise specified, the benefits described in this Manual apply only to full-time employees. All other policies described in this Manual and communicated by White Sands Treatment Center, LLC apply to all employees, with the exception of certain wage, salary, and time off limitations applying only to "non-exempt" (see the definition that follows) employees. If you are unsure of which job classification your position fits into, please ask your supervisor.

An employee who has successfully completed the Introductory Period (see the Employment Policies section for definition) of employment and who works at least thirty (30) hours per week is considered a full-time employee.

If you were a full-time employee and have been on an approved leave of absence, upon return you will be considered a full-time employee, provided you return to work as agreed in the provisions of your leave.

Part-Time Employees

An employee who works less than a thirty (30) hour workweek is considered a part-time employee. If you are a part-time employee, please understand that you are not eligible for benefits described in this Manual, except as granted on occasion, or to the extent required by provision of state and federal laws.

Temporary Employees

From time to time, White Sands Treatment Center, LLC may hire employees for specific periods of time or for the completion of a specific project. An employee hired under these conditions will be considered a temporary employee. The job assignment, work schedule, and duration of the position will be determined on an individual basis.

Normally, a temporary position will not exceed six (6) months in duration, unless specifically extended by a written agreement. Summer employees are considered temporary employees.

If you are a temporary employee, please understand that you are not eligible for benefits described in this Manual, except as granted on occasion, or to the extent required by provision of state and federal laws. Those temporary employees classified as "non-exempt" (see the definition that follows) who work more than forty (40) hours during any workweek will receive overtime pay.

"Non-Exempt" and "Exempt" Employees

At the time you are hired, all employees are classified as either "exempt" or "non-exempt". This is necessary because, by law, employees in certain types of jobs are entitled to overtime pay for hours worked in excess of forty hours (40) per work week. These employees are referred to as "non-exempt" in this Manual. This means that they are not exempt from (and therefore should receive) overtime pay.

Note: See "Wage & Salary Policies" in the "Compensation & Performance" section of this Manual for a full description of overtime payment policies.

Exempt employees are executives, professional staff, outside sales representatives, officers, directors, owners and others whose duties and responsibilities allow them to be "exempt" from overtime pay provisions as provided by the Federal Fair Labor Standards Act (FLSA) and any applicable state laws.

Employment Policies

One of the first things you should do is carefully read this Manual. It is designed to answer many of your questions about the practices and policies of White Sands Treatment Center, LLC, what you can expect from White Sands Treatment Center, LLC, and what White Sands Treatment Center, LLC expects from you.

Anniversary Date

The first day you report to work is your "official" anniversary date. Your anniversary date is used to compute various conditions and benefits described in this Manual.

At Will Employment

All employment and compensation with White Sands Treatment Center, LLC is "at will" which means that your employment can be terminated with or without cause, and with or without notice, at any time, at the option of either White Sands Treatment Center, LLC or yourself, except as otherwise provided by law or by written agreement to the contractor.

Business Hours

Our business office's operating hours are 8:30A.M. to 5:00P.M. Monday through Friday.

Your particular hours of work and the scheduling of your lunch period will be determined and assigned by your supervisor or facility head. Most employees are assigned to work a forty- (40) hour workweek. You are allowed to take a 1/2 hour paid lunch period daily; please understand that you may not "work through lunch" in order to arrive late, leave early, or work extra time.

Confidential Information

Our clients entrust White Sands Treatment Center, LLC with important information relating to themselves, their families, and their businesses. The nature of this relationship requires maintenance of confidentiality, and confidentiality requirements with respect to client records and information will be maintained strictly in accordance with State and Federal Law. In safeguarding the information received, White Sands Treatment Center, LLC earns the respect and further trust of our clients and suppliers.

Your employment with White Sands Treatment Center, LLC assumes an obligation to maintain confidentiality, even after you leave our employ.

Any violation of confidentiality seriously injures White Sands Treatment Center, LLC's reputation and effectiveness. Therefore, please do not discuss White Sands Treatment Center, LLC business with anyone who does not work for us, and never discuss business transactions with anyone who does not have a direct association with the transaction. Even casual remarks can be misinterpreted and repeated, so develop the personal discipline necessary to maintain confidentiality. If you hear, see, or become aware of anyone else breaking this trust, consider what he or she might do with information they get from you.

If you are questioned by someone outside the company or your facility and you are concerned about the appropriateness of giving them certain information, remember that you are not required to answer, and that we do not wish you to do so. Instead, as politely as possible, refer the request to your supervisor or Executive Director.

No one is permitted to remove or make copies of any White Sands Treatment Center, LLC records, reports, or documents without prior management approval.

Because of its seriousness, disclosure of confidential information could lead to dismissal.

As an employee of White Sands Treatment Center, LLC, you have access to personal and confidential information. All White Sands Treatment Center, LLC business must be kept strictly confidential. You may be required to sign a Confidential Information Agreement to this effect.

Customer Relations

The success of White Sands Treatment Center, LLC depends upon the quality of the relationships between White Sands Treatment Center, LLC, our employees, our clients, our referral sources, and the general public. Our clients' impression of White Sands Treatment Center, LLC and their interest and willingness to treat with us is greatly formed by the people who serve them. In a sense, regardless of your position, you are White Sands Treatment Center, LLC ambassador. The more goodwill you promote, the more our clients will respect and appreciate you, and White Sands Treatment Center, LLC services.

Here are several things you can do to help give clients a good impression of White Sands Treatment Center, LLC:

1. Act professionally and competently at all times and deal with clients in a courteous and respectful manner.
2. Communicate pleasantly and respectfully with other employees at all times.
3. Follow up on orders and questions promptly, provide businesslike replies to inquiries and requests, and perform all duties in an orderly manner.
4. Take great pride in your work and enjoy doing your very best.

These are the building blocks for your and White Sands Treatment Center, LLC continued success. Thank you for adding your support.

Driver's License & Driving Record

Employees whose work requires operation of a motor vehicle must present and maintain a valid driver's license and a driving record acceptable to our insurer. You will be asked to submit a copy of your driving record to White Sands Treatment Center, LLC from time to time. Any changes in your driving record must be reported to the Human Resources Department. Failure to do so may result in disciplinary action, including possible dismissal.

Note: See "Traffic Violations" and "Use of Company Vehicle" in the "Other Policies" section of this Manual for further information.

Equal Employment Opportunity

White Sands Treatment Center, LLC will provide equal employment opportunity without regard to race, color, sex, age, disability, religion, national origin, marital status, sexual orientation, or status as a veteran.

The policy applies to all areas of employment, including recruitment, hiring, training and development, promotion, transfer, termination, layoff, compensation benefits, social and recreational programs, and all other conditions and privileges of employment in accordance with applicable federal, state, and local laws.

It is the policy of White Sands Treatment Center, LLC to comply with all the relevant and applicable provisions of the Americans with Disabilities Act (ADA). White Sands Treatment Center, LLC will not discriminate against any qualified employee or job applicant with respect to any terms, privileges, or conditions of employment because of a person's physical or mental disability. White Sands Treatment Center, LLC also will make reasonable accommodation wherever necessary for all employees or applicants with disabilities, provided that the individual is otherwise qualified to safely perform the duties and assignments connected with the job and provided that any accommodations made do not require significant difficulty or expense.

Equal employment opportunity notices are posted on appropriate employee bulletin boards as required by law. The notices summarize the rights of employees to equal opportunity in employment and list the names and addresses of the various government agencies that may be contacted in the event that any person believes he or she has been discriminated against.

Management is primarily responsible for seeing that White Sands Treatment Center, LLC equals employment opportunity policies are implemented, but all members of the staff share in the responsibility for assuring that by their personal actions the policies are effective and apply uniformly to everyone.

Any employees, including supervisors, involved in discriminatory practices will be subject to disciplinary action up to and including discharge.

Note: Throughout this Employee manual, masculine pronouns such as he, his, or him shall be construed so as to include both sexes.

Harassment Policy

White Sands Treatment Center, LLC intends to provide a work environment that is pleasant, healthful, comfortable, and free from intimidation, hostility, or other offenses, which might interfere with work performance. Harassment of any sort - verbal, physical, or visual - will not be tolerated.

What Is Harassment?

Harassment can take many forms. It may be, but is not limited to words, signs, jokes, pranks, intimidation, physical contact, or violence. Harassment is not necessarily sexual in nature.

Sexually harassing conduct may include unwelcome sexual advances, requests for sexual favors, or any other verbal or physical contact of a sexual nature that prevents an individual from effectively performing the duties of their position or creates an intimidating, hostile, or offensive working environment, or when such conduct is made a condition of employment or compensation, either implicitly or explicitly.

Responsibility

All White Sands Treatment Center, LLC employees, and particularly supervisors, have a responsibility for keeping our work environment free of harassment. Any employee, who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to their immediate supervisor or any management representative with whom they feel comfortable. When management becomes aware that harassment might exist, it is obligated by law to take prompt and appropriate action, whether or not the victim wants the company to do so.

Reporting

Any incidents of harassment must be immediately reported to a supervisor or other management representative. Appropriate investigation and disciplinary action will be taken. All reports will be promptly investigated with due regard for the privacy of everyone involved. Any employee found to have harassed a fellow employee or subordinate would be subject to severe disciplinary action or possible discharge. White Sands Treatment Center, LLC will also take any additional action necessary to appropriately remedy the situation. No adverse employment action will be taken for any employee making a good faith report of alleged harassment.

White Sands Treatment Center, LLC accepts no liability for harassment of one employee by another employee. The individual who makes unwelcome advances, threatens, or in any way harasses another employee is personally liable for such actions and their consequences. White

Sands Treatment Center, LLC will not provide legal, financial or any other assistance to an individual accused of harassment if a legal complaint is filed.

Health Examinations

White Sands Treatment Center, LLC reserves the right to require an employee to participate in a health examination to determine the employee's fitness to perform his/her essential job functions. The company shall pay for all such health exams.

How You Were Selected

We carefully select our employees through written application, personal interview and reference checks. After all available information was carefully considered and evaluated; you were selected to become a member of our team.

This careful selection process helps White Sands Treatment Center, LLC to find and employ people who are concerned with their own personal success and the success of White Sands Treatment Center, LLC; people who want to do a job well and who can carry on their work with skill and ability; and people who are comfortable with White Sands Treatment Center, LLC and who can work well with our team.

Introductory Period

Your first ninety (90) days of employment at White Sands Treatment Center, LLC are considered an Introductory Period, and during that period you will not accrue benefits described in this Manual unless otherwise required by law. This Introductory Period will be a time for getting to know your fellow employees, your supervisor, and the tasks involved in your job position, as well as becoming familiar with White Sands Treatment Center, LLC products and services. Your supervisor will work closely with you to help you understand the needs and processes of your job.

This Introductory Period is a try-out time for both you, as an employee, and White Sands Treatment Center, LLC, as an employer. During this Introductory Period, White Sands Treatment Center, LLC will evaluate your suitability for employment, and you can evaluate White Sands Treatment Center, LLC as well. At any time during this first 90 days, you may resign without any detriment to your record. If, during this period, your work habits, behavior, attendance, or performance does not measure up to our standards, we may release you. If you take approved time off in excess of five workdays or if your work performance does not meet expectations during the Introductory Period, the Introductory Period may be extended by that length of time.

At the end of the Introductory Period, your supervisor will discuss your job performance with you. This review will be much the same as the normal jobs performance review that is held for regular full-time or part-time employees on a semi-annual basis. During the course of the discussion, you are encouraged to give your comments and ideas as well.

Please understand that completion of the Introductory Period does not guarantee continued employment for any specified period of time, nor does it require that an employee be discharged only for "cause".

Non-Compete Agreement

Certain new employees, such as outside/field salespeople and others may be required to sign a Non-Compete Agreement prepared by our attorneys as a condition of employment.

Outside Employment

What you do on your free time is your own business. However, if you are employed by White Sands Treatment Center, LLC in a full-time position, White Sands Treatment Center, LLC will expect that your position here is your primary employment. Any outside activity must not interfere with your ability to properly perform your job duties at White Sands Treatment Center, LLC, and must be approved by your supervisor.

If you are thinking of taking on a second job, you must notify your supervisor immediately. He or she will thoroughly discuss this opportunity with you to make sure that it will not interfere with your job at White Sands Treatment Center, LLC nor pose a conflict of interest.

Proof of U.S. Citizenship and/or Right to Work

Federal regulations require that 1) before becoming employed, all applicants must complete and sign Federal Form I-9, Employment Eligibility Verification Form; and 2) all applicants who are hired need to present documents of identity and eligibility to work in the U.S.

Relatives

If White Sands Treatment Center, LLC employs you and members of your immediate family one may not supervise the other nor may they work in the same department. If the employees are unable to develop a workable solution, White Sands Treatment Center, LLC will decide which employee may be transferred in such situations. For purposes of this section, your immediate family includes your spouse, your children, your siblings, your parents, your grandparents, and your spouse's children, siblings, parents and grandparents.

Should two present employees who work together or supervise each other enter into a personal, non-work related relationship, one or both employees may have to be transferred at the company's discretion.

Standards of Conduct

Whenever people gather together to achieve goals, some rules of conduct are needed to help everyone work together efficiently, effectively, and harmoniously. Some people have problems with "rules" and "authority figures," and past experience may have justified these thoughts and feelings; however, at White Sands Treatment Center, LLC, we hold ourselves to a high standard of quality where the rules and authority figures simply assure that quality is maintained.

By accepting employment with us, you have a responsibility to White Sands Treatment Center, LLC and to your fellow employees to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow workers to follow the rules of conduct, then our organization will be a better place to work for everyone.

Disciplinary Actions

Unacceptable Activities

Generally speaking, we expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. Your avoidance of these activities will be to your benefit as well as the benefit of White Sands Treatment Center, LLC if you have any questions concerning any work or safety rules or any of the unacceptable activities listed, please see your supervisor for an explanation.

Occurrences of any of the following violations, because of their seriousness, may result in immediate dismissal without warning:

- Willful violation of any company rule; any deliberate action that is extreme in nature and is obviously detrimental to White Sands Treatment Center, LLC efforts to operate profitably.
- Willful violation of security or safety rules or failure to observe safety rules or White Sands Treatment Center, LLC safety practices; failure to wear required safety equipment; tampering with White Sands Treatment Center, LLC equipment or safety equipment.
- Negligence or any careless action, which endangers the life or safety of another person.
- Being intoxicated or under the influence of controlled substance drugs while at work; use, possession, or sale of controlled substance drugs in any quantity while on company premises except medications prescribed by a physician which do not impair work performance. Unauthorized possession of dangerous or illegal firearms, weapons, or explosives on company property or while on duty.
- Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on company premises or when representing White Sands Treatment Center, LLC; fighting, horseplay, or provoking a fight on company property, or negligent damage of property.
- Insubordination or refusing to obey clear and reasonable instructions properly issued by your supervisor pertaining to your work; refusal to help out on a special assignment.

- Threatening, intimidating, or coercing fellow employees on or off the premises -- at any time, for any purpose.
- Engaging in an act of sabotage; willfully or with gross negligence causing the destruction or damage of company property, or the property of fellow employees, customers, suppliers, or visitors in any manner.
- Theft of company property or the property of fellow employees; unauthorized possession or removal of any company property, including documents, from the premises without prior permission from management; unauthorized use of company equipment or property for personal reasons; using company equipment for profit.
- Dishonesty; willful falsification or misrepresentation on your application for employment or other work records; lying about sick or personal leave; falsifying reason for a leave of absence or other data requested by White Sands Treatment Center, LLC ; alteration of company records or other company documents.
- Violating the non-disclosure agreement; giving confidential or proprietary White Sands Treatment Center, LLC information to competitors or other organizations or to unauthorized White Sands Treatment Center, LLC employees; working for a competing business while a White Sands Treatment Center, LLC employee; breach of confidentiality of personnel information.
- Malicious gossip and/or spreading rumors; engaging in behavior designed to create discord and lack of harmony; interfering with another employee on the job; willfully restricting work output or encouraging others to do the same.
- Immoral conduct or indecency on company property.

Occurrences of any of the following activities, as well as violations of any White Sands Treatment Center, LLC rules or policies, may be subject to disciplinary action, including possible immediate dismissal. This list is not all-inclusive and, notwithstanding this list, all employees remain employed "at will".

- Unsatisfactory or careless work; failure to meet production or quality standards as explained to you by your supervisor; mistakes due to carelessness or failure to get necessary instructions.
- Any act of harassment, sexual, racial or other; telling sexist or racial-type jokes; making racial or ethnic slurs.
- Excessive use of company telephone for personal calls.
- Smoking in restricted areas or at non-designated times, as specified by facility rules
- Creating or contributing to unsanitary conditions.
- Failure to report an absence or late arrival; excessive absence or lateness.
Obscene or abusive language toward any supervisor, employee, or customer; indifference

or rudeness towards a client or fellow employee; any disorderly/antagonistic conduct on company premises.

- Speeding or careless driving of any company vehicles.
- Failure to immediately report damage to, or an accident involving, company equipment.
- Soliciting during working hours and/or in working areas; selling merchandise or collecting funds of any kind for charities or others without authorization during business hours, or at a time or place that interferes with the work of another employee on company premises.
- Failure to maintain a neat and clean appearance in terms of the standards established by your supervisor; any departure from accepted conventional modes of dress or personal grooming; wearing improper or unsafe clothing.

Disciplinary Actions

Unacceptable Behavior, which does not lead to immediate dismissal, may be dealt with in the following manner:

1st Incident - Verbal Warning

2nd Incident - Written Warning

3rd Incident - Dismissal

Written warnings will include the reasons for the supervisor's dissatisfaction and any supporting evidence. You will have an opportunity to defend your actions and rebut the opinion of your supervisor at the time the warning is issued. Disciplinary actions may also include fines, suspensions or other measures deemed appropriate to the circumstances.

All pertinent facts will be carefully reviewed, and the employee will be given a full opportunity to explain his or her conduct before any decision is reached. The President or another member of senior management will give a second opinion concerning the unacceptable behavior before dismissal occurs.

If you commit any of the actions listed below, or any other action not specified but similarly serious, you will be suspended without pay pending the investigation of the situation. Following the investigation you may be terminated without any previous disciplinary action having been taken.

1. Theft
2. Falsification of Company records
3. Failure to follow safety practices
4. Conflict of interest
5. Threat of, or the act of, doing bodily harm
6. Willful or negligent destruction of property
7. Use and/or possession of intoxicants, drugs or narcotics
8. Neglect of duty
9. Refusal to perform assigned work or to follow a clear and reasonable direct order
10. Bringing a weapon onto company property.



The offenses list below are intended to serve as guidelines for employees and White Sands Treatment Center, LLC only, and may be altered or varied depending on the exigent circumstances.

<u>OFFENSE ON THE JOB AND DEFICIENCIES</u>	<u>1ST OFFENSE</u>	<u>2ND OFFENSE</u>	<u>3RD OFFENSE</u>
Breach of client confidentiality	Dismissal or	Immediate	Dismissal
Physical abuse of clients or employees	Dismissal		
Sexual conduct toward or with a client	Dismissal		
Reporting to work under the influence of drugs	Dismissal		
Soliciting or accepting unauthorized fee or other valuables from client	Dismissal		
Stealing or misappropriation of White Sands Treatment Center, LLC client belongings/assets. (Accumulation of three offenses within a 12-mo. period.)	Dismissal		
Use or possession of any controlled substance except by prescription (Copy must be placed in personnel file)	Dismissal Dismissal		
Refusal to "Drop Urine" when required	Dismissal		
Disclosure of any information concerning the affairs of this organization and/or any of its clients	Dismissal		
Solicitation for money or goods without permission of the Executive Director and/or their designee	Dismissal		
Antagonism with threat of violence toward supervisors or fellow employees	Dismissal		
Drinking on the job	Dismissal		
Falsification of records	Dismissal		
False claim for leave	Dismissal		
Refusal to follow Director or Supervisor	Dismissal		
Unauthorized Absence or failure to report to work for three consecutive days	Dismissal		
Falsification of Employment Application	Dismissal		
Unprofessional conduct toward clients and/or the public	Written Warning or Dismissal	Dismissal	

<u>OFFENSE ON THE JOB AND DEFICIENCIES</u>	<u>1ST OFFENSE</u>	<u>2ND OFFENSE</u>	<u>3RD OFFENSE</u>
Complaint's by client regarding conduct and/or lack of professionalism	Written Warning	Dismissal	
Sleeping on duty	Written Warning	Dismissal	
Leaving work area without authorization during work hours	Written Warning	Dismissal	
Unauthorized overnight stay in facility	Written Warning	Dismissal	
Destruction or misuse of agency equipment	Written Warning	Dismissal	
Late for work more than 30 minutes without notification	Written Warning	Dismissal	
Excessive Absenteeism - Includes being out for any reason for 2 or more days within 90-day period of time (without a Doctor's Return to Work).	Written Warning	Dismissal	
Sexual harassment in any form, verbal, visual or physical toward staff or clients	Written Warning	Dismissal	
Taking organizations or client's property off the premises without authorization	Written Warning	Dismissal	
Consistently missing a meeting	Oral Warning	Written Warning	Dismissal
Failure to fulfill assigned responsibility	Oral Warning	Written Warning	Dismissal
Malicious use of profane language	Oral Warning	Written Warning	Dismissal
Negligence	Oral Warning	Written Warning	Dismissal
Excessive use of agency telephone	Oral Warning	Written Warning	Dismissal
Sub- standard Quality of Work as determined by immediate supervisor and outlined in writing.	Oral Warning	Written Warning	Dismissal
Improper Dress at anytime	Oral Warning	Written Warning	Dismissal
Offense calling for a written Warning while on introductory status	Dismissal		
Incident that occurred that would require an Incident Report being written that was not reported to Supervisor	Written Warning	Dismissal	
Incident Report that is generated regarding employee actions/behaviors or to have caused the incident.	Written Warning	Dismissal	

In all instances of disciplinary actions, a written warning must be placed in the employee's personnel file and a copy sent to the Executive Director.

2. Compensation & Performance

Wage & Salary Policies

- Application
- Individual Pay
- Deductions from Paycheck (Mandatory)
- Error in Pay
- Overtime Pay
- Pay Period & Hours
- Pay Cycle
- Paycheck Distribution
- Resignation and Termination Pay
- Time Records

Performance & Compensation Reviews

- Performance Reviews
- Compensation Reviews

Work Schedule

- Absence or Lateness
- Attendance
- Excessive Absenteeism or Lateness
- Lunch
- Record of Absence or Lateness

Wage & Salary Policies

It is White Sands Treatment Center, LLC's desire to pay wages and salaries that are competitive with other employers in the marketplace in a way that will be motivational, fair and equitable, variable with individual and company performance and in compliance with all applicable statutory requirements, and pursuant to Federal Medicare guidelines.

You are employed by White Sands Treatment Center, LLC and will be carried directly on our payroll. No person may be paid directly out of petty cash or any other such fund for work performed.

Application

White Sands Treatment Center, LLC applies the same principles of fairness and external comparability to all employees, regardless of organizational level, sex, religion, national origin, age, sexual orientation, or race.

Basis for Determining Pay

Your pay is influenced by a number of factors, including without limitation:

1. The nature and scope of the job.
2. What other employers pay their employees for comparable jobs.
3. Individual performance.

Wages and salaries for all positions are compared with external market data. Each position is assigned a range of pay, including a minimum and a maximum. Periodically White Sands Treatment Center, LLC will examine the market conditions to ensure ongoing comparability. Changes in pay ranges will be made as needed and as the company can afford, to maintain market comparability and also to remain in compliance with applicable Federal Guidelines.

Individual Pay

An individual's pay within this range will depend on his sustained performance over time. Every twelve (12) months every employee will have a performance review with his supervisor. During that review, significant performance events that occurred throughout that half year will be discussed.

The overall performance rating will influence the wage/salary adjustment.

Deductions from Paycheck (Mandatory)

White Sands Treatment Center, LLC is required by law to make certain deductions from your paycheck each time one is prepared. Among these are your federal, state, and local income taxes and your contribution to Social Security as required by law. These deductions will be itemized on your check stub. The amount of the deductions may depend on your earnings and on the information you furnish on your W-4 form regarding the number of dependents/exemptions you claim. Any change in name, address, telephone number, marital status or number of exemptions must be reported to the Human Resources Department immediately, to ensure proper credit for tax purposes. The W-2 form you receive for each year indicates precisely how much of your earnings were deducted for these purposes.

Any other mandatory deductions to be made from your paycheck, such as court-ordered attachments or garnishments will be explained whenever White Sands Treatment Center, LLC is ordered to make such deductions. Some states may require other payroll deductions.

Error in Pay

Every effort is made to avoid errors in your paycheck. If you believe an error has been made please inform the Human Resources Department immediately. They will take the necessary steps to research the problem and to assure that any necessary correction is made properly and promptly.

Overtime Pay

Normal overtime is not allowed. From time to time, it may be necessary for you to perform overtime work in order to complete a job on time. Supervisors must approve all overtime in advance. When it is necessary to work overtime, you are expected to cooperate as a condition of your employment. There are two types of overtime work:

1. **Scheduled Overtime:** Scheduled overtime work is announced in advance and generally will involve an entire facility or operation. This type of overtime becomes part of the required workweek of the people who are members of the facility or operation. If you need to be excused from performing scheduled overtime, please speak with your supervisor. He or she will consider your situation and the requirements of the facility or operation in deciding whether you may be excused from performing the scheduled overtime.
2. **Incidental Overtime:** Incidental overtime is not scheduled; it becomes necessary in response to extenuating circumstances. It is extra time needed to complete work normally completed during regular hours. Incidental overtime may become necessary when an illness or emergency keeps co-workers from being at work as anticipated. It may require you to return to the workplace for emergency work. The opportunity to perform incidental overtime will be given first to the employee who normally performs the task. If that employee cannot perform the overtime, the supervisor will offer the overtime to a suitably qualified person who is available to perform the overtime work.

If you are a "non-exempt" employee and you perform overtime work, you will be paid one and one-half (1-1/2) times your regular hourly wage for any time over forty (40) hours per week that you work. If, during that week, you were away from the job because of a job-related injury, paid holiday, jury duty, vacation taken in single-day increments, or paid sick time, those hours not worked will be counted as hours worked for the purpose of computing eligibility for overtime pay.

Pay Period & Hours

Our workweek begins on Sunday 12:01 a.m. and ends on Saturday at 12:00 midnight. All time sheets are expected to be turned in to your supervisor by no later than noon on the day ending the pay cycle.

Pay Cycle

(26 pay periods per year) Payday is on every other Friday.

Changes will be made and announced in advance whenever White Sands Treatment Center, LLC holidays or closings interfere with the normal payday.

Paycheck Distribution

Paychecks are distributed by your supervisor or the Finance Department. Contact the Human Resources Department for additional Payroll & Direct Deposit information.

Resignation and Termination Pay

White Sands Treatment Center, LLC hopes and expects that you will give at least two weeks' notice in the event you intend to leave our employ. An employee who voluntarily terminates their employment without giving a two-week notice to White Sands Treatment Center, LLC may forfeit any accrued and unused vacation time. If the employer decides to terminate the employee's employment, and there are no mitigating circumstances, any accrued but unused vacation time will be paid at the time of the employment termination. In the event the employee terminates their employment and gives a two week notice and leaves in good standing they will be paid any accrued but unused vacation time at the time of termination as specified under "Vacations" in the "Benefits" section of this Manual.

Time Records

By law we are obligated to keep accurate records of the time worked by all employees. This is done by use of time clock or written time verification forms, which will be provided for each pay period. Such must be completed, signed by your supervisor, and turned in to the Finance Department prior to issuance of paycheck for each pay period.

Performance & Compensation Reviews

Performance Reviews

Your supervisor is continuously evaluating your job performance. Day-to-day interaction between you and your supervisor should give you a sense of how your supervisor perceives your performance.

However, to avoid haphazard or incomplete evaluations, White Sands Treatment Center, LLC conducts a formal review once a year for each employee.

Performance reviews will be conducted annually based upon your date of hire. New employees may be reviewed more frequently. A review may also be conducted in the event of a promotion or change in duties and responsibilities.

During formal performance reviews, your supervisor will consider the following things, among others:

- Attendance, initiative and effort
- Knowledge of your work
- Behavior and willingness
- The quality and quantity of your work
- The conditions under which you work

The primary reason for performance reviews is to identify your strengths and weaknesses in order to reinforce your good habits and develop ways to improve in your weaker areas. This review also serves to make you aware of and to document how your job performance compares to the goals and description of your job. This is a good time to discuss your interests and future goals. Your supervisor is interested in helping you to progress and grow in order to achieve personal as well as work-related goals-perhaps he or she can recommend further training or additional opportunities for you.

In addition to individual job performance reviews, White Sands Treatment Center, LLC periodically conducts a review of job descriptions to insure that we are fully aware of any changes in the duties and responsibilities of each position, and that such changes are recognized and adequately compensated.

Compensation Reviews

Wage and salary increases are based on merit alone and not length-of-service or the cost-of-living. Having your compensation reviewed does not necessarily mean that you will be given an increase.

White Sands Treatment Center, LLC conducts compensation reviews annually on or about each year following their performance review. Any wage or salary increases will appear in the pay period ending after the dates they are granted. Wage and salary increases may be retroactive in the case of late reviews, at the discretion of the Company.

Work Schedule

White Sands Treatment Center, LLC provides medical records services on a five day a week schedule. Your supervisor will give your schedule of daily work hours to you. You will be notified promptly whenever a change is necessary. Should you have any questions concerning your work schedule, please ask your supervisor.

Absence or Lateness

From time to time, it may be necessary for you to be absent from work. White Sands Treatment Center, LLC is aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside your work hours may arise. Sick days and personal days have been provided for this purpose.

If you are unable to report to work or if you will arrive late, please contact your supervisor a minimum of 1.5 hours prior to your scheduled time of work. Give your supervisor as much time as possible to arrange for someone else to cover your position until you arrive. If you know in advance that you will need to be absent, you are required to request this time off directly from your supervisor. They will determine when will be the most suitable time for you to be absent from your work.

When you call in to inform White Sands Treatment Center, LLC of an unexpected absence or late arrival, please notify your supervisor directly. For late arrivals, please indicate when you expect to arrive for work. Notifying the receptionist is not sufficient. If you are unable to call in yourself because of an illness, emergency or for some other reason, be sure to have someone call on your behalf. If your supervisor is not available when you call, notify any other supervisor.

Absence from work for three (3) consecutive days without notifying your supervisor or the personnel administrator will be considered a voluntary resignation.

Attendance

You are expected to be at White Sands Treatment Center, LLC and ready to work at the beginning of your assigned daily work hours, and you are expected to remain at work until the end of your assigned work hours, except for lunch.

Be aware that excessive time off could lead to disciplinary action.

Note: See "Excessive Absenteeism or Lateness" later on in this section for further information.

Excessive Absenteeism or Lateness

In general, three (3) absences in a 90-day period, or a consistent pattern of absence, will be considered excessive, and the reasons for the absences may come under question. Tardiness or leaving early is as detrimental to White Sands Treatment Center, LLC as an absence. Three (3) such incidents in a 90-day period will be considered a "tardiness pattern" and will carry the same weight as an absence. Other factors, like the degree of lateness, may be considered.

Be aware that excessive absenteeism, lateness, or leaving early may lead to disciplinary action, including possible dismissal.

Lunch

If you work longer than four (4) hours, you will be given a paid lunch period. The time when lunch periods are scheduled varies among facilities, depending on the needs of each facility. Your supervisor will give you your lunch period schedule.

Record of Absence or Lateness

Your supervisor may request that you submit written documentation from your doctor. If you are absent five (5) or more days because of illness, you are required to provide written documentation from a doctor that you are able to resume normal work duties before you will be allowed to return to work. You will be responsible for any charges made by your doctor for this documentation.

Your supervisor will make a note of any absence or lateness, and the reason, in your personnel file. Your attendance record will be considered when evaluating requests for promotions, transfers, leaves of absence, and approved time off, as well as scheduling layoffs, etc.

3. Benefits

The Benefits Package

Benefits Eligibility

Paid Leaves of Absence

Holidays

Recognized Holidays
Holiday Policies

Paid Time Off

Paid Time Off
Vacation Policies
Accumulation Rights
Payment in Lieu of Vacation

Other Paid Leaves

Funeral (Bereavement) Leave
Jury Duty
Sick Leave
Personal Days

Unpaid Leaves of Absence

Medical/Family Leave of Absence
Disability (Including Pregnancy) Leave of Absence
Educational Leave of Absence
Election Day
Military Leave of Absence
Military Reserves or National Guard Leave of Absence
Personal Leave of Absence
Returning From a Leave of Absence
Accepting Other Employment or Going into Business While on Leave of Absence
Insurance Premium Payment during Leaves of Absence

Insurance Coverage

Group Insurance
Disability Insurance
Health Insurance Life Insurance
Termination of Insurance

Government Required Coverage

Workers' Compensation
Unemployment Compensation
Social Security

Other Benefits



Education Assistance Seminars | Continuing Professional Education

The Benefits Package

In addition to receiving an equitable salary and having an equal opportunity for professional development and advancement, you may be eligible to enjoy other benefits, which will enhance your job satisfaction. We are certain that you will agree that the benefits program described in this Manual represents a very large investment by White Sands Treatment Center, LLC, and we trust that you will avoid abusing any of the program's benefits.

A good benefits program is a solid investment in White Sands Treatment Center, LLC and its employees. It not only ensures the loyalty of long-time capable employees; it also helps to attract talented newcomers who can help White Sands Treatment Center, LLC grow. White Sands Treatment Center, LLC will periodically review the benefits program and will make modifications as appropriate to the company's condition.

Benefits Eligibility

If you are a full-time employee, you will enjoy all of the benefits described in this manual as soon as you meet the eligibility requirements for each particular benefit.

If you are a part-time employee, you will enjoy only those benefits that are required by law to be afforded to you, provided that you meet the minimum requirements set forth by law and in the benefit plan(s).

Some benefits are available to you during your Introductory Period.

Note: See "Introductory Period" in the "Employment" section of this Manual for further information.

Temporary and part time employees are not eligible for benefits.

Leaves of Absence

Leaves of absences shall have supervisor authorization and will be without pay, unless vacation time is available.

Holidays

Only full-time employees are eligible for holiday pay.

You are not eligible to receive holiday pay if you are a part-time employee or a temporary employee.

Recognized Holidays

The following holidays are recognized by White Sands Treatment Center, LLC as paid holidays:

New Year's Day	Memorial Day	Labor Day	Independence Day
Thanksgiving Day	Day after Thanksgiving	Christmas Day	

Holiday Policies

You may take time off to observe your religious holidays. If available, unused vacation or personal days may be used for this purpose, otherwise the time off is without pay

Exempt (salaried) employees who work a holiday will not receive additional pay. However, they may choose an alternate day off with pay during the following week. Hourly employees who work on a holiday will be paid at 1.5 times their hourly rate.

We schedule all national holidays on the day designated by common business practice.

In order to qualify for holiday pay, you must work the scheduled workday immediately before and after the holiday. Only pre-scheduled absences will be considered exceptions to this policy.

Scheduled vacation or sick time is considered the same as a 'working day' for purposes of the portion of the Holiday Policy above.

You are not eligible to receive holiday pay when you are on a leave of absence.

Paid Time Off Policy

PTO provides a benefit to all regular full-time employees consisting of paid time off while away from work based on your credited service and work schedule. There is no distinction among absences due to sick time, personal business, or vacation. If you have a positive balance of PTO, the PTO will be paid to cover the time absent from your regular work schedule.

Method of Calculation:

PTO is based on a calendar year from January 1st thru December 31st. PTO is credited and accrues at the end of each completed calendar month of service. To be credited for a month of service, you must have earnings (earned income or applied PTO) in the first and last pay periods of the month (credit will also be granted as necessary to comply with applicable law). PTO will begin to accrue from your first day of full-time employment, however, may not be taken until you have completed 90 days of continuous full-time employment. Your payroll distribution statement will reflect your accrued and available PTO hours earned through the completion of the current pay period.

The rate of accrual for regular full-time employees is as follows

Year 0 to 9 - 120 hours - 15 days per year (4.62 hours per pay period)

Year 9+ - 160 hours or 20 days per year (6.15 hours per pay period)

Using PTO:

Planned absences must be scheduled a minimum of two (2) weeks in advance in accordance with the procedures established for your department, and approval of such requests is subject to the needs of the Company. All requests for PTO must be submitted in writing by completing a Leave Request form. The form should be submitted to your immediate Department Head for signature and approval. The completed form should be submitted to the H.R. Dept. No time-off should be considered approved until you have received an authorized and signed Leave Request form from your Department Manager and it's been submitted to the H.R. Dept.

While the policy addresses accrual rates in terms of days, actual PTO usage is expressed in hours. PTO may only be taken in either 1/2 day or full day increments. If you are out of the office for an unscheduled and/or unapproved day(s), any accrued PTO time will be used. If you are absent and have no PTO accrued, the absence will be unpaid. Absences, paid or unpaid, are unexcused unless pre-approval for the absence has been granted. You cannot borrow against future PTO.

If you are pre-approved for PTO time off for a future date and you are out of the office for an unscheduled and/or unapproved day(s), any accrued PTO time will be used and it will be at the discretion of your Department Manager as to whether or not your future pre-approved time-off may be taken. If you are pre-approved and scheduled for PTO time and you no longer have any accrued PTO time left due to unscheduled and/or unexcused absences, it will be at the discretion of your Department Manager as to whether or not the pre-approved time may be taken, and without pay.

PTO Use:

A maximum of five (5) accrued PTO days may be carried over from the previous calendar year to the New Year. Any remaining accrued PTO days above the five (5) days will be forfeited. Any days carried over will be used prior to using any new accrued days in the current year.

We do not pay out accrued PTO on separation of employment. Depending upon the circumstances surrounding an employee's separation from employment, the Company reserves the right to pay out accrued but unused PTO in accordance with applicable law.

Payment in Lieu of Vacation

The purpose of a vacation is to provide you with a time to rest and relax; therefore, no additional wages or salary will be paid to you in lieu of a vacation.

Vacation cannot be used to cause an employee's hours to exceed forty (40) hours weekly.

Other Paid Leaves

Funeral (Bereavement) Leave

You are entitled to take up to three (3) workdays with pay to attend the funeral and take care of personal matters related to the death of a member of your immediate family. (A parent, spouse, spouse's parents, child, spouse's child by a former marriage, brother, or sister.) One (1) day of paid funeral leave will be granted in the case of the death of a grandparent, your spouse's grandparent or sibling, or any member of your extended family living in your home. Only regular full-time employees are eligible for paid funeral leave.

At your request, you may take up to one full day without pay to attend funerals of other relatives and friends. If you prefer, unused personal leave or a day of earned vacation may be used for this purpose.

Paid time under this policy is given over and above any time allowed and earned under our Personal Leave policy.

Pay for a funeral leave will be made for actual time lost from work. If the death occurs at a time when work is not scheduled, payment will not be made. If a holiday or part of your vacation occurs on any of the days of absence, you may not receive holiday or vacation pay in addition to paid funeral leaves.

An excused absence for family death may not be retroactive, postponed or split.

Jury Duty

It is your civic duty as a citizen to report for jury duty whenever called. If you are called for jury duty, we will permit you to take the necessary time off and we wish to help you avoid any financial loss because of such service. If you have completed your Introductory Period, White Sands Treatment Center, LLC will pay you eight-hours of wages per day for your first five days of service, as required by state law. Should your jury service extend beyond five (5) days you will be entitled to receive fifty dollars \$50.00 per day from the state.

Upon receiving a notice for jury duty, you must provide us with a copy of the notice as soon as possible.

You must report for work if you are released from jury duty before the end of our workday or if you are temporarily released from jury duty

Unpaid Leaves of Absence

Occasionally, for medical, personal, or other reasons, you may need to be temporarily released from the duties of your job with White Sands Treatment Center, LLC, but may not wish to submit your resignation. Under certain circumstances, you may be eligible for an unpaid leave of absence.

There are several types of unpaid leaves, which you may be eligible for.

Family Leave

Pursuant to the Family and Medical Leave Act, White Sands Treatment Center, LLC provides family leaves of absence without pay to eligible employees who wish to take time off from work duties to fulfill family obligations relating directly to childbirth, adoption or placement of a foster child, or to care for a child, spouse, or parent with a serious health condition. A serious health condition means an illness, injury, impairment or physical or mental condition that involves inpatient care in a hospital, hospice or residential medical care facility, or continuing treatment by a health care provider.

Eligible employees must have been employed by White Sands Treatment Center, LLC for at least twelve (12) months and worked at least 1,250 hours during the last twelve- (12) months.

Eligible employees may request family leave only after having completed 12 months of service. Eligible employees should make requests for family leave to their supervisors at least 30 days in advance of foreseeable events as soon as possible for unforeseeable events. Employees will be required to meet with HR to collect the necessary forms.

Employees requesting family leave related to the serious health condition of a child, spouse or parent must submit a health care provider's statement, which is available from the Human Resources Department, verifying the need for a family leave to provide care, its beginning and expected ending dates, and the estimated time required.

Eligible employees may request up to a maximum of 12 weeks of family leave within any 12-month period. Any combination of leave available under all combined leave policies may not exceed this maximum limit. If this initial period of absence proves insufficient, consideration will be given to a written request for a single extension of.

Employees will be required to first use any accrued paid leave time before taking unpaid family leave. Married employee couples may be restricted to a combined total of 12 weeks leave within any 12 month period for childbirth, adoption or placement of a foster child, or to care for a parent with a serious health condition.

Subject to the terms, conditions and limitations of the applicable plans, the Company will continue to provide health insurance benefits for the full period of the approved family leave. Employees must continue to pay their portion of any insurance premiums.

Benefit accruals, such as vacation, sick leave, and holiday benefits will continue during the approved family leave period.

So that an employee's return to work can be properly scheduled, an employee on family leave is requested to provide the Company with at least two weeks advance notice of the date the employee intends to return to work. When a family leaves ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to report to work promptly at the end of the approved leave period, except for valid reasons submitted in writing at least one week in advance, the Company will assume that the employee has resigned.

Educational Leave of Absence

An educational leave of absence may be approved if the desired curriculum is of mutual benefit to you and to White Sands Treatment Center, LLC Request such, in the same manner as you would for a personal leave of absence.

Election Day

We encourage you to exercise your voting privileges in local, state, and national elections. However, since the polls are open for long periods, you are encouraged to vote before or after regular working hours. If it should be necessary, you may take up to two hours leave from work to vote in a governmental election or referendum. You will be expected to notify your supervisor at least one week in advance. You will not be paid for such time. Personal leave time, if available, may be used for this purpose.

Military Leave of Absence

If you are a full-time employee and are inducted into the U.S. Armed Forces, you will be eligible for re-employment after completing military service, provided:

1. You show your orders to your supervisor as soon as you receive them.
2. You satisfactorily complete your active duty service.
3. You enter the military service directly from your employment with White Sands Treatment Center, LLC
4. You apply for and are available for re-employment within ninety (90) days after discharge from active duty. If you are returning from up to six- (6) month's active duty for training, you must apply within a reasonable time (usually thirty (30) days) after discharge.

Military Reserves or National Guard Leave of Absence

Employees who serve in U.S. military organizations or state militia groups may take the necessary time off without pay to fulfill this obligation, and will retain all of their legal rights for continued employment under existing laws. These employees may apply accrued personal leave and unused earned vacation time to the leave if they wish; however, they are not obliged to do so.

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

Personal Leave of Absence

In very special circumstances, White Sands Treatment Center, LLC, may grant a leave for a personal reason, but never for taking employment elsewhere or going into business for you. You should request an unpaid personal leave of absence from your supervisor. A personal leave of absence must not interfere with the operations of your facility or White Sands Treatment Center, LLC Management must approve all such requests.

A personal leave of absence may be granted for up to thirty (30) days. Benefits will not accrue during this type of leave. Consult your group insurance booklet to determine your insurance coverage during a leave of absence. Failure to return from a leave at the time agreed will result in termination of employment.

Note: See "Returning from a Leave of Absence" later on in this section for further information.

Accepting Other Employment or Going into Business While on Leave of Absence

If you accept any employment or go into business while on a leave of absence from White Sands Treatment Center, LLC, you will be considered to have voluntarily resigned from employment with White Sands Treatment Center, LLC as of the day on which you began your leave of absence.

Insurance Premium Payment during Leaves of Absence

White Sands Treatment Center, LLC will continue to pay our share of insurance premiums for employee coverage and dependent coverage for a maximum of three (3) months, per federal guidelines, while you are on a disability leave of absence. While you are on an approved family leave from White Sands Treatment Center, LLC, you will be responsible for paying the total premiums for your coverage and that of your dependents while on leave. Failure to do so may result in loss of coverage and possible refusal by the insurance carrier to allow your coverage to be reinstated.

Insurance Coverage

Group Insurance

White Sands Treatment Center, LLC is interested in the health and well-being of both you and your family. A comprehensive health and life insurance program is available for you and your family. We provide group insurance underwritten by a national insurance carrier. After completion of your 60 day Introductory Period, you become eligible for coverage. At that time, you may choose to accept the insurance coverage or not.

The following benefits are provided, as defined and limited in the literature provided by our insurance company:

- Medical Health Care Coverage
- Dependents' Health Care Coverage
- Dental Coverage
- Vision Coverage
- Employee Life Insurance

When you choose insurance coverage, our insurance company provides a booklet describing your benefits; a copy of this will be given to you when you join the program.

We pay 50% of the premiums for insurance coverage on you (employee) and you (employee) are responsible for the other 50% of the premiums, which is deducted automatically from your paycheck. You pay 100% of the premiums for insurance coverage of your eligible dependents through payroll deduction.

In the event of your termination of employment with White Sands Treatment Center, LLC or loss of eligibility to remain covered under our group health insurance program, you and your eligible dependents may have the right to continued coverage under our health insurance program for a limited period of time at your or their own expense. (This does not affect the conversion privilege as stated in the insurance policy.) Consult the Insurance Benefits Coordinator in the Human Resource Department.

Health Insurance

Today's many health insurance plans and options can be confusing and complicated. That is why White Sands Treatment Center, LLC has taken the time to carefully review the coverage's and plans available. We have selected the plan we feel provides the best coverage for our employees. Refer to the literature provided by our insurance company for details on your health/dental/vision coverage

Termination of Insurance

Your insurance will terminate when the insurance policy terminates, when you fail to make an agreed contribution to premium when due, when you cease to be eligible for coverage under the terms of our group insurance program, or when you cease to be employed as a regular full-time employee eligible for the insurance. White Sands Treatment Center, LLC may, by continuing to pay the premium, keep your insurance in effect for a brief period if you cease to be an eligible employee for any reason other than resignation, dismissal, or failure to meet the terms of eligibility of our group insurance program.

Government Required Coverage

Workers' Compensation

The Florida Workers' Compensation Law is a no-fault insurance plan, which is supervised by the state, and one hundred percent (100%) paid for by White Sands Treatment Center, LLC. This law was designed to provide you with benefits for any injury, which you may suffer in connection with your employment. Under the provisions of the law, if you are injured while at work, you are eligible to apply for Workers' Compensation.

Unemployment Compensation

White Sands Treatment Center, LLC pays a percentage of its payroll to the Unemployment Compensation Fund according to White Sands Treatment Center, LLC employment history. If you become unemployed, you may be eligible for unemployment compensation, under certain conditions, for a limited period of time. Unemployment compensation provides temporary income for workers who have lost their jobs. To be eligible you must have earned a certain amount and are willing and able to work. You should apply for benefits through your Local State Unemployment Office as soon as possible.

White Sands Treatment Center, LLC pays the entire cost of this insurance.

Social Security

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

Other Benefits

Education Assistance Seminars/Continuing Professional Education

We feel an individual who possesses a desire to continue their education, in addition to performing their full-time job, shows a commitment to improving themselves and their position within the company.

Full-time employees may continue their education or attend seminars and continuing professional development courses in a related field of study. All seminars must be pre-approved by your supervisor.

Reminder: If you are taking a pre-approved seminar that offers continuing professional credits, be sure to give your supervisor a copy of the Continuing Professional Credit Certificate (or other document) to include in your personnel file.

In order to qualify for this benefit you must:

1. Advise your supervisor, prior to enrolling for the class, that you intend to take a particular seminar. Your supervisor will advise you whether the course is of a nature that White Sands Treatment Center, LLC will approve for partial reimbursement of fees.
2. The course must be job-oriented and offered by an approved educational institution.
3. If you are eligible to receive educational benefits from other sources, White Sands Treatment Center, LLC will not reimburse your educational expenses

4. Other Policies

Communications
Computer Software (Unauthorized Copying) Conversion Privileges
Facility Meetings
Dress Code/Personal Appearance Exit Interviews
Expense Reimbursement
Fire Drills
First Aid
Gifts
Grievances
Housekeeping
Life-Threatening illnesses Supervisors/Directors
Open Door Policy & Counseling
Outside Activities
Parking Lot
Payroll Advances
Personal Phone Calls & Mail Promotion Policy
Property & Equipment Care References
Resignation Restricted Areas
Return of Company Property
Security
Substance Abuse
Suggestions
Visitors
Violations of Policies

List of Additional Policies Not Included in This Manual

1. Drug Free Workplace Policy and Procedure Manual
2. Corporate Compliance Policies Regarding Fraud and Abuse Issues
3. EAP Policies and Procedures as Employee Benefit.
4. Sexual Harassment.
5. For further information regarding policies, please contact **Human Resources**.

Communications

Successful working conditions and relationships depend upon successful communication. Not only do you need to stay aware of changes in procedures, policies, and general information; you also need to communicate your ideas, suggestions, personal goals, or problems as they affect your work.

In addition to the exchanges of information and expressions of ideas and attitudes which occur daily, make certain you are aware of and utilize all White Sands Treatment Center, LLC methods of communication, including this Employee Manual, bulletin boards, discussions with your supervisor, memoranda, staff meetings, newsletters, training sessions, etc.

You will receive other information booklets, such as your insurance booklets, from time to time. You may take these booklets home so that your family may know more about your job and your benefits.

In addition, you may receive letters from White Sands Treatment Center, LLC. There is no regular schedule for distribution of this information. The function of each letter is to provide you and your family with interesting news and helpful information, which will keep you up-to-date on the events here at White Sands Treatment Center, LLC

Computer Software (Unauthorized Copying)

White Sands Treatment Center, LLC does not condone the illegal duplication of software. The copyright law is clear. The copyright holder is given certain exclusive rights, including the right to make and distribute copies. Title 17 of the U.S. Code states that "it is illegal to make or distribute copies of copyrighted material without authorization" (Section 106). The only exception is the users' right to make a backup copy for archival purposes (Section 117).

The law protects the exclusive rights of the copyright holder and does not give users the right to copy software unless the manufacturer does not provide a backup copy. Unauthorized duplication of software is a Federal crime. Penalties include fines of as much as \$250,000, and jail terms of up to five years.

Even the users of unlawful copies suffer from their own illegal actions. They receive no documentation, no customer support, and no information about product updates.

1. White Sands Treatment Center, LLC licenses the use of computer software from a variety of outside companies. White Sands Treatment Center, LLC does not own this software or its related documentation and, unless authorized by the software manufacturer, does not have the right to reproduce it.
2. With regard to use on local area networks or on multiple machines, White Sands Treatment Center, LLC employees shall use the software only in accordance with the license agreement.
3. White Sands Treatment Center, LLC employees learning of any misuse of software or related documentation within the company shall notify the facility supervisor or White Sands Treatment Center, LLC legal counsel.
4. According to the U.S. Copyright Law, illegal reproduction of software can be subject to civil damages and criminal penalties, including fines and imprisonment. White Sands Treatment Center, LLC

Department Meetings

From time to time, staff meetings will be scheduled before, during, or after work. They give you and your fellow workers a chance to receive information on White Sands Treatment Center, LLC, events, to review problems and possible solutions, and to make suggestions about your department or your job.

If your attendance at Department Meetings is mandatory, you will be informed. Failure to attend may involve a penalty.

Note: See "Company Meetings" earlier in this section for further information.

Personal Appearance of Employees

It is the policy of White Sands Treatment Center, LLC that each employee's dress; grooming and personal hygiene should be appropriate to the work situation. Employees are expected at all times to present a professional business-like image to clients and the public. Favorable personal appearance, like proper maintenance of work areas, is an ongoing requirement of the employment with White Sands Treatment Center, LLC. Radical departures from conventional dress or personal grooming and hygiene standards are not permitted. Company issued attire, such as uniforms, which are approved by Management, shall be deemed appropriate attire in the workplace for purposes of this policy.

The personal appearance of employees is to be governed by the following standards:

1. Employees are expected to dress in a manner that is normally acceptable in an office environment. The wearing of suggestive attire or of dungarees, jeans, denim skirts, shorts, sandals, open toed shoes, shoes with heels over 1 inch, T-shirts and similar items of casual attire are not permitted as they do not present a business-like appearance. Women's skirts must be office length and women's walking shorts, which are part of a suit, are permissible if business like in appearance. Dress slacks are permissible attire. Men are expected to wear khaki pants with a collared shirt. All clothing must be ironed.
2. Hair should be clean, combed and neatly trimmed or arranged. Shaggy, unkempt hair is not permissible regardless of length.
3. Sideburns, mustaches and beards should be neatly trimmed.
4. The appropriateness of employee compliance with any of the foregoing shall be in the sole discretion of Management.
5. This policy does not permit casual dress on any day that its centers are open for business, INCLUDING FRIDAYS.

Non-compliance: All decisions regarding appropriateness of attire in the workplace remain in the sole discretion of Management. Any employee who has a question regarding the appropriateness of their attire should ask Management. Any employee who, at the discretion of Management, does not meet the standards of this policy will be required to take corrective action, which may include leaving the premises. Repeated violations of this policy will lead to disciplinary action up to and including termination. All decisions regarding appropriateness of attire in the workplace remain in the sole discretion of Management. Any employee who has a question regarding the appropriateness of their attire should ask their supervisor. Repeated violations of this policy will be cause for disciplinary action.

Exit Interviews

In instances where an employee voluntarily leaves our employ, White Sands Treatment Center, LLC management would like to discuss your reasons for leaving and any other impressions that you may have about White Sands Treatment Center, LLC. If you decide to leave, you will be asked to grant us the privilege of an exit interview. During the exit interview, you can express yourself freely. It is hoped that this exit interview will help us part friends, as well as provide insights into possible improvements we can make. All information will be kept strictly confidential and will in no way affect any reference information that White Sands Treatment Center, LLC management will provide another employer about you.

Expense Reimbursement

You must have your supervisor's written authorization (requisition/purchase order, etc.) prior to incurring an expense on behalf of White Sands Treatment Center, LLC. To be reimbursed for all authorized expenses, you must submit an expense report/voucher accompanied by receipts and approved by your supervisor. Please submit your expense report/voucher each week, as you incur authorized reimbursable expenses. Reimbursement for use of personal vehicles for company use will be at \$0.56 per mile. This rate could change based on economic factors.

Fire Drills

We schedule fire drills throughout the year for employee safety. Your supervisor can answer any questions you may have about what to do.

First Aid

Federal law ("OSHA") require' that we keep records of all illnesses and accidents, which occur during the workday. The Florida State Workers' Compensation Act also requires that you report any illness or injury on the job, no matter how slight. If you hurt yourself or become ill, please contact your supervisor for assistance. If you fail to report an injury, you may jeopardize your right to collect workers' compensation payments as well as health benefits. OSHA also provides for your right to know about any health hazards, which might be present on the job. Should you have any questions or concerns, contact the Director of Nursing or your supervisor for more information.

Gifts

Advance approval from management is required before an employee may accept or solicit a gift of any kind from a client, supplier, or vendor representative. Employees are not permitted to give gifts to clients or suppliers, except for certain promotional "premiums" (T-shirt's, coffee mugs, pens, key chains, etc.) imprinted with the White Sands Treatment Center, LLC logo or sales information.

Complaint Resolution

Our goal is to maintain a comfortable working environment for everybody. We do this in several ways:

- By treating each of you as an individual and encouraging your maximum development;
- By recognizing that each of you is essential to the success and growth of White Sands Treatment Center, LLC.; and
- By maintaining direct communications with all of our employees and ensuring that each and every one of you can speak directly and openly with our management team.

We believe that this type of communication, without interference from any outside party, is best for all concerned. Therefore, when you wish to express your problems, opinions, or suggestions, you will always find an open door and an attentive ear.

As time goes by and White Sands Treatment Center, LLC grows, we will continue to listen and respond to your questions and comments.

Resolving Problems

Whenever you have a problem or complaint, we expect you to speak up and communicate directly with us. You can take the following steps:

1. First, talk to your immediate supervisor. Your supervisor is most familiar with you and your job and is, therefore, in the best position to assist you. Your supervisor works closely with you, and is interested in seeing that you are treated fairly and properly.
2. If your supervisor cannot help you resolve the matter, you may speak to the Human Resources Department who will give your problem or complaint prompt consideration.

Remember it is always best to resolve problems right away. Little problems tend to turn into big problems; facts become confused; resentment and anger builds up. It is always best to get things off your chest before they get out of hand.

Housekeeping

Neatness and good housekeeping are necessities. Please keep your office area neat and orderly at all times, it is a required safety precaution.

Easily accessible trash receptacles and recycling containers are located throughout the office. Please put all litter and recyclable materials in the appropriate receptacles and containers. Please don't put cigarettes out on the floor or throw ashes into any container not meant for that purpose. Always be aware of good health and safety standards, including fire and loss prevention.

Please report anything that needs repairing or replacing to management immediately

Supervisors/Directors

Your immediate supervisor is the person on the management team who is closest to you and your work. Your day-to-day contact with management gives you a chance to receive guidance and counsel regarding your work and the progress you make in such.

Your Director or Supervisor, i.e.; Clinical Director, Administrative Director, Program Director, Executive Officer, Human Resources Director, Nursing Director, is in-charge of the department. He or she is responsible for the efficient operation of the department. Your supervisor has authority to hire and dismiss, to assign work, recommend pay increases, transfers or promotions, and to maintain order and discipline. This may be accomplished by the supervisor personally or through his or her assistant.

Open Door Policy & Counseling

If a problem or complaint is of a personal nature, or a very delicate matter, you may meet with any member of management, to discuss it. He or she will decide if you should first discuss the problem with your immediate supervisor. If so, you will be so directed.

Outside Activities

No employee may take an outside job, either for pay or as a donation of his or her personal time, with a client or competitor of White Sands Treatment Center, LLC; nor may they do work on their own if it competes in any way with the services we provide our clients. If your financial situation requires you to hold a second job, part-time or full-time, or if you intend to engage in a business enterprise of your own, it must be pre-approved by your supervisor or management. You must discuss this matter with management.

Parking Lot

You may use the parking area designated for employees. Please keep in mind that the parking spaces adjacent to or in front of our building(s) are for customers and visitors only. Remember to lock your car every day and park within the specified areas.

Courtesy and common sense in parking will avoid accidents, personal injuries, and damage to your vehicle and to the vehicles of other employees. If you should damage another car while parking or leaving, immediately report the incident, along with the license numbers of both vehicles and any other pertinent information you may have, to your supervisor.

White Sands Treatment Center, LLC does not assume any liability for any loss or damages you may sustain.

Payroll Advances

White Sands Treatment Center, LLC rarely advances or loans money to employees. In the event you must borrow against your paycheck, you must first discuss your situation with your immediate supervisor. If he or she feels that your request is justified, an "Employee IOU" form will be provided for you by the Administrative Director to fill out and sign.

Note: See "Deductions (Other)/Direct Deposit" in the "Compensation & Performance" section for further information.

Personal Phone Calls & Mail

Our telephone bills can be astronomical. Please keep personal phone calls to a minimum-they must not interfere with your work. You are permitted to make limited local area calls on company telephones for essential personal business. Please do not abuse this privilege. Emergency calls regarding illness or injury to family members, changed family plans, or calls for similar reasons may be made at any time. Incoming calls will be directed to you.

Please don't use White Sands Treatment Center, LLC as a personal mailing address, and do not put personal mail in the stacks that are to be run through the postage meter. Although the amount may seem small, it adds up.

The use of cell phone personal calls is prohibited during company time.

Personal Use of Company Property

If you want to borrow White Sands Treatment Center, LLC equipment during or after work hours for personal benefit, you must have the approval of your supervisor. You must have a written pass before removing the equipment from White Sands Treatment Center, LLC property. You understand and agree that White Sands Treatment Center, LLC is not liable for personal injury incurred during the use of company property for personal projects. As a White Sands Treatment Center, LLC employee, you accept full responsibility for any and all liabilities for injuries or losses that occur, or for the malfunction of equipment. You are responsible for returning the equipment in good condition, and you agree that you are required to pay for any damages that occur while using the equipment for personal projects.

Promotion Policy

It is our policy to advise all employees about advancement opportunities. Please submit your request for consideration for a specific position directly to your supervisor.

Whenever a position becomes available, every effort will be made to fill it by promoting a qualified employee. Jobs will be awarded based on individual ability and past job performance, as well as length of service if two people have similar qualifications. By utilizing all opportunities for education and performing your job excellently, you may become qualified to fill a position of greater skill, responsibility and value at White Sands Treatment Center, LLC.

White Sands Treatment Center, LLC will always continue to look outside the company for potential employees as well.

Whenever you are learning a new job, or if your abilities are unknown in a particular job, you will be classified as being in training during the time necessary for you to gain experience to do the job. The length of training time for any given job is governed by the experience required for that job and your learning ability. You will be reviewed every ninety (90) days while training. At these reviews, you may receive an increase in pay, timed so that upon completion of the training period, you will be receiving a wage comparable to others in the job.

Property & Equipment Care

Upon accepting employment with White Sands Treatment Center, LLC, the company provides designated employees with a laptop, cellular phone, and unit keys (when necessary) at no charge.

Please be advised that all employees are responsible for the costs to replace any lost/stolen White Sands Treatment Center, LLC property.

All costs for replacing lost/stolen items will be deducted from the employee's expense report check or paycheck.

References

White Sands Treatment Center, LLC does not respond to oral requests for references. All requests must be in writing and on company letterhead. In the event you leave the employ of White Sands Treatment Center, LLC, we may be able to provide references to potential employers, depending upon the circumstances, your employment history, etc. However, you must first sign a "reference release" waiver, allowing us to release reference information beyond merely confirming that you worked at White Sands Treatment Center, LLC for a specific period of time and your position.

As an employee, do not under any circumstances respond to any requests for information regarding another employee unless it is part of your assigned job responsibilities. If it is not, and you receive a request for a reference, you should forward the request to the personnel department for a response.

Resignation

While we hope both you and White Sands Treatment Center, LLC will mutually benefit from your continued employment, we realize that it may become necessary for you to leave your job with White Sands Treatment Center, LLC. If you anticipate having to resign your position with White Sands Treatment Center, LLC, you are expected to notify your supervisor at least two (2) weeks' in advance of the date that you must leave. Failure to do so may result in loss of vacation pay.

Restricted Areas

In the interest of safety and security, certain portions of White Sands Treatment Center, LLC facilities may be restricted to authorized personnel only. Such areas will be clearly marked. Some areas may be designated no smoking areas as well.

Note: See "Smoking" later on in this section for further information.

Return of Company Property

Any White Sands Treatment Center, LLC property issued to you, such as office keys, cellular phones, pagers, or computer software, etc. must be returned to White Sands Treatment Center, LLC at the time of your dismissal or resignation, or whenever it is requested by your supervisor or a member of management. You are responsible to pay for any lost or damaged items. The value of any property issued and not returned may be deducted from your paycheck, and you may be required to sign a wage deduction authorization for this purpose.

Safety Rules

Safety is everybody's business. Safety is to be given primary importance in every aspect of planning and performing all White Sands Treatment Center, LLC activities. We want to protect you against industrial injury and illness, as well as minimize the potential loss of production.

Please report all injuries (no matter how slight) to your supervisor immediately, as well as anything that needs repair or is a safety hazard. Below are some general safety rules. Your supervisor or facility head may post other safety procedures in your facility or work area:

- Avoid overloading electrical outlets with too many appliances or machines.
- Use flammable items, such as cleaning fluids, with caution.
- Walk, don't run.
- Use stairs one at a time.
- Report to your supervisor if you or a co-worker becomes ill or is injured.
- Ask for assistance when lifting heavy objects or moving heavy furniture.
- Smoke only in designated smoking areas.
- Keep cabinet doors and file and desk drawers closed when not in use.
- Never empty an ashtray into a wastebasket or open receptacle.
- Sit firmly and squarely in chairs that roll or tilt.
- Stack materials only to safe heights.
- Watch out for the safety of fellow employees.

Security

Maintaining the security of White Sands Treatment Center, LLC buildings and vehicles is every employee's responsibility. Develop habits that insure security as a matter of course. For example:

- Always keep cash properly secured. If you are aware that cash is insecurely stored, immediately inform the person responsible.
- Know the location of all alarms and fire extinguishers, and familiarize yourself with the proper procedure for using them, should the need arise.
- When you leave White Sands Treatment Center, LLC premises make sure that all entrances are properly locked and secured.

Smoking

White Sands Treatment Center, LLC discourages its employees from smoking. Smoking is regarded as a poor health habit, which can detract from performance and is often offensive to co-workers and/or customers. While we cannot regulate employee conduct off the job or outside of work hours, we feel it is our responsibility to provide a workplace free of exposure to hazardous substances, and we have therefore established our facility and business as a smoke-free workplace, except in designated outdoor smoking areas. All employees are expected to abide by this policy while at work

Suggestions

We encourage all employees to bring forward their suggestions and good ideas about how our company can be made a better place to work, our products improved, and our service to clients enhanced. When you see an opportunity for improvement, please talk it over with your immediate supervisor. He or she can help you bring our idea to the attention of the people in the company who will be responsible for possibly implementing it.

All suggestions are valued and listened to. When a suggestion from an employee has particular merit, we provide for special recognition of the individual(s) who had the idea.

Theft

Internal theft is considered a serious issue at White Sands Treatment Center, LLC. Although taking small items of White Sands Treatment Center, LLC property may seem inconsequential, the cumulative effect can be very large. Stealing from the company is like stealing from yourself. Losses from theft immediately affect our ability to increase salaries and can jeopardize the profitability of the company.

Property theft of any type will not be tolerated by White Sands Treatment Center, LLC. We consider property theft to be the unauthorized use of company services or facilities or the taking of any company property for personal use. The following list of examples is not all-inclusive, but provides illustrations of several activities, which are unacceptable.

1. Use of company copy machines for personal use. The office copiers are not provided as a free service to employees. If you wish to use a company copier for personal use, please follow the established procedure for reimbursement of White Sands Treatment Center, LLC. Failure to do so is a form of property theft.
2. Use of computers. White Sands Treatment Center, LLC personal computers (the personal computers in the office, or laptops made available for work away from the office) are to be used exclusively for business purposes unless you receive permission from your supervisor and arrange to reimburse White Sands Treatment Center, LLC. Permission will be given for the use of personal computers during non-business hours so long as employees record all time, for which they will be charged, and supply their own data storage.

Penalty Clause

Unauthorized possession or removal of company property is a very serious offense. Employees violating this policy will be subjected to discipline up to and including possible dismissal and prosecution. White Sands Treatment Center, LLC will consider the dollar value of the item(s) taken, the employee's seniority, and the employee's past work record in setting penalties. If you are dismissed because of unauthorized possession or removal of company property, the reason for your dismissal will be provided to any future employer that contacts White Sands Treatment Center, LLC. Referrals to criminal authorities will be made on a case-by-case basis.

Traffic Violations

If you operate your own vehicle in performing your job, you will be considered completely responsible for any accidents, fines, or traffic violations incurred. Management will advise you on what to say and do (and what not to say and do) in the event of a vehicular accident.

Visitors

Our insurance coverage, good common sense, and the laws of confidentiality prohibit unescorted visitors in our facility. Visitors in general, are not permitted on White Sands Treatment Center, LLC property. If you are expecting visitors, ask them to sign the visitor's log when they arrive.

Violations of Policies

You are expected to abide by the policies in this Manual. Failure to do so will lead to appropriate disciplinary action. A written record of all policy violations is maintained in each individual's personnel file.

A partial list of causes for possible disciplinary action ("Unacceptable Activities") is presented under "Standards of Conduct" in the "Employment" section of this Manual. This list is not to be considered all-inclusive. See "Concluding Employment Relationship" for continuation of violation of policies.