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## **Section 1: INTRODUCTION**

### **101. WELCOME**

It is the desire of **CLINIC NAME** to provide a personally and professionally rewarding work environment. In pursuit of this goal the Board of Directors has adopted the following policies contained in this handbook. These policies, which are subject to periodic review, changes and amendments, are designed to create a workplace environment where each employee is able to contribute to fulfilling the Clinic's mission. Please keep this book so that you may easily access the information in it.

The handbook also sets forth **CLINIC NAME** (here after referred to as "the Clinic") benefits and expectations for staff. Circumstances may arise in which the Clinic may change polices and guidelines set forth in this handbook, therefore the Clinic reserves the right to revise, supplement, or rescind any policies or portion of the handbook or take any actions that may be contrary to a guideline or procedure, from time to time as the Clinic deems appropriate, in its sole and absolute discretion with or without notice. Such revisions shall be only as approved by the Executive Director and shall be communicated with employees as it may be required.

This handbook is not intended as, or sets forth as any contractual agreements, obligations or commitments by the Clinic to any individual or group of employees and no staff member has any contractual right to the matters contained herein. Employment with the Clinic is "at will" and may be terminated by the employee or by the Clinic at any time with or without notice. Because it is not possible to cover all situations that may arise, any questions that you may have regarding wages, benefits, or other policies or practices should first be directed to the executive director.

### **102. MISSION STATEMENT**

In order to fulfill Christ's command to care for the sick and to uphold the sanctity of life from conception to natural death, it is the mission of **CLINIC NAME** Services to offer quality healthcare to those individuals without the means to provide for themselves. In this, we strive to help maintain the physical, psychological, emotional and spiritual health of our community.

### **103. EMPLOYMENT-AT-WILL**

The Clinic is an “at will” employer, meaning the employee or employer may end employment at any time with or without notice. No statements whether oral or written made in any of the Clinic’s policies, practices, procedures or guidelines will alter the “at-will” employer employee relationship.

All employees should understand that their position is supported by government or private grants, and that continued employment is subject to funding or reauthorization by a legislative body or board outside the direct control of this agency. Therefore, employment may end if funding is reduced or eliminated.

#### **104. EQUAL OPPORTUNITY**

It is the policy of **CLINIC NAME**, Inc. not to discriminate against any employee, any applicant for employment or volunteer because of age, race, religion, color, handicap, sex, physical condition, developmental disability, sexual orientation or national origin. This policy shall include, but not be limited to, the following: recruitment and employment, promotion, demotion, transfer, compensation, selection for training including apprenticeship, layoff and termination. This organization further agrees to take affirmative action to ensure equal employment opportunities.???

Anyone who is responsible for hiring and promoting employees and for the development and implementation of programs or activities are charged to support this policy. They shall provide leadership in implementing affirmative action goals and initiatives.

**CLINIC NAME**, Inc. shall continue to work cooperatively with community organizations to ensure equal employment and advancement opportunities.

Likewise, it is the policy of **CLINIC NAME**, Inc. not to discriminate against any patient because of age, race, religion, color, handicap, sex, physical condition, developmental disability, sexual orientation or national origin.

#### **105. DRUG FREE WORKPLACE**

The Clinic is committed to a safe and healthy work environment. It is our belief that drug and alcohol abuse pose a serious risk, not only to the individual, but also to other employees and the patients/clients we serve. As such we are committed to an alcohol and drug free workplace. In addition, as the recipient of federal funds which require the maintenance of a drug free workplace, we wish to make it known that it is our policy to comply with legislation mandating us to provide a drug free workplace.

The Clinic strictly prohibits the manufacture, distribution, dispensation, possession or use of, or being under the influence of, any controlled substance, such as but not limited to, illegal drugs, illegal use of prescription drugs, and alcohol, on the

Clinic's premises or while engaged in Clinic sponsored activities. Any employee in violation of this policy will be subject to corrective action up to and including separation from employment.

There are a few exceptions related to board and fundraising events that alcohol may be present at Clinic functions, in these instances the Clinic reserves the right to take corrective action up to and including separation from employment for any conduct that may endanger the safety of others, or damage the reputation and work of the Clinic.

Any employees whose off-duty use of alcohol or illegal or prescription drugs is the cause of work related accidents or poor work performance will be subject to corrective action up to and including separation from employment.

Employees convicted of or pleading "guilty" or "no contest" to criminal offenses related to drugs and alcohol committed on Clinic premises or while conducting Clinic business is required to notify their supervisor within five (5) working days. Failure to provide required notice will subject the employee to immediate corrective action up to and including separation from employment.

Employees must report to work mentally and physically fit to perform their job duties. Employees on physician prescribed medication may use legally prescribed medications on the job, but only if such medication does not affect the essential functions of the job, the safety and welfare of others, or endanger the employee or others.

### **Testing for Drug and Alcohol Usage**

In accordance with our commitment to maintaining an alcohol and drug free workplace, employees, whether suspected of violating this policy or not, may be required at the expense of the Clinic, to submit to drug/alcohol screening.

An employee who tests positive or fails to submit to a required drug test will be subject to corrective action up to and including separation from employment.

### **106. SMOKE-FREE WORKPLACE**

It is the Clinic's responsibility, as a healthcare provider, to address known hazards to our employees, patients and the public and to create a healthful, safe and comfortable environment. To help us accomplish this and in keeping with STATE law regarding no smoking in health clinics, CLINIC NAME, Inc. is a tobacco free environment.

The use of tobacco products of any type is prohibited on the entire Clinic's owned property. This applies to employees, patients, clients, students, volunteers and visitors to our facilities. It also includes grounds, parking lots and

employee vehicles parked on Clinic owned property. Any violation to this policy will lead to immediate corrective action up to including separation from employment.

### **107. POLITICAL ACTIVITY**

While on duty, or while present on Clinic premises, employees are prohibited from conducting any partisan political activity, whether on behalf of individual candidates or political parties, including the use of any company time, materials or systems. All advocacy activities must first be reviewed by and have prior approval from the Executive Director.

### **108. PROBLEM RESOLUTION**

The Clinic seeks to ensure that any complaints are addressed and resolved in an orderly and effective manner. If you believe that you are being harassed or discriminated against due to your race, color, sex (same or opposite sex), gender, transgender, pregnancy, religion, national origin, age, physical or mental disability, veteran status, sexual orientation, the incident should be immediately reported to your supervisory staff, or to Human Resources. This reporting procedure should be used to report all complaints of harassment and discrimination involving any person(s) dealt with in the workplace, including but not limited to, supervisory employees, fellow employees, vendors, volunteers, or patients/clients.

It is the responsibility of every employee to report incidents of harassment and discrimination and cooperate with any investigation. You are urged to promptly report all circumstances that may constitute harassment of yourself or another employee so the Clinic will be aware of the situation and may make an investigation and take appropriate corrective action. Your complaint will be kept as confidential as possible and you will not be penalized or retaliated against in any way for reporting such conduct, as long as your report is made in good faith. In addition, there will be no retaliation against any persons who aid, assist or give information in support of such a complaint.

Any complaint of retaliation should also be brought to the attention of the next level of supervision or Human Resources. Please do not assume that the Clinic is aware of a problem. It is your responsibility to bring complaints and concerns to our attention so that we may resolve them.

## **Section 2: GENERAL INFORMATION**

### **201. ATTENDANCE AND PUNCTUALITY**

Employees are to report to work during the hours they are normally scheduled to work. If the employee fails to report to work during normal hours they will be considered absent.

### **Excused/Unexcused Absence**

An excused absence is when an employee notifies their supervisor of an upcoming absence and receives acknowledgement and approval.

## **202. BREAKS AND WORK HOURS**

The standard workweek is considered 37.5 hours of work per week. All employees are expected to take a paid thirty (30)-minute meal break. Breaks are limited to the prescribed length and may not interfere with the orderly operation and productivity of the Clinic services. All meal breaks in excess of twenty (20) minutes or longer, must be deducted from the employees' recorded time. Excessive and unauthorized breaks may be subject to corrective action up to and including separation from employment. The employee's immediate supervisor must approve all lunch and break schedules and work hours. Assumption of a duty or assignment from another employee without authorization from the supervisor in charge is not permitted.

## **203. CHANGES IN PERSONAL INFORMATION**

Promptly inform the Executive Director in writing of any change in: your name, home address, home telephone number, marital status, status affecting your legal right to work in the United States, licenses or certificates (to the extent they are required to perform your job responsibilities), person to contact in the case of an emergency and that person's contact information.

## **204. COMPENSATION PLAN**

**CLINIC NAME** Compensation Plan promotes recruitment and retention of quality employees. The Board of Directors believes that pay should be competitive. Therefore, the Compensation Plan is reviewed/updated annually by the Board of Directors and Executive Director. Periodic comparisons with similar free and charitable clinics both state and nation-wide are made.

The Board of Directors believes that compensation should be equitable and reflect the relative value of the job within the Clinic. Job descriptions are documented and reviewed annually by the Executive Director and the Board of Directors will approve final revisions. The Clinic's "Organization Chart" is reviewed annually by the Board of Directors. Changes to the chart may be made at any time by the Board. Salaries are reviewed annually by the Board of Directors and are based on work performance and available funds

Every employee will receive a written Job Description for the position they occupy. The Job Description will include the position's title, classification (i.e., exempt/non-exempt), a general description of the position, a list of the position's essential functions, the skills and qualifications required for the position, and the position's supervisor. All Job Descriptions should be signed and dated by the employee. Job Descriptions do not constitute an employment contract.

## **205. CONFLICT OF INTEREST POLICY**

Employees may not serve as a member of the Clinic's Board of Directors. A family member of a current employee, including in-laws and cousins or anyone who meets the definition of **Immediate Family** as defined in this handbook may not be employed at the Clinic.

### **PURPOSE:**

**CLINIC NAME** is a nonprofit, tax-exempt organization. Maintenance of its tax-exempt status is important both for its continued financial stability and for public support. Therefore, the IRS as well as state regulatory and tax officials view the operations of the clinic as a public trust, which is subject to scrutiny by and accountable to such governmental authorities as well as to members of the public. Consequently, there exists between the clinic and its board, officers, and management employees and the public a fiduciary duty, which carries with it a broad and unbending duty of loyalty and fidelity. The board, officers, and management employees have the responsibility of administering the affairs of the clinic honestly and prudently, and of exercising their best care, skill, and judgment for the sole benefit of the clinic. Those persons shall exercise the utmost good faith in all transactions involved in their duties, and they shall not use their positions with the clinic or knowledge gained therefrom for their personal benefit. The interests of the organization must be the first priority in all decisions and actions.

### **Disclosure of Potential Conflict:**

Any board member, management or staff member of the clinic shall have a duty to disclose any potential conflict of interest by virtue of business or charitable affiliation. Transactions with parties with whom a conflicting interest exists may be undertaken only if all of the following are observed:

1. The conflicting interest is fully disclosed;
2. The person with the conflict of interest is excluded from the discussion and approval of such transaction;
3. A competitive bid or comparable valuation exists; and
4. The board or a duly constituted committee thereof has determined that the transaction is in the best interest of the organization.

Disclosure in the organization should be made to the chief executive officer (or if she or he is the one with the conflict, then to the board chair), who shall bring the matter to the attention of the board or a duly constituted committee

thereof. Disclosure involving the board of directors should be made to the board chair, (or if she or he is the one with the conflict, then to the board vice-chair) who shall bring these matters to the board or a duly constituted committee thereof.

**Conflict of Interest Defined:**

A conflict of interest, or potential conflict of interest, or appearance of conflict of interest, occurs when a board member, officer or management employees of the clinic is in a position to exert influence, in dealing with or on behalf of the clinic, which would give preference to any other business or charitable organization with whom the individual is affiliated, by virtue of employment with, membership in, ownership of, appointment to or election to said business or charitable organization.

**Waiver of Conflict:**

Whenever a conflict of interest arises, or the appearance of a conflict of interest, such director, officer or employee with the conflict who is present at the meeting of the Board of Directors or of a committee of the Board, shall disclose in good faith the material facts as to such interest, or financial interest, or appearance of conflict of interest, and any action of the Corporation to approve activity in which a conflict of interest, or appearance of conflict of interest exists, shall be approved by a majority of the disinterested directors.

**Conflict of Interest Disclosure Form & Statement:**

In order to be more comprehensive, a questionnaire and statement of disclosure is required to be completed and signed by any Board member, Committee member or member of management staff affiliated with the clinic upon their appointment.

Employees, board members and volunteers are expected to seek clarification of and discuss any questions about potential conflict of interest with their supervisor, or another Clinic Manager or Director.

**Reporting Violations**

**CLINIC NAME** employees, volunteers, contractors, and suppliers are expected to report any practices or actions believed to be inappropriate to their supervisor, another Clinic Manager or Director.

If you have questions or concerns about compliance with the subjects described in this policy and handbook, or you are unsure about what is the “right thing” to do, we **strongly encourage** you to first talk with your supervisor, another Clinic Manager or a Director. If you are still unsure what to do or you unsure about reporting violations you should discuss your concerns with Human Resources or the Executive Director.

## **206. CONFIDENTIALITY AND HIPAA**

The Clinic complies with all HIPAA regulations to protect the privacy and confidentiality of patient and client records. HIPAA regulations are viewed as the minimum confidentiality standards. Please review the Clinic policy and procedure manual for additional details. The Clinic may set forth more stringent standards that must be complied with by all employees.

Patients and clients should be asked to reveal only information relevant and necessary to authenticate and deliver high-quality care and services.

All substantive information revealed by patients and clients must be recorded in the patient and client's record. All records must be kept up on a timely basis; all substantive interactions with patients or clients must be documented in the appropriate chart or file within seventy-two (72) hours. Records produced and/or stored in electronic devices will be accessed only through the use of pass codes assigned and traceable to authorized employees.

All written records that may lead to the identification of patients and clients must be kept in secure areas at all times, except when the records are needed by authorized personnel to record the delivery of services or to obtain information necessary for the delivery of services. Computer screens that may contain patient or client-identifying information must be attended to or password protected at all times.

Records containing patient and client-identifying information will be kept on Clinic premises at all times; however, the Clinic's management may, for good cause, waive this requirement in writing on a case-by-case basis.

Any written records containing patient and client-identifying information must be shredded prior to being discarded. Any computers or diskettes containing patient and client-identifying information must be overwritten prior to being discarded.

Employees are prohibited from disclosing any patient or client information, including patient or clients' names, to any party outside of the Clinic unless a written consent for disclosure is signed by the patient or client and received by the appropriate Clinic employee. All such written consents for disclosure shall be kept in the patients or clients' file(s).

Employees are prohibited from discussing among themselves, on or outside of Clinic premises, patient or client information that is unnecessary and/or unimportant to the delivery of high-quality services.

The Clinic considers all information obtained in the course of the doctor-patient relationship to be not only confidential, but also legally privileged, and reserves the right to assert all legal defenses available for the protection of such relationships.

The Clinic must report to local health directors certain communicable diseases and/or conditions for the protection of the public's health. The types of reportable communicable diseases and/or conditions, timing, form, and manner of reporting must be in strict compliance with the rules and regulations issued by the State Board of Health.

Nothing in this policy prohibits the gathering and reporting of patient or client statistics for internal or external use, provided that all information that may lead to patient or client identification is previously removed. Examples of identifiable information are patients or client's name, date of birth or social security number, use of identifiable information for external reporting purposes is prohibited unless required by Missouri statute.

All employees are responsible to read and familiarize themselves with the Clinic's and Confidentiality policy at the beginning of employment at the Clinic and a signed statement to that effect shall be kept in the employee's personnel file.

Any violation of this policy constitutes employee misconduct and as a violation of Clinic Policy is subject to immediate corrective action up to and including separation from employment. Moreover, certain federal, state and local statutes on the confidentiality of medical records carry criminal penalties for their violations. It is the Clinic's policy to prosecute the violation of confidentiality statutes.

## **207. DISCIPLINE**

## **208. EMERGENCY CLOSINGS**

There may be times that, due to severe weather conditions, it is unsafe for employees to travel to and from their work site. Hazardous travel conditions usually occur during the winter months (December, January, February, and March). Employees scheduled to work on a day management closes the Clinic due to inclement weather will be paid at their regular rate for the number of hours they were scheduled. However, employees who do not report to work due to weather conditions during times not excused by management will be required to use vacation time.

## **209. EMPLOYMENT CLASSIFICATION**

### **Exempt Employees**

Exempt employees are individuals hired to fill positions that meet the criteria of executive, administrative, or professional as defined in the Fair Labor Standards Act. Exempt employees are exempt from overtime. Overtime wage provisions of the Fair Labor Standards Act do not apply to them.

### **Non-Exempt Employees**

Non-exempt employees are hired to fill positions that do not meet the criteria of executive, administrative, or professional employee as defined in the Fair Labor Standards Act. The overtime wage provisions of the Fair Labor Standards Act do apply to non-exempt employees and therefore they are paid wages at one and one half times (1 ½ ) their regular hourly rate for any actual hours worked in excess of 40 hours in a work week. The Clinic reserves the right to reclassify positions with regard to exempt and non-exempt status whenever necessary.

### **Full-Time Employees**

Full-Time Employees, who regularly work forty (40) hours per week, are eligible to participate in the entire employee benefits described in the **Employee Benefits** section of this Handbook.

### **Part-Time Employees**

Part-Time Employees, who regularly work less than forty (40) hours a week, are eligible to receive paid time off only as outlined in the **Leave** Section of this Handbook.

### **Temporary/Seasonal/PRN Employees CONTRACT.....**

Temporary/Seasonal employees are individuals hired directly by the Clinic whose work assignment is expected to be of limited duration, (as opposed to being contracted through a temporary employment agency) to work during peak periods, to engage in special assignments or projects or to fill-in for employees who must be absent from work. As a general rule management expects a temporary/seasonal position to discontinue at a certain future time. Temporary/Seasonal employees may be hired to work any type of work schedule.

These positions are not on a regular schedule but are flexible to work when called. Temporary/Seasonal/PRN employees are not eligible to receive any paid time off and are not eligible to participate in the Clinic's employee benefits package.

## **210. EMPLOYEE CONDUCT**

The Clinic expects the conduct of all of its employees to support its Mission and the integrity of the organization, thereby enhancing its credibility and

acceptance in the community. Therefore, all employees are expected to observe and maintain certain standards of conduct.

### **Conduct Summarization**

Since it is not possible to list all forms of misconduct, the following are some examples of infractions of rules that may result in corrective action up to and including possible immediate separation from employment:

- ◆ Theft, damage, or inappropriate removal or possession of Clinic property;
- ◆ Falsification of timekeeping, financial or any other Clinic record or form;
- ◆ Reporting to work under the influence of alcohol or illegal drug use;
- ◆ Insubordination, abusive language, or other disrespectful conduct;
- ◆ Sexual or any other unlawful harassment;
- ◆ Excessive tardiness, absenteeism or any absences without notice;
- ◆ Violations of this handbook, policies or any standards set by the Board of Directors;
- ◆ Unsatisfactory performance or conduct;
- ◆ Any act or conduct including violence or aggression or any conduct that may endanger the safety of others, or damage the reputation and work of the Clinic
- ◆ The willful, deliberate or repeated violation of any clinic rules.

The above list is not intended to be all inclusive. Employment with the Clinic is “at-will” and either party may terminate that relationship at any time, with or without advanced notice.

### **211. ETHICS**

The purpose is to support a culture of openness, trust, and integrity in all **CLINIC NAME** management and business practices. A well-understood Ethics Policy requires the participation and support of every Clinic employee, board member and volunteer.

The Clinic is dedicated to working with our employees, volunteers, board and community partners to meet our goal of bringing quality health services to those DeKalb County residents without access to care. We are committed to conducting all affairs and activities with the highest standards of ethical conduct. Our Standards of Conduct and Our Values along with professional codes of conduct provide guidance for decisions and actions during our daily work.

**CLINIC NAME** employees must:

- ◆ Be honest and ethical in all conduct, including ethical handling of actual or apparent conflicts of interest between personal and professional relationships;
- ◆ Comply with applicable government laws, rules and regulations. Comply with any ethical codes or bylaws that may govern professional conduct;
- ◆ Maintain the confidentiality of protected health information under HIPAA regulations. Disclosure information only when authorized by the patient and client or otherwise legally obligated to disclose;
- ◆ Deal fairly with funders, suppliers, competitors, volunteers, and employees;
- ◆ Provide patients and clients, board, constituents, funders, and collaborating partners with information that is accurate, objective, relevant, timely, and understandable;
- ◆ Promote ethical behavior as a responsible partner among peers in the work environment;
- ◆ Protect and ensure the proper use of company assets;
- ◆ Prohibit improper or fraudulent influence over the External Auditor.

## **212. ORIENTATION PERIOD**

The training period is defined as the first ninety (90) days from the first day of employment for a newly hired employee. It is recommended that near the end of the training period, the supervisor and new employee have a conference to evaluate the employees' performance, adjust expectations and revisit goals. An employee's successful completion of the training period does not guarantee continued employment with the Clinic.

The immediate supervisor is responsible for introducing the new employee to the rest of the Clinic staff and for conducting a tour of the Clinic's facilities. During orientation a new employee will not be expected to have full responsibility for the duties listed in their Job Description. Instead, new employees will be assigned to follow and observe the customary activities of other staff members from throughout the Clinic. Employees in orientation should avoid making work-related decisions without first consulting their immediate supervisor and/or a senior staff member with whom they are assigned to work.

Time should be set-aside during orientation for new employees to read Clinic manuals and other pertinent or assigned literature. Any questions raised by reading the materials should be addressed to appropriate staff. New employees will receive written and verbal information on the topics such as the Clinic's history, vision, mission, core values, programs, organizational chart, benefits, safety and other materials pertinent to Clinic operations and employment.

## **213. PARKING**

Parking signs at the rear of the building and west side designate parking spots for reserved for staff and volunteers.

#### **214. PAY PERIODS, PAYDAYS AND PAY CHECKS**

Paychecks will be issued on the fifteenth (pay period: 26<sup>th</sup> day of the previous month to the 10<sup>th</sup> of the current month) and last working day of the month (pay period: 11<sup>th</sup> through the 25<sup>th</sup>). Every effort will be made to issue paychecks on Friday if the regularly scheduled payday falls on a weekend; or if the regularly scheduled payday falls on a holiday, paychecks will be issued on the last working day preceding the holiday when at all possible. The Clinic does not advance pay to any employee.

It is the employees' responsibility to present an accurate record of time to their supervisor prior to payroll being calculated. If not submitted in a timely manner it may result in the delay of a paycheck.

Accurately recording time worked is the responsibility of every non-exempt employee. Federal and state laws require the Clinic to keep an accurate record of all time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties. Non-exempt or hourly employees are required to record their time **each day** by clocking in/out and must accurately record the time they begin and end their work. They must also accurately record the beginning and ending time of any split shift or departure from work for personal reasons. All employees, exempt and non-exempt, are required to note on their time sheets exceptions from the normal schedule such as holidays, vacation days and sick days.

The Clinic expects employees to record all time worked and all used paid time off in an accurate and honest manner. Altering, falsifying, or tampering with time records, or recording time on another employee's time record, may result in corrective action up to and including separation from employment.

#### **215. PAYROLL DEDUCTION**

Payroll deduction is offered for contributions to the United Way. In some instances, payroll deduction may also be offered for an employee to offset the cost of the Annual NAFC Conference.

#### **216. PERFORMANCE AND EVALUATION**

Performance reviews are given annually in January. The review will follow the job description with a skills check-list. Raises in pay are determined by the Board

of Directors based on the budget and may not directly tied to performance reviews.

## **217. PERSONAL APPEARANCE**

It is the policy of **CLINIC NAME** that all employees present a clean and professional image while representing the Clinic. All employees should be aware of their attire, grooming and personal hygiene.

The Clinic has a business-casual attire work week. Clothing choice should be respectful and reflect a business-office atmosphere.

Clothing items such as, bandanas, headscarves, ball caps, shorts, mini-skirts, leggings, stirrup pants, warm-up suits are not acceptable. Clothing that is tight to the body or revealing is also unacceptable. Stocking feet is prohibited at all times.

Employees who perform the majority of their work in the clinical area or perform any functions in the laboratory must adhere to OSHA regulations and wear closed-toe shoes.

All supervisors are expected to enforce the Personal Appearance guidelines. Employees wearing unacceptable attire may be sent home to change, if after being sent home any violations continue, employees are subject to corrective action up to and including separation from employment.

## **218. PERSONNEL AND EMPLOYEE HEALTH FILES**

All employees must complete the proper new hire paperwork within the first three (3) days of employment including but not limited to, federal and state W-4, federal I-9, etc. Employees must have an application for employment and any other forms and records that may be required in their personnel file. A person cannot be considered officially employed until these forms are properly completed.

### **Personnel Records**

The Clinic maintains files on each employee. These files contain hiring and employment information deemed important by management.

Supervisors are responsible for making sure that all documents are submitted for filing in a timely manner. These documents may include a supervisor-employee counseling session, training attendance forms, continuing education records, licenses, certifications, performance evaluations and more.

An active employee may view or request a copy of any document entered in their personnel file by making a written request to the executive director. Persons, whose employment has been terminated for any reason, may not receive copies of any document in their personnel file except by an official subpoena.

All personnel files will be kept in a locked cabinet at all times, except for when a file is needed by authorized personnel for a specific reason. The locked cabinet will be kept in the executive director's office. Only authorized administrative personnel will have access to the personnel file cabinet. All employee medical files will be kept separate from the personnel files.

The Clinic maintains sole property rights over all personnel and payroll files. Unless subpoenaed by an appropriate governing body with competent jurisdiction or unless required in the defense of a legal claim or charge, the information contained in personnel files will be maintained as confidential and will not be released to parties outside of the Clinic.

Federal and State regulations require the Clinic maintain certain health records on all employees. These records are maintained by Clinical Coordinator and are kept separate from personnel files. All employees must comply with health measures including tests, screenings, vaccinations and precautions as outlined in the Clinic's Infection Control Policies. These measures are offered to you, as a clinic employee, in order to provide a safe and effective work environment.

The Clinic is compliant with rules and regulations regarding the Federal HIPAA legislation. Employees have the right to protection and privacy of their employee health records as do clients and patients. The employee health records are kept separate from the employee's personnel record with limited access by appropriate staff.

## **219. RESIGNATION AND RETURN OF CLINIC PROPERTY**

Ending employment is an inevitable part of any job with any organization. The policies, practices and procedures discussed herein are not intended to form a contract between the Clinic and any employee. A departing employee must return to the executive director all Clinic property in their possession. This may include keys, credit cards, books, all documents owned by the Clinic, employee time reports, expense reports, statistical reports, all passwords for the computer and phone system, etc.

Notice compensation is at the sole discretion of the Clinic; however it will not be paid when separation from employment is for misconduct. Examples of misconduct may include, but are not limited to, any infraction of policies,

guidelines, procedures and practices as set forth in this handbook, any infractions of program policies, guidelines, procedures and practices.

The Clinic recognizes that each separation from employment situation presents a unique set of circumstances, below are some common examples under which employment may end and the Clinic's policies regarding each:

### **Voluntary Resignation**

A separation from employment of employment voluntarily initiated by the employee should be submitted in writing the executive director and he/she is responsible for communicating the resignation to the staff.

In order to minimize disruptions of patient and client care, a resigning employee is requested to notify the executive director their effective resignation date as far in advance as possible. All employees are expected to give a minimum notice of two (2) weeks. Director and coordinator level employees are expected to give a minimum notice of thirty (30) days. An employee who fails to provide sufficient notice may not be eligible for rehire and will forfeit any vacation balance accrued. The Clinic reserves the right to waive notice. Also at the time of resignation the employee is no longer eligible to use sick leave and the supervisor may request the employee take unused vacation earned prior to the resignation effective date.

Payment for wages earned and accrued but unused vacation will be paid according to the scheduled pay dates. Accrued but unused sick will not be paid. Benefits end on the day of separation from employment is effective.

### **Involuntary Separation of Employment**

While it is the Clinic's goal to resolve any issues or differences that may arise, it is not always possible to do so. The Clinic is an "at will" employer and may terminate the employer employee relationship at any time for any reason with or without notice.

When separation from employment is involuntary, employees will be paid all earned wages according to the scheduled pay dates. They may receive accrued but unused vacation except when separation from employment is for misconduct.

### **Return of Clinic Property**

Employees must return all Clinic property, including but not limited to, keys, or equipment immediately upon request or upon separation from employment of employment. Where permitted by applicable law, the Clinic may withhold from the employee's final paycheck the cost of any items that are not returned when required. The Clinic may also take action deemed appropriate to recover or protect its property.

## **220. SOLICITATION AND DISTRIBUTION**

Solicitation or distribution of literature on Clinic property at any time is unacceptable unless approved in advance by the Director. There shall be no solicitation or distribution of literature during work time. ("Work time" does not include breaks, meal periods, or time before and after work.)

Non-employees are prohibited from soliciting or distributing literature on Clinic property at any time.

## **221. STAFF MEETINGS**

Staff meeting will be held quarterly, at minimum. Attendance is mandatory for all employees. Employees may have two excused absences with the approval from the Executive Director. Important information is exchanged and these meetings are very important.

## **222. TELEPHONE AND COMPUTER USE**

Phone and internet use should be limited to business related searches and calls. Personal calls on the clinic phone lines should be limited to emergencies only. Personal cell phones maybe utilized in offices or break room/areas during down time. Carrying and utilizing cell phones in patient areas are highly discouraged.

## **223. TRAVEL, MEETINGS AND CONTINUING EDUCATION**

Employees are responsible for their own transportation while traveling to and from their work site. Employees that travel to and from other work site locations, responsibility for travel and all other work-related travel costs will be handled in the manner as outlined below:

### **Ground Transportation**

When employees use a privately owned vehicle for work-related travel, the Clinic will reimburse the employee at a mileage rate not to exceed the current IRS approved mileage rate. In order to be reimbursed, employees must keep a current record of the miles traveled on a form provided by the Clinic. The mileage record will include the date, purpose of the trip, and the mileage traveled. A photocopy of the mileage record must be attached to the Expense Report form. As a general rule, employees will be reimbursed for mileage once a month.

All employees who use their vehicles for Clinic business are required to have a valid driver's license and to maintain proper automobile/vehicle insurance. Upon employment, and at the beginning of each calendar year, employees

should provide the Human Resources with a copy of a valid driver's license and proof of insurance.

If an employee's driver's license expires or becomes invalid at any time; or if vehicle insurance lapses; the employee must notify their supervisor in writing immediately. A motor vehicle report may be obtained on all employees authorized to drive as a part of their work assignment or who are authorized to operate a Clinic owned vehicle. Reports may be obtained at the time of hire, periodically throughout each year or as deemed necessary by the Clinic.

### **Air Travel**

Occasionally, employees must travel by air for work related reasons. The employee's immediate supervisor must approve air travel prior to the purchase of any airline ticket. Air travel must be by coach or tourist accommodation; the Clinic will not reimburse the employee for first class fare. A copy of the actual airline ticket must be filed with the proper accounting documents supporting the air travel expense.

Once the employee has reached an out of town destination by air, it may be necessary to incur additional transportation expenses. The Clinic will reimburse the employee for all such reasonable expenses, which may include bus, subway, or taxi fare. In order to be reimbursed, the employee must attach receipts to the Expense Report form. Employees should keep in mind that the Clinic will reimburse them only for transportation expenses deemed necessary to perform their work duties while out of town. For example, while taxi fare from the airport to the hotel is reimbursable, taxi fare for entertainment in the evening is not. The Executive Director may disallow reimbursement of any expenses deemed extravagant, unreasonable, and/or unrelated to the work purpose of the trip.

### **Parking Fees**

Necessary and reasonable parking fees incurred while engaged in work related activities are also a reimbursable expense. In order to be reimbursed, the employee must attach parking fee receipts to the Expense Report form.

### **Fines**

Illegal parking fines (such as parking in a handicapped space or fire safety lane) will not be reimbursed by the Clinic. Other fines incurred by an employee while on work related travel, such as traffic violations, speeding tickets, driving while intoxicated, etc., will not be reimbursed by the Clinic and are the employees' sole responsibility.

### **Lodging**

Necessary hotel/motel costs while out of town on business will be reimbursed by the Clinic. Hotel/motel expense reimbursement will be at actual cost. Movies,

personal phone calls, (with the exception of one phone 15 minute call home per day for employees who do not have Clinic issued phone cards or Clinic issued cell phones) and other amenities charged to the hotel/motel bill are not reimbursable. A copy of the hotel/motel invoice or statement must be attached to the Expense Report form.

### **Meals**

While out of town on business, employees will be reimbursed for breakfast, lunch, and dinner on a per diem basis. The per diem rate will be set by the Clinic...

### **Travel Advances**

Certain types of work related travel require a substantial cash outlay, such as airline tickets, meals and transportation for several days in a "high cost" area. In such cases the employee may request from their immediate supervisor a travel advance to help defray those costs. All travel advance requests must be submitted in writing for approval by the employee's immediate supervisor and the Executive Director at least two (2) weeks prior to the departure time. All funds advanced prior to travel must be fully accounted for within two (2) working weeks of completing the trip. The Clinic will reimburse the employee for all reasonable and necessary expenses in excess of the travel advance. At the time of submission of the Expense Report and the Expense Report does not fully account for all the monies advanced to the employee, the employee must reimburse the Clinic for the amount advanced in excess of the actual expenses incurred.

## **CONTINUING EDUCATION**

All employees must attend Clinic required in-house training sessions. Employees must document that they attended a training by signing and dating an attendance form.

### **Required**

All professional employees who need to complete a prescribed number of Continuing Education Units (CEU'S) in order to maintain their licenses or certifications are required to complete those units in a timely manner. Documents of completion of any required units must be obtained by the employee and submitted to Human Resources for the employee's personnel file. Time spent at work related training and CEU's required to maintain licenses, certifications or other work related requirements will be paid for by the Clinic and will be paid at the employee's regular rate. However, all employees must have prior approval from their supervisor before scheduling or attending any training or CEU etc.

### **Voluntary**

Setting and achieving continuing education objectives is an integral part of all employees' annual performance evaluation. Keeping in mind the productivity

demands of one's position, employees are encouraged to work with their immediate supervisor to exceed the minimum continuing education requirements.

In respect to voluntary continuing educational activities employees may receive educational leave for the time needed in order to complete continuing education activities and the Clinic may assume some registration fees, tuition, and out-of-town travel costs associated with continuing education activities if pre-approved by the employee's Director and the Executive Director. When the cost of voluntary continuing education activities is unusually high, the employee may request the Clinic share the costs associated with the activity or event. The Clinic's participation in cost is subject to budget requirements, whether or not it is work or business related and prior approval by the Director and the Executive Director. Any cost sharing amounts are on a case-by-case basis depending on the ability of the organization to pay.

All employees are encouraged to regularly review professional journals and publications in their field of expertise. Employees are encouraged to use area libraries and "on-line" internet resources.

Employees are expected to demonstrate that knowledge acquired through continuing education activities is consistently practiced. Specifically, immediate supervisors should look for evidence that an employee's productivity has increased, that patient and client satisfaction has been enhanced, that clinical outcomes are optimized, and that contributions to the Clinic's quality improvement efforts are consistently being made.

#### **224. VOLUNTEERISM FOR THE CLINIC**

To be in compliance with the Fair Labor Standards Act, employees are not allowed to volunteer their services to Eckhart Public Library per the Department of Labor's Regulations on Public Sector Volunteers "

(a) The 1985 Amendments provide that employees may volunteer hours of service to their public employer or agency provided "such services are not the same type of services which the individual is employed to perform for such public agency." Employees may volunteer their services in one capacity or another without compensation of pay for services rendered. The phrase "same type of services" means similar or identical services. In general, the Administrator will consider, but not as the only criteria, the duties and other factors contained in the definitions of the 3-digit categories of occupations in the Dictionary of Occupational Titles in determining whether the volunteer activities constitute the "same type of services" as the employment activities. Equally important in such a determination will be the consideration of all the facts and circumstances in a particular case, including whether the volunteer service is closely related to the actual duties performed by or responsibilities assigned to the employee.

(b) An example of an individual performing services which constitute the "same type of services" is a nurse employed by a State hospital who proposes to volunteer to perform nursing services at a State-operated health clinic which does not qualify as a separate public agency as discussed in Sec. 553.102. Similarly, a firefighter cannot volunteer as a firefighter for the same public agency.

(c) Examples of volunteer services which do not constitute the "same type of services" include: A city police officer who volunteers as a part-time referee in a basketball league sponsored by the city; an employee of the city parks department who serves as a volunteer city firefighter; and an office employee of a city hospital or other health care institution who volunteers to spend time with a disabled or elderly person in the same institution during off duty hours as an act of charity."

## **225. WORKFORCE REDUCTION**

There may be times when, due to economic factors, a position's hours may have to be reduced or completely eliminated. The economic factors necessitating a reduction in the workforce generally include but are not limited to, partial or complete loss of a specific grant, reduced patient and client demand for a particular service, chronic patient and client under-utilization of a non-essential service, and general organizational restructuring or downsizing.

The Clinic's management will make every effort to ensure that decisions regarding workforce reductions are not arbitrary and, whenever possible, are supported by objective data, e.g., notice of funding reduction/elimination, documented steady decline in a service's utilization, documented chronic under-utilization of a non-essential service, or a change in functions are needed.

When possible, employees affected by a reduction in workforce will be provided prior notice. Employees separated through reduction in workforce will receive wages and accrued but unused vacation according to the scheduled pay dates.

## **226. WORKPLACE ENVIRONMENT**

In order to optimize healthy outcomes and patient, client satisfaction, employees should maintain a respectful, courteous, friendly, cooperative and supportive nature toward patients, clients, co-workers, volunteers and visitors.



## **Section 3: BENEFITS**

### **301. SOCIAL SECURITY AND MEDICARE**

Coverage under FICA entitles employees and their families to certain health and retirement benefits based on income and the number of years an employee has worked. **CLINIC NAME** contributes to this coverage by paying one-half of an employee's FICA obligations.

### **302. WORKER'S COMPENSATION**

Worker's Compensation Insurance provides financial protection in case a staff member is injured or becomes ill as a result of his or her employment. This coverage is in compliance with the Worker's Compensation Laws of **STATE**.

### **303. CLINIC SERVICES PROVIDED FOR STAFF**

All employees have limited access to healthcare at the clinic as needed, including flu shots, annual TB testing and available testing such as cholesterol levels. Employees may be seen by the medical practitioner on duty for an acute illness only. **This access is for employees only**. No dental benefits are given (i.e. no dental procedures or x-rays will be taken unless the employee meets the current dental clinic criteria.)

### **304. HOLIDAYS**

The clinic is closed on the following holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas. These holidays are unpaid holidays, unless an employee chooses to use eligible PTO time.

### **305. PTO FOR PART-TIME EMPLOYEES**

The purpose of Paid Time off (PTO) is to provide employees with paid time when **CLINIC NAME** is closed during their normal work schedule. (For example: the work schedule falls on a holiday or break period, i.e. Spring or Christmas Break). PTO will be administered as follows:

1. PTO hours will be granted to each employee on January 1 of each year.
2. The number of hours will be issued based on the number of hours the employee worked in the previous calendar year or in the case of a new employee, the number of hours hired to work per week. See the PTO formula below to determine the number of hours.

3. Employees that resign or are terminated will be paid for any unused PTO time

4. If an employee's scheduled hours increase mid-year, additional hours will be granted using the prorated method based on the projected number of increased hours. Hours will not be reduced mid-year if an employee's hours are reduced. However, the following January 1st, the hours granted will fall in the matrix of this policy.

5. New employees will receive a prorated number of hours after ninety (90) days of employment. The ninety-first day (91st) of employment will begin the prorated calculation and be based on the number of hours for that position

PTO hours must be used within the calendar year and cannot be carried over.

PTO taken will be subtracted from the employee's granted time in four (4) hour increments, unless the remaining balance is less than four (4) hours. This will be administered by the executive director.

#### **PTO FORMULA:**

A full-time employee would be granted 80 PTO hours annually in January.

The formula used to calculate the PTO for part-time employees is: 80 hours multiplied by the total number of hours actually worked in the previous year, divided by 2080 (which equals hours full time employees work) equals the number of PTO a part-time employee has earned for the current year.

**Example:** Employee A worked 1830 hours in previous year  
 $80 \times 1830 \text{ divided by } 2080 = 70 \text{ PTO hours}$

Employee B worked 400 hours in previous year  
 $80 \times 400 \text{ divided by } 2080 = 15 \text{ PTO hour}$

### **306. PTO FOR FULL-TIME EMPLOYEES**

#### **Vacation**

Employees begin accruing vacation based on their hire date but become eligible to take vacation after completing a mandatory waiting period of six (6) consecutive months from their hire date. Vacation leave used prior to six (6) months must have previous approval by the employee's supervisor and the Executive Director. Accrued vacation time may be used provided two (2) weeks notice is given and as long as business needs allow. Requests made with less than two (2) weeks notice maybe granted at the discretion of the immediate supervisor.

Employees accrue vacation based on the vacation leave schedule below:

0-3 years of continuous service	12 working days per year
4 <sup>th</sup> -6 years of continuous service	15 working days per year
7 <sup>th</sup> + years of continuous service	20 working days per year

Full time employees will accrue vacation hours per pay period. Part-time employees will accrue vacation hours on a pro-rated basis based on the number of hours worked.

An employee may accrue vacation leave to a maximum of one and one-half (1½) times the amount earned in one year. The Executive Director may extend the maximum accrual when it is determined that an employee cannot be allowed to take vacation leave due to a temporarily heavy work schedule. In certain individual situations the Executive Director may grant additional vacation time to an employee.

### **307. SICK TIME**

~~Employees begin accruing sick leave based on their hire date but are eligible for sick leave following sixty (60) days of continuous employment. A supervisor may approve leave for a new employee within the first 60 days of employment; however that time may still be counted against the employee's attendance record. Any excessive leave may reflect negatively on an employee's attendance record and may lead to corrective action up to and including separation from employment.~~

~~Full time employees will accumulate sick leave hours per pay period. Part-time employees will accrue sick leave on a pro-rated basis based on the number of hours worked.~~

~~Unused sick leave may accumulate up to a maximum of sixty (60) working days. Sick leave may be taken in minimum increments of one (1) hour. It may be used for illness for the employee or a member of the immediate family as defined in this handbook. Proper documentation from a physician may be required for any illness of three (3) days or more. Sick leave is not available to departing employees once notice has been given; nor will they be paid for any accrued unused balance.~~

~~Notification of sick leave should be made to the employee's direct supervisor a minimum of one hour prior to the shift worked unless an unforeseen emergency occurs in which case the supervisor must be made aware as soon as feasibly possible by the employee or by someone authorized to notify the employer on the employees' behalf.~~

~~An unexcused absence is failure to notify the supervisor in advance of a non-emergency absence, failure to call two hours in advance of your shift or no notification is made. Unexcused or excessive absences are subject to corrective action up to and including separation from employment.~~

~~Absences for 3 days or more without any notification will be considered voluntary resignation.~~

## **RETURN TO WORK NOTES.....**

### **Section 4: LEAVE OF ABSENCE**

The following describes the types of leave the Clinic offers and the policies, practices and guidelines for each. If you have a question regarding leave you should discuss it with your immediate supervisor first.

#### **401. DEFINITION OF IMMEDIATE FAMILY**

For the purposes of Personnel Policies, where it is not otherwise defined by applicable law or regulation, the Clinic considers the following to be members of an employee's immediate family: spouse or domestic partner (regardless of gender); children (birth, adopted and foster children); parents, spouse's or domestic partners parent (including adoptive parents, foster parents, or grandparents acting in the place of parents); siblings; and other persons (whether biologically related to the employee or not) for whom the employee can demonstrate that they bear primary domestic care-giving responsibilities.

#### **402. BEREAVEMENT LEAVE**

In order to facilitate an employee's grief and bereavement process, they may take up to three (3) work days for the death of an "immediate family" member (defined previously in this handbook) or a aunt, uncle or grandparent.

Employees who request additional time off must use vacation time and or personal day.

Employees should report the need for bereavement leave to their immediate supervisor as soon as feasibly possible. Proper documentation such as a newspaper clipping or a flyer or handout from the funeral may be necessary to provide to your immediate supervisor and attached to the time record for the period the leave was taken. The 3-day leave must include the day of the funeral.

### **403. FAMILY/MEDICAL LEAVE**

### **404. JURY AND COURT REQUIRED DUTY**

Occasionally, a legal obligation outside an employee's control will cause them to be absent from work. Typically, those absences arise as a result of the employee's summons to serve on jury duty or when subpoenaed to testify in a judicial, legislative, or administrative proceeding.

When an employee is required to attend these types of legal obligations, the Clinic will pay the employee the difference between any compensation they received for legally mandated service and regular earnings during that same time. Such compensatory payment may not exceed what the employee would have earned during a regularly schedule work week and is not to exceed forty (40) work hours. The employee is required to produce proper documentation of pay and service.

The employee must notify his or her immediate supervisor of the need for leave as soon as feasibly possible. The need for leave must be documented in writing. Examples of appropriate documentation include; jury summons, subpoena, and court or administrative body orders.

### **404. MILITARY LEAVE**

#### **Military Leave**

The Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) governs reemployment after military service and protects against discrimination based on military service or training.

Leave will be granted, without pay, to an employee who may be required as a member of the Armed Forces of the United States to perform service. Individuals who may be required to perform such service are required to provide the Clinic with advanced notice and must return to work at the end of such service in a timely manner as outlined in USERRA.

During the period of military leave, employees may continue group health insurance through COBRA for up to twenty four (24) months as outlined in USERRA. During leave, employees will not accrue paid sick and vacation. When the employee returns, the employer must reinstate the employee's health insurance coverage with no waiting period and no exclusion of preexisting conditions except for conditions determined to be military service connected.

When an employee returns to work from Military Leave they will be reinstated to the same or comparable job and benefits they would have if they had not been on leave.

Although it is not possible to list all forms of conduct, the following guidelines are provided to assist employees in understanding what the Clinic's expectations are:

## **Section 5: SAFETY**

### **501. CLIENT AND PATIENT TRANSPORTATION**

Employees may not provide transportation for clients or patients. In the rare instance of an emergency in a work related situation, an employee must have authorization from their Department Director or the Executive Director prior to transporting a patient or client. Every effort should be made to avoid this situation. All other avenues should be exhausted first such as calling 911 for emergency or ambulance services, calling the patient and client's friend or family member, or calling DART.

### **502. FIREARMS**

No employee of the Clinic shall carry or use a firearm on Clinic premises. Any violation of firearms prohibition will result in corrective action up to and including separation from employment.

### **503. HARASSMENT**

#### **Prohibition of Harassment and Discrimination**

Consistent with the Clinic's Mission, Core Values and Equal Employment policy, all employees of the Clinic are expected to treat others with dignity and respect.

Discrimination and Harassment on the basis of race, color, sex (same or opposite sex), gender, transgender, pregnancy, religion, national origin, age, physical or mental disability, veteran status, sexual orientation or any other basis protected by federal, state or local law will not be tolerated with respect to such things as:

- ◆ Verbal harassment, including racial or sexual remarks and racially or sexually derogatory comments or slurs;
- ◆ Visual harassment, including racially or sexually derogatory words, markings, posters, cartoons, drawings, etc;
- ◆ Physical interference with normal work or movement; or
- ◆ Unwelcome sexual touching or advances, including requests for sexual favors.

**Any individual engaging in harassment, either directly or indirectly, may be subject to appropriate corrective action up to and including separation from employment.**

#### Sexual Harassment

If directed to another individual, certain verbal and physical conduct of a sexual nature may constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (2) submission to or rejection of such conduct by an individual is used as the basis of employment decisions affecting such individual; (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment. No supervisor or other employee shall threaten or insinuate, either explicitly or implicitly, that another employee's or applicant's refusal to submit to conduct of a sexual nature will adversely affect that person's employment. Similarly, no supervisor or other employee shall promise, imply or grant preferential treatment in connection with another employee or applicant engaging in sexual conduct.

### **504. INCIDENTS AND REPORTING**

Any work-related incidents, accidents or injuries, whether they involve employees, volunteers, patients or clients, must be reported to the Executive Director immediately. Any appropriate forms, including an Incident Report form, must be completed immediately and submitted in a timely manner to meet the requirements of any applicable guideline, law or regulation. All employees must follow safe practices as outlined in the Clinical Policies and Procedures.

### **505. OSHA**

TB testing and CPR certification is expected to be maintained and up to date with copies given to the Clinical Coordinator for all employees.

Employees must show proof of Hepatitis B and MMR immunity upon hire.

Material Safety Data Sheets (MSDS) and Incident Record Sheets are held in the MSDS binder located in the laboratory area.

All containers of chemicals and other materials must be labeled clearly.

The Dental Coordinator will attend annual OSHA meeting for updates and will share information with the staff to keep the clinic in compliance.

### **506. SAFETY**

Employee injuries that occur during work at the clinic are to be reported to the Executive Director and incident report completed when they occur. Workers Compensation forms, if needed, will be completed and filed with the insurance carrier within 48 hours of injury by the Executive Director.

### **507. WORKPLACE VIOLENCE**

Consistent with and in addition to the Clinic's commitment to a healthy and safe work environment, violence in the workplace whether directed toward, but not limited to, fellow employees, patients, clients, volunteers, vendors, or any other persons on Clinic property, or attending Clinic functions, or anyone that employees may be in contact with during the course of Clinic business will not be tolerated. Any such conduct, including but not limited to, either explicit behavior such as hitting, biting, pinching, pushing, slapping, or carrying a firearm, or implicit behavior such as direct or implied threats, verbal accosting, intimidation, or other similar behavior, will lead to immediate corrective action up to and including separation from employment.

It is the responsibility of every employee to report any suspected violent, threatening, or otherwise inappropriate behavior to their immediate supervisor, the next level of supervision or Human Resources. Your complaint will be kept as confidential as possible and you will not be retaliated against in any way for reporting such conduct, assuming that your report is in good faith. It is also the responsibility of each employee to cooperate in any investigation. There will be no retaliation against any persons who aid, assist or give information in support of such complaint.

## **ISSUES NOT SPECIFICALLY COVERED IN THIS HANDBOOK**

All employees are expected to comply with all Clinic rules, guidelines, policies, procedures and practices and to meet acceptable performance standards at all times. It is impossible to address all forms of behavior that may be considered unacceptable in the workplace. This handbook is intended to cover issues that may arise most often in a typical health and human service organization. Topics not specifically covered in this handbook may be addressed on a case-by-case basis by the Clinic's management or the Board of Directors.

### **EMPLOYEE ACKNOWLEDGEMENT FORM**

The employee handbook describes important information about **CLINIC NAME** and I understand that I should consult with my supervisor, the next level of supervision or Human Resources regarding any questions I may have.

Since the information, policies, guidelines, practice, procedures and benefits described here are subject to change, I acknowledge that the Clinic may make any revisions to the handbook at any time. All such changes shall be communicated in writing, and revised information may supersede, modify, or eliminate policies. Only the Board of Directors has the right to adopt any revisions to the policies in this handbook.

Furthermore I acknowledge that the Clinic is an "at-will" employer. Nothing set forth in this handbook is a contract or assurance of continued compensation, employment or benefits of any kind. The Clinic retains the right to discharge any employee at any time for any lawful reason, with or without notice or the necessity of compliance with any written or unwritten policy, practice, guideline or procedure.

I have received the handbook, and I understand that it is my responsibility to read and familiarize myself with the information contained in this handbook and any revisions made to it.

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

Date \_\_\_\_\_

Employee Name (please print full name) \_\_\_\_\_

### Employee Checklist

*Please initial*

- |       |  |
|-------|--|
| _____ | Employment Application Completed                             |
| _____ | I-9 Form Completed (with appropriate documentation attached) |
| _____ | Federal W-4 Form Completed                                   |
| _____ | Missouri W-4 Form Completed                                  |
| _____ | Direct Deposit Explained                                     |
| _____ | Direct Deposit Form Completed                                |
| _____ | Mail Checks to Address Shown on Employee Information Form    |
| _____ | Employee Information Form Completed                          |
| _____ | Time Sheet Explained   |
| _____ | Payroll Schedule/Pay Dates Received and Explained            |
| _____ | Benefits Explained   |
| _____ | Applicable Benefits Materials/Forms Received                 |

I understand that the above forms must be completed at the time of hire and must be legally accurate. I also understand that if any benefits forms are not completed and return to Human Resources prior to eligibility I may lose the opportunity to participate.

Employee Initials/Date \_\_\_\_\_

Supervisor or HR Initials/Date \_\_\_\_\_

### **Overtime Pay**

Overtime pay is calculated for non-exempt hourly employees based on one and one half times (1½) their regular hourly rate. As required by law, overtime is calculated based on actual hours worked over 40 hours per regular work week. A regular work week is Monday at 12:00 am through the following Sunday at 11:59 pm. Time off on sick leave, vacation or any other leave of absence will not be considered hours worked for the purposes of calculating overtime. All overtime hours must be pre-approved by the executive director. Employees engaging in unauthorized overtime may be subject to corrective action up to and including separation from employment.

Although it is not possible to list all forms of conduct, the following guidelines are provided to assist employees in understanding what the Clinic's expectations are:

### **Rehabilitation Leave**

An employee who feels that they have developed an addiction or dependence on alcohol or drugs is encouraged to seek assistance. Requests for assistance will be kept as confidential as possible. To obtain leave for treatment, an employee may submit in writing or request a personal appointment with their immediate supervisor or any Director.

Rehabilitation itself is the responsibility of the employee. An employee seeking medical attention for alcoholism or drug addiction may continue such benefits as are provided under the Clinic's insurance program on the same basis and with the same restrictions and limits as other leave for illnesses.

The Clinic may grant rehabilitation leave without pay for a period of not more than sixty (60) calendar days. Extensions of rehabilitation leave for not more than an additional sixty (60) calendar days may be granted at the discretion of the Executive Director.

### **Eligibility for Leave**

The employee requesting leave must have been employed with the Clinic for at least one (1) full year of continuous employment prior to leave. The employee must also provide certification that they are enrolled in a bona fide treatment program. Further, rehabilitation leave will be granted only once per employee.