



# Bonaventure™

## Team Member Handbook



*Our purpose, our promise, our passion is  
to provide an exceptional senior lifestyle.*

**Retirement Perfected™**



***Dear Team Member,***

Our purpose, our promise, our passion is to provide an *Exceptional Senior Lifestyle* for each of our residents. This lifestyle is created through what we call *Retirement Perfected*. It is an intangible mixture of our strong resident satisfaction culture combined with fun, empathy, and friendship. It is our burning desire to provide the best for our residents. Our Retirement Perfected and Lifestyle Philosophy is simple, but insightful:

- **Choice**—It is always the residents' choice.
- **Variety**—What is choice without a variety to choose from?
- **Dignity**—We always ensure our residents are treated with the greatest dignity.
- **Independence**—Each resident lives as independently as they choose.
- **Fun**—Magic happens when everyone is having fun; residents and Team Members.
- **Friendship**—Friendship is critical for our residents' happiness.
- **Simplified Life**—There are no long term commitments or buy-ins, just a simple monthly rent, a Satisfaction Guarantee, and Loyalty Rent Discounts at Bonaventure. These items, combined with a wide host of services from dining to activities, create a Simplified Life for our residents.

“We are Ladies and Gentlemen Serving Ladies and Gentlemen.” We are serving the Greatest Generation of Americans. They sacrificed for all of us and are a generation with clear values and dignified actions. We must always remember that and let our actions be guided by this motto. ®

It is only through working as a team of Ladies and Gentlemen that the magic of Retirement Perfected and an Exceptional Senior Lifestyle will be continued. Our culture embodies teamwork and everyone doing what it takes to be successful.

There is “no greater service than serving another human being.” A wonderful part of being on the Bonaventure team is that each Team Member makes a difference in a resident's life daily.

I am proud you are a part of the Bonaventure Team, with your help Bonaventure will continue to remain the premier senior housing company. Welcome to the team.

Sincerely,



Kelley D. Hamilton  
CEO

# Welcome to Bonaventure!



You have joined a team committed to creating an exceptional senior lifestyle. We have prepared this Team Member Handbook to give you an overview of Bonaventure's policies and guiding principles. It is our goal to create a fun and exciting work environment that will challenge you and motivate you, offering new opportunities to grow and be successful.

No business is free from day-to-day challenges, but we believe our personnel policies and practices will help us overcome those challenges and thrive. We must all work together to make Bonaventure a healthy, viable company. The guidelines presented in this handbook are not intended to be a substitute for sound management and good judgment. You must let your own thoughtfulness and care guide you in doing the right thing.

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*Note: this handbook only highlights company policies for your personal understanding and cannot, therefore, be construed as an express or implied contract. The Company reserves the right to modify, supplement, rescind or revise any provision of this handbook as we deem appropriate. This handbook supersedes any and all prior policies, procedures and handbooks of the Company.*

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# Our Mission & **Values**

“*There is no greater service  
than serving another  
human being.*”



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# Living Bonaventure

Welcome to Bonaventure Senior Living, we are glad to have you as part of the Bonaventure team. At Bonaventure our mission is to provide an exceptional senior lifestyle through a dedicated and compassionate team, innovative Communities and enriched services that promote dignity, choice and independence.

Throughout your employment you will have an opportunity to see how our team members work each and every day to make this mission a reality at our Communities. Bonaventure is guided by a simple philosophy that “You can never go wrong doing the right thing”. It’s a simple idea to live by and it guides all our actions. Every day the Bonaventure team is faced with things that aren’t in any rule book, so we decided to keep it simple. **Simple is working.**

## *Retirement Perfected*

Retirement Perfected is a term that you will commonly hear used, it is how we define and deliver the services that we offer to our residents. Retirement Perfected encompasses the principles of dignity, choice and independence and is the guiding force behind the quality and services offered at our Communities.

At Bonaventure we value each individual resident as just that; an individual with preferences, likes and dislikes. This is part of what sets us apart from our competition. Just because residents choose to make a Bonaventure Community their new home doesn’t mean that their dreams, goals, aspirations and ambitions have changed or should be ignored. We’re dedicated to giving residents a caring, lively, comfortable, affordable place to make their home. We want it to be filled with family, fun, and new experiences.

## *Past, Present & Future*

Bonaventure was formed over ten years ago with the observation that no one was offering the ideal combination of quality, experience and value. We continue to grow and succeed today based on our ability to offer people what they really want and to deliver Retirement Perfected.

Our vision for the future is to be the premier senior living company in the Western United States. We seek to understand and respond to the evolving needs and desires of our residents while being an innovative company that leads the industry in change in Community design, resident services, employee satisfaction and efficiency.

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AT BONAVENTURE

# OUR MISSION

is to provide an *exceptional senior lifestyle* through

**a dedicated team,**  
innovative communities  
**and enriched services,**

that promotes dignity, choice and independence.





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# OUR VALUES

*At Bonaventure we are committed to values which honor our residents and Team Members. These values shape every aspect of our business.*

## ***1. Passionate about Seniors***

Our passion for serving seniors is the driving force of our Company. Our residents are to be honored and appreciated for their personal value and lifetime of accomplishments.

## ***2. Teamwork***

We respect and value all Team Members. We foster an environment which promotes open communication and collaboration while maintaining individual accountability.

## ***3. Innovative Excellence***

From the smallest task to the largest project, on an individual or group level, we strive for excellence and innovation. We are committed to continuously improving, learning and developing.

## ***4. Integrity***

Follow through on our promises and commitments to all we serve and work with.

## ***5. Financial Stability***

We make business decisions which ensure long term value, not promote short term gains. Financial stability allows us to operate with integrity.

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## *Our Commitment to One Another*

Every day we continue to create a culture which allows our Team Members to grow and advance their career and experience new opportunities. We are all expected to respect each other as individuals; treating each other fairly and professionally without discrimination. We are Team Members committed to one another. Our Team Members are our key to success and our greatest asset. We create a supportive environment where Team Members have the opportunity to learn, be provided with continuing education and be mentored. We offer comprehensive training programs.

Team Members are rewarded with a competitive benefits and compensation package, years of service wage increase, and education assistance.

Our commitment to you is to promote an environment of teamwork. Teamwork is achieved when understanding, trust, communication and mutual respect exist between all of us.

Teamwork is achieved when each Team Member:

- Respects one another as an individual and is courteous and considerate.
- Treats one another fairly and without discrimination.
- Communicates openly, honestly and respectfully with one another.
- Is afforded the opportunity to be trained and become better skilled in their jobs, as well as to be better prepared for advancement in the organization.
- Works to achieve a clean and orderly workplace.

## *Our Commitment to Others*

At Bonaventure we have always been committed to giving back to our local communities by supporting local charities and organizations that focus on Senior and Family issues in the Northwest.

- Alzheimer's Foundation of America
- Alzheimer's Network of Oregon
- Boys & Girls Clubs of America
- Family Building Blocks
- Marion-Polk Food Share
- Ageless Aviation Dreams
- American Cancer Society
- Doernbecher Children's Hospital Foundation
- Muscular Dystrophy Association
- Oregon Food Bank

Not only do we support these charities and organizations financially but also by having team members and even residents participate in events, fundraising and other organizational activities.

The goal of  
**every team member**  
at Bonaventure is

OUR MISSION  
& VALUES

**100%**  
**RESIDENT SATISFACTION**

*(always)*



# FIRST-CLASS

Our residents are at the heart of our business, and we are committed to providing them the highest level of service and care. *Retirement Perfected* is our culture and is what sets us apart. It is exemplified in the following guidelines and standards.

1.	There is no greater service than serving another human being.
2.	Resident satisfaction is our #1 goal.
3.	Take pride in your position and embrace your responsibilities; strive for excellence.
4.	Treat every resident, staff member and all customers with dignity and the utmost respect.
5.	Respect privacy -- always knock and await permission before entering a suite.
6.	Take pride in meeting each resident's unique needs -- no matter how small.
7.	Always make time for a resident or staff member in need.
8.	Honor each person you meet today with a smile.
9.	Make it a priority to know everyone in your Community, especially first-time visitors.
10.	Be 100% positive 100% of the time; approach every opportunity and challenge with an attitude to make it happen.



# STANDARDS

*“If it is right for our residents then it is right for Bonaventure.”*

<b>11.</b>	We deserve to live and work within high levels of cleanliness, it takes a team.
<b>12.</b>	Teamwork is a necessity as we all bring value to what we do.
<b>13.</b>	Listen respectfully.
<b>14.</b>	Be a gracious escort to all those seeking directions.
<b>15.</b>	Use Bonaventure Senior Living telephone etiquette, “It’s a great day at Bonaventure.”
<b>16.</b>	Take pride and care in your personal appearance -- wear a name tag and follow our Company dress code.
<b>17.</b>	Answer your call lights immediately and ask for assistance if needed to assure resident and employee safety.
<b>18.</b>	Address all concerns timely and to the appropriate person only.
<b>19.</b>	When exiting a resident’s home and/or when guests depart your community, give a fond farewell and invite them back again.
<b>20.</b>	“You can never go wrong by doing the right thing.” - Martin Luther King, Jr. What is good for our residents is good for Bonaventure Senior Living.

# Payroll & ***Time Off***



“ *The way we  
spend our  
time defines  
who we are.* ”

—*Jonathan Estrin*

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# Payroll

## *Pay Periods and Pay Days*

Our pay periods are semi-monthly. Our pay days are the 22nd (this reflects the 1st to the 15th pay period) and 7th (this reflects the 16th through the end of the month). Your paycheck reflects the hours worked during that pay period. You will receive your paycheck at your Community on pay days.

Your pay stub includes statement of your total earnings and lists the amount deducted for social security, state and federal taxes where applicable. The stub will also itemize deductions that you have authorized for health care, dental care, 401K, etc. Your paid time off balance is also listed on your pay stub. If you have any questions regarding your paycheck, please contact your Supervisor.

## *Time Records*

Hourly Team Members must accurately record their worked time. Worked time is defined as time performing essential functions of your job. You must log in at the start of your schedule, log out during meal period, and at the end of your shift.

It is very important that you follow your scheduled hours. You must not start work before your start time, work past your scheduled time, or work during your breaks or meal period without authorization from your Supervisor. Exceptions can be made for emergency situations. In such cases you must inform your Supervisor immediately. Working outside the scheduled hours without the approval of your Supervisor will lead to disciplinary action. You must not log in or log out on behalf of any Team Members. Every Team Member is responsible for accurately logging in and out for worked time.

## *Work Week / Work Day / Work Hours*

Our Communities are open seven days a week, 365 days a year around the clock. The work week begins with the start of the first shift on Sunday morning and ends at the conclusion of the last shift that started before midnight on Saturday.

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## *Schedules and Work Assignment*

As our Communities are staffed around the clock all year round, your workdays, shifts and hours may change from time to time based on necessity. Team Members are hired with the understanding that the schedule will fluctuate based on needs. Every effort will be made to provide all Team Members with an equitable schedule; however your Supervisor may not be able to accommodate all of your requests. Work schedules are established based on operational needs and the current resident occupancy. Bonaventure has the sole discretion to change the work schedule, work hours and shifts as appropriate.

Team Members are assigned to their regular job in most cases. However we are all universal workers and based on the operational needs of the Communities, your Supervisor may assign you to a job other than your regular one.

## *Meals and Breaks*

Team Members who are scheduled to work more than five (5) hours in WA & CO or six (6) or more hours in OR are eligible to receive a 30 minute uninterrupted and unpaid meal period. Hourly Team Members must log out and be on premises during meal period. If you are interrupted or do not receive the full 30 minutes of meal period, please inform your Supervisor and complete the Variation in Schedule Form. Your Supervisor will attempt to provide you with an uninterrupted meal period or compensate you for the time.

For every four (4) hours (where applicable by state law) of work you will receive a 10 minute paid break. Your Supervisor will schedule your meal and breaks for you. Please inform your Supervisor if you are not able to take your meal and breaks as scheduled. **Team Members may not take multiple breaks in lieu of meal period. Bonaventure does not recognize smoke breaks. Everyone must follow the same meal and break policy.**

## *Overtime*

Hourly employees who work more than 40 hours in a work week (or as state law requires) are eligible to receive overtime pay. Overtime is paid at the rate of one and a half time of regular pay. All overtime hours must be approved in advance by your Supervisor in writing. Unauthorized overtime will be subject to disciplinary action. Bonaventure does not recognize comp time.



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## *Call In Policy*

We are committed to providing quality care to our residents. It is imperative that you show up for your scheduled shifts. In case of emergency or illness you must call at least three (3) hours ahead of your scheduled shift. Failure to call three (3) hours ahead can lead to disciplinary action up to and including termination.

# Time Off

## *Holidays*

The Company recognizes the following holidays:

- **New Year's Day**
- **Memorial Day**
- **Independence Day**
- **Labor Day**
- **Thanksgiving Day**
- **Christmas Day**

When a Company recognized holiday falls on a Saturday, it will be observed on the preceding Friday. If the holiday falls on a Sunday, the following Monday will be our observance day.

All full time salaried and all Home Office Team Members receive the Company recognized day off with pay. Part time salaried and Home Office Team Members receive the day off with their normal pay if the holiday falls in their normal work schedule.

Hourly Community Team Members are eligible to receive time and a half of their regular pay for working on the Company recognized holiday. Hourly Community Team Members who do not work on the recognized holiday do not get holiday pay. Team Members must have worked the day before and the day after a holiday to receive holiday pay. Exceptions will be made to Team Members who have scheduled time off.

## *Paid Time Off (PTO)*

Bonaventure offers the benefit of Paid Time Off (PTO) to all Team Members working full or part time. PTO is provided so that Team Members can rest, relax and take time away from the work place. This program is an inclusive time off program intended for use in connection with vacation, short-term illness, personal business, family care, and other personal needs. All regular Team Members are eligible for PTO after six (6) months of continuous service with the Company.

PTO accrual starts from the first day of employment, however **PTO is not earned and eligible to use until six (6) months of service.** PTO accrual is calculated on actual number of hours worked and based on regular and holiday hours only.

### *Non-Exempt (hourly) Team Members PTO Accrual Scale*

Length of Service	Rate of Accumulation
First 2 Years of Employment	1 week per year 0.0193 per hours worked (5 days)
After 2 Years	2 weeks per year 0.0385 per hours worked (10 days)
After 5 Years	3 weeks per year 0.0577 per hours worked (15 days)

### *Exempt (salary) Team Members PTO Accrual Scale*

Length of Service	Rate of Accumulation
First 2 Years of Employment	2 weeks per year 0.0400 per hours worked (10 days)
After 2 Years	3 weeks per year 0.0612 per hours worked (15 days)
After 5 Years	4 weeks per year 0.0833 per hours worked (20 days)

*PTO must be accrued before the employee can request time off.*

All employees hired before April 2013 are grandfathered in to the accrual rates as outlined in their offer letters.

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**Team Members can ‘bank’ a PTO balance at the greatest of either 50% of eligible Team Member’s accrual rate or two weeks at any given time. Team Members will stop accruing PTO once he/she has accrued the maximum amount allowed in the bank.** For example: If a Team Member accrues at the rate of 3 weeks (accrual rate of 15 days) per hours worked; at any given time the Team Member can only have 80 hours in the bank. The Team Member will stop accruing any additional PTO hours until he/she utilizes the PTO hours in the bank.

## ***FMLA, OFLA, Military Leave, etc.***

As part of your benefits, eligible Team Members are able to use the Family and Medical Leave Act (FMLA) and other state required leaves such as Oregon Family Medical Leave Act (OFLA) depending on the state that you work in. Please contact your Supervisors for additional information regarding these leaves.

## ***Jury Duty***

We encourage each of our Team Members to participate in jury duty if selected. If you are required to serve as a juror or witness, you are eligible to use earned paid time off (PTO) or take unpaid time off. As soon as you receive your summons to report to court either to participate as a juror or as a witness, you must provide your Supervisor with a copy of that summons immediately. This will ensure that we have coverage in place to provide our seniors with proper care.

## ***Bereavement***

Your Company has provided you with up to three (3) days of unpaid leave for bereavement of your family. You are able to use earned paid time off (PTO) during this absence. For the sake of this policy family is defined as spouse, parents, parents-in-law, children, step-children, siblings, son and daughter-in-laws, step siblings, grandparents and grandparents-in-law.

# Benefits

*Bonaventure Senior Living is committed to providing a competitive benefits and compensation package.*





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# Insurance

Our Company benefits have been structured to recognize and reward Team Members who have been with us long term. At Bonaventure we recognize that having long term, fully trained employees benefits our residents, improves customer service, and our Company overall. Our benefit structure has been created in an effort to reward and recognize tenure. We value you and your loyalty to us; in return we want to be loyal to you.

## *Health Insurance*

The Company contributes 90% of the employee medical insurance for Regence or Symetra during the first year of employment. After one year of employment the Company contribution increases to 95% and after two full years of employment the Company will contribute 100% towards your medical benefit.

## *Life Insurance*

We are happy to provide our full time eligible Team Members with a \$10,000 life insurance benefit through Regence that is 100% covered by the Company.

## *Flexible Spending Account (FSA)*

A Flexible Spending Account is made available to all our employees through Allegiance. This benefit allows you to set aside pretax dollars to pay for health insurance premiums, up to \$1,500 annually in out-of-pocket medical expenses, and up to \$5,000 annually in child care or other eligible dependent care expenses.

***At Bonaventure, we recognize that having long term, fully trained employees benefits our residents.***

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## *Non-Exempt Community Team Members: Non-Supervisory*

All our regular full time Team Members are eligible to participate in our Symetra Benefit Program. This benefit is available to our Community staff members who are Non-Exempt or hourly and who are not in a supervisory role such as Med Aides, Caregivers, Cooks, Servers, Assistant Activities Directors, Assistant Maintenance Directors, Receptionists and Housekeepers.

### **ELIGIBILITY DATE**

You are eligible to enroll in the above-mentioned benefit on the first of the month after 180 days of continuous employment with us.

As defined by the Affordable Care Act (ACA) Symetra does not meet the requirement for health care coverage. To ensure our employees have access to health insurance we have included, in your New Hire paperwork, the Health Insurance Notification Form required by the Affordable Care Act (ACA) which has information for your new option to purchase health care coverage. **The information provided on this notification also extends to part time Team Members who do not qualify for our Symetra plan.**

## *Home Office, Exempt and Non-Exempt Supervisory Community Team Members*

All of our regular full time Team Members at our Home Office as well as our full time Exempt and Supervisory Non-Exempt Team Members at our Communities are eligible to participate in our Company provided health and dental programs. Our Supervisory Non-Exempt Team Members are our Maintenance Directors, Office Managers, and Activity Directors. Our health insurance is through Regence, and our dental insurance is through LifeMap Insurance.

### **ELIGIBILITY DATE**

You are eligible to enroll in the above-mentioned benefit on the first of the month after 90 days of continuous employment with us.

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## *Exceptions*

Registered Nurses who work more than 20 hours a week and Activity Directors who work 30 hours or more are eligible to participate in our health and dental programs described above. The eligibility period is the same as above.

To ensure our employees have access to health insurance we have included, in your New Hire paperwork, the Health Insurance Notification Form as required by the Affordable Care Act (ACA) which has information for your new option to purchase health care coverage.

# Performance and Recognition

## *Performance Appraisals*

We believe in providing ongoing feedback to every Team Member to encourage and support exceptional performance, as well as to point out areas that require improvement. We will schedule formal performance appraisals with you on a regular basis to provide you the feedback you deserve to help you perform at the highest level possible.

## *Pay Increases*

Team Member compensation is reviewed on a yearly basis, as part of the annual evaluation. Pay increases are based on performance and Community budget.

## *Promotions and Career Planning*

Our goal is to recognize Team Members with skills and abilities needed for advancement. You are encouraged to apply for promotional positions you feel you are qualified for. All qualified candidates will be considered for the position.

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## *Years of Service Recognition*

Bonaventure recognizes and appreciates the value of continuous service with our Service Recognition Program. This program awards Team Members for their dedication to our Company. We realize the benefit of having long term Team Members working with us, for our residents, family members, customers, other Team Members and the Company.

## *Education Assistance and Continuing Education*

As our valued Team Member we are vested in your future and in providing you with opportunities to solidify your career. If you want to satisfy continuing education requirements for licensure or want to add to your knowledge to be more effective in your job or move further in your career in our industry, we have the Education Assistance Program available for eligible Team Members.

If you have a position that requires you to maintain certain CE's for license purposes, please ensure that you are in communication with your Supervisor to make certain you are in compliance.

# Work *Environment*

“ We believe that everyone benefits when we all work together and conduct ourselves in a manner that reflects the best interest of each Team Member. ”



WORK ENVIRONMENT



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# Professionalism

## *Dress Code and Personal Appearance*

Bonaventure is committed to performing at the highest level of professionalism, and our appearance should always reflect that.

The dress code for Administrative, Management, and Home Office staff is business casual. Acceptable business casual is defined as full length dress pants, jackets are optional but encouraged, women may wear appropriate length dresses or skirts, blouses or shirts with collars, or professional sweaters. All tops must have sleeves. Men's shirts should have collars. Every Team Member's overall appearance should reflect a professional look.



The dress code for our Community Team Members in non-management positions such as our care staff and kitchen staff includes Bonaventure black polo shirts, khaki colored cotton twill pants, name tags and closed toe shoes. Additionally, employees working in Health Services, Dining, Housekeeping and Maintenance must, at all times, wear shoes labeled as slip resistant. Chefs will wear the Bonaventure chef coat and servers need to wear server uniforms while working in dining rooms.

Our clothes must be clean and ironed, our hair groomed, tattoos must be covered at all times and piercings are limited to one, in earlobes only, for female staff. In the Community your name badge must be worn, and you should always be with a smile. For all team members stretch pants/leggings, shorts, capris and cargo pants, flip flops, low cut blouses, unprofessional hair style or hair of an unnatural color are not acceptable. Please remember that we only get one chance to make a first impression. Make each first impression an opportunity to put your best foot forward.

***Take pride and care in your personal appearance — wear a name tag and follow our Company dress code.***

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## Communication

We are in the business of serving our seniors. All Team Members must be able to read, write and communicate in English. While on work premises, all Team Members must communicate in English regardless of whether they are communicating with residents, family members, vendors or other Team Members.

All communications, whether verbal or written, must be professional at all times. Special considerations must be given when you are leaving a voicemail, writing a letter or any other form of electronic communication. Your audience might perceive something that you did not intend. We strongly recommend that you re-read your communications at least once for clarity before you send it to avoid any unnecessary problems.

## Social Media

Bonaventure believes in freedom of speech and respects the rights of Team Members under the National Labor Relations Act. Whether or not Team Members choose to create, participate in discussions on, or use social media is up to their own discretion. Team Members may speak for themselves individually; however only those officially designated can use social media to speak on behalf of our Company in an official capacity.

### Items that cannot be posted to Social Media sites:

- Statements that can be perceived to harass, defame, or discriminate against co-workers, managers, residents, customers, clients, vendors or suppliers, any organizations associated or doing business with Bonaventure, any members of the public or the Company itself.
  - Video or photographs of residents, co-workers, vendors, or visitors without express written approval from the Community's Executive Director and individuals appearing in the photo.
  - Any items that can negatively affect a Team Member's job performance, the performance of others, or that may infringe on the privacy of Team Members, residents or family members of residents.
  - Copyrighted company information unless approved in advance by the Executive Director or Marketing Team at the home office in writing.
  - Any negative statements, postings, photographs, videos, voice recording regarding co-workers, managers, residents, customers, clients, vendors or suppliers, any members of the public or the Company itself.
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***We strongly recommend you re-read your communications at least once for clarity before you send it to avoid any unnecessary problems.***

## ***Social Media, cont'd.***

Team Members are expected to use good judgment, discretion and demonstrate loyalty to the Company when using social networking websites and other forms of social media. In addition, with regard to social networking, Team Members are expected to comply with all existing Company policies to the extent these apply to communication or workplace conduct. If a Team Member has concerns, he/she is encouraged to voice them to their Supervisor, outside of a social media setting, in accordance with our Concern Resolution Policy.

## ***Recording Telephone Calls***

For training purposes we may record your telephone conversations.

## ***Confidentiality***

At Bonaventure, we are committed to mutual confidentiality. We understand the need for keeping our Team Members' private information, such as their personal information and payroll information, etc., confidential. All information regarding our residents and our business operations are confidential, unless we specifically describe and exempt the information as being public domain.

It is every Team Member's responsibility to respect the privacy and confidentiality of any information including protected health information (PHI) under HIPPA and other resident rights issues.

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## *Personal Property*

We strongly recommend you do not bring or keep valuables at work (i.e., expensive clothing, jewelry, money). Bonaventure Senior Living cannot be held responsible if loss or damage occurs.

## *Solicitation and Distribution*

Team Members may not solicit other Team Members for membership, contributions, funds or other purposes during the employee's work time, or any other time if the solicitation interferes with other Team Members who are scheduled to work.

To avoid disruption of Company operations:

- Team Members may not distribute literature (other than Company information) during work time in work areas for any purpose.
- Persons not employed by the Company may not solicit or distribute literature on Company property at any time for any purpose.
- Work time includes work time of both Team Members doing the soliciting and/or distributing and the Team Member to whom the soliciting and/or distributing is directed. Work time does not include break and lunch periods.

The only exception to the above is that Bonaventure may authorize the solicitation of funds for recognized and established charities, which benefit the general community. In some instances, the collection of money for presents, flowers, parties, donations or for cases of particular hardship may be permitted with the approval of management. All such solicitation must be made during meal and break times.

## *Bulletin Boards*

Bulletin boards are intended to provide work-related information such as announcements, changes of programs, revised or additional policies and work schedules. To ensure that all materials posted on the bulletin board are appropriate; they must be approved and initialed by the Executive Director. **The Company bulletin board is not to be used for personal employee posting.**

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# Safety

## *Work Injuries*

If you get injured at work, you must notify your Supervisor and your Manager on Duty immediately. We want to ensure that you are provided with proper care. When you get injured at work, you will complete an Accident Report Form, submit to a drug screen test and provide a doctor's note if needed.

We encourage Team Members to return to their regular job duties as soon as possible. We will offer transitional modified duties where appropriate. If you witness an accident involving one of your Team Members you must report it to your Supervisor immediately. Your Supervisor may request that you complete the Accident or Incident Report Form.

Bonaventure Senior Living provides modified duty for all positions for anyone who suffers an on-the-job injury.

## *Accidents to Residents or Visitors*

If you witness or discover an accident in which a resident or visitor is injured or appears to be injured, you must immediately give all the assistance possible then report the incident to your Executive Director or Supervisor immediately. If the individual is seriously injured do not attempt to move him/her until it is approved by the Nurse.

As with injury to our Team Members you are required to complete an Incident Report Form to document and investigate what happened. Any information you provide will be helpful to ensure prevention of similar incidents in the future.

***Answer all call lights immediately and ask for assistance if needed to assure resident and employee safety.***



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# Business Ethics

## *Standards of Conduct*

The following is a sample list of conduct that would be considered against Company policies and procedure. Please know that this list is not all inclusive but just a sample.

- Failure to provide or meet customer service standards.
- Insubordination, including improper conduct towards management or refusal to perform tasks assigned by management in the appropriate manner.
- Violation of drug and alcohol policy.
- Release of confidential information about our Company, coworkers or residents.
- Actual or threatened violence, harassment, intimidation, use of profanity or any offensive unprofessional language.
- Dishonesty of any kind.
- Misusing, damaging, destroying property of the Company, fellow Team Members, residents or visitors.
- Unexcused absences or patterned absences or repeated tardiness.
- Soliciting or accepting gifts, money, or loans from residents or family members of residents, companies, or persons with whom the Company does business.
- **Failure to report any violation of policies to the Executive Director or other management staff members.**
- Failure to report absences or tardiness to management or not giving advance notice as described in Absenteeism Policy.
- Unsatisfactory work performance.
- Obtaining employment based on false or misleading information or falsifying information by making material omission in any documents or records.
- Failure to work without notice.

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## *Standards of Conduct, cont'd.*

- Disorderly, immoral, indecent or criminal conduct on Company premises.
- Misrepresentation or failure to record all hours worked as well as clocking in and out for another Team Member.
- **Failure to follow Company procedure including safety procedure.**
- Failure to report on the job injuries immediately to management.
- Threatening, intimidating, coercing, using profane or abusive language or outbursts of anger towards any Manager, Supervisor, Team Member, Residents and/or visitors.

Team Members who violate the above standards of conduct or similar standards will be subject to disciplinary action that may result in termination.

## *Conflict of Interest*

We define a **conflict of interest** as a situation in which a person has a private or personal interest that can appear to influence the objective exercise of his or her official duties as an employee. When a potential or actual conflict of interest arises, you must disclose the situation to your Supervisor, Executive Director and the Human Resource Department immediately.

Examples of conflicts of interest that must be reported include:

- Employment with a business competitor.
- Having a financial interest in a business venture that may conflict with Bonaventure's values.
- Involvement in or with a person or entity lobbying on behalf of a business for personal gain.
- Accepting gifts, money, loans from residents or resident's family members or vendors.
- Involvement in a personal relationship with residents or resident's family members.

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- Working privately for a resident, going into business with a resident, or purchasing anything from a resident.

To ensure that there is clear understanding about our relationship with our residents; our Team Members are prohibited from accepting a durable power of attorney in affairs of the resident, notarizing or witnessing a personal document of a resident or cashing a personal check for a resident. Off duty conduct on the part of the Team Member, that adversely affects the Company's legitimate business interest, reputation, or the Team Member's ability to perform his/her job is prohibited.

## *We are a Drug and Alcohol Free Company*

It is all of our responsibility to ensure that our work place is safe and free of drug and alcohol abuse. We are a drug and alcohol free Company. Several states have legalized marijuana, but that has not changed our standard of maintaining a drug free environment.

By joining Bonaventure you have agreed to the following drug screening:

- **Pre-employment**
- **Upon reasonable suspicion**
- **Blanket**
- **Post accident**
- **Theft of narcotics**
- **Random**

You are responsible for reporting to management any observation or knowledge of any coworker's violation of the Drug and Alcohol Policy. This includes violations at work, on Company premises or in a manner otherwise associated with the Team Member's work.

## *The Right to Conduct Searches*

Bonaventure reserves the right to conduct searches and inspections of Team Members, Team Members' personal effects, Company provided materials such as lockers, desks, personal computer files, cabinets, file drawers, packages or vehicles without notice. Any illegal or inappropriate materials discovered may be taken into custody and turned over to law enforcement representatives.

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## *Resident Rights*

You have joined a company where everyone is passionate about providing our seniors with an exceptional lifestyle. We do this through exceptional customer service and exceptional Team Members who understand that we must treat every resident with dignity and respect. Every Team Member must know and understand the resident rights. The Resident Rights Policy will be provided to you during the all staff orientation.

## *Harassment*

We have zero tolerance for any and all forms of harassment and strive to provide you with an environment that is free from all verbal, physical, mental and visual forms of harassment. We must all use common sense and good taste in our working relationships and treat everyone with the utmost courtesy and respect. Foul language will not be tolerated. If you feel that you are being harassed or witness another Team Member being harassed then you must report it to your Supervisor, a management Team Member you feel comfortable with, and/or the Human Resource Department at the Home Office. Our Human Resource Department can be contacted at 1-888-288-0206. It is critical that we all ensure that our workplace is free from any form of harassment.

## *Concern Resolution*

In most cases, talking to your Supervisor is the most effective way to deal with a problem, concern or simple desire to express your opinions. However, you also have at your disposal the rest of your management team, senior management, and the Human Resource Department to discuss your concerns. You can call our number at 1-888-288-0206, email HRhelp@LiveBSL.com or write a letter to our Home Office address, 3425 Boone Road SE, Salem, OR 97317.

Our Concern Resolution Procedure consists of the following steps. In each step if you are not satisfied with the resolution, we encourage you to proceed to the next step. You also have the option of skipping a step if you deem it necessary. We do not discriminate or retaliate against any individual who brings a suggestion, complaint or problem to our attention. Finding a resolution that is beneficial to all is most important to us. If you have any questions regarding this policy, please contact your Executive Director or the Human Resource Department.

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## CONCERN RESOLUTION STEPS:

**Step 1:** Discuss your concern with your immediate Supervisor. Many concerns can be resolved within a short period of time with your Supervisor. If you do not feel comfortable speaking to your Supervisor, or a more complicated concern is brought forward, or you are not happy with the resolution your Supervisor provides to you, you can move on to Step 2.

**Step 2:** Discuss your concerns with your Executive Director. If you are not happy with the resolution or you do not feel comfortable sharing your concern with the Executive Director then please feel free to move to Step 3.

**Step 3:** Discuss your concerns with your Regional Director of Operations. If you are not happy with the resolution you get from the Regional Director or if you do not feel comfortable sharing your concern with your Regional Director there is an additional option of going directly to Step 4.

**Step 4:** Discuss your concern with the Chief Operating Officer, Chief Executive Office or Human Resource Department at the home office.

## CONFIDENTIAL FILING

If you are not comfortable sharing your concern in person or would prefer to file your concern confidentially then you can write an email to [HRhelp@LiveBSL.com](mailto:HRhelp@LiveBSL.com) or call 1-888-288-0206. These contacts will go directly to the Human Resource Department and is a completely confidential and safe place for Team Members to share their concerns.



# Employment *Relationship*

“ *The secret of joy is contained in one word—excellence. To know how to do something well is to enjoy it.* ”

—*Pearl S. Buck*



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## *Hiring of Relatives*

Bonaventure is committed to employing the most qualified individuals available for all positions. Bonaventure does not consider family relationship a disqualifying factor for employment, but special considerations will not be given. Team Members are not permitted to hire or supervise their own relatives. If a situation occurs where a Team Member would be required to supervise a relative, one or the other must obtain a transfer from that Department, Community or resign within 30 days. Exemptions can be granted under special circumstances with written approval from the Chief Executive Officer.

## *Resignations*

As an “at will” Company, we understand that you may choose to leave your position at Bonaventure for any reason. Our expectation as your employer is that you will provide us with four weeks notice to ensure adequate staffing to provide care for our residents. Our Supervisor Team Members are expected to provide four weeks notice. Team Members who do not provide the expected notice are considered ineligible for rehire.

## *Romantic Relationships*

Our working relationship between our Team Members must be kept professional at all times. Romantic relationship between Team Members, or Supervisors and Team Members, has the potential to develop into harassment cases when one of the parties decides he/she is no longer interested in continuing the romantic relationship. Therefore, we have adopted the following policy for romantic relationships to protect our employees:

Any romantic relationship between Team Members working in the same Community must be disclosed to the Executive Director, Regional Director of Operations and Director of Human Resources. The Director of Human Resources and Regional Director of Operations will assess the situation and make recommendations to resolve any actual or potential conflict of interest or impropriety created by the relationship. The recommendation may require one Team Member to transfer to another Community or Department. If transfer is not possible then one of the couple must resign.

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## *Visitors at Workplace*

To provide our residents, family members and Team Members with consistent customer service, we must all avoid disruptions. For this reason, you must limit any visits from friends, family or other visitors at a Community to emergency situations or via invitations from your Executive Director.

## *Visits by Former Team Members*

Our Company is committed to providing a safe, respectful environment for our residents, therefore to provide consistency in their care, former employees are not welcome to visit or contact our residents or employees of the Community for a period of at least sixty (60) days except with permission of the Executive Director or at the request of a resident. If it is determined that the separation of employment is due to serious performance problems or misconduct, the former employee may be permanently barred from the Community.

## *Conduct Outside of Work*

As a Team Member of Bonaventure, you have agreed to conduct yourself in a professional manner at all times. When communicating with residents, family members of residents, vendors, fellow Team Members, visitors, or any individual you must be respectful at all times.

Bonaventure respects your privacy and freedom of speech outside of work. However you must be mindful at all times that how you conduct yourself may have an impact on Bonaventure. It is of utmost importance that while expressing your views about Bonaventure, our residents, or other team member in various forums (for example: blogs, Facebook, internet, newspapers, etc.) you must be respectful at all times. These are not the arenas to air grievances or concerns. Please follow the Company's guidelines for Concern Resolution if you have an issue to address.

# ***Acknowledgement***



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**Employee Team Handbook**  
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**ACKNOWLEDGEMENT**

By signing below, I am acknowledging that I have received, read, understand, and agree to adhere to the Team Member Handbook of Bonaventure Senior Living and Affiliates and any modifications and amendments to it effective during my employment.

By signing below, I am further acknowledging the following:

1. I am responsible for reading, understanding and adhering to the policies outlined in the Team Member Handbook. It is my responsibility to ask my Supervisor any questions I may have.
2. I agree to comply with all of the policies and procedures set forth in the Handbook. If I have any questions at any time with regard to the policies and procedures, it is my responsibility to ask my Supervisor those questions.
3. I have been informed about the Company's benefits and their effective dates. I understand that the benefits are not guaranteed and are subject to change.
4. My initialing in the space below, next to the names of the Agreements which have been provided to me to sign, I hereby acknowledge that I have read, understand and have executed the following:

\_\_\_ Loaned Property Agreement

\_\_\_ Confidentiality Agreement

\_\_\_ Recording of Telephone Calls  
by Mystery Shoppers

\_\_\_ Non-solicitation Agreement

\_\_\_ Arbitration Agreement  
Mandatory and Binding

\_\_\_ Mandated Reporter Acknowledgement

\_\_\_ Health Insurance Marketplace Notice

5. No Supervisor or other Team Member of any community or any Bonaventure Senior Living entity has the authority to enter into any Agreement which is contrary to the policies contained in this manual.
6. This Handbook is not a contract of employment, expressed or implied.

I understand that failure to adhere to the Company's policies and procedures will result in disciplinary action, up to and including termination of employment.

I understand and acknowledge that the Company prepared and owns this Handbook, and that it is a confidential document subject to the terms and conditions of the Confidentiality Agreement.

Team Member Signature \_\_\_\_\_ Date \_\_\_\_\_

Team Member Printed Name \_\_\_\_\_



# I am... Bonaventure



## it's all about YOU... and all about US!

Whether you're in Washington, Oregon or Colorado, you'll find that Bonaventure employees pride themselves on the amount of time and energy they put into their work, their residents and their communities, and **EVERY ONE OF YOU** is a part of the backbone that Bonaventure's success is built on. You deserve to be recognized and celebrated as individuals, and you deserve to have easy access to all the tools, resources and information you need to make your time at Bonaventure everything you want it to be! With those goals in mind, **I Am Bonaventure** was created to be a larger community, outside of your own community, where you can explore all things Bonaventure and feel connected in a whole new way!

On this site you'll find everything you need to make Bonaventure more than just another job! Whether at work or at home, **I Am Bonaventure** is a quick and convenient place to ask questions and access information about:



### Employee benefits that are available to you

- ~ Career assistance ~
- ~ Education opportunities ~
- ~ Job openings at other communities ~
- ~ Training materials ~
- ~ Company news ~



Not only does this site connect you with important employee information, it connects you with other employees! You may never have a chance to visit the home office or a Bonaventure community in another city or state, but now you have a place to go where you can learn about other team members, celebrate their successes and be inspired by their journeys! We'll be celebrating anniversaries, employees of the month, awards, promotions and much more as we highlight many of the amazing stories and people that make up the Bonaventure family! We may be hundreds or thousands of miles apart, but now it's easier than ever to come together with **I Am Bonaventure!**

As the site grows we're hoping to add interactive games, a Bonaventure merchandise store and more! If you have ideas or other things you'd like to see as part of

**I AM BONAVENTURE,**  
we welcome your feedback!



**Log on today! [iambonaventure.com](http://iambonaventure.com)**



# We are Bonaventure!

Estella,  
You work very hard and  
your smile always brightens  
my day!

~ Annita

Victoria,  
You are always pleasant,  
interested in everyone,  
helpful, kind and sincere!

~ Margaret

Katie,  
I feel blessed to have a friendly and  
competent receptionist at the front  
desk. You are a team player that  
really cares.

Lindsey,  
Thank you for always going the  
extra mile to make our residents  
feel LOVED.

~ Lacey

Nicole,  
Thanks for helping me  
clean the Med Room!

~ Marisa

~ Carol

Tonya,  
Thanks for all your patience and  
kindness. I really appreciate you.  
You give me strength in myself.

~ Halee





**Mel-Beth,**  
**You always have a smile on your face and are willing to help in any way you can! Thanks!**  
~ Susan

Breezy,  
Thank you for jumping in and taking on tasks. You're a great asset to our team.  
~ Megan

Adrian,  
You're a Rock Star! Staff and residents love your company and upbeat personality!  
~ Andrea & Samantha

Dolma,  
Thank you so much for everything you do and always with a smile. I really appreciate you!  
~ Paola

Alex,  
Thanks for keeping everyone motivated in the dish room!  
~ Cheryl



