



TEAM MEMBER HANDBOOK

WELCOME TO OPEN MIND HEALTH

[Open Mind Health](#) is a virtual mental health company offering psychiatry, psychotherapy, and complementary service modalities for individuals desiring to optimize their mental health and personal evolution. We aim to provide national access to these services, especially for underserved populations including LGBTQ+, military/veterans, people of color, as well as others who traditionally have experienced difficulty in accessing culturally affirming care. All services are delivered virtually through our HIPAA compliant web-based video meeting technology.

Founded in 2021, the business focused mostly on Southern California, and in 2022, business expanded to include all of California, D.C., Maryland, Virginia, Idaho, and Washington state. We plan to be nationally credentialed with most major carriers by the end of 2024, focusing on the West Coast, Mid-Atlantic, Southeast, and Texas.

Our core leadership team includes psychiatrist Dr. Craig Beach, M.D. the founder of OMH. Craig is the CEO of the organization and focuses on growth, strategy, innovation, and brand awareness. Leading clinical operations, provider relations, and quality of care is Stephanie Robinson, the Chief Clinical Officer. Kerry Kozuki, the Chief Operating Officer, is responsible for strategy, finance, and operational infrastructure and excellence.

Many competing virtual mental health companies rely primarily on psychiatric medication management, which treats symptoms but does not address the underlying root causes. We understand that many consumers desire to evolve their life experience beyond simply surviving, but actually want to enjoy living a thriving, best version of themselves. OMH endeavors to address medication management needs, provide appropriate psychotherapy approaches, and weave in complementary and holistic approaches such as hypnotherapy, Reiki, music therapy, and others where appropriate.

We have developed 20 Wellness Tracks that specifically address Core Life Domains, Core Symptoms, and Diverse Populations. These Wellness Tracks help to focus and prioritize care on recurrent themes and intensify treatment efficacy. OMH is planning to add in artificial intelligence (AI) technology into its care offering, that will rely on inputs such as voice biomarkers to guide triage and ongoing assessment to optimize client outcomes.

Team members value being able to work for an organization that positively impacts so many individuals. It is also very enjoyable to work with a team of people with diverse backgrounds and skills. We hope that your experience here will challenge you and provide you with opportunities for professional growth and that you will find it enjoyable and rewarding.

Welcome!



Craig Beach, M.D.
CEO

ABOUT YOUR EMPLOYEE HANDBOOK

This Employee Handbook has been developed to help you understand our expectations, policies, and procedures so that you, and all Open Mind Health employees, may be able to be successful and satisfied in your chosen careers.

The contents of the Employee Handbook summarize present programs, policies and procedures, and are presented as guidelines. Employees should be aware that from time to time these policies may be changed, amended, added to, or deleted, except for the policy of at-will employment. These changes will periodically be printed as updated pages for replacement in your handbook. As such, the contents of this Employee Handbook do not constitute the terms and conditions of a contract of employment.

The policies contained in this Employee Handbook are not intended to supersede any federal, state or local laws. In cases where policies are in conflict with state or local laws, the applicable laws will prevail.

INTRODUCTION

NOTE: Open Mind Health is an at will employer. This means that your employment relationship is for an indefinite period of time and can be terminated at any time, for any or no reason, by you or the company, with or without cause and with or without notice. No employee may make any agreement contrary to Company policy or terms expressed in this handbook.

The Company expressly reserves the right to modify and/or change the contents of this handbook. Changes will periodically be printed as updated pages for replacement in your handbook.

No statement of policy or practice contained in this handbook is intended as a contractual commitment or obligation of the Company to any individual. The Company expressly reserves the right, at any time, to change or cease any of the policies and practices reflected herein.

In interpreting any policy or plan set forth or summarized in this handbook, the Company, the Plan Administrator, or the Plan Fiduciary has discretionary authority to determine eligibility for benefits or to construe the terms of the Policy or Plan.

HANDBOOK PURPOSE

To provide Open Mind Health employees and management with a reference source for policies, procedures and benefits information relating to human resource management. As such, it provides consistent and objective courses of action in dealing with employees, assists managers in responding and making decisions within company guidelines, and gives managers substantial protection from charges of inconsistent or subjective judgment.

EMPLOYEE HANDBOOK POLICIES

Policies and procedures contained in other official Open Mind Health manuals and relating to topics covered in this handbook are primary and shall be referenced consistently with the policies stated herein. However, when this document only summarizes information found in other documents, the document controls. For example, the section on health insurance summarizes the insurance policies. Any inconsistencies would be controlled by the policies.

DEFINITIONS

1.1.5 **Open Mind Health, and the Company** may be used interchangeably throughout this handbook.

An **Employee** is an individual who is hired by Open Mind Health to work for wages or salary. All employees employed by Open Mind Health:

1. Performs services subject to the will and control of the company, including what and how a task(s) is to be done
2. May be granted considerable discretion and freedom of action in performing the job but so long as the company controls both the method and result of the task
3. May be discharged at any time at company discretion
4. Are furnished tools and/or materials
5. May be full-time, part-time, per-diem,

VISION

To improve equitable services to diverse populations who are left out of traditional mental health care. To enhance credible and expert authority and CULTIVATE UNIQUENESS through our authentic leadership and intentional diversity hiring efforts.

MISSION

We are a collaborative team of mind-body-spirit experts who provide innovative, evidence-guided, and customized virtual care to help people heal and thrive in the real world.

VALUES

The OMH Way

We are open minded, hopeful, and compassionate holistic caregivers who fully embrace cultural diversity and respect for everyone's wellness. We believe in equitable access to high quality evidence-guided, mental healthcare and value the mind-body-spirit connection in healing to ensure positive, lasting outcomes.

Company Commitment

To contribute to the success of all team members to live these values, we commit to creating an enabling environment that supports bringing these values to life. We commit to supportive accountability and support mechanisms such as policies, benefits, team feedback and engagement opportunities, and are always open to new ideas to ensure we can collectively embrace and activate on these values.

Leadership commits to fostering a thriving environment where all team members feel safe, are able to produce their best work, be authentic and contribute to collective wellbeing.

By signing this, we commit to these promises and will be held accountable to the behaviors that we as a team believe demonstrate the type of culture that will foster the best personal and professional experience at Open Mind Health.

CODE OF ETHICS

Open Mind Health employees will follow the following Code of Ethics:

- Provide compassionate and competent customer care-
- Respect human dignity of colleagues and others-
- Safeguard and uphold customer confidentiality and privacy at all times and within constraints of the law.
- Promote better client outcomes and performance by continuous monitoring and quality assurance.
- Regard care of the client as paramount.
- Demonstrate honesty and professionalism in all interactions-
- Reporting to the Chief Operating Officer (COO) any staff members who are engaging in fraud, kickbacks, or deception. If the allegation concerns the COO, any such report shall be directed to the CEO.
- Handle and use company property efficiently and responsibly-
- Follow Open Mind Health's policies and procedures-
- Report suspected violations or actual violations of the law or company's policies and procedures to the COO. Instances pertaining to the COO shall be directed to the COO.
- Direct complaints to the immediate supervisor for resolution. If conversations are unproductive, the issue is to be escalated to the COO.

CODE OF CONDUCT

Open Mind Health will implement fair and effective policies and procedures.

- To employ people on the basis of their qualifications and with assurance of equal opportunity and treatment regardless of race, religion, color, gender, sex, sexual orientation, gender identity and/or expression, national origin, handicap, age, or military status;
- To provide wages, salaries, and employee benefits which bear a fair and reasonable relationship to the work performed;
- To establish reasonable hours of work;

- To maintain a working environment that is safe, healthful and free from harassment; and
- To actively encourage constructive suggestions that relate to methods, procedures, working conditions, and the nature of the work performed.

Open Mind Health expects all employees:

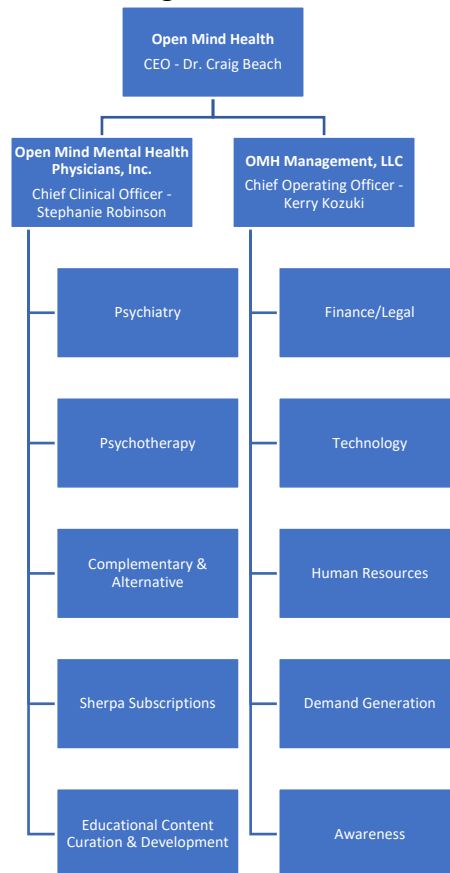
- To work productively to the best of their abilities and skills;
- To begin work as agreed within the generally accepted Monday to Friday business hours in their time zone of residence in coordination with the direct supervisor and to be largely available during mainland USA business hours; and
- To demonstrate a considerate, friendly and constructive attitude to fellow employees, customers, clients and visitors.

Open Mind Health retains the right:

- To assign, supervise, discipline, and dismiss employees at any time; and
- To determine and change working hours and schedules; establish, change and delete its policies and procedures.

ORGANIZATIONAL STRUCTURE

Here he is a high-level view of the OMH organizational structure:



CHANGES AND EXCEPTIONS

Any and all additions, deletions, changes and exceptions to the referenced policies and procedures stated in this manual will require the approval of the COO and will be submitted as defined in herein.

Policy and procedure additions, deletions and changes are those made to existing policies and procedures which affect all company product lines, or individual programs.

All approved additions, deletions, changes or exceptions will be distributed to the employees in a timely manner and will be communicated to the employees via email or by placing the new version on the approved Open Mind Health location, and in the Human Resources Department.

AT WILL

All employees of Open Mind Health are employees at will and, as such, are free to resign at any time without reason. Open Mind Health, likewise, retains the right to terminate an employee's employment at any time with or without reason or notice. This At-Will policy will not supersede any employment agreement. Nothing contained in this handbook or any other document, other than an employment contract specifying otherwise, provided to the employee is intended to be, nor should it be, construed as a guarantee that employment or any benefit will be continued for any period of time.

EQUAL OPPORTUNITY EMPLOYMENT COMPANY (EEOC)

Open Mind Health is a strong proponent of nondiscrimination in all phases of employment. We will make every attempt to comply with the provisions of all applicable state and federal civil right laws. We make every effort to employ the most qualified individuals without regard to race, religion, color, gender, sex, sexual orientation, gender identity and/or expression, national origin, handicap, age, or military status.

EEOC Objective

The Company commits to examine the following basic areas of employment and take action where applicable, to ensure full compliance with all federal and state laws and with established corporate practice.

- Recruit, advertise, hire, transfer, and promote without regard to race, religion, color, gender, sex, sexual orientation, gender identity and/or expression, national origin, handicap, age, or military status.
- Base all decisions relating to every level of employment solely upon the particular individual's qualifications for the job to be filled, particularly when considering promotions.
- Administer all other personnel actions without regard to sex, race, color, religion, national origin, disability, age or military status.
- There may be an exception based upon a bona fide occupational specialty in the case of the latter two categories. If any doubt arises as to whether a bona fide occupational qualification does exist with respect to either of these two categories, direct the inquiry to the COO. Personnel actions in this category include, but are not limited to:
 - Compensation

- Benefits
- Transfers
- Layoffs
- Call backs from Layoff
- Training
- Corporation-sponsored social and recreational programs

IMMIGRATION AND REFORM LAW

The purpose of the employment verification system is to identify and to screen individuals who are not legally authorized to work in the United States. Open Mind Health will comply with the Immigration Reform and Control Act of 1986, which prohibits the employment of undocumented noncitizens and requires all employers to implement an employment verification system.

EMPLOYMENT CLASSIFICATIONS

Employees are classified in the following categories to reflect the amount of time they are regularly scheduled to work and the degree of flexibility in their scheduled work hours. Benefit eligibility is based on the following classifications:

New Employees: Individuals serving their first three months of employment.

Temporary Employees: Individuals hired for a specific period of time or for a defined project (not eligible for benefits).

Full-Time Employees: Individuals who have satisfactorily completed their transitional period and are regularly scheduled to work an average of thirty (30) hours per week (based upon the average of the most recent eight (8) week pay period). (May be eligible for benefits provided various benefit requirements are met.)

Part-Time Employees: Individuals who have successfully completed their transitional period and are regularly scheduled to work less than 30 hours per week. Part-time employees are not eligible for benefits.

On-Call Employees: Individuals who must be available to report to work whenever they are called (not eligible for company benefits, unless a full-time employee is on a "call-out" basis).

Non-Exempt Employees: Individuals who are paid on an hourly basis, are eligible for overtime pay, and are covered by the Federal Fair Labor Standards Act and the State Wage and Hour Laws. (Benefits start on the 1st day of employment after a 30-day waiting period.) Non-exempt employees must punch the time clock.

Exempt Employees: Individuals who are employed in an administrative, executive, or professional capacity, and are exempt from the Federal Fair Labor Standards Act and the State Wage and Hour Laws.

REPRESENTATION BY EMPLOYEES

Neither supervisors nor leadership team members are authorized to make any representations to employees, management or applicants concerning any verbal or written deviations from the policies and procedures referenced within this handbook. Any such verbal or written deviations are not valid or enforceable unless indicated by written authorization from the COO or their designated representative. No Open Mind Health representative, other than the COO, or their designated representative, is authorized to modify this policy for any employee or member of management or to enter into an agreement; oral or written, contrary to this policy. No statements made in pre-hire interviews or discussions, or in recruiting materials of any kind, are to alter the policies and procedures outlined in this handbook. Should employees have any questions of any of the material contained in this handbook, they should discuss them with their supervisor/manager. Hiring manager is authorized to quote salaries for offers of employment in a written offer letter upon written receipt of salary approval from the COO.

PERSONNEL RECORDS

An employee's personnel record contains all information pertinent to their employment. It is kept by the Management and is the property of Open Mind Health. The information in the personnel record is considered personal and confidential, and the Company takes precaution to ensure that each employee's right to privacy is protected. If an employee wishes to see their personnel record, they should ask their Supervisor/Manager/Director, who will make the necessary arrangement. Records may be reviewed in the presence of Management.

The Company will provide an employee's dates of employment and last position held whenever properly requested. Salary information will be disclosed if the employee completes a written authorization requesting such disclosure. An employee may review their personnel file at reasonable times and intervals and may request that file information be corrected, if inaccurate, or supplemented, if incomplete.

EMPLOYEES' RIGHTS TO PRIVACY

An employee's right to privacy in dealings with other departments within the Company or with companies or government organizations is continually protected. The Company limits the release of employee information to a few basic facts and will not release additional information without prior consent of its employees or a duly authorized court order.

PERFORMANCE EVALUATIONS

It is the policy of Open Mind Health to periodically review employees' performance to provide feedback to employees regarding their performance and assess employee contributions to the company's success. Performance evaluations are considered an ongoing process. New employees will be evaluated by their immediate supervisor. Near to or upon completion of the employees first 90-days of employment, the employee and their immediate supervisor should schedule a time to meet to discuss the employee's job description and job requirements in general and to set specific employee goals and objectives that align with the company goals.

1. Assessment of performance against the job description
2. Assessment of performance against annual goals
3. Written supervisor comments at the end of each section
4. Setting next year's goals
5. Overall written assessment and scoring

Quarterly thereafter, the employee and the employee's supervisor should schedule a time to meet to review and update the employee's job description and job requirements in general, review progress of employee toward goals and objectives that have been set previously, and to set new specific employee goals and objectives.

Performance reviews may be conducted at times other than after the employee's 90-day Period or annual review in the following instances:

- Promotion to new position
- Poor work performance

SUGGESTIONS

Each employee is encouraged to submit suggestions pertaining to improvements, cost reduction, duplication, elimination, labor and timesaving methods, satisfaction, and similar matters. Suggestions may be directed to Supervisor/Managers/Directors.

RESOLUTION OF DIFFERENCES

Satisfactory working relationships depend largely upon a mutual understanding of Open Mind Health's goals and objectives. Good relationships are easier to achieve in an atmosphere where problems and opinions can be discussed openly. For this reason, a simple three-step procedure has been set up to allow employees on an individual basis, to bring their work-related complaints and grievances to the attention of colleagues or management:

Prior to any meeting, parties shall ground themselves in the four values of the Team Promise.

The most pertinent aspects of the Team Promise in a dispute resolution process include:

- We honor diverse perspectives, people, cultures and are open to them, even if these are vastly different from our own worldview.
 - We model transparency and make positive assumptions about one another, and if we are unsure, we ask questions in the spirit of goodwill and curiosity.
 - We collaborate and support each other while owning our own responsibilities.
 - We embrace both giving and receiving feedback to build trust and understanding.
 - When we make mistakes, we own them and seek to improve. By engaging in this spirit, we elevate one another and the organization as a whole and continuously improve.
1. Initiate a direct, honest, respectful, and inquisitive face to face conversation with your direct supervisor or colleague with whom you are experiencing a difference. Explain your concern, expect questions and make the positive assumption that the colleague/supervisor and the organization endeavors to fully hear you. It is expected that participants will be solution-focused and possess goodwill.

2. Propose a solution to the situation and explore this solution with your colleague or supervisor. The supervisor or individual may offer an alternative approach for consideration. Open Mind Health expects that problems are solved in alignment with the mission, vision and values of the organization and the Team Promise.
3. Agree to implement the solution devised. If despite best efforts no solution is reached, the parties will escalate the situation to the COO. It is the responsibility of the COO to hear the concern, consider the mission, vision and values of the organization and the Team Promise, any applicable laws, and make a final decision as to the resolution. If the initial concern pertains to the COO, the matter will be escalated to the CEO. If the concern pertains to the CEO, the matter will be reviewed, and resolution will be facilitated by the COO. The CEO and COO commit to the resolution of any issues fairly and equitably and to the continued safety and wellbeing of all parties.

Any employee utilizing the procedure or participation in a grievance investigation will not jeopardize their position in the Company. In the case of a harassment complaint, please refer to the section that involves forms of harassment further below in this document.

PERFORMANCE COACHING

It is the expectation of the organization that all employees will conduct themselves in a manner that reflects positively on Open Mind Health, enhances our client service, and adds to the affirming and innovative culture of the organization. Open Mind Health reserves the right to administer facilitate appropriate performance coaching for failure to meet performance expectations, which include job performance as well as all forms of disruptive or inappropriate behavior. Each situation will be dealt with on an individual basis and as deemed by the circumstances.

A core responsibility of Open Mind Health is in optimizing the performance of our team members. Two key elements of this are the responsibility to manage performance and behavior of the team. Performance and behavior standards are articulated by but not limited to both the Job Description and the Team Promise as well as in reasonable expectations communicated by the supervisor. Performance Coaching will be initiated when it is evident that an individual's performance does not meet all these expectations.

Stages of the Performance Coaching process are as follows:

- Informal conversation to notify team member of supervisor's concern and a requirement for team member to provide and embark upon a solution to address the concern. Team member will propose a solution-focused approach.
- Record of Conversation will detail an ongoing concern. The supervisor will elaborate in writing the concern and expectations for improvement. The team member will be asked to provide a solution, which will also be recorded in writing. The team member will receive a copy of this.
- Written Notification will detail an ongoing, unresolved concern OR an emergent situation of a more significant nature. The team member will recommit to or update

their proposed solution from the Record of Conversation stage. Both parties will sign this document.

- Performance Improvement Plan (PIP) will put in place a plan to correct the identified concern(s) over the course of 30 days. The concern will be detailed, followed by expectations as well as an articulation of what a cured situation will look like. The supervisor and team member will meet weekly on a scheduled basis to determine progress against the PIP and for the supervisor to provide feedback. The team member will also provide any feedback regarding any further instruction, training or guidance that may be needed. If remedial training is required, the supervisor will arrange for that at once. At the end of the 30-day period, progress against the PIP will be reviewed in a meeting with the team member and supervisor. If significant progress has not been made towards a cure, the team member will separate from the company.
- Separation Notification will notify the team member that their tenure at the company will cease immediately. This will result from failure to satisfy PIP agreements or a gross misdemeanor.

The company philosophy regarding Performance Coaching is that it should be conducted in the spirit of the Team Promise. Supervisors will use a problem-solving approach that focuses on the issues identified and not with the individual, guiding a course towards a solution and a framework that leads to a satisfying and progressive outcome for the organization.

COMPENSATION

The Company maintains an ongoing process to ensure competitive pay in relation to the community labor market or labor statistics. The company's compensation philosophy is to pay competitive market rates, and to ensure all employees fair and equitable salaries. As economic changes occur that affect pay rates, the Company; when possible, makes necessary adjustments to the compensation provided to its employees. Your Supervisor/Manager/Director and/or the COO will be happy to talk with you anytime if you have questions about compensation.

In order to be consistent in the administration of compensation policies, Company guidelines are established for the supervisors/managers to follow regarding performance evaluations and pay adjustments.

JUSTWORKS PEO

Open Mind Health has engaged a Professional Employer Organization (PEO) to manage our employee benefits, some HR functions, payroll, health insurance and expense payments. Upon hire, you will be provided with a login to Justworks and you will have the opportunity to enter your bank information to enable direct deposits for paychecks.

Tax forms and benefits will be provided through Justworks. Your manager will also walk you through how to request vacation and sick leave through Justworks.

Health insurance benefits:

New employees are eligible for health benefits after their first day of employment, starting at the beginning of the first full month. From that point, they have a limited number of days to pick their plans. The Justworks portal provides information regarding individual plan deadlines.

All eligible employees will go through open enrollment each fall, following the Company selection. If an employee switches plans during the open enrollment in the Fall, the amount they've paid into their deductible for the year will carry over into their new plan's deductible and then reset on January 1.

PAY PERIODS

All Open Mind Health employees are paid on a biweekly pay frequency, which means that employees are paid **semimonthly**. Please refer to Justworks to determine next pay dates.

- Paychecks are paid through Justworks.
- For hourly team members, pay will be for the actual time worked.
- In the case of salaried team members, the value of each paycheck will be the same, and calculated using your annual salary divided by twelve, regardless of the actual number of days worked in any individual pay period. Exceptions will be made for periods where the employee has taken an unpaid leave of absence.

Paychecks are paid by a direct deposit system to your bank. Employees will complete the Direct Deposit form upon hire or when requested. Checks become void if not cashed within 90 days after they are issued. If a check is lost or stolen, the employee will notify the COO at once.

OVERTIME (applies only to hourly, non-exempt team members)

Every effort is made to avoid or minimize overtime for the sake of employees who need personal and family time away from work, and to control costs. Occasionally, however, employees are required to work overtime due to business needs. Overtime compensation is paid in compliance with the State and Federal Wage Laws. Most full-time employees with Open Mind Health are full time "exempt" and therefore not eligible for overtime compensation. An employee classified as a "non-exempt" employee is eligible for overtime pay at time and one half of their or their base pay rate for all hours worked over 40 hours in a pay week. Professionals such as therapists are classified as "exempt" in most states.

The supervisor must approve all overtime in advance. (Benefit hours are not counted as hours worked in computing overtime pay.) Paid, un-worked time using personal days, holidays, paid-times-off, extended illness hours or excused paid time are not counted as hours worked.

PAYROLL DEDUCTIONS

State and Federal law requires that we make the following deductions:

- Income tax (federal)
- FICA/Social Security
- Medicare Tax

- Other deductions mandated by legal or governmental bodies

The employee must sign an authorization form for these deductions:

- Payment of reimbursements owed to the Company
- Other deductions authorized by employee

All payroll deductions are shown on the paycheck stub, so they can be easily checked. Changes in authorized deductions can be made through COO or another designated person. The Company does not honor the assigning of an employee's pay to someone else for payment for debt, except where required by law. The Company expects all employees to meet their financial obligations and not involve the Company in their personal financial matters.

WORKERS' COMPENSATION

The Company is a subscriber to workers' compensation plans in the United States through its PEO, Justworks. If an employee is injured or becomes ill as a result of performing their job, the employee must inform their supervisor immediately.

The law requires that employers report all work related injuries promptly, and employee cooperation in this matter is required. If an injury or illness is work related, a claim form must be completed. It is important that all injuries be reported, no matter how minor. Workers Compensation claim may be considered invalid if the injury or illness was not reported at the time that it occurred. Employees applying for Workers' Compensation benefits are eligible for weekly disability benefits, as approved by the Company's Workers' Compensation carrier.

HOURS OF BUSINESS

The Company operates as needed by our clients. Hours will be worked as agreed upon with your supervisor. During periods of high activity, employees may be asked to work extra hours or to stay past normal business hours. All employees are expected to conform to such requests on a reasonable number of occasions.

PUNCTUALITY

Employees will report on time for their scheduled work time as agreed to with their direct supervisor. Employees will give as much advance notice as possible to their supervisor regarding late arrival for work. Excessive tardiness may be subject to disciplinary action.

RECORDING TIME

Employees will be trained on Open Mind Health's current time tracking system in Justworks.

ATTENDANCE

Because of the services provided, regular attendance is mandatory. When an employee is unable to report to work for any reason, he or she must contact their immediate supervisor by telephone, email, and text. Do not assume leaving a voicemail message is received.

ELECTRICITY OR INTERNET DISRUPTIONS

Employees are expected to advise their supervisor at once if there is an electrical or internet outage that will preclude their ability to work. Those employees who are unable to work under these conditions will be granted an authorized, but unpaid, absence if they notify their supervisor. Employees are responsible for reevaluating the electrical or internet infrastructure availability to determine if they should report to work later. Employees must notify their supervisor if they will be reporting later.

EMPLOYEE BREAK PERIODS

For all employees, two ten-minute paid break periods per full workday are provided and encouraged. An employee is not permitted to "save" breaks and take a longer lunch or leave early at the end of the day, unless approved by their direct supervisor. A 30-minute unpaid lunch break is suggested (and in some states required) for every shift longer than 5 hours.

REQUESTS FOR TIME OFF

Open Mind Health believes that its employees are the key to what makes a great company. While work makes up a large portion of our lives, we believe that a balance between work and play is essential in maintaining quality performance and a fun atmosphere in which we work. Employees must request time off through the Justworks portal at least two weeks in advance. If requesting multiple weeks off, the employee should give three months' advance notice, and this requires prior approval by your manager. This will be at the supervisor's discretion, in consideration of workloads. Approval will not be unnecessarily withheld. Employee will first seek informal approval by supervisor, then once approved will submit the request by email. Once the supervisor approves the PTO request, employee will take the following steps:

1. Enter "PTO" in Outlook calendar for the entirety of the time period, marking the entry as an "All Day Event". Then, cc: all members of the department as well as the supervisor.
2. Block as "PTO" for the entire workday for each day of PTO in Outlook. Do not invite coworkers to this block as it will show up in their calendars.
3. Coordinate with supervisor, and as directed, with co-workers to ensure that work and important responsibilities are attended to during the absence.

HOLIDAY BENEFITS

It is the policy of Open Mind Health to recognize certain designated days throughout the year as ten paid holidays. Open Mind Health will observe the following holidays:

- New Year's Day
- Dr. Martin Luther King Jr. Day - flexible
- President's Day - flexible
- Memorial Day
- Juneteenth - flexible
- Independence Day
- Labor Day

- Thanksgiving Day plus the Friday following (the Friday is flexible)
- Christmas Day

PAID TIME OFF BENEFITS

REGULAR PTO

You will be provided with an updated benefits overview from Justworks with your initial offer letter. Please reference this document for the latest benefits. Open Mind Health offers the following paid time off benefits for full-time employees. Accrual rates will be pro-rated for part-time employees. If this changes, the employee will receive written notice.

Accrual rates for full-time employees (part-time accruals will be pro-rated):

- First two years of service (0-24 months): 2 weeks (10 days, 80 hours)
- Third to fifth years of service (25-60 months): 3 weeks (15 days, 120 hours)
- 6 or more years of service (>60 months): 4 weeks (20 Days, 160 hours)

This time off may be used for personal needs, vacation, illness, mental health days, caring for children, partner, or family members, health care appointments, personal business, or emergencies. Up to 5 days' pay will roll over into the following calendar year if not used in the previous calendar year. If your employment is terminated, you can be paid your remaining unused PTO days according to the following provisions. The requirement for notice periods is that they are full weeks of work and shall not include holidays or PTO.

- < Two weeks' notice: No PTO paid out
- Two weeks' notice: Up to 80 hours PTO paid out
- Three weeks' notice: Up to 120 hours PTO paid out

PTO USAGE

When using PTO for personal or family illness, the employee should inform the direct supervisor via Teams or call as soon as possible (within acceptable hours) and follow up with a short email as a record. In coordination with the supervisor, the employee will arrange to notify any stakeholders that may be affected. PTO should be marked in the PEO portal as well as the project management software system as soon as possible.

Under no circumstances should an employee call later than the time their work hours are to begin. Failure to personally contact the immediate supervisor prior to the beginning of the shift may be considered a "no call no show" for purposes of the Employee Performance Coaching Policy. A physician's verification is required for any employee who is out due to illness for three or more days. Sick Benefits are taken out of the employee's paid time off account. If the employee has no accrued paid time off, the sick time will be taken without pay.

Open Mind Health is committed to the health and safety of its employees, clients and visitors, and expects employees who are sick to consider public health and safety and work from home. When working from home due to sickness, the employee should notify the supervisor and any stakeholders affected by the change in schedule. PTO should be used in accordance with PTO policies for exempt and non-exempt staff if the employee does not complete their full workday.

PTO for personal business or vacation shall be approved by the direct supervisor with consideration for the expected workload and any special events, meetings, or activities planned for that period for the employee and team. The employee will coordinate with the supervisor to ensure all work is covered or completed before or after the vacation.

NOTIFICATION OF TIME OFF FOR ILLNESS

Open Mind Health believes that employees should have sufficient time to recuperate from illness, and that adequate time must be provided to employees to recuperate. Time away from the office due to illness shall be taken as paid time off and accrued as such. Please notify your supervisor immediately if you cannot make it into work.

PERSONAL EMERGENCIES

Each employee is important to the Company and their or their presence is essential to the efficient delivery of service to its customers.

If an employee is not able to work, because of illness or other reasons, the employee should notify their or their supervisor personally as soon as possible in an emergency situation, so arrangements can be made to cover the employee's job responsibilities. The employee is required to talk **directly** to their or their supervisor (do not call a fellow employee, or leave word with the answering service). Under no circumstances should an employee call later than the time the shift was to begin. Failure to personally contact the immediate supervisor prior to the beginning of the shift may be considered a "no call no show" for purposes of the Employee Discipline Policy. A physician's verification is required for any employee who is out due to illness for three or more days. Sick Benefits are taken out of the employee's paid time off account. If the employee has no accrued paid time off, the sick time will be taken without pay.

COMPASSION & CIVICS PTO

In addition to the regular Open Mind Health PTO policy in place that varies based on length of service, the company offers two days per year of Compassion & Civics (C&C) PTO.

- **Bereavement:** Open Mind Health recognizes that a time of bereavement is a very difficult one for an employee. In this regard, every effort will be made to ensure that the employee is able to attend to family matters. Employees are entitled to use C&C PTO for bereavement, which must be arranged with supervisor. Any additional time required for bereavement must utilize regular accrued PTO.
- **Extended Illness:** C&C PTO is also intended to help team members have extra time away from work to recover from an extended illness, or to assist with caregiving for family members and friends. This must be arranged with the supervisor.

- **Jury Duty:** The company recognizes the civic responsibility of employees who are summoned for jury duty or witness duty. Therefore, should an employee be summoned as a juror or subpoenaed as a witness, the team member may use their C&C PTO, which must be arranged with a supervisor. Any additional time required for jury duty must utilize regular accrued PTO.
- **Voting:** Open Mind Health encourages team members to exercise their constitutional right to vote to sustain and further our democratic society. C&C PTO may be used for this purpose, either in two-hour increments or full days off up until the exhaustion of accrued C&C PTO. Employees requesting time off to vote will submit the request in writing to their supervisor at least two working days prior to the Election Day.
- **Extend a Vacation!:** If not used for other purposes, team members may utilize C&C PTO to lengthen a vacation in coordination with the supervisor.

CONFIDENTIALITY OF INFORMATION

It is the policy of the Open Mind Health to ensure that the operations, activities and business affairs of the company, its employees, management and our customers are kept confidential to the greatest possible extent. If during the course of their employment, employees and management acquire confidential and proprietary information about the employees and management or clients, such information shall be handled in strict confidence and shall not be discussed with outsiders. Employees and management members are also responsible for the internal security of such information. Employees and Management found to be violating the policy are subject to disciplinary action, up to and including termination, and may also be subject to civil and/or criminal penalties.

NON-SOLICITATION

Employee agrees that for a period of twelve (12) months immediately following the termination of your employment, Employee shall not either directly or indirectly solicit, induce, recruit or encourage any of the Company's employees to leave their employment, or take away such employees, or attempt to solicit, induce, recruit, encourage, take away or hire employees of the Company, either for him/herself or any other person or entity.

DISCLOSURE OF INFORMATION

During the course of their employment with the Open Mind Health, the Company shall disclose to its employees and the employees will have access to certain "Confidential Information" belonging to the Company, which is not available to the public. The term "Confidential Information" means all information disclosed or which becomes known to an employee as a direct or indirect result of or through their employment with the Company that is not generally available in the businesses and industries in which the Company is directly or indirectly engaged, or which the Company may become engaged during employee's employment with the Company, including without limitation, the following:

- Information of a technical or research nature, and analyses and interpretations of such information, such as, but not limited to, methods, computer programs, technical data,

plans, designs, procedures, processes, know-how, ideas, systems and operating methods used or developed by the Company or its affiliates.

- Information of a business nature such as, but not limited to, information related to selling prices of the Company products and services, sales and marketing strategies, product and service procurement arrangements and practices, employee compensation and the names and addresses of existing and prospective clients and suppliers of the Company.
- Information of a financial nature such as, but not limited to, information related to the Company financial condition, financing sources, credit arrangements, and any information of the type or kind that would customarily appear upon, be included in, or form the basis of the Company financial statements (including profit and loss information).
- Information of a legal nature such as, but not limited to, information related to existing, potential, or threatened lawsuits or proceedings brought by or against the Company including without limitation, notes, correspondence, memoranda, legal briefs, and all other matters of a legal nature related to the legal rights and obligations of the Company, whether or not the subject of an- actual, potential or threatened lawsuit or proceeding.

All employees will not, at any time, whether before, during or after their employment with the Company knowingly use or disseminate, disclose, or communicate, directly or indirectly, to any person or entity any Confidential Information, except as required to perform their duties with the Company, without the prior written consent of the Company.

CONFLICT OF INTEREST

Open Mind Health requires staff members to conduct themselves ethically and with integrity and to avoid any conflict between their own interests and the interests of Open Mind Health. This statement is based on the laws, rules and regulations of the United States, and the relevant laws, rules and regulations of the operation pertaining to Open Mind Health's activities; it sets forth general principles with respect to conflicts of interest and applies to all staff nationwide. Open Mind Health staff members have a duty of loyalty and commitment to Open Mind Health and should put Open Mind Health's interests ahead of any other personal, business or commercial intent. Open Mind Health expects staff to avoid situations that present an actual or potential conflict between their interest and those of Open Mind Health. Staff members are expected to make prompt disclosure of any fact or circumstance that may involve, or have the appearance of creating, a conflict of interest. During employment and for a period of twelve (12) months after the termination of employment with Open Mind Health for whatever reason, staff members agree not to attempt to divert or interfere with the development of the Company's business by soliciting, contracting, communicating with any client of Open Mind Health. If for any reason a client of Open Mind Health asks an employee to do additional work for them during the term of your employment or within the 12-month period following employment, Open Mind Health must be notified and all work must be contracted through Open Mind Health.

OUTSIDE EMPLOYMENT

What you do in your free time is your own business. However, if you are employed by Open Mind Health in a full-time position, Open Mind Health will expect that your position here is your primary employment. Any outside activity must not interfere with your ability to properly perform your job duties at Open Mind Health, and must not be with a company engaged in a business competitive with Open Mind Health. While employed by the Company, employees are expected to devote their energies to their jobs with the Company. For this reason, second jobs are strongly discouraged. For outside employment to be approved, you must submit written notice describing the employer, your duties, and expected hours of work. Further, you may not use Open Mind Health supplies, equipment, vehicles, or property for your outside employment.

APPEARANCE STANDARDS

While on the job, employees are representatives of Open Mind Health and should dress appropriately, and personal grooming standards that are generally acceptable for professional contact in a client centric setting. To avoid the necessity of implementing a strict dress code, Open Mind Health asks that employees exercise common sense in dressing in good taste, and according to the requirements of their respective positions. Open Mind Health believes that the appearance of its staff is extremely important in establishing a positive image and for setting a positive example for fellow employees.

WORK AREA

All areas of the home office visible to clients on camera will be kept clean and orderly at all times. All employees are responsible for neatness and cleanliness of their office area.

GRATUITIES

An employee should not accept or tip from any individual or organization unless the gratuities are given as part of a general award or recognition. Under no circumstances can cash ever be accepted by an employee from a customer.

HARASSMENT

The Company is firmly committed to a work environment free from all forms of harassment based upon protected status of any employee or applicant for employment by anyone, including supervisors, co-workers, clients, or visitors. Such harassment violates both the Company policy and state and federal discrimination laws.

National Origin/Ancestry Harassment

National origin/ancestry harassment in the form of ethnic slurs, jokes, and other verbal or physical conduct relating to national origin/ancestry will be subject to discipline up to and including termination. An employee who has any concerns about national origin/ancestry harassment or is experiencing harassment, should contact their supervisor or the COO immediately. All discussions are treated confidentially.

Sexual Harassment

The Company expects all employees to treat everyone with dignity and respect, thereby maintaining a unique, productive and caring customer service and work environment. The Company prohibits any verbal, physical or visual conduct that belittles or demeans an individual on the basis of race, religion, color, gender, sex, sexual orientation, gender identity and/or expression, national origin, handicap, age, or military status. Open Mind Health is committed to maintaining a work environment free of all forms of discrimination including sexual harassment and has a zero tolerance for any behavior that may violate this policy. Supervisory personnel and all other employees are directed to adhere to this policy, to familiarize themselves with the laws and statutes, and to be receptive to complaints made by afflicted personnel.

Sexual harassment occurs when:

- Submission to conduct such as unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature is made either explicitly or implicitly a term or condition of employment; or
- Employment decisions are based on an employee's submission to or rejection of such conduct; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

All employees are expected to:

- Avoid sexual flirtations, touching, advances or propositions.
- Avoid verbal abuse, especially of a sexual nature. Verbal harassment includes comments that are offensive or unwelcome regarding a person's national origin, race, color, religion, age, sex, sexual orientation, pregnancy, appearance, disability, gender identity or expression, marital status, or other protected status, including epithets, slurs, and negative stereotyping.
- Nonverbal harassment includes distribution, display, or discussion of any written or graphic material that ridicules, denigrates, insults, belittles, or shows hostility, aversion, or disrespect toward an individual or group because of national origin, race, color, religion, age, gender, sexual orientation, pregnancy, appearance, disability, sexual identity, marital status, or other protected status.
- Avoid graphic or suggestive comments about an individual's dress or body.
- Avoid using sexually degrading words to describe an individual.
- Never display sexually suggestive objects or pictures, including nude, photographs (this includes screen savers or electronic E-mails).
- Clearly communicate to those whose actions or words are offensive that what they have done or said is offensive.
- Report any sexually harassing behavior to their supervisor and COO.
- Never make false allegations of harassment.
- Never retaliate for anyone making a report of harassment, as retaliation is strictly prohibited.

- Any sexual harassment complaints involving management should be reported directly to the COO.

Management is expected to:

- Never insinuate that an employee's refusal of a sexual advance will affect the employee's employment, evaluation, pay benefits, advancement, assigned duties, shifts or any other condition of employment or development.
- Never favor in any way an applicant or employee because that person has performed or shown a willingness to perform sexual favors.
- Ensure that every report of sexual harassment is taken seriously, is promptly and thoroughly investigated in as confidential a manner as possible and that appropriate action is taken, based on the results of the investigation.

Bystander Reporting:

Employees who observe harassing behaviors are expected to report the behavior immediately to the COO in writing. All staff must report any harassing behaviors, regardless of whether the alleged harassing person is a client or employee at any level of the organization. If the CEO is the person allegedly engaging in the behavior, the report should be given to the COO. If the COO is the person allegedly engaging in the behavior, the report should be given to the CEO.

Consequences of non-compliance with this policy:

- Violations will be investigated.
- Employees who do not meet the expectations of this policy are subject to appropriate action, depending on the circumstances, up to and including the termination of employment.

AMERICANS WITH DISABILITIES ACT

It is the policy of Open Mind Health to comply with all the relevant and applicable provisions of the Americans with Disabilities Act (ADA). Open Mind Health will not discriminate against any qualified employee or job applicant with respect to any terms, privileges, or conditions of employment because of a person's physical or mental disability when known. Open Mind Health also will make reasonable accommodation whenever necessary for all employees or applicants with disabilities, provided that the individual is otherwise qualified to safely perform the duties and assignments connected with the job and provided that any accommodations made would not result in undue hardship to the Company.

SOLICITING

- The Company desires that employees not be disturbed, interfered with, or solicited while carrying out their job duties. The Company also is concerned that customers not be solicited during their visit. These considerations justify the following restrictions on solicitation and distribution:

- Items whose distribution is prohibited include literature, pamphlets, product samples and other materials.
- Solicitation for charity, distribution of literature or distribution for sale of any type of goods, raffle tickets or the like, on the Company owned or leased property will be prohibited at any time unless it is sponsored by the Company and it has prior written approval of the COO.
- The distribution or circulation of leaflets, pamphlets, literature or other materials by employees at times when the employees are required to be performing their work, or in work areas, is prohibited without prior approval of the COO.
- Solicitation by employees for personal gain is strictly prohibited.
- Violations of this policy are subject to corrective action up to and including the termination of employment.

USE OF COMPANY RESOURCES

The use of the Company time for the purposes not directly related to Company business is prohibited. Employees and management may access only files or programs, whether computerized or not, that they have permission to enter or a legitimate need to know. Unauthorized review, duplication, dissemination, removal, damage, or alteration of files, passwords, computer systems, or other property of the Company, or improper use of information obtained by unauthorized means, may be grounds for disciplinary action, up to and including termination.

In addition, any programs, documents, or other work created during the course of employment at the Company is considered the property of the Company and must be returned upon termination of employment. Failure to return such property will warrant the value of such property to be deducted from the employee's final paycheck.

COMPUTER, INTERNET AND E-MAIL USAGE POLICY

The Company will not tolerate the use of Internet connection to access any images; language or communications with offensive or derogatory content based on match language above. Access to sites that have no valid business purpose, which contain or promote material inconsistent with the Company values, or which are otherwise determined by the Company to be inappropriate to the workplace, is strictly prohibited.

The Company is not responsible for material viewed or received by Users on or from the Internet. The Company reserves the right to conduct an inspection or search of the Company property at any time, including Internet access logs. Conduct inconsistent with this policy will result in corrective action up to and including termination from employment.

To minimize the risk of unauthorized copying of confidential company business records and proprietary information that is not available to the general public, any employee connecting a personal computing device, data storage device, or image-recording device to Company networks or information systems thereby gives permission to the Company to inspect the personal computer, data storage device, or image-recording device at any time with personnel

and/or electronic resources of the Company's choosing and to analyze any files, other data, or data storage devices or media that may be within or connectable to the data-storage device in question in order to ensure that confidential company business records and proprietary information have not been taken without authorization. Employees who do not wish such inspections to be done on their personal computers, data storage devices, or imaging devices should not connect them to Company computers or networks.

SOCIAL MEDIA POLICY

Open Mind Health is aware that the internet provides unique opportunities to participate in interactive discussions and share information on particular topics using a wide variety of social media, such as Facebook, Twitter, blogs, wikis and interviews and/or communications with news media. However, employees' use of social media can pose risks to Open Mind Health's confidential and proprietary information, reputation and brands, and can jeopardize the company's compliance with business rules and laws.

To minimize these business and legal risks, to avoid loss of productivity and distraction from employees' job performance and to ensure that the company's IT resources and communications systems are used only for appropriate business purposes, Open Mind Health expects its employees to adhere to the following guidelines and rules regarding use of social media. Apart from personal use of social media in accordance with this policy, Open Mind Health encourages its employees to participate responsibly in these media as a means of generating interest in Open Mind Health's services and creating business opportunities. All of Open Mind Health's other policies that might apply to use of social media remain in full force and effect. Employees should always adhere to them when using social media.

In addition, social media should never be used in a way that:

- Defames or disparages Open Mind Health or its affiliates, officers, employees, customers, clients, business partners, suppliers, vendors or other stakeholders.
- Harasses other employees in any way.
- Circumvents policies prohibiting unlawful discrimination against current employees or applicants for employment.
- Employees who violate Open Mind Health's policies will be subject to discipline, up to and including termination of employment.

Personal Use of Social Media

We recognize that employees might work long hours and occasionally may desire to use social media for personal activities at the office or client's location, or by means of the company's computers, networks and other IT resources and communications systems. We authorize such occasional use so long as it does not involve unprofessional or inappropriate content and does not interfere with your employment responsibilities or productivity. While using social media at work, circulating chain letters or other spam is never permitted. Neither is commercial, personal, religious or political solicitation, or promotion of outside organizations unrelated to company business.

RESPECT INTELLECTUAL PROPERTY

Open Mind Health's Employee Handbook restricts employees' use and disclosure of the company's confidential information and intellectual property (see above). Beyond these mandatory restrictions, you should treat the company's valuable trade secrets and other confidential information and intellectual property accordingly and not do anything to jeopardize them through your use of social media.

Open Mind Health is committed to protecting its own intellectual property, such as information, processes, and technology, from infringement by others. Open Mind Health informational tools are available at our disposal because of significant investments of time and funds. If our intellectual property is not properly protected, it becomes available to others who have not made similar investments. This would cause us to lose our competitive advantage and compromise our ability to provide unique services to our customers.

The Company's intellectual property includes, but is not limited to: data relating to the Company's marketing and servicing programs; materials, procedures, and techniques; the criteria and formula used by the Company in pricing its products and services; the structure and pricing of special packages that the Company has negotiated; lists of customers and prospects; the identity, authority and responsibilities of key contacts at Company accounts; the composition and organization of accounts' businesses; sensitive details concerning the structure, conditions, and extent of existing products and services; contract expiration dates; service arrangements; proprietary software, products, and materials regardless of whether or not these Company assets have been registered or copyrighted. It is the responsibility of every Open Mind Health employee to help protect our intellectual property. It is the responsibility of Company managers and supervisors to foster and maintain awareness of the importance of protecting the Company's intellectual property.

In addition, you should avoid misappropriating or infringing the intellectual property of Open Mind Health and other companies and individuals, which can create liability for yourself and for Open Mind Health. Do not use the Company's logos, brand names, taglines, slogans or other trademarks, or post any confidential or proprietary information of the company, without prior written permission from the Open Mind Health's COO.

LAYOFF AND RECALL

Due to insufficient workload, financial or operational necessity, a layoff may become necessary to reduce the number of employees at a particular location. Lay-off decisions made by the Company will be based solely, on candidates' job-related qualifications, their abilities and business necessity. In some cases, seniority may be treated as a factor to be considered in placement, promotion and lay-off processes.

TERMINATION

It is the policy of Open Mind Health to terminate employment because of an employee's resignation, discharge, retirement, death, or as a result of a permanent reduction in the work force. Discharge can be for any reason not prohibited by Federal or State law, including

employee misconduct or unsatisfactory job performance. In the absence of a specific written agreement, employees are free to resign at any time with proper notice, and Open Mind Health reserves the right to terminate employment for any reason.

All employees are expected to give written notice of their intent to resign. All employees are expected to give at least two (2) weeks' notice. Lack of written notice could result in an employee not being considered for rehire.

EXIT INTERVIEW

Open Mind Health employees are encouraged, upon termination of employment, to complete an exit interview. One of the purposes of the exit interview is to determine if the employee is leaving the company because of a misunderstanding or condition that could be remedied by either the employee or the company. Open Mind Health is also interested in any information that could help improve working conditions or customer care. The Chief Operating Officer will arrange to meet with an employee leaving Open Mind Health to conduct an exit interview.

IN CONCLUSION

We have been fortunate to attract highly qualified team members such as yourself to our company. If there are further questions or clarifications you have, or if there are ways that we can help make Open Mind Health the best possible place for you to work, please contact the COO to discuss.

This Employee Handbook highlights the policies, procedures, and benefits of Open Mind Health. In all instances the official benefit plan texts, trust agreements and master contracts are the governing documents.

The Employee Handbook is not to be interpreted as a legal document or an employment contract. Employment with Open Mind Health is at the sole discretion of the company and may be terminated with or without cause at any time and for any reason. Nothing in this handbook or in the personnel policy manual constitutes an express or implied contract or assurance of continued employment or implies that just cause is required for termination.

I hereby acknowledge that a representative of Open Mind Health has presented the Employee Handbook to me. I understand that I am expected to comply with the policies and procedures contained therein and agree to do so. I have been advised to read the manual in its entirety and to direct any questions to my Supervisor.

Employee Name (please print)

(Employee Signature)

(Date)

THIS PAGE IS TO BE KEPT IN MY HANDBOOK

Please sign the next page and return it to the COO.

**EMPLOYEE AGREEMENT
AND HANDBOOK ACKNOWLEDGEMENT**

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