



# **Our Culture Book**

# WELCOME LETTER

We are excited to have you on our team. We believe every member of our team has an impact on our success and further growth and aspirations of changing healthcare. Welcome to Capture Therapeutics.

It is important to recognize our unique culture and environment and we expect all members of our team to be able to acquire knowledge through ongoing training and applying this knowledge to the workplace and to your patients.

Each one of us brings different skills to the team and has a measurable and essential contribution to help us achieve our common goals. Our team is dynamic and enthusiastic, and we know you will enjoy working and growing with us.

Our strength is based on transparency, open communication and cooperation. We believe in open eyes and open ears. You are encouraged to bring matters of concern forward to be addressed by management. Above all, we're focused on continuously achieving quality standards in everything we do in order to meet and exceed our patients expectations.

We trust you will experience both challenge and satisfaction in your work and we anticipate you will assist us in maintaining a positive and productive working environment. We encourage our team to be proud of the difference we are making in our community, in our people and most of all in healthcare.

If you have difficulty with any information, or need clarification on any particular points, ask questions. Open and candid communication is a fundamental element to our success. The door is always open.

We hope you find your time with us will be an enjoyable and rewarding experience.

Welcome aboard; we look forward to your contribution!

Let's reinvent the healthcare journey together.

Sascha Boulet

CEO

# ABOUT THIS HANDBOOK

This employee handbook contains an overview of the information you need to know as part of the Capture Therapeutics team and is not intended to cover every situation that may arise during your employment. Whether you're a new staff member or a long-term employee, we invite you to use the handbook as a tool to provide you with useful information about your work environment.

The purpose of the handbook is to clearly communicate information that is relevant and important to the employees of the organization. The policies contained within are not intended to be a barrier to operational or employment flexibility for either the organization or its employees. Rather, they should be viewed as a tool to ensure fair and equitable compliance within the workplace.

We want you to understand how we do business and how important you and every person on the team is in helping us take care of our patients and make Capture Therapeutics a fun and rewarding place to work.

The policies stated in this handbook may change from time to time. We've done our best to include as much information as possible in simple terms..

You are responsible for reading, understanding and complying with the provisions of this handbook. Our objective is to provide a work environment that fosters personal and professional growth for all employees. Maintaining such an environment is the responsibility of every staff person.

If you have a question that is not answered in this handbook, please speak with management to help you with any needs or concerns.

We wish you the best of luck in your position and welcome you to the Capture Therapeutics Family. We wish you an enjoyable and rewarding experience.

### DISCLAIMER

This employee handbook is not a contract of employment. It is an information piece intended to inform employees about company principles, policies and benefits. Information in this handbook is subject to change and Capture Therapeutics will make every effort to provide revised or new information as soon as it is available. Capture Therapeutics reserves the right to change the handbook at any time, with or without notice.

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## Our Vision

To be trusted healthcare leaders providing therapeutics that combines science, technology and innovation

## Our Mission

To provide treatment that transforms lives, decreases barriers, empowers and heals in caring, confidential and respectful manner.

## Our Values

When it comes to rehab, we have the team and we can handle most injuries. If our team isn't equipped for your **injury**, we will find you the right people who can help.

Our first and foremost importance is your care. We are keen on ensuring that you are taken care of by a full and qualified team here at Capture Therapeutics

Our pillars of care?

- Accessibility
- No wait lists
- Extended hours (7:30 a.m. - 9 p.m.)
- Private rooms
- Exceptional staff
- Virtual care
- Local products

## Our Capture Code



### HEALTH AND SAFETY

Capture Therapeutics is committed to ensuring a safe and healthy environment for all employees. That's why safety is our first thought in all that we do. The actions we take and the decisions we make every day help us to manage risk and protect our patients.

We are all jointly responsible for health and safety. Our objective is to provide a healthy and safe work environment that is in line with the occupational health and safety act.

We expect that every employee, regardless of role, has a clear understanding that safety is their responsibility and that working safely is a fundamental condition of employment.

We suggest you ask questions, read the signs that are posted around for your safety, and encourage you to speak up with any safety concerns or when you feel you unsafe.

We equip our staff with some of the best equipment, use it wisely, adjust the beds, the seats – follow ergonomic protocols and attend one of our lectures on health and safety in the work place to help best understand all facets of our safety protocols.

### EQUAL OPPORTUNITY EMPLOYMENT

Capture Therapeutics provides equal employment opportunities to all employees, applicants, and job seekers, and is committed to making decisions using reasonable standards based on each individual's qualifications as they relate to a particular employment action (e.g., hiring, training, promotions). The hiring, training or promotion of employees will be based on many factors including performance, ability, training/knowledge and length of service.

We will not discriminate against any employee or applicant based upon any prohibited ground of discrimination as determined by applicable Human Rights Legislation including race, color, religion, national origin, ancestry, place of origin, age, physical disability, mental disability, marital status, sexual orientation, sex, social condition, political belief or activity.

### FAIR HIRING POLICY

It is our intention to find and attract the most qualified person for every job. We work to ensure our recruitment and selection activities are fair, objective, equitable and non-discriminatory. Hiring is based on the principles of merit, assessing an applicant's education, experience, skills, knowledge and personal attributes.

All vacancies are filled through a competitive process which includes consistent treatment of applicants and candidates throughout the process. Structured interviews are conducted by persons who possess the requisite knowledge and skills in order to effectively conduct recruitment and selection activities. The successful candidate must demonstrate the competencies necessary to perform a job well and demonstrate a good fit with Capture Therapeutics culture and values.

#### **Hiring of Family Members:**

For the purposes of this policy, immediate family members shall be defined as: Wife, Husband, Mother, Father, Brother, Sister, Son, Daughter, or any In-Laws.

- Capture Therapeutics shall accept applications from and consider a member of an employee's immediate family for employment if the candidate has all the required qualifications.
- An immediate family member shall not be considered for employment if by doing so, it might create a direct or indirect managerial/subordinate relationship with the family member, or if his/her employment could create a conflict of interest either real or imagined.

### RESPECTFUL WORKPLACE

We believe in all team members coming to work and feeling safe, treated with mutual respect and comfortable coming to work each day knowing you are contributing to our mission and living our values.



# HARASSMENT

Capture Therapeutics is committed to a healthy, safe, violence free and supportive work environment that values diversity; where everyone is treated with respect and dignity, free from harassment, sexual harassment and discrimination. This policy applies to all employees during work-related activities and events.

We believe in providing all employees protection against employment-related harassment in or away from the workplace. Harassment is any behaviour that demeans, humiliates or embarrasses a person, and that a reasonable person would presume to be unwelcome.

Harassment includes actions, comments, displays and gestures. It may occur during a single incident or continue over time. Harassment exists on a continuum from unwelcome teasing to violent behaviour, and can take the form of violence, bullying, sexual harassment or e-harassment.

If a member of the company treated an employee in a different manner because of that person's age, race, sex, colour, religion, creed, gender, sexual orientation, gender identity; gender expression, physical or mental disability, an irrational fear of contracting an illness or disease, ethnic national or aboriginal origin, family status, marital status, or political beliefs, the treatment would constitute discrimination. Discrimination is prohibited by law and will not be tolerated at Capture Therapeutics.

Harassment can target employees on the basis that they possess a characteristic that is a prohibited ground of discrimination. For example, an employee can be harassed by their coworkers because of his race or religion. However, harassment does not require a prohibited ground of discrimination. Workplace harassment of any kind is off-limits where a reasonable person would know that it was unwelcome.

Sexually harassing behaviour includes annoying sexual conduct or a course of comment that is known or ought reasonably to be known to be unwelcome. It also includes a sexual advance made by an individual who is in a position of power over the recipient where the advance is known or ought reasonably to be known to be unwelcome. Any punishment or threat of punishment for refusing a sexual advance is also sexual harassment.

Sexual harassment creates a negative work environment for everyone. Any sexual misconduct, whether physical, verbal or by innuendo, to any other employee, client or guest, is unacceptable. All employees are responsible for fostering a productive work environment free of harassing behaviour.

Capture Therapeutics deems any behaviour that constitutes harassment as unacceptable and such behaviour will be dealt with on an individual basis. All complaints made are treated seriously and confidentially and are dealt with immediately. Should you experience offensive or harassing behaviour, you have the right to voice your disapproval and it is your responsibility to immediately notify management.

### PROBATIONARY PERIOD

All new employees, regardless of their status, will be deemed probationary employees for the six months after the initial date of hire. The probationary period is a time for us to look closely at your work performance, and for management to see if working together is likely to be a good fit. The probationary period must be completed during a period of 12 months of continuous employment.

The probationary period may be extended beyond the original term in appropriate circumstances.

### HOURS OF WORK

Hours of work are determined by you and management. You will typically work three days and two evenings each week, with weekends off in most cases.

The office is open the following hours:

Monday – Thursday: 7:30 a.m. to 9:00 p.m.

Friday: 7:30 a.m. – 5:00 p.m.

### Reporting Absence from Work

In the event of an unavoidable absence from work (for sickness or other reason), please let the Office Manager know as soon as possible on the day of absence.

### EMPLOYEE BENEFITS

Upon full time employment with Capture Therapeutics, you are provided with the following benefits:

- Health & dental benefits
- Time Off Work
- Lululemon clothing: 2 shirts /sweater + 50% off any additional clothing & free embroidery
- Choice of computer
- Access to internal gyms/pools
- College/Association/Insurance reimbursements
- 5-year Time Off Work bonus when you re-sign for another 5-years
- Internal referral bonuses

# TERMINATION OF EMPLOYMENT

Should you decide to resign, you are expected to give reasonable notice of your intent. This will vary from job to job, but a minimum of two weeks is expected. This is only applicable to our support and administrative staff. Our professionals have legally binding contracts dependent on the profession, its standards and code of ethics, as well as the ability to find a replacement for the employee leaving to cover the caseload.

### **Termination (section only applicable to support staff/administration)**

Termination is defined as the severance of the employment relationship by the employer.

When an employee is terminated, they will be provided with the following notice or compensation:

- Employed less than 6 months – no notice or compensation required
- Employed more than 6 months, but less than 5 years – 2 weeks' notice in writing, or 2 weeks' pay
- Employed 5 years or more – 4 weeks' notice in writing or 4 weeks' pay

### **Termination with Cause (applicable to all employees)**

Termination with cause will result in a permanent severing of the employment relationship between the employee and the company. Reasons that we will terminate an employee with cause, and provide no notice or compensation, include, but are not limited to:

- fraud (i.e. falsification of records)
- willful misconduct
- theft
- has been found guilty of harassment, discrimination, or other unacceptable misconduct
- abuse of confidential information
- abuse of practices regarding the intellectual property of the organization
- knowing violation of a policy
- employee does not report for duty without prior approval
- abuse of sick time
- abuse of position of authority

The employee will be given the opportunity to present any facts that might be relevant. If suspected of misconduct serious enough to warrant discharge for cause but sufficient facts are not immediately available, the staff member may be suspended with or without pay pending full investigation.

### **Layoffs (applies to all employees)**

Layoffs include the release of employee due to economic circumstances or redundancy of a position. Capture Therapeutics will review all situations and the New Brunswick Employment Standards Legislation will be adhered to.

## TRAVEL AND BUSINESS EXPENSES

All of these must be approved and if possible paid through a company card. If approved, and no card is available we will fully reimburse your pre-approved purchase.

## LEAVES

We recognize that certain conditions justify the absence of a staff member. It is our policy to grant leaves of absence for employees based on individual circumstances. We encourage you to have an open line of communication.

If you intend to take a leave of absence, you must notify management of your intention to take the leave, the anticipated start date of the leave and, where possible, the anticipated duration of the leave.

We will follow the most beneficial Employment Standard Act in terms of sick leave across all provinces at this point in time. That is the NB Employment Standards Act at this time.

We will follow the New Brunswick Employment Standards Act pertaining to sick leave. As such, it provides employees with up to five (5) days of unpaid sick leave over the span of a 12-month year.

For Nova Scotia, again we will follow the Nova Scotia Employment Standards Act pertaining to sick leave. As such, it provides employees with up to three (3) days of unpaid sick leave of the span of a 12-month year.

### ***Other Employment Standard Leaves***

For all other leaves including bereavement; compassionate; jury duty; disability; maternity/parental/adoptive, and other Employment Standard Leaves, we provide the allowance outlined by the Employment Standards Act in New Brunswick and the Employment Standards Act in Nova Scotia.

For information on the Employment Standards in New Brunswick, visit [https://www2.gnb.ca/content/gnb/en/departments/post-secondary\\_education\\_training\\_and\\_labour/People/content/EmploymentStandards.html](https://www2.gnb.ca/content/gnb/en/departments/post-secondary_education_training_and_labour/People/content/EmploymentStandards.html)

For information on Labour Standards in Nova Scotia, visit <https://novascotia.ca/lae/employmentrights/>

### ***Personal Leave***



In appropriate circumstances, you may be granted an unpaid personal leave of absence. The granting of any such leave is completely within the discretion of the company. The proposed timing and duration of any personal leave will have to be discussed with management.

### ***Appointments***

Whenever possible, you are encouraged to book appointments on off shift time. We understand that may not always be possible and if any time is missed, you will be expected to make up this time. Also, if prior notice is provided, you can use a MHE day or a day off without pay.

### ***Reporting Back to Work***

If you have been off work due to illness or injury, your return to work and fitness for duty must be coordinated and assessed by Management.

If you have been off work for another approved reason and have not advised us of a definite time and date for your return, you are required to give at least 24 hours' notice of your intention to report back to work so appropriate arrangements can be made and other team members and our clients are not impacted.

## **TIME OFF WORK AND HOLIDAYS**

### **Statutory Holidays**

At Capture Therapeutics, we are closed for the following public holidays:

- Good Friday
- Victoria Day
- Canada Day
- New Brunswick Day/Nova Scotia  
Heritage Day
- Thanksgiving Day
- Labour Day
- Remembrance Day
- Christmas Day
- Boxing Day
- New Year's Day

You also receive three, four-day long weekends for Easter, New Brunswick Day and Thanksgiving – you receive 4-day paid weekend.

When a public holiday occurs your Time Off Work period, you are granted an extra day off with pay.

### **Time Off Work**

We understand the importance of personal time off. You are encouraged to use your MHe days and paid Time Off Work time for rest, relaxation, and personal pursuits.

All employees receive three (3) weeks' Time Off Work; plus, a mandatory additional one (1) week of Time Off Work during Christmas.

Please note: If you are an assistant working with a professional, you must take the same week of Time Off Work as the professional.

Total of 25 paid days off work (4 weeks of 5 days (Christmas mandatory); 3 extended long weekends; 2 MHe days.

### **Scheduling of Time Off Work**

You are required to request Time Off Work as far in advance as possible. This helps to prevent too many employees being absent at the same time and to ensure everyone gets the time they are looking for without too many conflicts.

# OUR WORK ENVIRONMENT

We strongly believe that one of the strengths in our organization is our people. When conducting Capture Therapeutics business, you are representing the organization and as such are expected to uphold an appropriate code of conduct. This code of conduct includes practicing the highest personal standards of conduct, demonstrating ethical behaviour and showing respect in relationships.

# CODE OF CONDUCT POLICY

Our success and reputation are built on the trust we've earned from the people we work with and the clients we serve. Our reputation is our greatest asset. It is maintained by everyone associated with our company.

Our Code of Conduct applies to everyone working for Capture Therapeutics. The approach outlined in this Code of Conduct is not something we aspire to – it is the performance standard we commit to every day. It is our enduring ethical guide – and its guidelines and expectations are not negotiable.

At Capture Therapeutics, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. It's important to remember that when you're online, you are also representing Capture Therapeutics: our people and our values.

The code of conduct is to be upheld whether the employee is in the office or attending to customers. As such, this expectation sometimes goes beyond the standard hours of work to extend to include all situations where the employee is representing Capture Therapeutics.

## Confidentiality Agreement

All employees are responsible for maintaining the confidentiality of all proprietary or privileged information to which they have access or are exposed while employed by Capture Therapeutics. All information – verbal, written or computerized – concerning clients and/or our business will be held in the strictest confidence and shared if necessary, with employees.

## EMPLOYEE ACKNOWLEDGEMENT

I have received a copy of Capture Therapeutics' Employee Culture Book. It is my responsibility to carefully read this manual and to become familiar with its contents. If I have any questions, I will bring them to the attention of management.

I understand that this handbook is not all-inclusive, and the Company may, at its discretion, amend or add policies when circumstances require, and that it is my responsibility to keep apprised of any changes as they occur.

Date: \_\_\_\_\_

Employee: \_\_\_\_\_  
Print Name

Employee: \_\_\_\_\_  
Signature