AMERICAN AMBULANCE SERVICE, INC.
EMPLOYEE HANDBOOK

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Norwich, Connecticut 06360
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American Ambulance Service has prepared this handbook to assist you in understanding the policies and practices of the company. It is to be used as a reference to provide a general overview, and it is intended for informational purposes only. **Note that occasionally American Ambulance Service has adopted policies that differ for EMS personnel.** In such instances, this handbook provides explanation as to any such difference, or employees may receive instruction or explanation from managers or supervisors regarding such differences. Please contact Human Resources if you have any questions.

No manager, supervisor, employee or other American Ambulance Service representative may modify these policies for any employee or enter into any agreement, oral or written, contrary to this policy. These policies and procedures supersede any verbal agreements made by any representative of the company. It is your responsibility as an employee of American Ambulance Service to read this handbook thoroughly and discuss any questions or concerns with your immediate supervisor or the Human Resources Department. **Once you have read this handbook, you must sign the acknowledgment form contained in Appendix A of this handbook and return it to the Human Resources Department.**

The material in this handbook is not exhaustive, and the handbook does not cover every situation that may arise from day to day. Moreover, American Ambulance Service expressly reserves the right to modify or delete any of the policies contained herein with or without notice. Management will endeavor to inform employees of such changes in a reasonable and timely manner. Your adherence to these policies, as they may be modified, is mandatory.

All employees of American Ambulance Service are at-will employees. This means the employment relationship may be terminated at the will or option of either the employee or American Ambulance Service; employment may be terminated with or without cause; and employment may be terminated with or without prior notice.

**THIS HANDBOOK IS ONLY A GUIDE, AND IS NOT A CONTRACT FOR EMPLOYMENT. THESE POLICIES AND PROCEDURES ARE NOT A GUARANTEE OF EMPLOYMENT FOR ANY LENGTH OF TIME OR OF ANY PARTICULAR TERMS OR CONDITIONS OF EMPLOYMENT.**

**ABOUT AMERICAN AMBULANCE SERVICE, INC.**

We can trace the roots of American Ambulance Service, Inc. back to June of 1972, when, As Professional Ambulance Service of Norwich, we began providing ambulance service to Norwich and its surrounding communities. The company started with two used ambulances operating out of the back of a service station. The company began to grow steadily. In 1981, the name was changed to American Ambulance Service, Inc. It was then located at 101 West Main Street, operating with five new vehicles. In 1986, American Ambulance Service, Inc. moved to the new building where it now sits overlooking the Marina at American Wharf.
American Ambulance Service, Inc. has long been a leader of pre-hospital care in eastern Connecticut. On June 5, 1983, American Ambulance began providing paramedic level care to the residents of the City of Norwich, the first ambulance service to do so in the Eastern Connecticut Emergency Medical Service (EMS) region. On April 6, 1998, American Ambulance Service became the exclusive EMS provider for the Mashantucket Pequot Tribal Nation and Foxwoods Resort Casino. As our history illustrates, we are constantly striving to find new and innovative ways to serve our community.

**PATIENT AND COMMUNITY RELATIONS**

American Ambulance Service’s reputation has been built on excellent patient care, service, and quality work. To maintain this reputation requires the active participation of every employee. The opinions and attitudes that patients have toward our company may be determined for a long period of time based on the actions of one employee. Therefore, each employee must be sensitive to the importance of providing courteous treatment in all working relationships.

**EQUAL EMPLOYMENT OPPORTUNITY POLICY**

American Ambulance Service, Inc. is an equal opportunity employer, and the company complies with applicable federal and state Fair Employment Practices laws. It is our policy to provide equal employment opportunities to all qualified employees without regard to race, color, religion, national origin, ancestry, age, past or present disability, physical or mental handicap, genetic information, sex, marital status, sexual orientation, veteran status or any other characteristic protected by applicable federal or state law. This policy extends to every aspect of the employment relationship, including but not limited to hiring, compensation, selection for training, benefit administration, discipline, promotion and termination.

In order for American Ambulance Service, Inc. to comply with federal government regulations, it may be necessary for the company to compile and maintain detailed information on each formal candidate for employment and those who are hired. This information may include the candidate’s or employee’s sex, race, handicap status and veteran’s status, including service during the Vietnam Era.

**FELONY CONVICTION POLICY**

It is the standard practice of the American Group’s Human Resources Department not to hire anyone with a felony conviction within the past ten years of date of application. This includes violation of probation.
American Ambulance Service strives to maintain an atmosphere that is free from illegal discrimination or harassment of any kind, including discrimination or harassment on the basis of an individual's race, color, religion, national origin, ancestry, age, past or present disability, physical or mental handicap, genetic information, sex (including pregnancy), marital status, sexual orientation, veteran status, or any other classification protected by federal, state or local law.

American Ambulance Service has a complaint procedure that employees should follow in the event any employee feels that he or she has been the subject of any type of impermissible harassment, including sexual harassment, or discrimination. Any employee found to have violated this policy will be subject to such disciplinary action as the Company deems appropriate, up to and including immediate termination.

**Sexual Harassment**

It is the Company's policy to maintain a working environment free from sexual harassment or conduct that might reasonably be perceived as constituting sexual harassment. Sexual harassment means any unwelcome sexual advances or requests for sexual favors or any conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- Submission to or rejection of such conduct by an individual is used as the basis for an employment decision affecting such individual; or
- Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Although it would be impossible to list all conduct that would violate this policy, the following are examples of conduct that the Company absolutely prohibits:

- Offensive comments, jokes or other sexually oriented statements or depictions
- Unwelcome sexual advances or flirtations
- Making unwelcome comments about a person's clothing, body, or personal life
- Unwanted hugs, touches, kisses or other physical contact
- Requests for sexual favors
- Derogatory, offensive or pornographic posters, signs, cartoons or drawings
- Transmitting or forwarding e-mails containing offensive, suggestive or lewd attachments, statements or jokes
- Uploading or downloading of inappropriate pictures or material onto Company computer systems
- Retaliating against an employee for making a complaint or participating in an investigation concerning harassment or discrimination.
The above list is only illustrative of types of conduct that would violate this policy and, as such, by no means represents an exclusive list of conduct or types of conduct that could lead to disciplinary action, up to and including termination of employment. Offensive and inappropriate behavior need not rise to the level of sexual harassment within the meaning of applicable state and federal law to be deemed a violation of this policy.

All employees must comply with this policy and take appropriate measures to ensure that such conduct does not occur.

Individuals who engage in acts of sexual harassment may be subject to civil and criminal penalties.

**Harassment on Account of Other Protected Class Status**

In addition to sexual harassment, it is a violation of the Company’s policies to engage in conduct that is harassing or disparaging of another on account of that employee’s race, color, religion, national origin, ancestry, age, past or present disability, physical or mental handicap, genetic information, sex (including pregnancy), marital status, sexual orientation, veteran status, or any other classification protected by federal, state or local law.

All employees must comply with this policy and take appropriate measures to ensure that such conduct does not occur. Employees who engage in such conduct will be subject to discipline, up to and including termination, and may be subject to civil and criminal penalties.

**Discrimination**

It is also a violation of the Company’s policies to subject an employee to adverse job action or to otherwise discriminate against an employee on account of that employee’s race, color, religion, national origin, ancestry, age, past or present disability, physical or mental handicap, genetic information, sex (including pregnancy), marital status, sexual orientation, veteran status, or any other classification protected by federal, state or local law. All employees must comply with this policy and take appropriate measures to ensure that such conduct does not occur. Employees who engage in such conduct will be subject to discipline, up to and including termination, and may be subject to civil penalties.

**Complaint Procedure**

Employees who believe they have been subject to conduct in violation of this policy, including by another employee, a member of management, a customer, vendor or a visitor, should report such conduct immediately to his or her direct supervisor or to Human Resources. Similarly, an employee who witnesses conduct that violates this policy should report it immediately to his or her supervisor or to Human Resources.

If for any reason an employee is uncomfortable approaching his or her supervisor (for example, if the supervisor is the person the employee feels is engaging in the offensive conduct), or if the employee feels that the matter is not being addressed adequately, he or she should promptly bring it to the attention of the next level of management, the Human Resources Department, or another member of management with whom the employee feels comfortable.
American Ambulance Service will promptly investigate specific reported instances of conduct that may be in violation of this policy. Although the company cannot guarantee complete confidentiality in matters of harassment and discrimination, it will conduct its investigation in as confidential a manner as possible under the circumstances.

Upon request, employees are required to cooperate fully in any investigation. Retaliation or reprisal against an employee who reports an alleged violation of this policy or who provides information in any investigation related thereto is strictly prohibited and shall constitute a violation of this policy.

If the investigation confirms that harassment, discrimination or other conduct in violation of this policy has occurred, American Ambulance Service will take prompt and effective action aimed at ensuring that the offending conduct or act(s) do not continue.

Any employee found to have engaged in conduct prohibited by this policy may be subject to discipline, up to and including termination. American Ambulance Service does not consider conduct in violation of this policy to be within the course and scope of employment or the direct consequence of the discharge of one’s duties. Accordingly, to the extent permitted by law, American Ambulance Service reserves the right not to provide a defense or pay damages assessed against employees for conduct in violation of this policy.

**PREVENTION OF VIOLENCE IN THE WORKPLACE POLICY**

American Ambulance Service has a policy of zero tolerance for violence. If you engage in any violence in the workplace, or threaten violence in the workplace, your employment will be terminated immediately. No talk of violence or joking about violence will be tolerated. “Violence” includes, but is not limited to, physically harming another, shoving, pushing, harassing, intimidating, coercing, unauthorized possession of weapons on American Ambulance Service premises and/or working areas, brandishing unauthorized weapons and threatening or talking of engaging in those activities. It is the intent of this policy to ensure that no one associated with this business, including employees and clients, ever feel threatened by any employee’s actions or conduct.

It is the goal of American Ambulance Service to provide a safe workplace for all employees. To ensure a safe workplace and to reduce the risk of violence, all employees should review and understand all provisions of this workplace violence policy.

**Prohibited Conduct:** We do not tolerate any type of workplace violence committed by or against employees. Employees are prohibited from making threats or engaging in violent activities.

**Risk Reduction Measures:** While we do not expect employees to be skilled at identifying potentially dangerous persons, employees are expected to exercise good judgment and to inform the on duty manager/supervisor or the Human Resources Department if any employee exhibits behavior that could be a sign of a potentially dangerous situation or conduct that is otherwise in violation of this Policy. Such “prohibited conduct” that must be reported is listed below:
1. Intentionally causing physical injury to another person;
2. Making threatening remarks;
3. Aggressive or hostile behavior, including displaying extreme resentment, hostility or anger, that creates a reasonable fear of injury to another person or subjects another individual to emotional distress;
4. Intentionally damaging employer property or property of another employee;
5. Unauthorized possession or discussion of possession of a weapon while on company property or while on company business;
6. Discussion or commission of acts motivated by, or related to, sexual harassment or domestic violence.

Reporting Procedures: Potentially dangerous situations must be reported immediately to the police. Additionally, employees must report the issue to the on-duty supervisor or the Human Resources Department and may be required to document the incident on an Information Report. Reports or incidents warranting confidentiality will be handled appropriately. Management will investigate all reports of possibly hostile or violent situations.

Enforcement: Threats, threatening conduct, or any other acts of aggression or violence in the workplace will not be tolerated. Any employee determined to have committed such acts will be subject to disciplinary action up to and including termination. Non-employees engaged in violent acts on the employer’s premises will be reported to the proper authorities.

SUBSTANCE ABUSE POLICY

(FOR TESTING TO BE CONDUCTED IN CONNECTICUT ONLY)

1.0 STATEMENT OF PURPOSE

1.1 American Ambulance Service, Inc., (referred to herein as “Company”) is firmly committed to ensuring a safe, healthy, productive and efficient work environment for our employees, as well as our customers, and the public in general. The Company has a vital interest in ensuring a safe, healthy and efficient working environment and in preventing accidents and injuries resulting from the misuse of alcohol or drugs. The unlawful or improper presence or use of drugs or alcohol in the workplace presents a danger to everyone. For these reasons, the Company has established the following substance abuse policy. As provided below, drug and alcohol testing is an integral part of our substance abuse policy. Compliance with the policy is required as a condition of continued employment with the Company.

1.2 This policy applies to all Company employees, including employees in managerial or supervisory positions.

1.3 The Company maintains a policy of non-discrimination and will endeavor to make reasonable accommodations to assist recovering addicts or alcoholics and those
having a medical history reflecting treatment for substance abuse conditions. We encourage employees to seek assistance before their drug and alcohol use renders them unable to perform their essential job functions or jeopardizes the health and safety of themselves or others.

1.4 Questions regarding the meaning or application of this policy should be directed to the Company’s Human Resources Department.

1.5 This policy is not a contract of employment. All Company employees are employees at-will, except as state or local law may limit such status and except as this paragraph may otherwise provide. This means that employment can be terminated at any time either by the employee or Company with or without cause and with or without notice.

2.0 PROHIBITED CONDUCT

2.1 Prohibited Conduct Concerning Alcohol and Drugs

The following conduct by employees is prohibited:

a. Reporting for work or remaining on duty after the employee has consumed alcohol in any amount that adversely affects the employee’s job performance.

b. Consuming alcohol at any time during an employee’s workday. This includes, but is not limited to, while an employee is on or off the premises of the Company, as well as during the employee’s meal and other break periods.

(i) Exception: This prohibition does not include the authorized and reasonable consumption of alcohol by an employee of legal drinking age at functions or activities sponsored by the Company or a client. However, an employee who is requested to submit to a “reasonable suspicion” alcohol test as a result of such drinking and whose breath alcohol test result is 0.04 or greater will be considered to have consumed more than a reasonable amount and will be in violation of this policy. Responsible, professional, business-like behavior is expected of employees (including management) at all times. Inappropriate, unprofessional behavior associated with alcohol consumption may subject employees (including management) to disciplinary action, up to and including termination.

c. Engaging in any illegal or unauthorized use of drugs at any time while on or off-duty. This includes, but is not limited to, while an employee is on or off the premises of the Company, as well as during the employee’s meal and other break periods.

(i) This prohibition does not apply to prescription or over-the-counter medications taken by employees in safety-sensitive positions which:

1) have been lawfully prescribed to, or obtained by, the employee;

2) are being used by the employee in accordance with the prescription’s guidelines (if applicable); and
3) before reporting to work under the influence of such medication, the employee has inquired whether the drug manufacturer or the employee's physician warns against driving, operating machinery or performing other work-related safety-sensitive tasks. If such warnings exist, the employee taking the medication must inform his or her supervisor of such restrictions before reporting to work under the influence of such substances. When informing his or her supervisor(s) or the Human Resources Department of such restrictions, the employee should not identify the medication(s) being used or the reason for its use. The Company will evaluate and respond to this information on a case-by-case basis. Responses may include, among other things, temporary job reassignment or modifications, a request for additional medical documentation and consultation, and/or an instruction that the employee not work until the restriction is removed. Any employee reporting to work in a safety-sensitive position without first advising the Company about warnings accompanying lawfully prescribed or obtained medications will be subject to disciplinary action up to and including possible termination of employment. An employee's lack of knowledge concerning such warnings will not excuse a violation of this rule where an employee has failed to make the inquiries required by this rule.

d. Failing to stay in contact with the Company or its medical review officer while awaiting the results of a drug test.

e. Engaging in the unlawful or unauthorized manufacture, distribution, dispensation, solicitation, sale, purchase, transfer or possession of drugs or alcohol while on Company-paid time, on Company premises, in Company vehicles, or while otherwise engaged in activities for or on behalf of the Company. This prohibition does not include the authorized distribution, dispensation, solicitation, sale, purchase, transfer or possession of alcohol at Company sponsored functions or activities. In addition, an employee’s illegal conduct involving drugs or alcohol during non-work times may also result in discipline, up to and including discharge.

f. The refusal to submit to any drug or alcohol test that is required under the Company’s policy will result in the employee’s immediate termination of employment. This includes tests which employees agree to take in conjunction with rehabilitation provided under Section 7.0. (For details concerning what conduct will constitute a refusal to submit to a test, refer to Section 2.2).

g. Testing positive on any drug or alcohol test required under this policy.

2.2 Refusal to Submit to a Test: An employee who engages in any of the following conduct will be considered to have refused to submit to a test:

a. refusing or failing to appear for any substance abuse test within a specified time, as determined by the Company, after being directed to do so by the Company;
b. failing to sign an authorization form permitting the release of the drug and/or alcohol test result to the Company;

c. failing to remain at the testing site until the testing process is complete;

d. failing to provide a urine specimen, or breath or saliva specimen for testing;

e. failing to attempt to provide a urine, breath or saliva specimen for testing;

f. failing to provide a sufficient amount of urine or breath when directed, without an adequate medical explanation;

g. failing or declining to take a second drug or alcohol test that the Company or collector has directed to be taken;

h. failing to undergo a medical examination or evaluation, as directed by the MRO as part of the verification process, or as directed by the Company as part of the “shy bladder” procedures, or the insufficient breath procedures;

i. adulterating or substituting a urine specimen, or attempting to adulterate or substitute a urine specimen;

j. failing to cooperate with any part of the testing process such as by delaying the collection, testing or verification process or otherwise engaging in conduct that clearly obstructs or manipulates, or attempts to obstruct or manipulate, the testing process.

2.3 Consumption of Food or Food-Products Containing Hemp: The consumption of food and food-products containing hemp may cause an employee to test positive. A test result that is positive as a result of an employee’s consumption of food or food products containing or made from hemp or hemp products will be reported as a positive test and subject the employee to discipline, up to and including termination.

2.4 Prohibition on Employee Working: No supervisor or manager who has actual knowledge that an employee has engaged in or is engaging in conduct prohibited under this policy shall permit the employee to work or continue working under such circumstances. Any employee who has been directed not to work or directed to stop working under such circumstances must immediately comply.

3.0 REQUIRED TESTS

Except as otherwise provided in this policy, employees are required to submit to testing under the circumstances described below. Except where conditions otherwise require, all tests will normally be conducted either during or immediately after the regular work period, which includes any period when an employee is working overtime. Employees will be paid for time spent being tested.

3.1 “Reasonable Suspicion” Drug and Alcohol Testing (includes “Reasonable Suspicion” Post-Accident Drug and Alcohol Testing).
a. An employee must submit to a drug test and/or an alcohol test, whenever the Company has reason to suspect that the employee is under the influence of drugs or alcohol which adversely affects or could adversely affect the employee’s job performance. This standard also must be met for drug and alcohol testing to be conducted after a work-related accident, *i.e.*, an accident that is caused or contributed to by the employee and which results in (i) a fatality; or (ii) bodily injury to any individual who, as a result of the accident, requires immediate medical treatment (excluding first aid) at or away from the scene of the accident; or (iii) property damage to Company property or to the property of a customer that is reasonably anticipated to exceed $1,000; or (iv) in the case of a vehicle accident, one or more vehicles involved in the accident incurs disabling damage as a result of the accident, requiring the vehicle(s) to be transported away from the scene by another vehicle.

b. Except as state or local law may otherwise provide, the Company’s “reasonable suspicion” determination will be based on specific, current observations that can be verbalized, including but not limited to the employee’s appearance, behavior, conduct, speech, or body odors. These observations may also include indications of an employee’s chronic use of, or the effects of withdrawal from, drugs or alcohol. The determination may be based on a single instance of conduct involving a serious potential risk of harm to the employee or others, or to Company property or the property of others.

c. All “reasonable suspicion” tests must be administered as soon as possible following the determination.

d. The Company shall transport or make arrangements for the transport of the employee to and from the collection site.

e. An employee who is required to submit to a “reasonable suspicion” test will be suspended after the completion of the drug or alcohol tests. The Company also reserves the right to evaluate the employee’s conduct that triggered the drug and/or alcohol test, to determine if the conduct in and of itself warrants discipline, up to and including termination.

3.2 Random Drug Testing of Certain Safety-Sensitive Employees.

a. The Company will conduct random drug tests on safety-sensitive employees, as permitted by state law. Specifically, the Company has obtained approval from the Connecticut Department of Labor to conduct random testing on employees in the following safety-sensitive positions: wheelchair van drivers, EMTs, EMT-Is, paramedics, and dispatchers.

b. The random tests conducted will not be announced ahead of time and the dates of such tests will be spread out reasonably throughout the calendar year.

c. Employees who will be subject to random testing will be put into one or more random selection pools and will be picked for testing by the Company using a scientifically valid random selection process that ensures that each employee in the selection pool has an equal chance of being chosen each time a selection is
conducted. Appropriate safeguards will be used to ensure that the identity of individual employees who could be selected cannot be determined until after an employee is actually selected.

d. Whenever an employee is notified of his or her selection, the employee must proceed to the test site immediately and no employee will be excused.

4.0 CONSEQUENCES FOR POLICY VIOLATIONS

Employees who violate the Company’s policy are subject to the following consequences:

4.1 Refusal to Submit: Employees who refuse to submit to a test when requested will be terminated from employment. Refer to section 2.2 of this policy for a description of the conduct which will be considered as a refusal to submit to a test.

4.2 Positive Test Results: Any employee who receives a verified positive drug test result or an alcohol test result of 0.04 or greater will be terminated.

4.3 Other Policy Violations: The employee will be immediately removed from his or her job duties and will be subject to discipline, up to and including termination. In addition to the consequences imposed under this policy, an employee who unlawfully manufactures, distributes, possesses, or uses a controlled substance may be subject to criminal fines and/or imprisonment under federal, state and/or local law.

4.4 Fitness-For-Duty Evaluation: Whenever an employee is required to submit to a “reasonable suspicion” test and receives a negative test result, the Company may require the employee to submit to a fitness-for-duty evaluation. The evaluation may include a review of the employee’s medical records and/or a medical examination. The purpose of the evaluation is to determine whether the employee poses a significant risk of substantial harm to the health and safety of the employee or others in the workplace, including customers and visitors. Employees will be required to provide the necessary authorizations for obtaining the medical records and conducting the examination. Depending upon the results of the evaluation, the Company will consider whether the safety or health risk can be eliminated or sufficiently reduced by a reasonable accommodation, if applicable.

4.5 Potential Loss of Workers’ Compensation and/or Unemployment Compensation Benefits: An employee’s violation of the Company’s policy will be considered as gross and willful misconduct. In addition to the discipline and other consequences imposed under this policy, therefore, such employee misconduct may also result in the denial of unemployment compensation under applicable state law. Additionally, employees who are injured as a result of using drugs or alcohol in violation of this policy and/or the other Company safety rules also risk forfeiture of workers’ compensation benefits under the applicable state law.
5.0 NOTIFICATION OF TEST RESULTS, CONFIDENTIALITY, TESTING EXPENSES AND COMPENSATION FOR TESTS

5.1 Employees will be provided with a copy of their test results if they test positive.

5.2 The Company will maintain records of its substance abuse program in a secure location with controlled access. These records are confidential and will not be disclosed, except in accordance with applicable law.

5.3 The Company will pay for all drug or alcohol tests required by the Company, which includes a confirmation drug test performed on an employee’s primary urine specimen. The Company will also pay for the cost of the employee’s transportation to a collection site when the test is conducted at a place other than the employee’s normal work site.

5.4 All time an employee spends providing a saliva, breath or urine specimen, including travel time to and from the collection site in order to comply with a test required under this policy, shall be considered as working time.

6.0 TESTING PROCEDURES

The Company’s drug and alcohol testing procedures comply with applicable state and local law. The Company’s procedures ensure the integrity, confidentiality and reliability of the testing process, safeguard the validity of the test results and ensure that test results are attributed to the correct individual. The procedures also minimize the impact upon the privacy and dignity of employees undergoing such tests.

6.1 Drug Testing.

a. Chain-of-custody and laboratories.

The Company has established a chain of custody procedure for urine specimen collection and testing that will verify the identity of each urine specimen and test result. All drug tests conducted pursuant to this policy shall be performed by laboratories which are certified by the U.S. Department of Health and Human Services ("DHHS-certified laboratory") or are otherwise required or permitted to be used under applicable state law.

b. Drugs to be tested for.

The drugs to be tested for include marijuana, opiates, amphetamines, cocaine, phencyclidine (PCP), and their metabolites.

c. Confirmation and review of drug test result.

All positive drug test results will be confirmed by gas chromatography and mass spectrometry ("GC/MS"). All confirmed positive drug test results will be reviewed by a medical review officer ("MRO") to determine whether there is any legitimate explanation for the positive test result. This review may include a medical interview, review of the employee’s medical history, or review of any other relevant biomedical factors and all medical records made available by the employee.
An employee’s use of prescription and over-the-counter medications may result in a positive test result. Employees will be given the opportunity to discuss with the MRO any legitimate explanation for the positive test result. If the MRO determines that there is a legitimate medical explanation for the confirmed positive test result, the MRO will report the test result as negative. If the MRO determines that there is no legitimate explanation for the confirmed positive test result, the result will be verified by the MRO as a confirmed positive test.

If an employee refuses or fails to make himself/herself available to speak with the MRO, the MRO may verify a test as positive without having communicated directly with the tested individual.

If the MRO reports to the Company that a negative drug test was dilute, the employee will be directed to take another test immediately. If the employee refuses to take a second test, this constitutes a refusal to test.

d. Right to have urine split-specimen analyzed:

All drug tests conducted by the Company will analyze a specimen of the employee’s urine, using the split-specimen methodology. This means that a urine specimen is subdivided into two bottles labeled as a “primary” and a “split” specimen. Both bottles are sent to the laboratory. Only the “primary” specimen is opened and used for the urinalysis. The “split” specimen bottle remains sealed and is stored at the laboratory. Employees whose primary specimen is verified positive, adulterated or substituted may request that their split-specimen be tested, at their own expense, in a different DHHS-certified laboratory (or other laboratory required or permitted under state law) selected by the Company. This request must be made by the employee within 72 hours of being notified by the MRO of a verified positive test result (unless otherwise required or permitted under state law).

e. Inability to provide adequate amount of urine.

Employees must provide at least 45 milliliters of urine for a drug test. If the employee is unable to provide such a quantity of urine, then the individual will be instructed to drink a set amount of fluids and, after a set period of time, again directed to provide a complete specimen. If the employee refuses to drink the fluids as directed, or refuses to provide a new urine specimen, this will constitute a refusal to submit to a test.

If an employee has not provided a sufficient specimen within a certain time period after the first unsuccessful attempt to provide the specimen, the Company will direct the employee to obtain a medical evaluation, as soon as possible, from a physician selected by the Company. If the physician determines that there is no legitimate medical explanation for the individual’s failure to provide an adequate amount of urine, this will constitute a refusal to submit to a test.

If the physician determines that there is a legitimate medical explanation for the individual’s failure to provide an adequate amount of urine, the Company, in consultation with the physician or MRO, will determine whether the employee should be retested, including whether a reasonable accommodation, if applicable, can be
made which will provide an adequate, accurate and timely test result that will not impose an undue hardship on the program.

f. Adulterated or Substituted urine specimens.

Procedures for collecting specimens allow an individual privacy unless there is a reason to believe that a particular individual may adulterate or substitute the specimen. In such cases, an immediate re-collection may be required with little or no notice to the tested individual.

6.2 Alcohol Testing.

i. In general:

Alcohol screening tests will be performed either by a screening test technician ("STT") using a non-evidential screening device which the STT is proficient to operate, or by a breath alcohol technician ("BAT") using an evidential breath testing device ("EBT") which the BAT is proficient to operate. The Company will only use non-evidential alcohol screening devices that are on the National Highway Traffic Safety Administration's ("NHTSA") Conforming Products List ("CPL") for non-evidential screening devices and EBTs which are on the NHTSA's CPL for evidential breath measurement devices.

ii. Confirmation of alcohol test results:

If the result of the screening test is an alcohol concentration of 0.02 or greater, a confirmation test will be performed. The confirmation test will be conducted within 30 minutes from the end of the screening test. If the confirmation test result is an alcohol concentration level of 0.04 or greater, the test result will be reported as a positive. The confirmation test result is the final result upon which any discipline or other action taken under the Company's policy shall be based.

iii. Inability to provide adequate specimen amount for alcohol testing:

If the employee is unable to provide sufficient saliva to complete a test on a saliva screening device, the STT shall conduct a new test, using a new device. If the employee refuses to complete the new test, this will constitute a refusal to submit to a test and the employee will be terminated. If the new test is completed, but there is an insufficient amount of saliva to activate the device, the employee shall immediately take a breath alcohol test using an EBT. If the employee refuses to submit to the test using an EBT the employee will be terminated.

Each employee shall blow forcefully into the mouthpiece of the EBT for at least six (6) seconds or until the EBT indicates that an adequate amount of breath has been obtained. If an employee fails to provide or claims that he or she is unable to provide a sufficient amount of breath to permit a valid breath test, the Company will direct the employee to obtain, within five days, an evaluation from a licensed physician who is acceptable to the Company and who has expertise in the medical issues raised by the employee's failure to provide a sufficient specimen. Failure to undergo such an evaluation constitutes a refusal to test. If the physician concludes that a medical condition has, or with a high degree of probability could have, precluded the employee from providing a sufficient amount of breath, the employee's test will be
canceled. If the physician concludes that there is not an adequate basis for determining that a medical condition has, or with a high degree of probability could have, precluded the employee from providing a sufficient amount of breath, the employee will be considered to have refused to test.

7.0 SELF-IDENTIFICATION OF SUBSTANCE ABUSE PROBLEM

7.1 Consistent with and subject to the Company’s policies concerning the Family and Medical Leave Act, and personal leaves and vacations, employees who voluntarily self-identify themselves as having a drug or alcohol problem and who voluntarily request assistance for such problem will be referred to a substance abuse professional for an evaluation and for an appropriate counseling, treatment or rehabilitation program, if recommended. The cost of the evaluation and any counseling, treatment or rehabilitation is the employee’s responsibility. (For further details concerning the employee’s payment obligations, employees should refer to their individual medical insurance plan.)

7.2 This request must be made before the employee is required to submit to a drug or alcohol test required by this policy. Employees may not use this self-identification provision to avoid taking a test when required under this policy or to avoid being disciplined for receiving a positive test result or for refusing to submit to a test (refer to Section 2.2 for a description of conduct that constitutes a refusal to submit to a test).

7.3 Once leave commences, periodic certification that the employee is actively continuing to participate in the program, together with progress reports, shall also be required. As a further condition of taking such leave, the employee will be required to authorize the attending substance abuse professional to communicate directly with the Company, including releasing the employee’s relevant treatment records to the Company, except as federal or state law may otherwise require. All such oral and written communications between the substance abuse professional and the Company shall be treated as confidential.

7.4 Except where the federal or state law prohibits, all leave time taken for the evaluation, counseling, treatment or rehabilitation will be counted against the leave to which the employee may be entitled under the federal or state Family and Medical Leave laws, or other applicable leave policy, if any.

7.5 In accordance with the applicable “Agreement For Voluntary Treatment and Conditions for Continued Employment” executed by the employee prior to the commencement of such leave, the employee may be required to submit to a return-to-duty drug test as a condition of returning to work and receive a negative result. In some cases an employee may be required to submit to a return-to-duty alcohol test as a condition of returning to duty, and if tested, must receive a negative test result. The employee may also be required to submit to unannounced follow-up drug tests and/or unannounced follow-up alcohol tests as part of the program.
8.0 INSPECTIONS

8.1 Inspections Of Company Property: The Company may conduct unannounced random inspections at any time and without cause for the presence of illegal drugs or unauthorized alcohol on Company facilities and property such as (but not limited to) Company-issued vehicles, desks, file cabinets, and lockers. Employees are expected to cooperate in the conduct of such inspections.

8.2 Inspections of Individual Property: Personal inspections of employees and their personal property, such as (but not limited to) vehicles, clothing, packages, purses, brief cases, lunch boxes, or other containers brought onto or being taken off of Company premises, may be conducted by the proper authorities when there is reasonable suspicion to believe that the individual may have or has violated the drug or alcohol prohibitions contained in this policy.

9.0 EMPLOYEE ASSISTANCE PLAN

9.1 As part of the Company's commitment to provide a safe, healthy and efficient working environment for our employees, the Company maintains an Employee Assistance Program ("EAP"). The EAP provides information concerning the effects and consequences of alcohol and drug use on an individual's health, work, and personal life and the signs and symptoms of an alcohol and drug problem. In addition, the EAP provides referral services to employees and their families seeking help with problems resulting from alcohol misuse and drug use. Participation in this program is voluntary and confidential. The EAP can discuss available counseling, treatment and rehabilitation programs, fiscal responsibilities, and can help the employee decide what program might be best for his or her situation. For further information or to arrange an appointment, employees may contact the EAP at the following numbers:

Lawrence & Memorial
Employee Assistance Program
(860) 536-4114 or
Toll Free 1-866-804-2273
Available 24 Hours a Day

CODE OF CONDUCT

I. PURPOSE

American Ambulance continually strives to provide high quality emergency care and medical transportation services to our patients, and to maintain high standards of integrity in our dealings with our patients’ families, as well as our own staff members and those with whom we do business. It is our philosophy that we provide all of our services in full compliance with all laws and regulations. This requires the highest standard of conduct from all of our staff members. This philosophy of total compliance is the foundation of all that we do, and consistent with that philosophy, American Ambulance has approved and adopted this Code of Conduct.
II. POLICY

A. STATEMENT OF COMMITMENT

American Ambulance has been, and continues to be, committed to conducting our activities in full compliance with all federal, state and local laws. Our reputation for quality service and excellent care has been achieved by the personal integrity, good judgment and common sense of our staff members. Staff members are expected to demonstrate appropriate ethical behavior when conducting activities with patients and their families, fellow staff members, suppliers, vendors, consultants and those with whom we do business. Each staff member must be committed to adhering to all policies, procedures and guidelines; and to be aware of his/her responsibility in ensuring compliance with this Code of Conduct.

B. PURPOSE OF THE COMPLIANCE PLAN

The Compliance Plan provides the approach to guide our conduct in all that we do. It is intended to provide overall guidance for us in providing EMS and medical transportation services in a legal, ethical, and appropriate manner; however, it does not supersede the more specific policies of American Ambulance. The Compliance Plan is a supplement to the standards of conduct as presented in general staff member policies and procedures, such as in our personnel handbook, where applicable. Each staff member and all supervisory and administrative personnel should read and understand the Code, and subscribe to its standards and procedures. This Code of Conduct does not address every aspect of American Ambulance activities and the applicable legal issues they may entail. Because of changes in American Ambulance structure and operations or changes in regulatory requirements, the document is inherently subject to change.

New staff members will receive compliance training during new staff member orientation. Annually, each staff member typically receives a minimum of one hour of compliance training. Upon completion of each training session or orientation, staff members may be required to sign a statement of participation and attendance.

Each staff member is expected to be familiar with the applicable laws and regulations that govern the matters set forth in the Code of Conduct as it pertains to his or her duties, as well as any changes to the Code. That familiarity is part of every staff member's job performance and a regular part of that staff member's review.

C. STANDARD OF COMPLIANCE WITH LAWS

1. American Ambulance personnel, including, where applicable, managers, staff members, agents, consultants and other representatives, should conduct their activities in compliance with applicable laws, rules and regulations. If there is reasonable doubt as to the appropriateness of an activity, staff members should seek advice within the American Ambulance chain of command. Staff members
may also contact the American Ambulance Compliance Officer at any time if they have questions about the appropriateness of any particular action or course of conduct.

2. Policies and procedures regarding certain laws and regulations important to the provision of health care services are a part of the Compliance Plan.
   
   a) Patient Rights
   American Ambulance is dedicated to protecting its patients' personal privacy and confidentiality of information consistent with American Ambulance’s mission, applicable laws (including HIPAA, where applicable) and quality standards.

   b) Disclosure
   American Ambulance and its agents will deal honestly and fairly with patients, community members, vendors, competitors, mutual aid companies, payors and other outside contractors. Communication and disclosure information should be clear, accurate and sufficiently complete. Financial and operational reports should be prepared in accordance with applicable rules and regulations and prepared within American Ambulance’s normal system of accountability.

   c) Patient Billing
   American Ambulance will deal honestly with all payors (e.g., self-pay, insurance companies, HMOs, Medicare, Medicaid, etc.). Claims submitted to Medicare and other governmental and private payors should be complete and accurately reflect the services rendered. American Ambulance should submit claims for services that are supported by the necessary documentation, while maintaining prompt and proper billing practices. Billing issues should be resolved according to applicable laws, regulations, organizational policies and, where applicable, payor contracts. Questions regarding patient billing should be resolved expeditiously. If staff members are unsure of the proper response to a question or inquiry, the staff member should contact the Compliance Officer or other responsible person in the organizational chain of command.

   d) Integrity of Workforce
   We recognize that the personal integrity, good judgment and common sense of our staff members affect our reputation for quality service. To maintain that reputation, prior to entering into a relationship with American Ambulance, all staff members, contractors, vendors and others will be subject to a reasonable and prudent background investigation, including a reference check.

   Any employee must immediately disclose any debarment or other event that makes that person an Ineligible Person, in addition to any exclusion, suspension, or criminal conviction. Applicants (career and/or volunteer, as applicable) will be asked to disclose any criminal convictions, (as defined by 42 U.S.C. 1320a-7(i) and state law) or any action taken by the government to exclude the individual from participation in federal health care programs.
Individuals who have been recently convicted of a criminal offense related to health care or who are listed as debarred, excluded or otherwise ineligible for participation in federal health care programs (as defined in 42 U.S.C. 1320a-7b(ff)) may not be considered for employment or a volunteer position with American Ambulance. Additionally, applicants may be required to divulge their driving record, particularly if their work involves the operation of American Ambulance vehicles.

e) Conflict of Interest
Staff members are to conduct themselves in a manner that encourages and preserves the trust of those we serve. Staff members should not have financial relationships with parties with which American Ambulance does business. Prompt disclosure of conflicts of interest should be made to American Ambulance administration. Violations should be handled in accordance with applicable American Ambulance disciplinary procedures. If you have any questions whether particular conduct or relationship creates a conflict, please consult with HR before engaging in such conduct or relationship.

f) Confidentiality
No member of the organization should use confidential or proprietary information for his or her own personal gain or for the benefit of another person or entity, while associated with American Ambulance or at any time thereafter.

Information concerning a patient is confidential. American Ambulance personnel should not obtain or divulge details of a patient’s condition without a specific professional reason, except as required by law. Violations should be handled in accordance with American Ambulance disciplinary policies, and/or our HIPAA compliance plan, where applicable.

All new personnel, prior to performing any substantial duties with American Ambulance that involve patient interaction or information, shall undergo the mandatory privacy training as required under the HIPAA Privacy Regulations (where American Ambulance is a “covered entity” in accordance with HIPAA).

g) Compliance with Federal, State and Local Laws and Regulations
American Ambulance use its best efforts to ensure compliance with all applicable federal, state and/or local laws and regulations, as well as with the public policies they represent.

h) Anti-Kickback Laws
American Ambulance will use its best efforts to ensure compliance with Federal and State anti-kickback laws regarding the acceptance or payment of any remuneration for the inducement of referrals of services or the generation of other business, and shall comply with all applicable regulations regarding self-referrals and kickbacks. Staff members should not give or receive kickbacks, rebates or anything of value to a vendor, patient, physician or other health care provider in exchange for a referral for services or the generation of other business.
i) Business Arrangements With Physicians or other Referral Sources
American Ambulance will take all actions necessary to ensure compliance with federal and state laws regarding self-referral and business arrangements. Business arrangements with any referral sources should be set forth in a written contract and should be in accordance with applicable federal and state laws. Payments by American Ambulance to any referral source should be equal to the fair market value of the services rendered or items being purchased by American Ambulance and should not be based on the volume of transports or the value of referrals generated by the referral source.

j) Environment
American Ambulance strives to manage and operate in ways to ensure there is minimal risk to patients, staff members, visitors and the community environment within the confines of American Ambulance. Every staff member should comply with the safety, hazardous waste and other environmental care policies established by American Ambulance.

k) American Ambulance Transactions
American Ambulance transactions should be completed at fair market value and should not result in a direct or indirect monetary benefit to a staff member. American Ambulance assets should not be used for the benefit of private individuals or staff members.

l) Anti-Competitive Practices
American Ambulance use its best efforts to ensure compliance with federal, state and/or local laws and regulations that prohibit price-fixing and other anti-competitive practices. This includes compliance with all laws and regulations related to the procurement of EMS or ambulance service for a municipality or other government entity.

m) Gifts to Government Representatives
Staff members should not provide gifts or pay for meals, refreshments travel or lodging expenses for government or public agency representatives, with the intent to influence an official action or decision in an illegal, unethical or unlawful manner.

n) Government Investigation
American Ambulance has established prescribed procedures and guidelines to ensure an appropriate response to government inquiries. Information disclosed without proper authorization jeopardizes the rights of our patients. We also do not want to hinder in any way a legitimate government investigation. If federal or state law enforcement officials request information from an American Ambulance staff member, the staff member should direct the federal or state law official to contact the American Ambulance Compliance Officer. The American Ambulance Compliance Officer should
then communicate with the staff member to ensure that the appropriate documents are provided.
Whenever there is any indication that a government investigation may be underway, records or documents that could have a bearing on that investigation should not be destroyed or altered in any way. Any question about disposition of documents or records should be directed to the Compliance Officer.

o) Individual Judgment
Staff members are often faced with making critical decisions based on activities in the workplace. Remember to always respect others and use good judgment and common sense. If anything within this Code of Conduct goes against your own good judgment, you are encouraged to discuss it with the Compliance Officer or other member of American Ambulance management.

III. IMPLEMENTATION OF THE CODE

A. COMPLIANCE COMMITTEE/COMPLIANCE OFFICER

American Ambulance may appoint a Compliance Committee. The Compliance Committee, where applicable, is responsible for working with the appropriate personnel to ensure that the Code and related policies and procedures govern the business activities of American Ambulance.

The Compliance Officer's responsibilities are to develop, implement and maintain the plan, oversee the staff member education, investigate issues in a confidential manner, and report periodically to the Board of Directors or other governing body of the organization.

Designation of a Compliance Committee or Compliance Officer does not lessen each staff member's responsibility to comply with the Code and related policies and procedures.

B. REPORTING OF VIOLATIONS

It is important to first attempt to resolve issues within the area of responsibility in which they arise. If the staff member knows of a violation or possible violation of the Code or related policies and procedures, it is the staff member's responsibility to report that information immediately to the staff member's Supervisor (if applicable) or Compliance Officer.

Ultimately, potential violations should be brought to the attention of an appropriate Administrator or Manager within the organization. The Administrator or Manager, in turn, should report potential violations to the Compliance Officer. If the staff member cannot report a possible violation to their Supervisor or Administrator, the staff member may report such violations anonymously to the confidential “hotline” established under the compliance program. Information on making “hotline” reports shall be disseminated to all personnel. Hotline reports may be made via telephone, e-mail or in other forms established by American Ambulance. Reported violations should be logged, assigned a tracking number and investigated by the Compliance Officer.
In reporting violations to the Compliance Officer, if staff members wish to remain anonymous, they may do so by either not disclosing identifying information or by requesting that their confidentiality be protected. The Compliance Officer should make an effort not to identify an individual making an anonymous report, unless it is subsequently determined that the person engaged in improper conduct or that information is otherwise required by the investigation. Reasonable efforts shall be expended to assure confidentiality of anonymity requests; however, there may be a point where the individual’s identity may become known in connection with the investigation or may have to be revealed if governmental authorities become involved.

All American Ambulance’s Covered Persons are required to report to the Compliance Officer or other appropriate administrator or manager suspected violations of any Federal health care program requirements.

C. DISCIPLINARY ACTIONS

Failure to comply with the standards established by the Code may have serious consequences. Appropriate discipline for violations of the Code, up to and including suspension or termination, may be imposed. Personnel will be subject to disciplinary action if they authorize or participate directly or indirectly in actions that constitute a violation of the law, the Code or related policies and procedures.

D. NO RETALIATION FOR GOOD FAITH REPORTING OF VIOLATIONS

The success of any compliance policy, including this Code, depends on the prompt and accurate reporting of violations and suspected violations without fear of retaliation. American Ambulance’s policy, as well as both federal and state law, does not condone retaliation against a staff member for reporting, in good faith, an actual or suspected violation of the law. Reports should remain confidential except when the nature of the complaint requires disclosure and then should be disclosed only to the extent necessary or advisable to resolve the complaint.

E. MONITORING OF COMPLIANCE EFFORTS

An integral component of the Compliance Code and Compliance Plan is the continual monitoring, auditing and evaluation of American Ambulance’s compliance efforts. An initial audit of compliance should be conducted to determine the areas in which area-specific compliance programs should be focused. Thereafter, audits may be authorized by the Compliance Committee or Compliance Officer in response to reports received through the compliance reporting system or through other means. In addition, overall compliance efforts should be reviewed on an annual basis.

IV. QUESTIONS REGARDING THE CODE

If staff members have a question concerning the Code or related policies or would like guidance with respect to a particular issue, staff members should consult their supervisor, administrator or manager, or the Compliance Officer.
EMPLOYEE CONDUCT POLICY

Employees of American Ambulance Service, Inc. shall conduct themselves in a professional, responsible and courteous manner at all times. Employees demonstrating such behaviors foster a positive work environment. Positive, professional behaviors include punctuality, appropriate attire and respect.

INAPPROPRIATE BEHAVIOR

Racial or ethnic slurs, sexually harassing remarks, threats of violence, and any other unwelcome comments, language or actions will not be tolerated. Employees who make such comments or otherwise engage in inappropriate conduct towards co-workers or other individuals will be held responsible and may be subject to discipline.

OFF DUTY CONDUCT

Employees are responsible for their conduct in the same manner while wearing an American Ambulance uniform, whether they are on or off duty. It is not permitted for an employee to wear any part their uniform containing the company logo while operating a motorcycle. Employees are discouraged from wearing uniforms once they are off duty.

ALCOHOL AND CONTROLLED SUBSTANCES

Use or sale of alcohol or controlled substances while on the premises of American Ambulance Service, Inc. is prohibited. The purchase or consumption of alcohol while in company uniform is also forbidden.

WEAPONS

Firearms or weapons of any sort are not permitted on company premises at any time. Employees are allowed to carry a pocketknife with a blade not to exceed four inches in length. Employees are subject to American Ambulance's workplace violence policy at all times on the job and while in uniform.

THEFT

An employee found to have stolen personal or company property will be subject to discipline, up to and including termination.

SAFETY

Employees shall observe the rules of safety in every aspect of their job. If an employee engages in an act that is deemed unsafe and could potentially cause injury to themselves or others, he/she may be subject to discipline, up to and including termination.
INSUBORDINATION

Respect of management at American Ambulance Service, Inc. is an important component of company operations. If an employee is asked to complete any work-related task, they are to do so without dispute. Insubordination will not be tolerated at any level. It is the right of management to immediately suspend an insubordinate employee.

EMPLOYMENT CLASSIFICATIONS

Each American Ambulance Service employee is designated as either exempt or nonexempt in accordance with federal and state wage and hour laws. Nonexempt employees are eligible for overtime pay under specific provisions of federal and state laws. Nonexempt employees must confine their work to a regularly scheduled workday and workweek, unless their supervisor specifically authorizes overtime in advance (see Overtime Policy). Exempt employees are excluded from specific provisions of federal and state laws and are paid on a salaried basis regardless of the number of hours worked. Exempt employees may be eligible for an hourly wage should said employee work a different job title (i.e. a supervisor working a shift as an EMT or as a dispatcher.) Exempt employees may be required to work in excess of the regular workweek without additional compensation.

In addition to the above classifications, each employee is also categorized as follows:

1. **Full-Time Employees** regularly work 40 hours or more each week and work year-round. Full-time employees are eligible to receive benefits in accordance with their length of service and are subject to the terms, conditions and limitations of each benefit program. These benefits may include vacation, holiday and paid time off, 401(k) & profit sharing.

2. **Part-Time Employees** regularly work less than 40 hours each week and work year-round. Part-time employees may be eligible to receive certain benefits, including the 401(k) & profit sharing plan, as specifically provided in the policy.

3. **Temporary Employees** are hired for the duration of a particular task or for a stated short period of time. Temporary employees are not eligible to receive benefits, unless specifically provided in the policy.

Should you have questions regarding your employment classification, please contact the Human Resources Department.

**Deductions from Pay/Safe Harbor Policy (Exempt Employees)**

It is the Company’s policy and practice to accurately compensate employees and to do so in compliance with all applicable state and federal laws. To ensure that you are paid properly for all time worked and that no improper deductions are made, you must review your paychecks promptly to identify and to report all errors.
**Exempt Employees**

You will receive your full salary for any workweek in which work is performed. However, under federal law, your salary is subject to certain deductions. For example, absent contrary state law requirements, your salary can be reduced for the following reasons in a workweek in which work was performed:

- Full day absences for personal reasons, including vacation.
- Full day absences for sickness or disability.
- Full day disciplinary suspensions for infractions of safety rules of major significance (including those that could cause serious harm to others).
- Family and Medical Leave absences (either full or partial day absences).
- To offset amounts received as payment for jury and witness fees or military pay.
- Unpaid disciplinary suspensions of one or more full days for significant infractions of major workplace conduct rules set forth in written policies.
- The first or last week of employment in the event you work less than a full week.

Your salary also may be reduced for certain types of deductions, such as: your portion of health, dental or life insurance premiums; state, federal or local taxes; social security; voluntary contributions to a 401(k) or pension plan. In any workweek in which you performed any work, your salary will not be reduced for any of the following reasons:

- Partial day absences for personal reasons, sickness or disability.
- Your absence because the facility is closed on a scheduled work day.
- Absences for jury duty, attendance as a witness, or military leave in any week in which you have performed any work.
- Any other deductions prohibited by state or federal law.

Where permitted by applicable state law, you will be required to use accrued PTO for full or partial day absences for personal reasons, sickness or disability. However, your salary will not be reduced for partial day absences if you do not have accrued PTO.

If you have questions about deductions from your pay, please contact the Human Resources Department immediately. If you believe your wages have been subject to any improper deductions or your pay does not accurately reflect all hours worked, you should report your concerns to the Human Resources Department.

**WORKWEEK & MEALTIME POLICY**

**Workweek:** For office personnel, regular business hours are 0800 hours to 1630 hours, Monday through Friday. All other personnel, as scheduled.
**Meal Time:** Employees who work 7.5 hours or more in a day are entitled to a 30-minute, unpaid meal break each day. American Ambulance Service EMS employees are paid a 30-minute meal break each day.

**PAYROLL PERIOD**

The pay period is bi-weekly. American Ambulance Service, Inc. practices a policy of payment via direct deposit. If you have elected direct deposit, your paycheck will be directly deposited into the bank account(s) that you have provided to the finance department. Payroll statements are typically available on Thursday after 1600 hours. When a payday falls on a holiday, payroll statements are distributed on the work day prior to the holiday. As an American Ambulance employee, you are responsible for your paycheck after it has been issued. If there is an error in your paycheck, please report it immediately to your supervisor. You are not authorized or permitted to work any time that is not recorded. Recording your time should be completed on a daily basis. If you notice an error in the record of your time, you must notify your supervisor in writing immediately. Employees must not complete or alter time records of other employees.

Federal and state laws require that an accurate record be kept of the hours worked by all non-exempt employees. As such, all non-exempt employees are required to maintain an accurate record of all time worked. All employees are required to record their hours by logging in to the ePro system and clocking in, or as your supervisor directs you.

**OVERTIME**

American Ambulance Service is firmly committed to providing the highest quality patient care and customer service possible. We rely on all of our employees to maintain these high standards by working together efficiently as a team, with each member doing their part. At times, it may be necessary for you to work past your scheduled out time or to work overtime in order to assist the company in successfully meeting our contracts, facility needs, and most importantly our patients’ needs.

Employees already at work may be required to work a period of time contiguous with their scheduled shift, as determined by an EMS manager to ensure shift coverage because of unanticipated developments.

All non-exempt employees will be paid at a rate of time and one-half their regular hourly rate for hours worked over forty (40) in any given week. Only actual hours worked count toward computing weekly overtime.

Any and all overtime must be authorized in writing by your manager or supervisor before overtime is worked. Violation of this policy, including by working unauthorized overtime or failing to work assigned overtime, may result in disciplinary action up to and including termination of employment.
PERSONAL INFORMATION AND SOCIAL SECURITY NUMBER PRIVACY

In order for employment information, paychecks, and W-2 forms to be delivered to you expeditiously, American Ambulance Service must have an accurate record of your current home address and telephone number or another number where you can be reached. It is also important that we have the same information for the person to contact on your behalf in case of emergency.

American Ambulance Service requires its employees to contact the Human Resources Department within 30 days (and provide written details) of any change in marital or family status, such as marriage, divorce, separation, birth, death, etc. These changes could affect income tax withholding, insurance benefits, etc.

Within a reasonable time after the Human Resources Department is in receipt of a written request, any employee will be permitted to inspect his or her personnel file, if such a file exists. Such inspection shall take place during regular business hours (Monday – Friday, 0800 – 1630 hours) at a location at or reasonably near American Ambulance Service’s office.

Social Security Number Privacy and Security

American Ambulance Service is dedicated to protecting the personal security and privacy of all employees. In the ordinary course of its business, and for a variety of legitimate business reasons, American Ambulance Service may collect and store personal information about its employees, including all or any part of an employee’s social security number (SSN), in hard copy or digital storage.

American Ambulance Service takes measures to prevent the unauthorized disclosure of your SSN, including without limitation:

- Ensuring the confidentiality of employee SSNs;
- Prohibiting unlawful or unauthorized disclosure of employee SSNs;
- Limiting the number of people with access to employee SSNs, and the circumstances under which employee SSNs may be accessed;
- Ensuring the proper disposal of documents (hard copy or digital) that contain employee SSNs; and
- Disciplining any employee who violates this policy.

American Ambulance Service, and every one of its employees with access to employee SSNs, will maintain the security and confidentiality of every document containing the SSN. This means, at a minimum, that American Ambulance Service’s Human Resources Department will maintain all employee files under lock, and that any access to digital files containing all or any part of an employee SSN will be password protected.

Furthermore, except as otherwise permitted by American Ambulance Service in writing, no Company employee shall display or disclose an employee SSN without the express written consent of the Director of Human Resources or by the employee to whom the SSN is assigned. American Ambulance Service will not mail any document containing
an employee’s SSN that is visible on, or from, the outside of the mailed article. American Ambulance Service will not use the SSN as a general identifying number for its employees, or visibly print it on identification tags, badges, passes, cards or licenses. American Ambulance Service will not require any employee to use or transmit your SSN over the Internet, or any Company intranet, computer system, or network unless the connection is secure or the transmission is encrypted.

American Ambulance Service restricts access to any document displaying an employee’s SSN to those with a legitimate business need to access those documents, who are acting consistently with Company policy and in accordance with their assigned job tasks. Access to these documents by anyone other than those authorized under Company policy must be specifically authorized, in writing, by the Director of Human Resources or by the employee to whom the SSN is assigned. Documents containing an employee’s SSN will be disposed of in accordance with American Ambulance Service's document retention policy and procedures.

Nothing in this policy is intended to modify an employee's right to access their own personnel file, as permitted by American Ambulance Service’s policies and applicable state law. Nor does this policy prohibit the use of an employee’s SSN where the use is authorized by state or federal statute, rule, regulation, court order, or pursuant to legal discovery or process.

Violations of this policy will result in disciplinary action up to and including termination of employment. Violators may also be subject to civil and criminal penalties authorized by applicable state or federal law.

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**BENEFITS**

Full-time employees, their spouses and eligible dependent children are eligible for health benefits on the first day of the month following the successful completion of the employee’s introductory period. For health benefits, full-time employees are defined as an employee (excluding interns and contract employees) whose work is equal to or exceeds 40 hours per week. Employees should consult the separate materials prepared directly by the Company’s health care insurance company for details of the plan and any other benefit documents that are available in the Human Resources department and distributed during Orientation.

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**REIMBURSEABLE EXPENSES**

American Ambulance Service will reimburse its employees for reasonable amounts spent on business activities in accordance with the requirements below. American Ambulance Service reserves the right to decline any employee’s reimbursement request.

**Transportation:** Employees using their personal cars for business shall be reimbursed at the established company rate for mileage, plus full reimbursement for parking expenses or highway tolls. Public transportation fares necessary to conduct business will also be reimbursed in full. All travel expenses must be submitted on the appropriate
forms, and must be approved by the appropriate manager. Where a choice exists, employees are required to travel by the least expensive means possible.

**Long Distance Telephone Calls:** Employees shall be reimbursed for long distance business calls and faxes made from a private telephone. To obtain such reimbursements, employees must submit the relevant telephone bills, along with logs detailing the date and purpose of each call or fax. Reimbursement is not provided for calling in for shift or crew status.

**Meals:** Meal expenses will be reimbursed when employees attend an approved company business function. Meals consumed in transit as well as at the destination will be reimbursed upon approval.

**Registration Fees:** Employees must obtain approval from the appropriate manager before registering for a business-related training session or conference. Registration fees will then be reimbursed in full.

**Hotel Bills:** On occasion, business may demand an employee stay at an out-of-town hotel. Any such stay must be pre-approved by the appropriate manager, and will be reimbursed accordingly.

Any questions regarding pre-approval or reimbursement eligibility should be directed to your supervisor **before** any expense is incurred.

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### PARKING

This policy will guide employees working at the One American Way (1-101) property on the proper locations to park. This policy is for all employees working at One American Way, regardless of company worked for.

**The following locations are designated for employee parking as well as visitor parking:**

i. The south parking lot (South Lot) from one space north of the fuel pumps (leave a space open next to fuel pumps) to the first labeled, designated parking space along the west wall.

ii. Motorcycle parking is available in the area immediately adjacent to the building along the east railing in the South Lot. Do not block the walkway.

iii. The lower parking lot [Lower Lot] in any non-designated, labeled space.

iv. On street parking is available on High Street.

v. One handicap accessible space is available in the north parking lot [North Lot] adjacent to the building, just south of the main entrance.

**The following locations shall not be parked in by employees or visitors:**

i. South Lot: any designated, labeled parking space unless such employee or visitor is the subject of the label or designation or received explicit permission from the holder of said designated space.
ii. Lower Lot: any designated, labeled parking space unless such employee or visitor is the subject of the label or designation or received explicit permission from the holder of said designated space.

iii. High Street: designated 'no parking' areas. These are designated by the City of Norwich, and parking infractions may be issued by the Norwich Police Department.

- Between the hours of 1630 and 0700, and on recognized holidays or weekends, any specifically designated visitor parking space may be utilized by employees to park.
- No other designated parking spaces may be utilized by employees to park unless an exception has been made by this policy or by a member of management.
- All employee-owned vehicles are to be nosed in to parking spaces unless specific permission has been granted by management (e.g. windshield replacement.)

Any violation of this policy will result in progressive discipline in accordance with the appropriate disciplinary policy.

**INTRODUCTORY PERIOD**

American Ambulance Service utilizes a 180-day introductory period to give new employees the opportunity to demonstrate their ability, a satisfactory level of performance and to determine whether the new position meets their expectations.

**INTRODUCTORY STATUS IS NOT A GUARANTEE OF EMPLOYMENT FOR ANY SPECIFIC TERM OR DURATION. AT ALL TIMES DURING THE INTRODUCTORY PERIOD, EMPLOYEES ARE EMPLOYED AT-WILL. AN EMPLOYEE’S SUCCESSFUL COMPLETION OF THE INTRODUCTORY PERIOD DOES NOT IN ANY WAY ALTER THE AT-WILL TERM OF HIS OR HER EMPLOYMENT RELATIONSHIP WITH THE COMPANY. SUBSEQUENT TO SUCCESSFUL COMPLETION OF THE INTRODUCTORY PERIOD, THE EMPLOYEE REMAINS AN AT-WILL EMPLOYEE AND MAY BE TERMINATED AT ANY TIME, WITH OR WITHOUT NOTICE, FOR ANY REASON OR NO REASON AT ALL.**

After 180 days of employment, the employee will be reviewed by their supervisor to determine future employment with American Ambulance Service, as may be appropriate.

**TRAINING**

The supervisor or the field training officer will instruct the employees as to their job duties. Employees are also expected to meet the requirements of the Company’s various established policies, procedures and practices. Employees are expected to do their best to learn all aspects of their job and are encouraged to pursue excellence by continuing their education both on and off the premises.

It is the responsibility of the employee to identify and become familiar with specific
safety regulations for their working area and specific equipment. Additionally, it is the responsibility of the employee to maintain all requirements for their specific license(s) and certification(s).

**NOTE:** It is your responsibility to read and become familiar with all Operations Policies and Procedures, which can be found on the Employee Self Service website or in the Human Resources Department. New policies and procedures are issued periodically. Discuss any questions or concerns with your supervisor immediately.

It is the employee’s responsibility to successfully complete all testing and training as required by local, state and federal agencies and per company guidelines, policies and procedures.

### CERTIFICATION AND LICENSING REQUIREMENTS

<table>
<thead>
<tr>
<th>I. Purpose: The following policy outlines American Ambulance Service’s policies regarding the company’s certification and licensing requirements.</th>
</tr>
</thead>
<tbody>
<tr>
<td>II. Employees of American Ambulance Service, Inc. shall maintain the proper levels of certification and/or licensure according to their job description. Employees shall maintain a current motor vehicle operator's license, be at least twenty-one years of age and have an excellent driving history. All employees shall maintain a current CPR certification at the BLS Healthcare Provider Level. Other requirements as follow:</td>
</tr>
<tr>
<td>III. <strong>CHAIRCAR</strong></td>
</tr>
<tr>
<td>A. Requirements as outlined in Section II above.</td>
</tr>
<tr>
<td>IV. <strong>EMT &amp; AEMT</strong></td>
</tr>
<tr>
<td>A. Current Connecticut EMT or AEMT certification</td>
</tr>
<tr>
<td>B. Must comply with all State of Connecticut, Eastern Region, and William W. Backus Hospital medical control requirements, including continuing education, Epi-pen and Aspirin training.</td>
</tr>
<tr>
<td>V. <strong>PARAMEDIC</strong></td>
</tr>
<tr>
<td>A. Current Connecticut Paramedic license</td>
</tr>
<tr>
<td>B. Must comply with all State of Connecticut, Eastern Region and William W. Backus Hospital medical control requirements, including continuing education, ACLS, PALS, and PHTLS training.</td>
</tr>
<tr>
<td>VI. <strong>EXPIRATION OF REQUIREMENTS</strong></td>
</tr>
<tr>
<td>A. The following outlines deadlines in regards to the expiration of a certification or license. Failure to comply with these deadlines may result in progressive discipline and/or termination of employment.</td>
</tr>
</tbody>
</table>
1. Connecticut Emergency Medical Technician/Advanced Emergency Medical Technician Certification and Paramedic License
   a) In accordance with Connecticut regulation Section 19a-179 employees will be granted a grace period of ninety-days to continue to practice upon reaching their expiration date. However, if the employee fails to complete their refresher or other certification requirements, and have a valid, non-expired certification or license within the grace period s/he will not be eligible for work upon reaching the end of the 90-day grace period.
   b) All employees are encouraged to complete their recertification/relicensure requirements prior to their expiration date and prior to beginning their 90-day grace period.

2. Motor Vehicle Driver's License
   a) An employee will not be eligible for work upon expiration or suspension of his/her driver's license.

3. Advance Cardiac Life Support [ACLS], Pre-Hospital Trauma Life Support [PHTLS] and Pediatric Advanced Life Support (PALS)
   a) If there is an expiration of an employee's required ACLS, PHTLS or PALS certification, the proper course of action and/or grace period will be determined by the Director of Quality Assurance in conjunction with W.W. Backus Hospital and Day Kimball Hospital Medical Control.
   b) In general, an employee must be enrolled in a refresher course for one of the above classes described in Section VI (A) (3) by their expiration date.
   c) If an employee expires one of the certifications in Section VI (A) (3) and is not enrolled in a course, the Director of Quality Assurance will forward this information to the appropriate medical control agency to be addressed.

4. Cardiopulmonary Resuscitation
   a) There will be no grace period upon expiration of an employee's CPR card and he/she will not be eligible to work.

VII. EDUCATION BENEFITS
   A. American Ambulance Service, Inc. will cover costs associated with certain certification requirements under the following circumstances:
   B. Emergency Medical Technician/Advanced Emergency Medical Technician refreshers through American Professional Educational Services.
   C. Connecticut annual re-licensure for full time paramedics
D. Connecticut annual re-licensure for part time paramedics for which American Ambulance Service, Inc. is their only and primary EMS service.

E. ACLS, PALS and PHTLS provider/refresher courses for full time paramedics.

F. ACLS, PALS and PHTLS provider/refresher courses for part time paramedics for which American Ambulance Service, Inc., is their only and primary EMS service.

G. American Ambulance Service, Inc. will provide one CPR class / refresher biannually through American Professional Education Services. If the employee does not attend a provided class, the employee is responsible for obtaining a refresher at his/her expense.

**EMERGENCY MEDICAL DISPATCHER CERTIFICATION**

**POLICY:** Staff employed in the position of Dispatcher is required to gain both initial certification as an Emergency Medical Dispatcher and to maintain this qualification via the relevant recertification process.

**PURPOSE:** To inform all Emergency Medical Dispatchers (EMDs) of the requirements for certification and re-certification.

I. Emergency Medical Dispatcher Certification

A. All current and future personnel employed in the position of Dispatcher are required to obtain Emergency Medical Dispatcher Certification with the National Academy of Emergency Medical Dispatch (NAEMD).

B. American Ambulance Service, Inc. will provide the necessary training and re-training opportunities to facilitate acquisition of this qualification.

C. In the event that an employee does not pass the certification examination on the first attempt, he/she will be provided with supportive training based on feedback received from the NAEMD. Any EMD student who does not pass the certification exam will then be invited to take the re-test, conducted by the NAEMD via telephone.

D. Should the Dispatcher still be unsuccessful in passing the re-test, they will be invited to participate in a complete EMD course in the future. They may then take the certification examination and, if necessary, the re-test on one occasion.

E. American Ambulance Service, Inc. will cover the cost of the initial EMD course and exam. The employee is responsible for the cost of any re-tests or additional EMD courses as a result of failure of the initial EMD Course.
II. Recertification

A. Dispatchers are required to maintain current EMD certification as mandated by the NAEMD. This currently requires completion of a minimum of 24 hours Continuing Dispatch Education per two-year period, achieving a passing score in an open book EMD examination at two-year intervals, and maintaining current CPR certification.

B. American Ambulance Service, Inc. will provide all necessary opportunities for completion of the Continuing Dispatch Education requirement and CPR recertification. It will also maintain CDE records and a record of EMD certification status.

DRESS CODE

As an employee, you are also a representative of American Ambulance Service in the eyes of the public. It is your responsibility to maintain a high standard of cleanliness and personal hygiene. It is important that you report to work properly groomed and wearing appropriate attire. It is expected, and a necessary part of your job duties, that you dress neatly and in a manner consistent with the nature of the work you will be performing. Any employee who reports to work inappropriately dressed may be asked to leave and return properly groomed and dressed. Time away from the office for this purpose will not be paid.

Office Staff:

a. Women

Acceptable: Neat and clean coordinated outfits. Dresses, suits, slacks, polished shoes. Professional and neat capris are considered acceptable.

Not Acceptable: Jeans, t-shirts, sweatshirts, sweatpants, any printed shirt that is not in good taste (per the discretion of management), tank tops, midriff shirts, sneakers, moccasins, shorts, skirts or skorts over 4” above the knees, halter tops, revealing/provocative clothing, visible facial/oral or body piercing (other than ear); no visible body painting or tattoos while in uniform or wearing any company-identifiable clothing.

b. Men

Acceptable: Suit, tie, slacks, golf shirts, polished shoes with socks.

Not Acceptable: Jeans, t-shirts, sweatshirts, sweatpants, shorts, any printed shirt that is not in good taste (per the discretion of management), tank tops, sneakers, moccasins, revealing/provocative clothing, visible facial/oral or body piercing (other than ear); no visible body painting or tattoos while in uniform or wearing any company-identifiable clothing.

Any deviation from this Dress Code may be approved by management in accordance with the job duty assigned for the time frame.
Jeans on Fridays (Addendum dated 01/06/12): All team members that work in the buildings on Fridays may pay $2 per Friday to wear jeans to work. The exception to this policy is team members that normally wear an EMS uniform to work daily. Jeans must be neat and in good condition (i.e. no holes, no stains, no patches.) You must wear a casual or dress blouse/shirt/top, sweater, or golf shirt that would be acceptable attire for work with those jeans. No t-shirts unless otherwise instructed to do so by a member of the Executive Team for a specific project.

All monies collected will be donated to local charitable or non-profit organizations annually.

EMS Employees:

American Ambulance Service has adopted a Uniform Policy and Uniform Procedures for all EMS employees. These policies provide further detail regarding the uniform requirements for EMS employees. It is the responsibility of all EMS employees to read these policies thoroughly and discuss any questions or concerns the employee may have with their supervisor or the Human Resources Department.

### UNIFORM POLICY AND ADDENDUMS

<table>
<thead>
<tr>
<th>I. PURPOSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Employees of American Ambulance Service, Inc. are expected to maintain the highest standard of personal cleanliness and a neat professional appearance at all times. The properly attired employee creates a favorable image for American Ambulance, themselves, the community, and most importantly – the patients we serve.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>II. POLICY</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. <strong>UNIFORM APPEARANCE</strong></td>
</tr>
<tr>
<td>i. The employee's uniform is to be complete, clean, and wrinkle free.</td>
</tr>
<tr>
<td>ii. Uniform shirts are to be buttoned up to the second button from the shirt collar.</td>
</tr>
<tr>
<td>iii. Uniform shirts are to be tucked in neatly and not bloused over the belt.</td>
</tr>
<tr>
<td>iv. Boots are to be clean and polished.</td>
</tr>
<tr>
<td>b. <strong>PERSONAL GROOMING</strong></td>
</tr>
<tr>
<td>i. Earrings are limited to one small stud per ear, no larger than 1/8 (.125) inch. Hoops and clip earrings are not allowed.</td>
</tr>
<tr>
<td>ii. Facial and/or oral jewelry is not permitted while in company uniform.</td>
</tr>
<tr>
<td>iii. The male employee's hair must be above the ears and shirt collar.</td>
</tr>
<tr>
<td>iv. Facial Hair (Addendum dated 06/07/11)</td>
</tr>
</tbody>
</table>
1. Full beards are not permitted; however, any facial hair in the goatee area is permissible along with plain mustaches as shown in the images below.

2. Mustaches are to be to the corner of the mouth, and may not extend past.

3. All facial hair must be neatly trimmed and no longer than 0.5in in length.

4. Sideburns must not extend beyond the earlobe or into the face.

5. All skin surrounding any facial hair must always be clean shaven.

6. Facial hair may not interfere with the obtainment of a seal with an N95 HEPA Mask or any other safety equipment.

   a. Fit tests may be required of team members who decide to grow facial hair to ensure continued sealing of safety equipment.

   b. If a seal cannot be obtained with the facial hair a team member has grown, they will be requested to shave prior to working.

1. Management maintains sole discretion as to what is and is not permitted.

   a. Team members may be required to shave or otherwise come into compliance prior to working, and repeated offenses will be subject to progressive discipline.

B. Facial Hair Images:

Acceptable

Not Acceptable
Or variations of these
v. Excessive cologne should not be worn while in uniform.

vi. The female employee's hair must be pulled back and away from her face. If her hair is past her shoulders, then it must be tied up to keep it back.

vii. Females should not wear excessive perfume or makeup.

viii. Fingernails (Addendum dated 12/08/11)

1. Fingernails are to be clean and well trimmed.
   a. Well trimmed is defined as the nail not protruding past the ends of the natural tip of the finger so as not to create a tear hazard for protective gloves or a scratch hazard to patients or co-workers.
   b. Nails are to be trimmed so as to best conform to the natural contour of the tips of the finger avoiding jagged, sharp, or other acute edges.

2. False nails are not permitted.

3. Fingernail polish
   a. Females may wear fingernail polish.
   b. Fingernail polish may not be applied during working hours, in uniform, on company property, or in a company vehicle.
   c. Fingernail polish may not be possessed while on duty due to the potential inhalation and physical hazard of the material.
   d. Fingernail polish will be professional and not cracked or chipping.
   e. Nail polishes shall not distinctly contrast with the team member's complexion.
   f. Nail polish shall not detract from the uniform or be considered extreme.
   g. Designs, multi-tone, and glitter on nails or as part of nail polish are not permitted.
   h. There will be two sets of "nail color wheels" with one set located in the supervisor's office and the other located in the Director of Operations office.
      i. These wheels will include one wheel for acceptable shades of nail polish and another wheel for unacceptable shades of nail polish.
      ii. These wheels will be utilized to compare a team member's nail polish color to determine if it falls into an acceptable or unacceptable shade if a question arises.
iii. It is understood that the wheels are not all inclusive and shall only be used as a guide of acceptability or unacceptability and not used for exact color matching.

iv. In general, subdued shades of brown and pink are acceptable where any bright shades, orange, purple, green, and yellow are not permitted.

i. Management has final and sole discretion as to what is and what is not permitted.

j. Any team member found to have an unacceptable nail polish color, length, or to be wearing false nails will be required to remedy the condition prior to being allowed to work.

k. Multiple offenses of this section of the uniform policy will be dealt with through progressive discipline.

4. Nail Wheel Images (not an exact representation of color – example only):

ix. Necklaces must be kept inside of the uniform shirt at all times.

b. EMS, CHAIRCAR, DISPATCH, SCHEDULING

i. UNIFORM SHIRT – MAROON

1. Company patches are to be located above the left chest pocket and on the right shoulder with appropriate rocker (e.g. EMS, FTO, Dispatcher, and Scheduler).

2. Connecticut State License or Certification Patch is to be located on the left shoulder (if applicable).

3. Company supplied silver name (employee's legal name) badge is to be worn on the right chest pocket.
4. Blue collar-pins with appropriate certification should be worn above the collar tips (EMT, EMT-P).
5. Full time pin is to be worn on the left pocket and centered above the button.
6. Certifications and licenses will be carried by the employee at all times.
7. A white crew neck t-shirt without insignia is to be worn beneath the employee's uniform shirt.
8. Navy blue turtleneck or mock neck may be worn beneath the employee's sleeve uniform shirt only.
9. Dispatchers/Schedulers are to wear the company-issued Polo shirts.

ii. PANTS - EMS and CHAIR CAR

1. Navy blue one pocket EMS pants
2. NO other EMS style pants are acceptable
3. Black nylon belt
4. Company pager and/or cell phone, set to vibrate, to be worn on belt.
5. No fire or other service pagers are to be worn while on duty

iii. PANTS - DISPATCH AND SCHEDULING

1. Navy blue company supplied Dickies-style pant
2. Black nylon belt
3. Company pager or cell phone, set to vibrate, to be worn on belt as company policy permits
4. No fire or other service pagers are to be worn while on duty

iv. OUTERWEAR

1. AASI jacket—A three season black jacket with American logo and reflective lettering on back will be issued to each chair car, dispatch, and scheduling employee.
2. AASI fleece jacket will be issued to each dispatch and scheduling employee
3. AASI EMS jacket—All A.A.S.I. emergency medical services employees will be issued a highly visible crosstech fabric jacket. This jacket meets or exceeds the medical garment requirements of the NFPA and provides resistance to both blood borne and chemical exposures.
4. AASI EMS vests—Supplied in all ambulances and are to be worn when on a scene where OSHA visibility standards are to be met. This is not appropriate however for entering a damaged vehicle for patient
care reasons or on a hazmat scene as they do not provide the proper protection.

5. Navy blue commando style sweater may be worn over the employee’s uniform shirt. Sweater is to have patches, and name badge appropriate to uniform shirt.

ev. FOOTWEAR

1. Black polished boots (must be above the ankle)
2. White, black, or navy blue socks
3. Boots must have a tread wear of no less than 2/32. Anything less than 2/32, boots must be replaced by the employee.

vi. HAND PROTECTION

1. AASI EMS employees will be issued highly visible extrication gloves to be utilized in hazardous situations.

vii. HATS [Not Mandatory]

1. AASI embroidered ball cap
2. Plain or AASI logo navy or black beanie style hats may be worn. If the hat folds, one single two-inch fold.
3. Ball caps should be no lower than 1 [one] inch above eyebrow line.

c. MANAGEMENT

da. UNIFORM SHIRT - WHITE OR MAROON

a. A white uniform shirt will distinguish supervisors and/or Operational Management.

b. Company patches are to be located above the left chest pocket and on the right shoulder with appropriate rocker (Associate Supervisor or Supervisor).

c. Connecticut State License or Certification Patch is to be located on the left shoulder.

d. Company issued gold name (employee's legal name) badge is to be worn on right pocket.

e. Red collar-pins with appropriate certification are to be worn above collar tips.

f. Full time pin is to be worn on the left chest pocket, centered above the button.
g. A white crew neck t-shirt without insignia is to be worn beneath the employee's uniform shirt.

h. Supervisors and Operational Management may wear a plain white turtleneck or mock neck beneath the long sleeve uniform shirt.

i. Associate Supervisors may wear a plain blue turtleneck or mock neck shirt beneath the long sleeve uniform shirt.

ii. PANTS

a. Navy blue one pocket EMS pants
b. Black nylon belt
c. Company pager and/or cell phone, to be worn on belt.

iii. OUTERWEAR

a. AASI EMS jacket - All emergency medical services managers and supervisors will be issued a highly visible crosstech fabric jacket. This jacket meets or exceeds the medical garment requirements of the NFPA and provides resistance to both blood borne and chemical exposures.
b. Navy blue commando style sweater may be worn over the employee's uniform shirt. Sweater is to have patches, and name badge appropriate to uniform shirt.

iv. FOOTWEAR

a. Black polished boots [must be above the ankle]
b. White, black, or navy blue socks
c. Boots must have a tread wear of no less than
d. 2/32. Anything less than 2/32, boots must be replaced by the employee.

v. HATS [Not Mandatory]

a. AASI embroidered ball cap
b. Plain or AASI logo navy or black beanie style hats may be worn. If the hat folds, one single two-inch fold.
c. Ball caps should be no lower than (one) 1 inch above eyebrow line.
d. EMERGENCY CALL BACK PERSONNEL (115)

Employees responding to AASI as a result of an emergency call back are preferred to be in full uniform but must meet the following clothing requirements:

1. AASI Jacket, AASI wind shirt or AASI Job Shirt
2. Khaki pants or jeans, no shorts.
3. No fire based apparel
4. Boots preferred, sneakers or other casual shoes are acceptable.
5. Open toed shoes or sandals are not permitted.

i. ADDITIONAL APPROVED PINS

i. National registry pins appropriate to the employee's level of certification may be worn on the left chest pocket. Paramedics who have National Registry Licensure in addition must have current medical control in order to display this pin.

ii. Stork pins will be issued to any employee that was an active participant in the birth of a child while on duty. One of each color may be worn on the left chest pocket (if applicable).

iii. A “years of service” pin will be issued to an employee that has reached a significant mile marker in their length of service [e.g. 5, 10, 15, 20, 25]. This pin may be worn in place of an employee's full time pin.

iv. A black "WTC" commemorative pin is authorized for wear by those individuals who responded as part of the AASI response to the World Trade Center and Ground Zero on September 11, 2001.

v. No other pins are acceptable.

2. UNIFORM ALLOWANCE

i. Employees will receive two pairs of pants and two shirts with appropriate accessories, including position specific AASI jacket at time of hire. There will be no charge against the employee's uniform allowance for these initial items.

ii. Part time employees will receive a uniform allowance of $100.00 for each calendar year.

iii. Full time employees will receive a uniform allowance of $150.00 dollars for each calendar year.

iv. The employee's uniform allowance is renewable on the first day of their month of hire. Leftover balances do not carry over into the next year.
v. If an employee exceeds their yearly uniform allowance, he or she has the option to buy uniform items outright or have the cost payroll deducted.

vi. If an employee loses or destroys his/her company issued pager the cost of ninety-nine dollars may be deducted from their uniform allowance. If this cost exceeds the remainder of an employee's allowance he/she will be responsible for difference i.e. payroll deduction or personal check.

vii. If an employee loses or destroys their name badge, a new one will be issued at a price of $15.00 to be deducted from the employee's uniform account.

viii. If an employee loses their high visibility jacket they will incur 1/2 the cost of replacement. If a second high visibility jacket is lost the employee will incur the full cost of the jacket.

ix. When an employee terminates his/her employment with the company, all items issued are to be returned to the on duty manager and a uniform return form will be completed.

x. Any uniform items outstanding past 30 days of termination of employment will be billed to that individual at full replacement cost.

h. PROFESSIONAL CONDUCT IN UNIFORM

i. All employees are expected to maintain the highest levels of professional conduct while in company uniform or while wearing any logo or insignia that represents the company

ii. Employees are prohibited from patronizing any bar, liquor store, or adult entertainment facility while wearing their uniform shirt or reflective/protective jacket.

iii. Employees are prohibited from riding a motorcycle, motorized tricycle, or riding in a motorcycle side car while displaying their uniform shirt or reflective/protective jacket.

iv. Employees are responsible for their actions while partaking in lawful off duty conduct while displaying any logo or insignia of the company, including items that were purchased by the employee that contain the logo. Employees may be subject to progressive discipline up to and including discharge for conduct not in keeping with the Mission Statement of American Ambulance Service, Inc.

ATTENDANCE POINT SYSTEM POLICY

I. PURPOSE

EMS is a unique industry and one such that the company and the patients we serve rely on our Team Members to come to work promptly every day. All Team Members are required to work the hours scheduled for their position. There is no single job that is not
vital to the overall success of AASI operations. When Team Members are not present for scheduled shifts, system status rearrangements and costly replacements are often necessary to maintain continuity, and the company’s ability to serve our patients and meet compliance is compromised. Furthermore, this places a hardship on fellow Team Members who report to work regularly and punctually. Therefore it is the expectation that all Team Members be present and fully prepared to perform all job functions, at the correct time, for every scheduled shift unless there is a legitimate emergency. This document serves to outline American Ambulance Service Inc's (AASI) policy on our Attendance Point System. This document is not meant to be all inclusive or cover every situation. For those situations that are not covered we encourage you to speak with the Director of Operations, the Scheduling Coordinator, or the Human Resources Department.

II. DEFINITIONS

i. Regular Team Member - A Team Member who has been hired for a regular part-time or full-time position who will work regularly scheduled hours on a consistent basis.

ii. Scheduled Shift - Regular scheduled shift and scheduled overtime [regular full-time and part-time Team Members; scheduled shifts as requested [part-time Team Members]

iii. Absence - An unscheduled absence from a scheduled shift of more than two hours.

iv. Tardy - An unscheduled late arrival at the beginning of a scheduled shift or when returning late from breaks and lunches up to two hours in duration.

v. No Call/No Show - Failure to call in and report an absence prior to the start of the scheduled shift.

vi. Perfect Attendance - No instance of attendance infraction as outlined in this policy, including no absence, tardiness, or instance of no call/no show.

vii. Scheduled Absence/Tardy - An absence or tardy that has been scheduled and approved in advance in accordance with all applicable policies and that does not count as an attendance infraction for the purposes of tracking attendance.

viii. Absence Bank - A location within the ePro Scheduler software system that accumulates attendance points for both absences and tardiness. Displayed under the Team Member's profile as "Absence Occurrence Total."

III. GUIDELINES

a. Call-out Requirements

i. Team Members who are unable to report to work on a scheduled shift, including scheduled overtime, must contact a supervisor/manager at least two hours prior to the shift start time to report their absence or tardiness and the reason[s].

Rev 06/14/12
1. Absences that have previously been requested and approved, such as those listed in the "Absence/Tardiness" section, are not applicable to this requirement.

ii. Team Members must call in and report their absence themselves, unless they are totally incapacitated and physically unable to make the call.

1. They should call the dispatch center to attempt contact with the supervisor/manager.

2. If the supervisor/manager cannot be reached directly, the Team Member must contact the dispatch center and speak to the dispatcher to request that a supervisor/manager contact them.

iii. Team Members who fail to call in and report their absence prior to the start of the shift will be assigned a "no call/no show" and will be issued a Written Warning. Any further incident of no call/no show during the active life of the Written Warning may result in termination of employment regardless of point balance.

iv. Three consecutive incidents [three consecutive shifts] of "no call/no show" will be considered job abandonment by the Team Member, and termination of employment will be processed accordingly.

b. Attendance Infraction Points Assigned

i. For the purposes of tracking attendance occurrences and points, absences, tardiness, and no call/no shows will be tracked in one Absence Bank.

a. The Tardy Occurrence Bank is not utilized in AASI's implementation.

ii. Any unscheduled leaving of a shift early will be equal to two (2) points.

iii. Any unscheduled absence from work (other than those listed in the "Absence/Tardiness Exceptions" section) is equal to five (5) points.

iv. Any incident of tardiness (reporting to work late) will accumulate points based on the number of minutes late compared to the shift’s scheduled start time according to the following chart:

<table>
<thead>
<tr>
<th>Tardy</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-9 min</td>
<td>1</td>
</tr>
<tr>
<td>10-29 min</td>
<td>2</td>
</tr>
<tr>
<td>30-59 min</td>
<td>3</td>
</tr>
<tr>
<td>60-119 min</td>
<td>4</td>
</tr>
<tr>
<td>&gt;119 min</td>
<td>5</td>
</tr>
</tbody>
</table>

v. Failure to give at least two hours notice of an absence will result in one (1) additional point.

a. This point is generally not excusable, but extenuating circumstances should be addressed to the Director of Operations.
vi. Any individual incident of no call/no show will be addressed according to Section III (A) [iii] and will also be equal to six (6) points.

vii. If a Team Member complies with the following section, zero (0) points will be assigned in the following circumstances, except as noted below in section (e):
   a. A physician's release submitted to document the absence(s) and release the Team Member to work submitted to the Human Resources Department. The release must be signed by the Team Member's healthcare provider and must be presented immediately upon the Team Member's return to work.
   b. Other documentation presented to the Operations Department or Human Resources Department requesting excusal of the absence(s).
   c. Notification from the human resources or operations department must be received by scheduling excusing the absence.
   d. Failure to do so will result in each scheduled shift missed being counted as separate absences with points assigned accordingly.
   e. If the Team Member failed to give at least two hours notice for any of the consecutive absences, the point[s] assigned according to 3[b][v] for each of those shifts will still be assigned regardless of whether the Team Member meets the other requirements of this section.
   f. Any unscheduled absence of three [3] or more consecutive shifts requires documentation in order for the Team Member to be allowed to return to work.

viii. It is at the discretion of management to deem whether the documentation submitted validates section 3[b][vii] above. Documentation needs to be turned in to the Director of Operations, or in the case of a medical issue, the Human Resources office, within 48 hours of the return to work.

ix. All no call/no shows will result in the assignment of points.

x. Any absence or instance of tardiness that is a result of a Family Medical Leave Act [FMLA]-qualifying event will not be classified as an absence or instance of tardiness if certification documentation is submitted and approved as required.

**c. Accurate Maintenance of Time Worked**

i. Team Members are required to maintain their time accurately and clock in and out appropriately for their shift[s].

ii. Failure to clock in or out may result in:
   1. not being paid for a shift
   2. not being paid accurately
   3. accrual of points

iii. It is the Team Member's responsibility to bring discrepancies in time worked and time paid to the attention of the Scheduling Coordinator and/or a member of management.
1. If a discrepancy is found to be the fault of the Team Member a correction will be issued during the next payroll.

2. If a discrepancy is found to be the fault of the company a correction will be issued as soon as the finance department is able but may have to wait until the next payroll.

iv. Team Members are STRONGLY encouraged to approve their time card each week via ePro Scheduler to ensure accuracy in their pay check. This is the Team Member's opportunity to verify the hours that the payroll system will receive and thus they will be paid for.

v. Failure on the part of the Team Member to clock in or out for a shift will be tracked by the Scheduling Coordinator and will be assessed five (5) points for every five [5] failures to punch.

   1. This will be tracked per calendar quarter and will reset at the start of each calendar quarter.

**d. Attendance Infraction Points Removed**

i. Three [3] points will be deducted when a Team Member has any calendar quarter of perfect attendance consisting of both absences and tardiness.

ii. Points may be offered for deduction at the discretion of senior management for the filling of difficult to fill shifts.

iii. Points assigned for any attendance infraction will remain on the Team Member's attendance record for one year, and after one year, will drop off and no longer be counted towards the total number of points.

**e. Absences/Tardiness Exceptions**

i. The following do not count as absences or instances of tardiness for the purpose of tracking attendance as outlined in this policy:

   1. Sick Time utilized in accordance with the Sick Time Policy.
   2. Vacation [which always must be requested and approved as per the Vacation Policy]
   3. Leave of Absence [requested and approved in advance]
   4. FMLA-qualified absences
   5. Bereavement Leave
   6. Military Duty/Leave
   7. Jury Duty or any other civil duty required by government or law
   8. Pre-approved shift swaps, substitutions, or giveaways
   9. Absences related to an on-the-job injury
   10. Approved absences due to lack of work

ii. Home early due to low call volume or when asked by a manager or volunteered will not count against the Team Member either as points or towards perfect
attendance. The Team Member will not be paid for the hours s/he had remaining in their shift, however.

iii. AASI encourages its Team Members to be mindful of the weather especially during the winter months. With this said, minor tardiness due to weather related delays will be excused if you speak with a manager, but we encourage you to plan ahead and make extra time to get to work on time. Not showing up to work or calling out due to weather, however, is not excused.

iv. EMT, PALS and ACLS refreshers are considered professional obligations. Any Team Member scheduled to work on a day that they have to attend a refresher that absence will be excused with proper documentation, and this will not count against their perfect attendance. However, the Team Member must make every effort to complete a shift swap so proper coverage can be maintained and they are responsible for notifying the Team Member scheduling department with documentation of their efforts and date[s] of the class with at least 2 weeks' notice.

f. Maximum Points/Progressive Corrective Action

i. Team Members will be allowed a number of points for absences and tardiness in a rolling 12-month period, depending upon their shift assignment[s]. The table below outlines the maximum number of points along with the progressive corrective action process that will be applied:

<table>
<thead>
<tr>
<th>Type of Shift</th>
<th>ROC</th>
<th>Verbal Warning</th>
<th>Written Warning</th>
<th>Termination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Part Time</td>
<td>15</td>
<td>20</td>
<td>25</td>
<td>30</td>
</tr>
<tr>
<td>Full Time</td>
<td>15</td>
<td>20</td>
<td>25</td>
<td>30</td>
</tr>
</tbody>
</table>

ii. New Team Members who are within their 180-day introductory period will be held to higher standards of attendance and punctuality during this period of time. The following table below outlines the maximum number of points along with the progressive corrective action that will be applied:

<table>
<thead>
<tr>
<th>Type of Shift</th>
<th>Written Warning</th>
<th>Termination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Part Time</td>
<td>15</td>
<td>20</td>
</tr>
<tr>
<td>Full Time</td>
<td>15</td>
<td>20</td>
</tr>
</tbody>
</table>

iii. If a Team Member is unavailable for the corrective action to be issued when due, it will be issued as soon as the Team Member is available. If, however, additional points have been incurred before the corrective action is issued, the corrective action issued will be elevated to correspond with the total number of points incurred as appropriate.

iv. Points for absences and tardiness will drop off a Team Member's attendance record after one year. As a result, any corrective action issued will be deemed
inactive as long as the total number of points does not warrant another level of corrective action.

a. Example: A full time Team Member has twenty-five [25] absence points and has been issued a Written Warning. Sometime after, five of the points drop off because it has been one year since the absence date. Therefore, the new point total is reduced to twenty [20], and the Written Warning becomes inactive. However, the Verbal Reminder originally issued for the twenty [20] absences is still active.

v. Team Members who repeatedly revolve through the corrective steps, or who have simultaneous corrective actions for absences, tardiness, or no call/no shows may demonstrate a chronic attendance problem. Management reserves the right to address chronic attendance issues by accelerating through the process, up to and including termination of employment. These situations will be reviewed and approved by Human Resources, Director of Operations, and the Executive Management.

g. Termination of Employment

i. In the event a Team Member incurs the maximum number of points with regard to absences and/or tardiness to warrant termination as listed above, the Team Member will be terminated accordingly.

ii. In the event a Team Member is deemed to have chronic attendance issues resulting from repeated corrective action reminders for attendance infractions [absences, tardiness, no call/no show], the Team Member may be terminated.

iii. Three consecutive incidents of no call/no show will be deemed as job abandonment by the Team Member and will result in termination of employment. Any two [2] separate incidents of no call/no show within a twelve month period may also result in termination of employment.

h. Perfect Attendance

i. Because the company wants to recognize Team Members who have perfect attendance, Team Members will be given perfect attendance awards on an annual basis.

ii. At the end of the calendar year, any Team Members who have perfect attendance for the full year will receive an award at the annual company holiday gala.

IV. ANNUAL PERFORMANCE EVALUATION

a. For the attendance category on the Team Member's annual performance evaluation, the following table will be utilized to determine a score. Scores will be assessed utilizing the balance at the time the evaluation is due.

<table>
<thead>
<tr>
<th>Points</th>
<th>Score</th>
<th>Points</th>
<th>Score</th>
<th>Points</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>100</td>
<td>11</td>
<td>86</td>
<td>22</td>
<td>66</td>
</tr>
<tr>
<td>1</td>
<td>99</td>
<td>12</td>
<td>85</td>
<td>23</td>
<td>65</td>
</tr>
<tr>
<td>2</td>
<td>98</td>
<td>13</td>
<td>84</td>
<td>24</td>
<td>60</td>
</tr>
</tbody>
</table>
V. Disclaimer
   a. No provision within this policy is intended to override or conflict with any applicable state or federal employment law such as the Family Medical Leave Act [FMLA] or the Americans with Disabilities Act [ADA].
   b. This policy may be modified at any time at the discretion of the management of American Ambulance Service, Inc.
   c. This policy does not alter the at-will nature of the employment relationship of any employee or Team Member of American Ambulance Service, Inc.

WEATHER POLICY

American Ambulance Service remains open during bad weather conditions such as snow, ice or freezing rain, unless the severity of those conditions and/or municipal or state government rulings close the office. Except in cases of unusually severe storms, all employees and managers are expected to work their regular hours. Time taken off due to poor weather conditions is unpaid. Should the office close once the day has started, employees who have come to work may use paid time off or vacation time for the remaining hours of time taken off. Contact the dispatcher if you have any questions about whether the business is closed.

When a shift is cancelled or operations are otherwise closed due to severe weather, non-exempt full-time employees who do not perform any work for American Ambulance Service during such times, may use accrued PTO or vacation time, if available, to receive pay for such day.

HOLIDAY POLICY

The company observes traditional holidays during the year according to an annually published holiday schedule. Each holiday is paid at a rate equal to eight (8) hours of straight time.

The office will be closed the day following Thanksgiving, but the day will not be considered a scheduled paid holiday. Non-exempt office personnel will have the option, with their Manager’s approval, of taking off four (4) hours on December 24th without pay.

In addition to the holiday schedule, regular full-time employees will be allowed to take one (1) floating holiday to be taken at their discretion and with their Manager’s approval. Any unused time will be forfeited and is not paid out upon termination of employment.
Paid holidays and floating holidays are not counted as hours worked for the purposes of determining overtime.

This policy is subject to annual review and change.

**VACATION POLICY**

Full-time employees, scheduled for forty (40) hours per week or more, shall become eligible for paid vacation upon completion of one full year of employment. Vacation time shall be awarded upon their anniversary date each year according to the table below.

<table>
<thead>
<tr>
<th>Length of Service</th>
<th>Hours*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than one year</td>
<td>0</td>
</tr>
<tr>
<td>Upon one-year anniversary</td>
<td>40</td>
</tr>
<tr>
<td>Upon three-year anniversary</td>
<td>80</td>
</tr>
<tr>
<td>Upon five-year anniversary</td>
<td>120</td>
</tr>
<tr>
<td>Upon ten-year anniversary</td>
<td>160</td>
</tr>
</tbody>
</table>

Paid vacation time may be taken in increments of not less than eight hours, or per the discretion of management.

While American Ambulance Service will make every effort to honor its employees’ requests for vacation, the company must ensure that our programs and services are adequately staffed at all times throughout the year. We recognize that many of our employees will want to take vacations at the same time, e.g. during school vacations. To help us address the needs of both the company and our employees, the following rules shall apply to vacation usage:

1. Unless there are extenuating circumstances, employees must receive pre-approval of their intent to take vacation time from their immediate supervisor as soon as possible and at least two weeks in advance.

2. In general, employees shall not be allowed to take more than five consecutive vacation days at one time. Exceptions may be made to this policy for extenuating circumstances only. Employees wishing to take more than 40 hours of vacation must submit a written application detailing the reasons for the request to their manager at least one month in advance.

3. Part-time employees who convert to full-time status shall become eligible for paid vacation time after one year of continuous regular full-time employment. Should a full-time employee leave or become a part-time employee, the employee loses their eligibility for vacation. Should an employee be rehired or convert back to full-time status, the employee shall become eligible for paid vacation only upon completion of one full year of regular full-time employment. The new accrual date will be the rehire date or the date the employee returned back to full time status; and after one full year of regular full-time employment, the employee will have 40 hours of vacation (referencing the schedule above).

4. Vacation time may not be carried over to the following year. If a regular full-time employee does not take a paid vacation during the scheduled year, the employee
may be paid out for vacation time due to him/her after the employee’s anniversary date. Employees are not entitled to payment in lieu of vacation; payment is at the sole discretion of the company.

5. In order to receive vacation pay, a completed and approved vacation request form must be submitted to the immediate supervisor at least two weeks prior to the planned vacation. Management reserves the right to designate when some or all vacations must be taken. Supervisors are responsible for ensuring adequate staffing levels and should attempt, when possible, to resolve vacation scheduling conflicts as soon as possible.

6. Eligible employees who have provided at least two weeks’ advance notice of their resignation or change in employment status (i.e. full-time to part-time), may be paid for the unused vacation. If an employee does not give two weeks’ notice prior to a change in employment status, leaving the company, or is terminated, the employee is not eligible to receive pay for accrued, unused vacation time.

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### SICK TIME

**I. PURPOSE and SCOPE:**

A. This policy supersedes and replaces all Personal Time Off [PTO] and Sick Time Policies prior to the effective date of this policy.

B. Any unused and remaining PTO is forfeited and invalid as of the effective date of this policy (01/01/12).

C. The following outlines the American Ambulance Service, Inc. [AASI] policy regarding the accrual and use of sick time.

**II. ACCRUAL and USE:**

A. All hourly, non-exempt, team members of AASI will accrue Sick Time at the rate of one [1] hour of Sick Time for each forty [40] hours worked up to a maximum of forty [40] hours per calendar year.

B. Sick Time accrual is on a calendar year basis.

C. Up to forty [40] hours of Sick Time may be carried over to the following [next] calendar year.

   a. No more than forty [40] hours of *unscheduled* Sick Time may be taken per Calendar Year.

D. No Sick Time may be used until the team member completes 680 hours of employment counted from January 1, 2012, if employed on or before that date, or counted from the team member’s date of employment if hired after that date.

E. Sick Time is accrued during the 680 hours, but may not be used until the completion of this 680 hour time period.

F. This time period must only be completed once.
G. No Sick Time may be used if the team member did not work an average of at least ten [10] hours per week in the immediate preceding calendar quarter.

H. Sick Time may be taken in any increment but must be at least one [1] hour.

I. Sick Time is paid at Regular/Straight Time, at the team member's regular pay rate for their normal job code.
   a. If they are regularly an EMT, they will be paid at their EMT rate for example.

III. COVERED USES:

   A. Sick Time may be used for a team member's, or a spouse's or child's:
      a. illness, injury or health condition;
      b. medical diagnosis, care, or treatment of a mental or physical illness, injury, or health condition;
      c. Preventive medical care
   
   B. A "child" is a team member's biological, adopted, or foster child, stepchild, legal ward, or a child of a team member acting instead of a parent, when the child is either under eighteen (18) years old or over eighteen (18) but incapable of self-care due to mental or physical disability.
   
   C. A "spouse" means a husband or wife.

D. A team member may also use Sick Time when the team member is a victim of family violence or sexual assault for:
   a. Medical care or psychological or other counseling for physical injury or disability;
   b. Services from a victim services organization;
   c. Relocating;
   d. Participating in any civil or criminal legal proceedings.

IV. NOTIFICATION REQUIREMENTS:

   A. Team members are required to provide, where foreseeable and practicable, seven (7) days notice of the use of Sick Time.
      a. This would be considered scheduled Sick Time.
   
   B. Team members are required to call in to the on-duty manager or dispatcher as soon as the need for Sick Time is determined if advanced knowledge of the need was not foreseeable.
      a. This notice shall be prior to the start of the scheduled shift and generally greater than two [2] hours prior to the shift start time.
      b. If a team member fails to give notice prior to the start of the shift, a reason why must be provided.
      c. If it is determined that it should have been practicable to give notice prior to the start of the shift, the Sick Time will be denied.
d. This is considered unscheduled Sick Time.

C. If a team member takes Sick Time for any part of any three consecutive work days, documentation of the reason for the absence and use of Sick Time must be provided to the Human Resources Department.

   a. For mental or physical illness, treatment of an illness or injury, mental or physical diagnosis, or preventive medical care for the team member or the team member's child, or spouse, acceptable documentation is documentation signed by the health care provider treating the team member, or the team member's child, or spouse and must include the need for the number of days of leave.

   b. For a victim of family violence or sexual assault, acceptable documentation includes court records or documentation signed by an employee or volunteer working for a victim services organization, an attorney, police officer, or other counselor involved with the team member.

   c. Failure to provide required documentation will result in the Sick Time being denied.

   d. Failure of the documentation to adequately document a covered use will result in Sick Time being denied.

### BEREAVEMENT LEAVE

Up to three days leave with pay, between the date of death and date of the funeral inclusive, shall be granted for death in the immediate family of a regular full-time employee with 1 (one) year of continuous service. Immediate family for purposes of this clause is defined as: father, mother, grandparents, spouse, child, brother, sister, father-in-law, mother-in-law, son-in-law, daughter-in-law, step-child or any other relative domiciled in the employee’s household. The President may allow employees the same benefits for others not defined above if special consideration is warranted and may also allow an extension beyond the above limit if special consideration is warranted. Additionally, the employee may be required to furnish proof of the death for which bereavement leave is sought.

Each of the three bereavement days is paid at a rate equal to (8) eight hours of straight time. Bereavement time is not considered hours worked for purposes of calculating overtime.

### JURY DUTY

It is your civic duty as a citizen to report for jury duty whenever called. If you are called for jury duty, you must notify your supervisor within forty-eight (48) hours of receipt of the jury summons.

American Ambulance Service will permit you to take the necessary time off. American Ambulance will reimburse all full time employees, as defined by Connecticut State
Statute Chapter 884, Section 51-247, for the difference between your jury pay and your regular pay, for a maximum of five (5) business days in any three hundred and sixty-five (365) day period. On any day or half-day you are not required to serve, you will be expected to return to work. In order to receive jury duty pay from American Ambulance Service, you must present a statement of jury service and pay to your supervisor. This document is issued by the court.

FAMILY AND MEDICAL LEAVE

The Family and Medical Leave Act (FMLA) and Connecticut Family and Medical Leave Act (CFMLA) require employers to provide family and medical leaves of absence for eligible employees. Either or both of these laws may apply to a leave. This policy will be interpreted to comply with the law(s) that apply to a particular leave. To the extent that state law mandates additional protection for pregnant employees, this policy also shall be interpreted consistently with such requirements. This policy provides employees information concerning FMLA/CFMLA entitlements and obligations employees may have during such leaves. If employees have any questions concerning FMLA/CFMLA leave, they should contact the Human Resources Department.

Employees Eligible for Family and Medical Leave

Family and Medical leave is available to eligible employees. To be an eligible employee under the FMLA an employee must: (1) have been employed by American Ambulance Service for at least 12 months (which need not be consecutive); (2) have been employed by the Company for at least 1,250 hours of service during the 12 month period immediately preceding the commencement of the leave; and (3) be employed at a worksite where 50 or more employees are located within 75 miles of the worksite.

To be eligible for leave under CFMLA, the employee must: (1) have been employed by American Ambulance Service for at least 12 months (which need not be consecutive); (2) have been employed by American Ambulance Service for at least 1,000 hours of service during the 12 month period immediately preceding the commencement of the leave; and (3) be employed by an employer with 75 or more employees in Connecticut.

The determination of whether an employee has worked for American Ambulance Service for at least the minimum number of hours in the past 12 months and has been employed by American Ambulance Service for a total of at least 12 months must be made as of the date the leave is to start. If employees are on “non-FMLA leave” at the time they meet the FMLA and/or CFMLA eligibility requirements, only that portion of leaves taken for FMLA-qualifying reasons after they meet the eligibility requirements would be designated as “FMLA/CFMLA leave.”

When an employee requests family or medical leave, or when American Ambulance Service acquires knowledge that an employee’s leave may be for an FMLA and/or CFMLA-qualifying reason, American Ambulance Service must notify the employee of the employee’s eligibility to take FMLA/CFMLA leave within two business days, absent extenuating circumstances. Employee eligibility is determined (and notice will be provided) at the commencement of the first instance of leave for each FMLA/CFMLA-qualifying reason in the applicable 12 or 24-month period. All FMLA/CFMLA absences
for the same qualifying reason are considered a single leave and employee eligibility as to that reason for leave does not change during the applicable 12 or 24-month period.

Employee Entitlements for Family and Medical Leave

As described below, the FMLA and/or CFMLA provide eligible employees with a right to leave, health insurance benefits and, with some limited exceptions, job restoration. The FMLA and CFMLA also entitle employees to certain written notices concerning their potential eligibility for and designation of FMLA and CFMLA leave.

Basic Family and Medical Leave Entitlement

The FMLA provides eligible employees up to 12 workweeks of unpaid leave for certain family and medical reasons during a 12 month period. Under the CFMLA, an eligible employee may take up to 16 weeks of unpaid leave within a two year period. The one or two year period, as the case may be, is measured by a “rolling” 12-month period measured backward from the date an employee uses any FMLA leave. For leave under CT law, employers must use one of the following methods: (1) consecutive calendar years (January-December); (2) any fixed twenty-four-month period, such as two consecutive fiscal years or a twenty-four-month period measured forward from an employee’s first date of employment; (3) a twenty-four-month period measured forward from an employee’s first day of leave taken under CFMLA; or (4) a rolling twenty-four-month period measured backward from an employee’s first day of leave taken under CFMLA. NOTE: under CFMLA, if an employer changes the method of calculation, it must provide 60 days notice of the change to its employees. Where both laws apply, the leave provided by each will run concurrently.

Leave may be taken for any one, or for a combination, of the following reasons:

- To care for the employee’s child after birth, or placement for adoption or foster care;
- To care for the employee’s spouse, son, daughter or parent (but not in-law) who has a serious health condition;
- For the employee’s own serious health condition (including any period of incapacity due to pregnancy, prenatal medical care or childbirth) that makes the employee unable to perform one or more of the essential functions of the employee’s job; and/or
- Because of any qualifying exigency arising out of the fact that an employee’s spouse, son, daughter or parent is a covered service member on active duty or has been notified of an impending call or order to active duty status.

In addition to the entitlements outlined above, the CFMLA provides leave to care for a parent-in-law, civil union partner, or same-sex spouse with a serious health condition.

A serious health condition under the FMLA and/or CFMLA is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, including inpatient care in a hospital, hospice, nursing home or residential medical care facility; or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the
employee’s job, or prevents the qualified family member from participating in school or other daily activities. Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. For additional information regarding conditions that qualify as a “serious health condition” please contact the Human Resources Department.

Qualifying exigencies under the FMLA may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

**Additional Military Family Leave Entitlement (Injured Service member Leave) Under the FMLA and/or CFMLA**

In addition to the basic FMLA and/or CFMLA leave entitlements discussed above, an eligible employee who is the spouse, son, daughter, parent or next of kin of a covered service member is entitled to take up 26 weeks of leave during a single 12-month period to care for the service member with a serious injury or illness.

In addition to the entitlements outlined above, under the CFMLA an eligible employee is entitled to take up 26 weeks of leave during a single 12-month period to care for a covered service member with a serious injury or illness if the service member is the eligible employee’s parent in law, civil union partner, or same-sex spouse with a serious health condition.

Leave to care for a service member shall only be available during a single-12 month period and, when combined with other FMLA- and/or CFMLA-qualifying leave, may not exceed 26 weeks during the single 12-month period. The single 12-month period begins on the first day an eligible employee takes leave to care for the injured service member.

When, during the “single 12-month period,” leave qualifies as both leave to care for a covered service member and leave to care for a family member with a serious health condition, American Ambulance Service will designate such leave as leave to care for a covered service member in the first instance and such leave shall not be designated and counted as both leave to care for a covered service member and leave to care for a family member with a serious health condition. As is the case with other FMLA and/or CFMLA leave, American Ambulance Service may retroactively designate leave as leave to care for a covered service member.

A “covered service member” means a member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is on the temporary retired list, for a serious injury or illness or (B) veterans who were members of the Armed Forces (including Reserves and National Guard) during the 5 year period preceding the date on which they undergo such medical treatment, recuperation or therapy for an injury or illness incurred in the line of active duty with the Armed Forces. A member of the Armed Forces would have a serious injury or illness if he/she has incurred an injury or illness in the line of duty while on active duty in the Armed Forces provided that the
injury or illness may render the service member medically unfit to perform duties of the member’s office, grade, rank or rating.

**Intermittent Leave and Reduced Leave Schedules**

Family and medical leave usually will be taken for a period of consecutive days, weeks or months. However, employees also are entitled to take leave intermittently or on a reduced leave schedule when medically necessary due to a serious health condition of the employee or covered family member or the serious injury or illness of a covered service member.

**Protection of Group Health Insurance Benefits**

During FMLA leave, eligible employees are entitled to receive group health plan coverage on the same terms and conditions as if they had continued to work.

**Restoration of Employment and Benefits**

At the end of FMLA leave, subject to some exceptions including situations where job restoration of “key employees” will cause American Ambulance Service substantial and grievous economic injury, employees generally have a right to return to the same or equivalent positions with equivalent pay, benefits and other employment terms. American Ambulance Service will notify employees if they qualify as “key employees,” if it intends to deny reinstatement, and of their rights in such instances.

At the end of a leave under the CFMLA, employees will be returned to his or her original job, unless that job is not available, in which case the employee will be returned to an equivalent position.

Use of FMLA and/or CFMLA leave will not result in the loss of any employment benefit that accrued prior to the start of an eligible employee’s FMLA leave.

**Notice of Eligibility for, and Designation of, FMLA/CFMLA Leave**

Employees requesting family and medical leave are entitled to receive written notice from American Ambulance Service telling them whether they are eligible for FMLA leave and, if not eligible, the reasons why they are not eligible. When eligible for FMLA/CFMLA leave, employees are entitled to receive written notice of: 1) their rights and responsibilities in connection with such leave; 2) American Ambulance Service’s designation of leave as FMLA/CFMLA-qualifying or non-qualifying, and if not FMLA/CFMLA-qualifying, the reasons why; and 3) the amount of leave, if known, that will be counted against the employee’s leave entitlement.

American Ambulance Service may retroactively designate leave as FMLA/CFMLA leave with appropriate written notice to employees provided American Ambulance Service’s failure to designate leave as FMLA/CFMLA-qualifying at an earlier date did not cause harm or injury to the employee. In all cases where leaves qualify for FMLA/CFMLA protection, American Ambulance Service and employee can mutually agree that leave be retroactively designated as FMLA/CFMLA leave.
Employee FMLA and CFMLA Leave Obligations

Provide Notice of the Need for Leave

Employees must timely notify American Ambulance Service of their need for family and medical leave. The following describes the content and timing of such employee notices.

Content of Employee Notice

To trigger family and medical leave protections, employees must inform the American Ambulance Service Human Resources Department of the need for FMLA-qualifying leave and the anticipated timing and duration of the leave, if known. Employees may do this by either requesting FMLA/CFMLA leave specifically, or explaining the reasons for leave so as to allow American Ambulance Service to determine that the leave is FMLA/CFMLA-qualifying. For example, employees might explain that:

- a medical condition renders them unable to perform the functions of their job;
- they are pregnant;
- they have been hospitalized overnight;
- they or a covered family member are under the continuing care of a health care provider;
- the leave is due to a qualifying exigency caused by a covered military member being on active duty or called to active duty status (this leave is only permitted under the federal FMLA); or
- if the leave is for a family member, that the condition renders the family member unable to perform daily activities or that the family member is a covered service member with a serious injury or illness.

Calling in “sick,” without providing the reasons for the needed leave, will not be considered sufficient notice for family and medical leave under this policy. Employees must respond to American Ambulance Service’s requests for information to determine if absences are potentially FMLA/CFMLA-qualifying.

If an employee fails to explain the reasons for family and medical leave, the leave may be denied. When employees seek leave due to FMLA/CFMLA-qualifying reasons for which American Ambulance Service has previously provided FMLA/CFMLA-protected leave, they must specifically reference the qualifying reason for the leave or the need for FMLA/CFMLA leave.

Timing of Employee Notice

Where the need for leave is foreseeable, employees must provide timely advance notice of the need to take family and medical leave; if leave is requested only under the FMLA, then 30 days notice is required. Where possible, American Ambulance Service requests that employees provide at least 30 days’ notice of a foreseeable leave. When 30 days notice is not possible, or the approximate timing of the need for leave is not foreseeable, employees must provide American Ambulance Service notice of the need
for leave as soon as practicable under the facts and circumstances of the particular case (i.e., within 1 or 2 business days of learning of the need for the leave).

Employees should request FMLA or CFMLA leave by completing the Employer’s Request for Leave form and submitting it to the Human Resources Department.

Employees must also follow American Ambulance Service’s usual and customary notice and procedural requirements when requesting FMLA/CFMLA leave, absent unusual circumstances. Those requirements include notifying the Human Resources Department of your request for FMLA/CFMLA. If employees fail to comply with these requirements, and no unusual circumstances justify the failure to comply, FMLA/CFMLA leave may be delayed or denied provided that employees have not otherwise provided timely notice as required by the FMLA/CFMLA.

**Cooperation in the Scheduling of Planned Medical Treatment (Including Accepting Transfers to Alternative Positions) and Intermittent Leave or Reduced Leave Schedules**

When planning medical treatment, employees must consult with American Ambulance Service and make a reasonable effort to schedule treatment so as not to unduly disrupt American Ambulance Service’s operations, subject to the approval of an employee’s health care provider. Employees must consult with American Ambulance Service prior to the scheduling of treatment to work out a treatment schedule which best suits the needs of both American Ambulance Service and the employees, subject to the approval of an employee’s health care provider. If employees providing notice of the need to take FMLA/CFMLA leave on an intermittent basis for planned medical treatment neglect to fulfill this obligation, American Ambulance Service may require employees to attempt to make such arrangements, subject to the approval of the employee’s health care provider.

When employees take intermittent or reduced work schedule leave for foreseeable planned medical treatment for the employee or a family member, including during a period of recovery from a serious health condition or to care for a covered service member, American Ambulance Service may temporarily transfer employees, during the period that the intermittent or reduced leave schedules are required, to alternative positions with equivalent pay and benefits for which the employees are qualified and which better accommodate recurring periods of leave.

When employees seek intermittent leave or a reduced leave schedule for reasons unrelated to the planning of medical treatment, upon request, employees must advise American Ambulance Service of the reason why such leave is medically necessary. In such instances, American Ambulance Service and employee shall attempt to work out a leave schedule that meets the employee’s needs without unduly disrupting American Ambulance Service’s operations, subject to the approval of the employee’s health care provider.
Submitting Medical Certifications Supporting Need for Family and Medical Leave (Unrelated to Requests for Military Family Leave)

Depending on the nature of family and medical leave sought, employees may be required to submit medical certifications supporting their need for qualifying leave. As described below, there generally are three types of medical certifications: an initial certification, a recertification, and a return to work/fitness for duty certification.

It is the employee’s responsibility to provide American Ambulance Service with timely, complete and sufficient medical certifications. Whenever American Ambulance Service requests employees to provide FMLA/CFMLA medical certifications, employees must provide the requested certifications within 15 calendar days after American Ambulance Service’s request, unless it is not practicable to do so despite an employee’s diligent good faith efforts. American Ambulance Service shall inform employees if submitted medical certifications are incomplete or insufficient and provide employees at least seven calendar days to cure deficiencies. American Ambulance Service will deny FMLA/CFMLA leave to employees who fail to timely cure deficiencies or otherwise fail to timely submit requested medical certifications.

With the employee’s permission, American Ambulance Service’s health care provider may contact the employee’s health care provider to authenticate or clarify completed and sufficient medical certifications. If an employee chooses not to provide American Ambulance Service with authorization allowing it to clarify or authenticate certifications with health care providers, American Ambulance Service may deny FMLA/CFMLA leave if certifications are unclear.

Whenever American Ambulance Service deems it appropriate to do so, it may waive its right to receive timely, complete and/or sufficient FMLA/CFMLA medical certifications.

Initial Medical Certifications

Employees requesting leave because of their own, or a covered relation’s, serious health condition, or to care for a covered service member, must supply medical certification supporting the need for such leave from their health care provider or, if applicable, the health care provider of their covered family or service member. If employees provide at least 30 days notice of medical leave, they should submit the medical certification before leave begins. A new initial medical certification will be required on an annual basis for serious medical conditions lasting beyond a single leave year.

If American Ambulance Service has reason to doubt initial medical certifications, it may require employees to obtain a second opinion at American Ambulance Service’s expense. If the opinions of the initial and second health care providers differ, American Ambulance Service may, at its expense, require employees to obtain a third, final and binding certification from a health care provider designated or approved jointly by American Ambulance Service and the employee.

American Ambulance Service shall provide employees with copies of second or third medical opinions, upon request by employees. Requested copies shall be provided to employees within two business days unless extenuating circumstances prevent such action.
Medical Recertification

Depending on the circumstances and duration of FMLA/CFMLA leave, American Ambulance Service may require employees to provide recertification of medical conditions giving rise to the need for leave. American Ambulance Service will notify employees if recertification is required and will give employees at least 15 calendar days to provide medical recertification.

American Ambulance Service may request medical certification no more often than every thirty days and only in connection with an employee’s absence. If a medical certification indicates the minimum duration of the condition is more than 30 days, American Ambulance Service will wait until that minimum duration expires before requesting medical recertification. In all cases, American Ambulance Service may request recertification of a medical condition every six months in connection with an employee’s absence.

Return to Work/Fitness for Duty Medical Certifications

Unless notified that providing such certifications is not necessary, employees returning to work from family and medical leaves that were taken because of their own serious health conditions that made them unable to perform their jobs must provide American Ambulance Service medical certification confirming they are able to return to work and/or the employee’s ability to perform the essential functions of the employee’s position, with or without reasonable accommodation. Employees may obtain a Return to Work Medical Certification Form from the Human Resources Department. American Ambulance Service may delay job restoration following leave, other than an intermittent leave under the CFMLA, until employees provide return to work/fitness for duty certifications.

If employees are medically unable to perform their original work upon the expiration of their leave entitlement, such employees may be transferred to work suitable to their physical condition if such work is available. If employees’ leaves extend beyond the number of weeks (12 per year under FMLA or 16 per two years under CFMLA), such employees may be returned to their former or a like position if one exists, but American Ambulance Service cannot guarantee reinstatement. If, at the end of the leave, employees do not return to work, for whatever reason, their employment with American Ambulance Service may be terminated.

Submit Certifications Supporting Need for Military Family Leave

Upon request, the first time employees seek leave due to qualifying exigencies arising out of the active duty or call to active duty status of a covered military members, American Ambulance Service may require employees to provide: 1) a copy of the covered military member’s active duty orders or other documentation issued by the military indicating the covered military member is on active duty or call to active duty status and the dates of the covered military member’s active duty service; and 2) a certification from the employee setting forth information concerning the nature of the qualifying exigency for which leave is requested. Employees shall provide a copy of new active duty orders or other documentation issued by the military for leaves arising out of...
qualifying exigencies arising out of a different active duty or call to active duty status of the same or a different covered military member.

When leave is taken to care for a covered service member with a serious injury or illness, American Ambulance Service may require employees to obtain certifications completed by an authorized health care provider of the covered service member. In addition, and in accordance with the FMLA and/or CFMLA regulations, American Ambulance Service may request that the certification submitted by employees set forth additional information provided by the employee and/or the covered service member confirming entitlement to such leave.

**Substitute Paid Leave for Unpaid Family and Medical Leave**

Employees may elect to use any accrued paid time off while taking unpaid FMLA/CFMLA leave. The substitution of paid time for unpaid FMLA/CFMLA leave time does not extend the length of FMLA/CFMLA leaves and the paid time will run concurrently with an employee’s FMLA/CFMLA entitlement.

Leaves of absence taken in connection with a disability leave plan or workers’ compensation injury/illness shall run concurrently with any FMLA/CFMLA leave entitlement.

**Pay Employee’s Share of Health Insurance Premiums**

As noted above, during family and medical leave, employees are entitled to continued group health plan coverage under the same conditions as if they had continued to work. Unless American Ambulance Service notifies employees of other arrangements, whenever employees are receiving pay from American Ambulance Service during family and medical leave, American Ambulance Service will deduct the employee portion of the group health plan premium from the employee’s paycheck in the same manner as if the employee was actively working. If family and medical leave is unpaid, employees must pay their portion of the group health premium biweekly via check, cash, or money order to the Human Resources Department.

American Ambulance Service’s obligation to maintain health care coverage ceases if an employee’s premium payment is more than 30 days late. If an employee’s payment is more than 15 days late, American Ambulance Service will send a letter notifying the employee that coverage will be dropped on a specified date unless the co-payment is received before that date. If the employee does not return to work within 30 calendar days at the end of the leave period (unless employee cannot return to work because of a serious health condition or other circumstances beyond their control) they will be required to reimburse American Ambulance Service for the cost of the premiums American Ambulance Service paid for maintaining coverage during their unpaid family and medical leave.

**Report Periodically Concerning Intent to Return to Work**

Employees must contact American Ambulance Service no less than every 30 days regarding their status and intention to return to work at the end of the FMLA leave period. If an employee’s anticipated return to work date changes and it becomes necessary for the employee to take more or less leave than originally anticipated, the employee must provide American Ambulance Service with reasonable notice (i.e.,
within 2 business days) of the employee’s changed circumstances and new return to work date. If employees give American Ambulance Service unequivocal notice of their intent not to return to work, American Ambulance Service’s obligation to maintain health benefits (subject to COBRA requirements) and to restore their positions cease.

**Coordination of Family and Medical Leave with Other Leave Policies**

The FMLA and CFMLA do not affect any federal, state or local law prohibiting discrimination, or supersede any State or local law which provides greater family or medical leave rights. For additional information concerning leave entitlements and obligations that might arise when FMLA leave is either not available or exhausted, please contact American Ambulance Service’s Human Resources Department.

**Questions and/or Complaints about Family and Medical Leave**

If you have questions regarding this FMLA policy, please contact Human Resources. American Ambulance Service is committed to complying with the FMLA and, whenever necessary, shall interpret and apply this policy in a manner consistent with the FMLA. The FMLA makes it unlawful for employers to: 1) interfere with, restrain, or deny the exercise of any right provided under FMLA; or 2) discharge or discriminate against any person for opposing any practice made unlawful by FMLA or involvement in any proceeding under or relating to FMLA. If employees believe their FMLA rights have been violated, they should contact the Human Resources Department immediately. American Ambulance Service will investigate any FMLA complaints and take prompt and appropriate remedial action to address and/or remedy any FMLA violation. Employees also may file FMLA complaints with the United States Department of Labor or may bring private lawsuits alleging FMLA violations.

**Additional Definitions:**

“Spouse” means a husband or wife as defined or recognized under State law for purposes of marriage or civil union status in the state where the employee resides, including common law marriage in states where it is recognized.

“Parent” means a biological, adoptive, step or foster father or mother, or any other individual who stood in loco parentis to the employee when the employee was a son or daughter as defined in paragraph (c) of this section. This term does not include parents “in-law.”

“Parent-in-Law” means a biological, adoptive, step or foster father or mother, or any other individual who stood in loco parentis to the employee’s spouse or civil union partner when the employee’s spouse or civil union partner was a son or daughter as defined in paragraph (c) of this section.

“Son or daughter” means, for purposes of FMLA/CFMLA leave taken for birth or adoption, or to care for a family member with a serious health condition, a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is either under age 18, or age 18 or older and “incapable of self-care because of a mental or physical disability” at the time that FMLA leave is to commence.

(1) “Incapable of self-care” means that the individual requires active assistance or supervision to provide daily self-care in three or more of the “activities of daily
living” (ADLs) or “instrumental activities of daily living” (IADLs). Activities of daily living include adaptive activities such as caring appropriately for one’s grooming and hygiene, bathing, dressing and eating. Instrumental activities of daily living include cooking, cleaning, shopping, taking public transportation, paying bills, maintaining a residence, using telephones and directories, using a post office, etc.

(2) “Physical or mental disability” means a physical or mental impairment that substantially limits one or more of the major life activities of an individual. Regulations at 29 CFR 1630.2(h), (i), and (j), issued by the Equal Employment Opportunity Commission under the Americans with Disabilities Act (ADA), 42 U.S.C. 12101 et seq., define these terms.

(3) Persons who are “in loco parentis” include those with day-to-day responsibilities to care for and financially support a child, or, in the case of an employee, who had such responsibility for the employee when the employee was a child. A biological or legal relationship is not necessary.

“Adoption” means legally and permanently assuming the responsibility of raising a child as one’s own. The source of an adopted child (e.g., whether from a licensed placement agency or otherwise) is not a factor in determining eligibility for FMLA leave.

“Foster care” is 24-hour care for children in substitution for, and away from, their parents or guardian. Such placement is made by or with the agreement of the State as a result of a voluntary agreement between the parent or guardian that the child be removed from the home, or pursuant to a judicial determination of the necessity for foster care, and involves agreement between the State and foster family that the foster family will take care of the child. Although foster care may be with relatives of the child, State action is involved in the removal of the child from parental custody.

“Son or daughter on active duty or call to active duty status” means the employee’s biological, adopted, or foster child, stepchild, legal ward, or a child for whom the employee stood in loco parentis, who is on active duty or call to active duty status, and who is of any age.

“Son or daughter of a covered service member” means the service member’s biological, adopted, or foster child, stepchild, legal ward, or a child for whom the service member stood in loco parentis, and who is of any age.

“Parent of a covered service member” means a covered service member’s biological, adoptive, step or foster father or mother, or any other individual who stood in loco parentis to the covered service member. This term includes parents “in law” under the CFMLA but not the FMLA.

“Next of kin of a covered service member” means the nearest blood relative other than the covered service member’s spouse, parent, son, or daughter, in the following order of priority: blood relatives who have been granted legal custody of the covered service member by court decree or statutory provisions, brothers and sisters, grandparents, aunts and uncles, and first cousins, unless the covered service member has specifically designated in writing another blood relative as his or her nearest blood relative for purposes of military caregiver leave under the FMLA and/or CFMLA. When no such
 designation is made, and there are multiple family members with the same level of relationship to the covered service member, all such family members shall be considered the covered service member’s next of kin and may take FMLA and/or CFMLA leave to provide care to the covered service member, either consecutively or simultaneously. When such designation has been made, the designated individual shall be deemed to be the covered service member’s only next of kin.

“Health Care Provider” means: (1) A doctor of medicine or osteopathy who is authorized to practice medicine or surgery (as appropriate) by the State in which the doctor practices; (2) podiatrists, dentists, clinical psychologists, optometrists, chiropractors (limited treatment consisting of manual manipulation of the spine to correct a subluxation as demonstrated by x-ray to exist) authorized to practice under the State law and performing within the scope of their practice as defined by State law; (3) nurse practitioners, nurse-midwives, clinical social workers and physician assistants authorized under State law and performing within the scope of their practice as defined by State law; (4) Christian Science practitioners (may be required to submit to second or third certification through examination - not treatment of a health care provider); (5) any other health care provider from whom the employer or the employee’s group health plan benefits manager will accept certification of the existence of a serious health condition to substantiate a claim for benefits; and (7) a health care provider who practices in a country other than the United States who is authorized to practice in accordance with the laws of that country and is performing within the scope of his or her practice as defined under such law.

For purposes of leave taken to care for a covered service member, any one of the following health care providers may complete such a certification: (1) a United States Department of Defense (“DOD”) health care provider; (2) a United States Department of Veterans Affairs (“VA”) health care provider; (3) a DOD TRICARE network authorized private health care provider; or (4) a DOD non-network TRICARE authorized private health care provider.

**RETURN TO WORK POLICY**

I. POLICY

It is the policy of American Ambulance Service, Inc. to provide modified duty assignments to employees who are recovering from a work-related injury or illness, for a maximum of two weeks.

II. SCOPE

The Return-to-Work Program is available to employees who have work restrictions due to work-related injuries or illnesses. Modified duty assignments are temporary transitional job duty arrangements intended to complement and facilitate the healing process, while providing American Ambulance Service, Inc. with temporary staff for project work or other duties.
III. GOALS

- To return the employee to their original pre-injury assignment or an equivalent position at full capacity, if available.
- To minimize and in some cases eliminate lost work days due to a work-related injury or illness.
- To provide valuable and meaningful work to the recovering worker, achievable within the medical restrictions placed on the employee.

IV. ELIGIBILITY

Employees are eligible to participate in the Return-to-Work Program upon hire. To be considered, they must:

- Be actively employed
- Be unable to perform the essential duties of their position
- Have physician certification as to the employees’ ability to return to work with specific work capabilities

American Ambulance Service, Inc. attempts to provide modified job duties to all eligible employees who possess the appropriate skill level for available work, which accommodates their medical restrictions. The availability of a restricted duty assignment is not guaranteed.

Return-to-Work Procedure

V. PROCEDURES

A. An employee sustains a workplace injury or illness and immediately informs the supervisor who completes a First Report of Injury.

B. If medical attention is required, the employee is immediately sent to a designated First Treatment Center. The employer provides a Request for Treatment Form (obtained from either Human Resources or the Supervisor) to the injured employee, which is completed by the physician at the First Treatment Center or in some cases, the Emergency Room. A copy of the completed form is given to the employee, and faxed to the employer, and the Trust.

C. The supervisor begins the company accident review and reporting process.

D. If the returned Request for Treatment Form states that the injured employee may return to work with medical restrictions, the employee must meet with a Human Resources Department representative to discuss a possible modified duty assignment. If work is available, the Human Resources representative informs the employee of specific information (i.e., duties, schedule, supervisor, wages) concerning the assignment. Prior to returning to work, the supervisor and employee review specific tasks, processes and safe work practices associated with the temporary modified duty assignment.
E. If an employee who has medical restrictions, due to a workers’ compensation injury, does not accept the restricted duty assignment, the Trust should be notified. **As a result, workers’ compensation benefits may be discontinued.**

F. A representative from the Human Resources Department informs the Trust of the dates the Return-to-Work assignment begins and the wage earnings of the employee.

G. To ensure the employee’s modified duty assignment is consistent with their medical conditions, the employer provides a Medical Provider Letter and the Employee Work Capability Evaluation to the injured employee for completion by the medical provider at the next visit. A copy of the completed form is given to the employee, and faxed to the employer, and the Trust. The Employee Work Capability Evaluation is completed at all subsequent visits and returned to the employer.

H. The Director of Operations and/or a representative from the Human Resources Department will meet with the employee every week to review the current status of the employee’s assignment, work performance, preview assignment changes for the next week - within the designated Return-to-Work program duration. A Documentation of Return-to-Work Meeting form is located at the end of the procedure.

I. A representative from the Human Resources Department informs the Trust when the employee’s modified duty assignment is completed, or the employee has returned to full duty.

J. If medical conditions do not allow the employee to immediately return to work an Employee Return to Work Letter is sent to the employee. This notifies the employee that a Return-to-Work Program is available and that every effort will be made to develop modified duties related to their medical restrictions. When the employee’s Medical Provider states that the employee may return to work with medical restrictions, the Modified Duty Assignment Letter may be sent to the injured employee. This letter notifies the employee that a modified duty assignment is available and the start date of the assignment. The employee meets with the Human Resources representative for details concerning the modified duty assignment per D through I.

VI. PROGRAM ADMINISTRATION

1. **Payroll**

An Employee returned to work under the Return-to-Work Program may or may not be paid his/her hourly wage rate for all hours worked. An adjusted rate of pay may be assigned while the employee is assigned substitute work under the Return-to-Work Program. The Trust supplements the difference between present wages and earnings prior to injury up to the statutory payment allowed. The Employer will notify the Trust of the dates the Return to Work Program assignment begins, date it ends and the wage-earnings status of the returning worker.

2. **Timeframe**
If at the end of the two week period the employee is unable to perform the essential functions of their job with or without reasonable accommodation, then the employer may consider extending the modified duty assignment or evaluate the employment status relative to company policy, FMLA, ADA and other considerations.

3. Coordination with other Benefits
To be determined by the Human Resources Department.

**SALARY CONTINUATION**

The Company may provide salary continuation pay to full-time salaried employees who have been employed by the company for a minimum of one year and become separated from work due to an involuntary medical condition*. The employee will be able to receive their regular bi-weekly salary for a period of not longer than one month from the day the employee last worked. This salary will have all customary deductions taken from their compensation, i.e. taxes, medical benefits payments, insurance payments, etc.

In the event separation constitutes time over and above the one month time frame, the employee will have the option of using their vacation time, should vacation time be available.

This Policy will run concurrent with all applicable American Ambulance Service, Inc. Workers’ Compensation and Family Medical Leave Act Policies, Procedures and Practices.

This Policy may be applied one time within a 12 month period per salaried employee.

*The documented medical condition demonstrating the separation from work must be in the form of a Doctor’s order and may be provided in writing to the Human Resources Department.

**MANAGEMENT PER DIEM/PART TIME EMPLOYMENT**

The following outlines the American Ambulance Service, Inc. (AASI) policy regarding its management personnel working per diem or part time for other Emergency Medical Service (EMS), combination Fire/Emergency Medical Service (Fire/EMS) organizations, Hospitals, or for any organization as an EMT, EMT-I or Paramedic.

The purpose of this policy is to encourage management personnel to supplement the coverage of AASI thereby providing more opportunities for management outreach and interaction.

This policy also allows managers to be available for emergency call backs, call outs, open shifts, Mass Casualty Incidents and other incidents where their enhanced management training is needed.
I. POLICY
   A. It is the policy of AASI that its management personnel may not work for another commercial ambulance service.
   B. Any management personnel that work for another agency as described in I.A. above as of May 1, 2008 will be able to maintain their employment at that agency, but should such employment lapse for any reason that manager will be subject to this policy.
   C. Any manager found to be in violation of this policy shall be subject to discipline, including demotion or termination.
   D. This policy does not apply to volunteer EMS or Fire Department memberships except as noted below:
      a. Members of volunteer agencies where a volunteer receives property tax abatement for participation, inclusion in a retirement plan, or other compensation for active participation but is not considered an employee would not be subject to this policy for this membership;
      b. Volunteer agencies where a stipend program is in place to pay "volunteers" on a per call basis, but where a regular hourly rate is not paid would not be subject to this policy for this membership. If the member is paid an hourly rate, for purposes of this policy, they are considered an employee and would be subject to its provisions.
   E. Managers are to be given preferential scheduling of open shifts prior to part time or full time employees.

MANDATED REPORTERS

All American Ambulance Service, Inc. EMS employees are considered to be Mandated Reporters by the Department of Children and Families under Connecticut General Statute, §17a-101. As such, American Ambulance Service, Inc. has the necessary forms for reporting purposes available in the supervisor’s office. Should you have questions regarding your status as a Mandated Reporter, please contact your supervisor or the Human Resources Department.

EMPLOYEE SAFETY RESPONSIBILITIES

It is the policy of American Ambulance Service, Inc. to affirmatively comply with the spirit and letter of the Occupational Safety and Health Act of 1970 (OSHA). You are responsible for strict adherence to all safety and health rules and regulations designed to carry out the purpose of the statute. Deviations from the requirements of this law and regulation are not allowed. All employees are required to give this program their wholehearted support. We are confident that full and complete compliance can be achieved and maintained.

Safety is everybody’s job. We take pride in having a safe place to work. Do your part to maintain these conditions by adopting safe work practices and by reporting potential
unsafe conditions to your manager or supervisor. Our insurance carriers and other outside consultants help us in performing periodic building inspections which assure that our facilities comply with OSHA regulations. We urge you to cooperate in these inspections.

American Ambulance Service, Inc. has requested and received information concerning the composition and health hazard data for various solutions and substances used at the Company. This information is available to employees for review by requesting it through our Human Resources or Operations Department.

Our goal is to have absolutely safe and healthful working conditions. Whenever you have ideas that will help to improve safety or the way that we do business, communicate them to your supervisor, a member of the Safety Committee or a Human Resources representative. We expect and appreciate your cooperation in helping us to achieve this goal.

American Ambulance Service requires its employees to:

- Comply with all safety and loss control policies, procedures, rules and regulations, including without limitation state law requirements for the use of hands-free wireless (“cell”) phone usage while operating a motor vehicle.
- Standard (Universal) precautions and personal protective equipment (safety glasses, gloves, safety shoes, etc.) will be utilized.
- All accidents, near misses and unsafe acts must be reported immediately to your supervisor.
- When noting unsafe conditions, take immediate action to protect residents, visitors and staff members.
- Use the quarterly Safety Committee meetings to communicate ideas to eliminate hazards and improve the way we do things.
- Be safe. Never take a chance or perform any act which, to the best of your knowledge and belief, is hazardous and liable to result in injury to yourself or someone else.
- Common sense. Although an effort has been made to publish a comprehensive set of safety rules and safety operating procedures, it is impossible to cover everything. If a rule or particular danger has been omitted, that will be no excuse for not using good judgment or for disregarding common sense in performance of your work.
- Look out for your fellow worker. While operating any equipment, make sure no one else is in a position to be injured.
- Assist new employees. Your knowledge of safety given to new employees may prevent accidents.
- Maintain good housekeeping at all times. A clean area is a safe area.
- Under no circumstances shall an employee report to work under the influence of alcohol or other controlled substances. Employees observed ingesting or in
possession of alcoholic beverages or controlled substances, on company time and/or company property, will be subject to appropriate disciplinary action.

- Follow good lifting practices. Ask for help when needed, and help others during transfers or when lifting or carrying heavy or bulky objects. Stack materials safely.
- Do not start or attempt to operate company vehicles or equipment unless authorized to do so, and only when the company vehicle or equipment is in good working condition.
- Never touch or operate any electrical equipment unless authorized to do so. Do not attempt to repair defective electrical equipment. Report equipment in need of repair to the Operations Department.
- Use tools only for their intended purposes. Do not use defective tools. Do not remove guards or safety devices on power tools or equipment.
- Know how to perform your job assignment. If you are unsure or have not been properly trained to do so, ask for help.

### UNAUTHORIZED WORK WITH CLIENTS

American Ambulance Service strictly forbids its employees from providing unauthorized legal or clinical opinions to American Ambulance Service clients. Employees found in violation of this policy may be subject to disciplinary actions up to and including termination.

American Ambulance Service expressly forbids employees from transporting any non-patient family members or any non-company related individuals in company vehicles without prior permission from the Chief Executive Officer or the President. Parents/guardians and authorized caregivers of patients are allowed in the vehicle.

### FRATERNIZATION BETWEEN COWORKERS

The Company strongly discourages romantic or intimate relationships between employees. Romantic or intimate relationships between co-workers may create an unreasonable possibility of favoritism, conflict of interest, conflict of personality, claims of sexual harassment, and serious problems in the working environment in general.

It is, therefore, the Company’s policy that any member of management involved in a romantic or intimate relationship with another employee (defined here as dating or engaging in sexual relations), regardless of whether the other employee is in the same department or division, must report the relationship to their immediate supervisor or to the Director of Human Resources. Such information will be treated by the Company as confidential, consistent, however, with the Company’s business needs. Failure to report such relationships immediately will be grounds for discipline, up to and including termination.
Where such a relationship exists, the Company reserves the right to make such employment decisions as is necessary to ensure that the risks enumerated above attendant to the relationship will not occur. Such steps include, but are not limited to, transfer of one or both parties to the relationship, termination of one or both parties to the relationship, adjusting lines of reporting or communication, and requiring the parties to acknowledge in writing the voluntariness of any such relationship.

* For the purposes of this policy only, “member of management” is defined as any employee who supervises one or more employees.

POLICY FOR CIGARETTE SMOKING AND TOBACCO PRODUCTS

American Ambulance Service, Inc. and MACARA Vehicle Services, Inc. (collectively, for this policy, known as The American Group) strive to promote a healthy work environment for its employees as well as a healthy environment for visitors and guests to our facilities. As part of this commitment, The American Group promotes a smoke-free environment by prohibiting smoking or the use of tobacco products on all American Group properties by all American Group employees, visitors, guests, students, observers, and any other person coming onto our property.

POLICY:

Effective March 15, 2010, smoking or the use of tobacco products is prohibited by all employees, visitors and guests on all American Group properties which includes but is not limited to the following addresses and properties:

• American Ambulance Service, Inc. – One American Way, Norwich, CT
• American Professional Educational Services – One American Way, Norwich, CT
• MACARA Vehicle Services – 207 North Main St, Norwich, CT

Employees who wish to leave company property to smoke or use tobacco products may only do so while not on company time and must do so in accordance with the other restrictions of this policy.

Smoking is not permitted in the following areas at any time in addition to the restrictions above:

• Inside of company vehicles which includes standing outside of the vehicle while taking shelter within the open door of a company vehicle or near the open window of a company vehicle
• On the grounds of any health care facility (hospital, doctor’s office, nursing home, dialysis center, etc.)
• Within sight of any patients residence or health care facility
• Within sight of the public when in uniform
• While off company property, employees are to use proper discretion for areas of smoking, i.e. for example an employee in uniform should not smoke outside of a busy supermarket (see above restrictions.)
• The use of chewing tobacco, cigars, pipes, smokeless tobacco or any other oral tobacco product while in company uniform is **prohibited at all times.**

**NOTIFICATION:**

• Each company's website and job application will contain notice of our tobacco and smoke free environment.
• Signs will be posted at entrances and other appropriate areas to provide notice to visitors and guests.
• This policy will be reviewed with new staff at orientation.

**ENFORCEMENT AND CONSEQUENCES:**

• An employee who observes an individual violating this policy should respectfully and politely inform the individual of the policy and request that they stop smoking or using the tobacco product. Management should be notified of any individual who does not comply.
• Employees who are in violation of this policy may be subject to disciplinary action by their respective supervisor or manager.
  o The first time a manager becomes aware of an employee violating this policy, the manager will counsel the employee regarding this policy and document this counseling via an email to the human resources department. This is not to be considered a disciplinary event, but a counseling/educational event.
  o The next violation will result in a formal verbal warning.
  o The third violation will result in a written warning.
  o The fourth violation will result in a three (3) day suspension without pay.
  o Any further violation will result in discharge from employment.
• Any violation resulting in damage to property, company or otherwise, will result in discipline, up to and including immediate termination.
• Management reserves the right to skip disciplinary steps at its discretion.

**HANDLING CONFIDENTIAL INFORMATION**

The nature of the work undertaken by American Ambulance Service demands that the company and its employees adhere to strict confidentiality standards. Furthermore, employees of American Ambulance Service, Inc. are bound to the rules set forth by the HIPAA Privacy Rule. As such, the names and other identifying details of the company’s clients shall be revealed to fellow employees for professional reasons only. Further, American Ambulance Service strictly forbids its employees from revealing a client’s name or identifying details to any party outside of the company, absent a written release of information signed and dated by the client. In the case where such release of information is obtained, the company requires its employees to place said release in the client’s record. Unauthorized disclosure may result in disciplinary action, up to and including termination.
Moreover, employees are not allowed to make any public statements on behalf of American Ambulance Service, either orally or in writing, without the express permission of the Chief Executive Officer or the President. Any employee found to have made any public statement on behalf of the company without prior permission may be subject to disciplinary action up to, and including, termination.

All telephone calls, e-mails, or personal contacts from any reporter or news media must be forwarded to the Chief Executive Officer or the President. Employees are strictly prohibited from giving out information of any type to the media. Any employee found to have disclosed such information will be subject to disciplinary action up to and including termination.

**INFORMATION TECHNOLOGY POLICY AND NOTICE CONCERNING ELECTRONIC MONITORING**

The computers, computer systems, software, telephones, telephone systems, voicemail systems, facsimile machines, pagers and paging systems, and internet and email connections (technology systems) provided by American Ambulance Service, Inc. (the "Company") are Company property, and are provided for business use. These technology systems are managed, monitored and controlled by the Information Technology Department (the "IT Department").

Moreover, American Ambulance Service’s voice mail and e-mail systems are for business use only. Communications transmitted through these systems must have a business purpose. The company may access and monitor its electronic communications systems, employee conduct, and obtain the communications within the system, without notice to users of the system, in the ordinary course of business when it deems it appropriate to do so. The reasons for which the company may obtain such access include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that the company’s operations continue appropriately during an employee’s absence.

**Common Types Of Monitoring Include, But Are Not Limited To:**

- Reviewing telephone usage
- Accessing voice-mail messages
- Video surveillance of employee work areas
- Accessing computer files
- Reviewing computer usage
- Reviewing Internet usage
- Reviewing e-mails
- Recording and/or reviewing employee entrance and exit from company premises
- Reviewing employee travel and entertainment expenses
- Recording and/or reviewing employee usage of business equipment including, but not limited to, telephones, computers, photocopiers, fax machines, and printers
American Ambulance Service may conduct other types of electronic monitoring not identified above, and without advance notice, where:

1) It is necessary for security purposes in public areas; or
2) The Company reasonably believes an employee or employees are violating the law, Company policy, the legal rights of the Company or its employees, or
3) The Company reasonably believes an employee or employees are creating a hostile work environment.

If you have any questions about this electronic monitoring policy, contact the Human Resources Department.

GENERAL PROVISIONS AND PROCEDURES

A. General Provisions

1. This policy applies to all Company employees and any other individuals, such as vendors, contractors, or others (collectively referred to as “users” in this policy) utilizing Company technology.

2. Employees who violate this policy may be subject to disciplinary action, which could include discharge. Users who utilize the company’s technology systems for defamatory, discriminatory, harassing, illegal, or fraudulent purposes, access unauthorized areas of these systems, violate trade secrets law, or violate copyright laws or software licenses may also be subject to civil or criminal liability.

B. Use of Technology

1. All information in, on, or conveyed by these systems is the property of the Company. Users should not expect privacy in any information contained in, on, or conveyed by any of these systems. Authorized personnel may monitor the use of such technology systems and the information contained in or on them at any time.

2. The computer systems are provided for company use only.

3. The IT Department reserves the right to review all email communications and Internet sites accessed by the users for content and statistical purposes.

4. All electronic files which are company related shall be located and/or stored on resources provided by the IT Department. Employees who are assigned special projects may only take such electronic files off company grounds with the express written permission of their supervisor or the IT Department; these electronic files shall be returned and updated to their home locations.

5. The use of the internet for electronic messaging (email) shall be considered formal communication. Each user of the email system is expected to use proper grammar and punctuation when transmitting messages.

C. Prohibited activities

1. The Company’s technology systems may not be used for knowingly creating, transmitting, retrieving, or storing any communication that contains or involves
explicit or suggestive material. This includes, but is not limited to chain letters, dirty jokes or cartoons, offensive or discriminatory materials concerning race, gender, age, national origin, ancestry, disability, or sexual orientation, gambling, malice (i.e., threats,) harassment, “hate group” information, etc.), any violation of law, the company’s Code of Conduct & Ethics, or any other company policy or procedure.

2. Company and personal mobile communications devices (pagers, cellular phones, etc…) shall not be audible while the employee is on company time. Such devices shall either be set to vibrate or turned off during these times. Employees shall not uses cellular phones while driving company vehicles with the exception of supervisors and managers.

D. System Integrity and Security

1. Each user is responsible for preventing unauthorized access to his or her technology systems by use of confidential passwords and any other measure necessary to secure their equipment from unauthorized use (e.g., logging off when not in use, turning off equipment at the end of the day or during extended absences, protecting passwords from disclosure, etc.).

2. Unauthorized users may not access or attempt to access the e-mail, voicemail, pages, or computer files of other employees without express permission to do so from either an authorized member of management or from the user whose system is being accessed.

3. Users may not permit third parties to access the Company’s e-mail, voicemail, or computer systems without management’s authorization.

4. All users are expected and required to protect the company’s trade secrets and other confidential information. Company trade secrets or confidential information should never be transmitted or forwarded to outside individuals or companies not authorized to receive the information. This prohibition includes disclosure of such information in on-line “chat” rooms, electronic bulletin boards, or other Internet sites.

5. Acquisition and installation of all computer hardware and software shall be administered by the IT Department. Users may not use software that has not been pre-scanned for viruses by the IT Department.

6. Users who are acquiring files from outside sources (Example: other companies, shareware/freeware web site, family and friends) shall use extreme caution when working with such files. Foreign files have the potential to introduce viruses to the network which could render it inoperable. Files and/or email suspicious in nature shall not be opened nor executed by users. Users shall notify the IT Department of such files immediately.

7. The IT Department shall attempt to protect and warn all network users of any viruses which pose a potential risk to the users’ data and the network.
E. Data Storage

The IT Department has set aside a section on the network server for user data storage. This storage area is called the “K” drive. The IT Department encourages users to save their files to their respective folder on this drive. This location is backed regularly with the system and is protected. Only the user and the IT Department have access to the user’s dedicated folder.

Example: A user with the name of John Smith would have his own folder on the “K” drive. The path to this folder would be the following:

K:|\jsmith (all files would be saved within this folder)

The IT Department shall not be responsible for any and/or all user files saved locally to the users’ workstations’ local hard drive, otherwise referred to as the “C” drive. These local drives are not backed up and are subject to unpredictable faults which may corrupt or permanently damage any information that they contain. Information saved to this location is at the user’s own risk.

Users with email accounts are expected to maintain their accounts in an orderly fashion. Each user is allocated 75MB (Megabytes) of storage space for email messages. Users will receive a warning message when their account reaches this limit. Storing email messages with file attachments (such as image files) take up space on the users account. In effort to keep this space at a minimum, the IT Department recommends that users save their attached files to their respective directory on the “K Drive”.

Users must understand that when they delete an email message from the Inbox in Microsoft Outlook, the message is moved to the Deleted Items folder, it is not complete deleted. In order to completely delete the email message from the system, the user must go into the Deleted Items folder and delete the message again.

F. Copyright Infringement

1. Users are prohibited from copying or distributing copyrighted material, including software, database files, documents or articles from the Internet. All software and computer files should be used only in a manner consistent with licenses or copyrights. Questions regarding this issue should be directed to your supervisor or IT representative.

G. Equipment Maintenance

1. Users shall use extreme care when operating all technology systems. Users shall not expose computer (computer, monitor, mouse, keyboard, printer, etc…) to crumbly foods and open beverage containers. Additionally, users should avoid touching the computer monitors, as the fingerprints may damage the surface of the monitor. Users are encouraged to shut down their computer workstations on a weekly basis and clean them with a light spray of a ‘Windex-type’ solution and a paper towel.

2. All computer problems shall be reported to the IT Department as soon as possible. Users shall not attempt to open up and/or fix any computer or peripheral device as this may void existing equipment warranties or service agreements.
INTERNET ACCESS AND USE

Purpose
Internet access to global electronic information resources on the World Wide Web and through our electronic mail system is provided by American Ambulance Service, Inc. to assist employees in obtaining work-related information. Due to the breadth of information available on the web, and the potential for interference web access has on our other responsibilities, this policy is established to help ensure responsible and productive internet usage.

Scope
This policy applies to all American Ambulance Service, Inc. staff who has access to the Internet through American Ambulance Service equipment, hardware, software, or other systems while on company time, either on or off the premises, or otherwise. This policy applies to all Internet access using Company equipment, as well as Internet access when personal equipment is used, such as laptops, PDAs, and mobile communications devices during working time.

Procedure
All Internet data or electronic mail that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of American Ambulance Service, Inc. and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the internet and electronic mail system remain at all times the property of American Ambulance Service, Inc. As such, American Ambulance Service, Inc. may monitor internet traffic without your knowledge, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems (see Information Technology Policy and Notice Concerning Electronic Monitoring).

Data that is composed, transmitted, accessed, or received via the internet or electronic mail must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material via the internet or through electronic mail is expressly prohibited. As a general rule, if an employee did not create the material, does not own the rights to it, or has not received authorization for its use, it should not be put on the internet.
To ensure a virus-free environment, employees shall not download files from the internet or from an electronic mail message without prior authorization. Executable files are prohibited (files ending in .exe, .com, .bat, or .vbs).

The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action.

- Sending or posting discriminatory, harassing, or threatening messages or images
- Accessing any websites that are pornographic in nature, including any "adult sites"
- Using the organization's time and resources for personal use or pleasure without prior authorization
- Stealing, using, or disclosing someone else's code or password without authorization
- Copying, pirating, or downloading software and electronic files without permission
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- Violating copyright law
- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted internet services and transmissions
- Sending or posting messages or material that could damage the organization’s image or reputation
- Participating in the viewing or creation of personal web or blog sites such as myspace.com
- Configuring employee's workstation to use external sites for weather, background or screen saver images that require an active internet connection to dynamically change the image
- Participating in the viewing or exchange of pornography or obscene materials
- Sending or posting messages that defame or slander other individuals
- Attempting to break into the computer system of another organization or person
- Refusing to cooperate with a security investigation
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- Using the internet for personal political causes or activities or religious activities, unless authorized
- Any sort of online gambling
- Jeopardizing the security of the organization's electronic communications systems
- Sending or posting messages that disparage another organization's products or services
• Passing off personal views as representing those of the organization
• Sending anonymous e-mail or text messages
• Online games
• Engaging in any other illegal activities

Non-business related purchases made over the internet are prohibited without prior approval. Business related purchases are subject to American Ambulance Service, Inc. procurement rules.

All sensitive American Ambulance Service, Inc. material, especially PHI and e-PHI, transmitted over external networks must be password protected and/or encrypted.

   Example: If sending a file via email attachment, it is recommended that the file be password protected in order to open it. The sender could give that password to the recipient via telephone conversation.

Electronic files are subject to the same records retention rules that apply to other documents and must be retained in accordance with departmental records retention schedules.

**Employee Personal Use of the Internet**

Personal use of internet access is restricted to American Ambulance Service, Inc.'s employees; it does not extend to family members or other acquaintances. Personal use shall only be done with prior authorization only.

Incidental use must not result in direct costs to American Ambulance Service, Inc. and must not interfere with the normal performance of an employee's primary duties.

No files or documents may be sent or received that may cause legal liability for, or embarrassment to American Ambulance Service, Inc.

Storage of personal files and documents within American Ambulance Service, Inc.'s information system should be nominal, and done only with prior approval.

All files and documents—including personal files and documents—stored on the electronic information system are owned by American Ambulance Service, Inc. and may be subject to review and monitoring, without your prior knowledge.

**Enforcement**

Employees failing to comply with any section of this policy shall be subject to discipline, up to and including termination.

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**ELECTRONIC COMMUNICATIONS SYSTEMS**

### I. Purpose

The purpose of this policy is to outline the acceptable use of the various communications systems utilized by American Ambulance Service, Inc, MACARA Vehicle Services, Inc., and American Professional Educational Services (collectively, the Company) as well as devices that access these systems. It also covers acceptable use by employees of various communication websites.
II. **Policy**

A. **Electronic Systems**

1. The Company’s computers, computer systems, iPads, software, telephones, telephone systems (including voice mail), facsimile machines, pagers and paging systems, internet and e-mail (collectively “Electronic Communication Systems” or “the Systems”) are intended to serve the interests of the Company and, as such, are to be used primarily for Company business.

2. Any transmission of legally prohibited communications containing items such as sexually explicit images, messages or cartoons, ethnic slurs, racial epithets, or anything that may be construed as harassment based on actual or perceived race, national origin, sex, sexual orientation, age, disability, religious or political beliefs or any other protected class is strictly prohibited as against Company policy and may constitute grounds for termination.

3. Use of these systems must be consistent with all policies and practices of the Company. While the Company recognizes that the systems are occasionally used for personal purposes, any personal use of the systems may not in any way adversely affect an employee’s productivity, violate any Company policies or the law, or in any way create a conflict of interest.

4. The use of video or audio recording devices in the workplace is prohibited without the express prior permission of senior management and of the person(s) present at the time.

5. Users may not make copies of applications running on any of the Systems for use at home, on laptops, or for other reasons without the consent of Company officials.

6. Users may not import, copy or store copyrighted material without permission from the author. Doing so may violate application licensing agreements and copyright law.

7. Only software provided by the Company may be installed on Company computers.

8. Employees using the Systems shall have no expectation of privacy in communications prepared, transmitted, received or stored on such systems. The Company may access and obtain the communications transmitted or stored in the Systems without notice to users of the System whenever the Company in its sole discretion deems it appropriate to do so.

   a. For further information regarding the Company’s monitoring of Electronic Communications, please refer to the posting entitled “Notice of Electronic Monitoring”.

9. Excessive personal use or use of the Systems in a manner that violates this policy or any other violation of this policy may result in the loss of the System in question or other forms of discipline, up to and including termination of employment.
B. Blogging and Social Networking

1. While the Company understands employees may, on non-work time, maintain blogs or use personal websites or other social networking sites (such as Facebook, MySpace, Twitter, online group discussions, message boards, chat rooms, etc.), the Company is committed to ensuring that the use of such communications, as they relate to the Company, serve the needs of our business by maintaining the Company’s identity, integrity, and reputation in a manner consistent with our values and policies. Therefore, the Company has established the following rules and guidelines for communicating Company-related information via social networking forums:

   a) Employees must obtain written authorization before commenting about the Company’s services or products on blogs or social networking sites.

      1) If authorization is given, the employee must clearly and conspicuously disclose his or her employment relationship with the Company when posting a comment regarding our services or products.

   b) Any employee engaging in Social Networking or Blogging for legitimate business purposes (an employer-sponsored blog or media site) must get expressed approval of all content by senior management before posting.

   c) Employees engaged in blogging or networking for legitimate business purposes are responsible for complying with all Company policies including but not limited to anti-discrimination, harassment, disclosure of sensitive, proprietary, financial or confidential information.

   d) Any employee who mentions the Company on a personal blog or social networking account must include a disclaimer that specifically states that the opinions and attitudes expressed are those of the employee alone and may not be aligned with those of the Company.

      1) The employee must make it clear that he or she is speaking for himself or herself and not on behalf of the organization. Again, the employee may not violate any Company policies or the law.

   e) Employees are not to advertise or sell any of the Company’s products or services on any website or social network.

   f) The Company’s logos and trademarks may not be used without express written permission from senior management.

   g) The Company reserves the right to monitor all public blogs and social networking forums for the purpose of protecting its interests and monitoring compliance with Company policies.

   h) The Company reserves the right to access any Company computers and electronic communication devices to monitor blogs and on-line websites.

   i) Employees should not maintain any expectation of privacy with respect to information transmitted over, received by, or posted on such sites.

   j) Any employee who violates this policy may be subject to disciplinary
action, up to and including termination. Additionally, violations of this policy may result in criminal prosecution, reimbursement of expenses incurred as a result of the violation, and additional legal action.

Note: This policy is not intended to restrict an employee’s right to discuss wages and working conditions with co-workers or in any way limit employees’ rights under the National Labor Relations Act.

Hand-Held Media Device Usage Policy

1. The Company understands that cellular phones, PDAs, Blackberries and other hand-held personal media devices are a convenience used with regularity by most employees. To avoid this convenience from becoming a work interruption, however, it is the policy of the Company that except during down time, employees should not make or receive personal calls or personal texts and/or otherwise use personal hand-held devices during working time. Employees may also use these personal devices during breaks and lunch periods.

2. Employees must turn all personal media devices off or place them on “vibrate” or other mode that will prevent the device from making sound or otherwise disrupting work hours.

   a) The foregoing statement does not apply to hand-held media devices issued to employees by the Company for business use.

3. Use of hand-held media devices at any time in the workplace is also subject to the Company’s Electronic Communications policy, in that they are not to be used in any manner violative of Company policies including but not limited to the Company’s anti-harassment policy.

4. All handheld mobile devices that access company Systems must be secured with a pass code lock that automatically engages after a short timeout period which prevents inadvertent access to the handheld mobile device.

5. This pass code may be automatically initiated through a policy that is issued to the device by accessing the company Systems or initiated by a user setting on the handheld mobile device.

6. The automatically issued electronic policy may also allow the company to remotely erase data on the handheld mobile device, only to be used should the device become lost or stolen in order to mitigate the risks of a data breach.

7. If a mobile device that has access to company systems is lost or stolen, it must be reported to a member of the Information Technology Department as soon as the compromised status of the device is noticed.

8. The Information Technology Department reserves the right to deny anyone access to the company’s information technology resources. Furthermore, access by mobile devices, either company issued or personally owned, may be revoked at any time.

9. While driving a company vehicle during working time, the Company prohibits employees from using a cell phone. In addition, employees are prohibited from
using any communication device to write, send, or read texts while driving on Company business, regardless of state law.

10. Management may utilize a cell phone while operating a company vehicle for the sole use of Company related business matters.

11. Employees in possession of Company-issued hand held media devices are expected to protect the equipment from loss, damage or theft.

12. Upon resignation or termination of employment, or at any time upon request, the employee may be asked to produce the device for return or inspection.

13. Employees may be held financially responsible for lost, stolen or damaged equipment.

PERSONAL MOBILE COMMUNICATIONS DEVICES

**PURPOSE:** The following outlines the American Ambulance Service, Inc. policy regarding the use of personal mobile communication devices while on company time.

These company regulations have been established in the interest of maintaining the highest degree of safety, productivity, and professionalism.

**CELLULAR TELEPHONES**

- The use of cellular telephones while operating a company vehicle or while in the company of a patient is **prohibited** at all times in all forms. This includes utilizing a hands free device, direct connect, texting, chatting, social networking, gaming or any other use of a cellular phone while operating a company vehicle or while in the presence of a patient.

- Due to operational responsibilities of the on-duty management, an exception to this policy will be made **only** for company business related usage.

- Exceptions to the above may be made only for the immediate safety of the employee, the employee's partner(s), the patient, the public or for the care of a patient. Any other exception must be approved prior by management.

- In general, cellular telephone usage should be limited to when an employee is on break or downtime and his/her work has been completed. Management reserves the right to have an employee terminate a telephone conversation if it is taking away from their productivity.

**AUDIBLE PAGERS AND RING TONES**

- Company pagers shall be set to either single chirp or vibrate while on company time.

Cellular telephones **must** be on vibrate, or other inaudible setting, at all times when an employee is on the company's time. If an employee's telephone does not have a vibrate function then it must be turned off for the duration of his/her shift.
SOLICITATION AND DISTRIBUTION OF MATERIALS POLICY

**Purpose:** The following outlines the policy and procedure regarding the solicitation and distribution of materials on and off of company property by employees and non-employees.

To avoid distractions and unnecessary interruptions for our patients and ourselves, solicitation, distribution and receipt of materials of any type in any working areas during working time is prohibited.

Solicitation and distribution of literature on company premises by non-company personnel is not permitted.

Employees found in violation of this policy may be subject to disciplinary actions up to and including termination.

PROGRESSIVE DISCIPLINE SYSTEM*

In most instances, American Ambulance Service utilizes a progressive disciplinary policy. The goal of this progressive disciplinary system is to give the employee an opportunity to correct employment problems that may arise, rather than to punish employees.

In some instances the employee's conduct may be such that American Ambulance Service, at its option, may advance the level of discipline to the step it deems appropriate, up to and including immediate termination. In certain situations where, in the opinion of American Ambulance Service, an employee's misconduct is very serious, immediate termination may result. American Ambulance Service reserves the right to skip, advance or repeat any level of discipline it deems appropriate.

Nothing in this policy is meant to alter the at-will employment relationship with American Ambulance Service. As a result, either you or American Ambulance Service has the right to terminate employment at any time, for any reason or no reason, with or without cause and with or without notice.

**American Ambulance Service, Inc. expressly reserves the right to terminate or suspend an employee without use of the progressive disciplinary system.**

**Disciplinary Steps** – Should there be an issue regarding an employee's adherence to the company's rules, the employee, at American Ambulance Service's sole discretion, may be given opportunities to change the conduct in question:

1. The employee may be given a **verbal explanation** of the errant behavior, including a reiteration of what the company's rule regarding that behavior is. This may include a Noteworthy Event, or a Verbal/Oral Warning. In addition, the employee will be advised of the consequences of further infractions of the rule in question. If no further problems occur with regard to the issue raised at the verbal warning stage, the company may choose to take no further disciplinary action.

2. The employee may be given a **written explanation** of the errant behavior, including a reiteration of what the company's rule regarding that behavior is. This may include
a Written Warning or a Counseling Statement. In addition, the employee will be advised that continuation of the problem will lead to suspension or termination. The written explanation may include identification of an opportunity for the employee to improve the unwanted behavior and the consequences of the failure to improve and/or recurring misconduct.

3. The employee may be suspended and may be subject to discharge upon further occurrence(s) of the misconduct, without additional warnings.

**AMERICAN AMBULANCE SERVICE INC. RESERVES THE RIGHT TO BYPASS OR SKIP ONE OR MORE OF THE DISCIPLINARY STEPS ABOVE, BASED ON THE SEVERITY, FREQUENCY OR COMBINATION OF INFRACTIONS WHEN CIRCUMSTANCES WARRANT IMMEDIATE ACTION.**

* This policy is not to conflict with any state or federal law.

### PERFORMANCE REVIEWS

American Ambulance Service will endeavor to complete periodic performance reviews for all employees. Its goal is to recognize good or superior performance, and to find mutually acceptable ways to improve employee performance and overcome shortcomings.

Employees typically receive performance evaluations at the conclusion of their 180-day introductory period and annually on the anniversary month of hire. Any pay increases will be effective as of the employee’s anniversary date and are directly related to an employee’s performance evaluation.

Employees may also be issued a pay increase at management’s discretion, based on increase of job duties and responsibilities. If you have questions regarding pay increase or performance appraisals, you may schedule an appointment with a representative from the Human Resources Department.

### TERMINATION AND RESIGNATION

American Ambulance Service reserves the right to terminate any employee at any time, with or without notice, with or without cause. If you resign, we request that you give a minimum of two (2) calendar weeks notice in writing and include the effective date and reason for resignation. Management staff is requested to provide a thirty-day prior written notice. Any vacation time used immediately before a resignation is not considered part of the advance notice. Unused accrued vacation time will be paid out to employees who give at least 2 weeks’ notice. Unused vacation time will not be paid out to employees who are terminated or who fail to give at least 2 weeks’ notice.

An employee who exhausts all of his/her FMLA time, 12 (twelve) weeks within a calendar year or 16 (sixteen) weeks within any two calendar years, may be terminated at the end of their FMLA Leave should they not be able to return to their position at this time, unless otherwise required by law.
In American Ambulance Service’s discretion, the Company may ask any employee who has given notice of resignation to leave employment prior to the end of that notice period.

In the event of your resignation, your final paycheck will be issued to you on the next regular payday after your last day of work. You must return all keys, records, case files, data resource material, supplies, equipment, uniforms, this handbook, badges or any other American Ambulance Service property at the time of termination or resignation. Failure to return these items may result in deductions from your final paycheck. Additionally, legal action may be pursued should these items not be returned.
EMPLOYEE HANDBOOK ACKNOWLEDGMENT FORM

The Employee Handbook describes important information about American Ambulance Service, Inc., and I understand that I should consult my supervisor regarding any questions not answered in the handbook. I have entered into my employment relationship with American Ambulance Service, Inc. voluntarily, and acknowledge that any employment with American Ambulance Service, Inc. is at-will and not for any definite period. Accordingly, either American Ambulance Service, Inc. or I can terminate the relationship at any time with or without reason and with or without notice.

I acknowledge and understand that neither the Employee Handbook nor any other representations made by an officer, manager, supervisor or other representative of American Ambulance Service, Inc., at the time of my hire or at any time during my employment, either orally, in writing, or by conduct, are to be interpreted by me as a contract between myself and American Ambulance Service, Inc. Furthermore, I understand that any disciplinary steps taken by American Ambulance Service, Inc. are discretionary and not mandatory and can be changed or eliminated at anytime.

Since the information, policies, and/or benefits described herein are necessarily subject to change, I acknowledge that American Ambulance Service, Inc., in its sole discretion, may revise, change, delete or suspend the policies and/or benefits at any time. Revisions and/or changes to the policies and/or benefits may occur at the sole discretion of American Ambulance Service, Inc. All such changes will be effective immediately and without notice. I understand that revised information will supersede, modify or eliminate existing policies and/or benefits. The management of American Ambulance Service, Inc. has the authority to approve any revisions or changes to the policies and/or benefits in this Employee Handbook.

I ACKNOWLEDGE THAT THIS EMPLOYEE HANDBOOK IS NOT A CONTRACT OF EMPLOYMENT FOR ANY PERIOD OF EMPLOYMENT, NOR DOES IT GUARANTEE ANY SPECIFIC EMPLOYEE BENEFITS. I HAVE READ THE MANUAL AND I UNDERSTAND THAT IT IS MY RESPONSIBILITY TO COMPLY WITH THE POLICIES CONTAINED IN THIS HANDBOOK AND ANY REVISIONS OR CHANGES MADE TO IT.

My signature indicates that I have received and agreed to read the Employee Handbook, and understand my responsibilities to comply with American Ambulance Service, Inc. policies.

__________________________  ____________________________
Employee Signature          Employee’s Name

__________________________  ____________________________
Date                        Authorized Witness
All American Ambulance Service, Inc. Employees: Read and Sign
This is a formal notice of the intent of American Ambulance Service, Inc. to take disciplinary action, up to and including termination of employment, against any employee who violates these policies, as set forth in the American Ambulance Service Handbook.

I understand and agree that:

I have received a copy of the policies listed below:

I have carefully and thoroughly read these policies and agree, without reservation, to follow these policies:

Policy on security, levels of access and limiting disclosure and use of PHI: policy on confidentiality & dissemination of patient information & staff member verification; and the information technology policy employee acknowledgement

Employee Signature  Employee’s Name

Date  Authorized Witness

Violence in the workplace prevention policy employee acknowledgement

Employee Signature  Employee’s Name

Date  Authorized Witness

Policy against sexual harassment employee acknowledgement

Employee Signature  Employee’s Name

Date  Authorized Witness