
Personnel Policy Manual



From
Bent Ericksen & Associates

*Specializing in Employment Compliance
and Human Resource Management*

POLICY MANUAL

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periodically. As policies are updated, the latest printed date will be shown at the top of the table of contents page of the personnel policy manual, thereby, making previous dates invalid.

The policy manual is located in a place where it is easily accessible to everyone. Please familiarize yourself with these policies, and sign a copy of the Employee Acknowledgment Form (Form #203A).

If you have any questions, please feel free to ask.

This Personnel Policy Manual is the property of the practice and is located in a designated place within the practice for easy referral. Please do not remove the manual from the premises.

Our aim is to provide each patient with the finest care in a professional environment that inspires trust and confidence. We have learned that a patient follows the doctor's recommendations in direct proportion to the level of trust perceived to exist between the doctor and the employees. We therefore encourage you to share your ideas, opinions, and feelings so we can be sure to keep the channels of communication open.

A professional practice is a business that must be managed efficiently and profitably if we are to continue serving our community with quality treatment. We invite and appreciate your contributions and suggestions toward greater office efficiency. Our fees are fair and reflect the care and expertise with which we treat each patient.

We strive:

- To help our patients achieve the highest level of health possible
- To be committed to excellence in all of our services to the patient
- To treat the patient's needs with the highest level of care, skill, and comfort
- To participate enthusiastically, honestly, and positively in all areas of the practice
- To change, grow, and evolve with our profession and society
- To enhance the lives of all those with whom we come in contact
- To foster an environment that supports and encourages all of the above
- To maintain a safe and healthy environment for our patients and ourselves
- To be part of the solution of any conflict or problem solving, to share our ideas and feelings, and to confront any issue in a win-win manner in order to maintain office harmony and teamwork

**DISTRIBUTION OF
MANUAL**

OUR PHILOSOPHY

EMPLOYMENT PRACTICES

We believe that the strength and future growth of the practice depends directly upon the contributions made by every employee. We also know that high productivity and efficiency depend on individual job satisfaction and happiness.

In our effort to implement fair and effective personnel policies, we pledge to:

- Hire people based on their qualifications and potential contributions to the practice
- Provide employees with avenues for addressing job-related concerns
- Recognize each employee as an individual and valuable member of the team
- Maintain safe and healthful working conditions
- Conduct performance reviews periodically, so employees will know where they stand regarding their work performance and extend guidance and assistance as needed
- Provide a competitive compensation package based largely on industry standards in the community and the quality of the employee's work performance
- Welcome your input and suggestions

Your responsibilities are to:

- Be professional and honest in all business dealings on behalf of the practice
- Keep all business and proprietary information in strictest confidence
- Give a productive day's work commensurate with your individual skills and abilities
- Be friendly and courteous to other employees and patients
- Adhere to office policies
- Address complaints or grievances through established channels (See Problem Resolution Procedure)

The practice assumes responsibility to:

- Schedule hours of work, and to make changes in the work schedule
- Change work assignments or job classifications as needed
- Change office policies as needed taking into consideration internal circumstances, competitive forces, and economic conditions
- Dismiss, assign, supervise and discipline as necessary
- Decide and act whenever it is in the best interest of the practice and employees

You are free to terminate your employment with the practice at any time, with or without a reason, and the employer has the right to

EMPLOYER- EMPLOYEE RELATIONS

"AT-WILL" EMPLOYMENT

terminate your employment at any time, with or without reason. Therefore, employment with the practice is not for a specified term and can be terminated "at-will" by either party. This employment policy includes all employees, including those presently employed by the practice. No employee or representative of the practice, other than its owner, has the authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the foregoing.

The "at-will" policy constitutes an integrated agreement with respect to the nature of the employment relationship. There are no other oral or collateral agreements regarding this issue. These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the employer.

Nothing in this policy is intended to limit the rights of employees to engage in protected concerted activities as prescribed by the National Labor Relations Act.

It is our policy to provide equal employment opportunities to qualified persons without regard to race, color, religion/creed, sex, national origin, physical or mental disability, pregnancy, age (after 40), genetic information or any characteristic protected by state/city/county anti-discrimination laws. This will extend into all areas of the employment relationship, including promotions, wages, benefits, and all other privileges, terms, and conditions of employment.

**EQUAL
OPPORTUNITY
EMPLOYMENT
POLICY**

Candidates for job openings are selected on the basis of merit, competence, experience, satisfactory character and employment references. To maintain impartiality, we exercise discretion in the hiring of family members if it would place an employee in a position of supervisory, appointment or grievance adjustment authority over the family member.

**THE EMPLOYMENT
SELECTION
PROCESS**

Applicants and the information they have provided either on the employment application form, the resume, or during the interview will be thoroughly screened for accuracy. Any misrepresentation, falsification or omission of material information may result in a denial of an offer or, if the applicant is hired, be cause for immediate dismissal without any liability to the employer other than for payment of services actually rendered.

During the screening process, we will review:

- The employment application (Form #102D)
- Education and work experience
- Prior work history
- References
- License verification (if applicable)

- Copies of certificate of training
- Personality assessment results to ascertain skill and potential job performance (if applicable)
- Compliance with the Immigration Reform and Control Act (IRCA) of 1986
- Results of a medical examination (if applicable)

A word of caution in the treatment of job applicants and their references: It is important that we maintain good public relations throughout the screening and interviewing process with applicants. Therefore, it is our policy to look upon job applicants as potential patients and treat them with the same professional courtesy and consideration.

After a conditional offer of employment has been made, applicants may be required to pass a medical examination. These examinations will be paid for by the practice and are the property of the practice. Such records will be treated in a confidential manner and will be made available only to the employee, persons designated and authorized by the employee, relevant insurance companies, or the employee's certified healthcare practitioner.

All employers are required to comply with the federal immigration laws. In keeping with this obligation, all new employees must fill out Form I-9 and provide satisfactory evidence of identity and legal authority to work in the United States no later than three business days after beginning the new job. All offers of employment and continued employment are contingent upon presenting such proof.

During your first few days of employment, you will participate in an orientation program. During this program, you will receive important information regarding the performance requirements of your position, basic personnel policies, your compensation, benefits programs, plus other information necessary to acquaint you with your job. Your orientation will partially be structured with our New Employee Orientation Checklist (Form #201).

You will also be asked to complete all necessary paperwork at this time, such as beneficiary designation forms, and appropriate federal, state, and local tax forms. At this time, you will be required to present information establishing your identity and your eligibility to work in the United States in accordance with applicable federal law.

We encourage you to ask any questions you may have during this program so that you will understand all the guidelines that affect and govern your employment relationship with us.

You may be required to attend specific educational and training sessions to improve your skills or performance.

MEDICAL EXAMINATIONS

IMMIGRATION LAW COMPLIANCE

NEW EMPLOYEE ORIENTATION PROGRAM

The federal "Personal Responsibility and Work Opportunity Reconciliation Act" (PRWORA), requires all states to operate a child support enforcement program. Under PRWORA, all employers must report new hires to their state within 20 days of hiring. Employers may use Form W-4 or equivalent forms for new hire reporting purposes, at the employer's option. Certain states encourage use of the forms developed for their own new hire reporting programs for ease of processing. The following information must be reported:

- Employee's full first and last names, social security number, home address and start of work date
- Employer's name, address, account number, and Federal Employer Identification Number

Hepatitis B vaccination is made available to employees who are reasonably expected to be in contact with blood (or its products) in the performance of their duties (Hepatitis B Information and Consent Form #206). The vaccination is made available within 10 days of the initial assignment to employees who have not already been vaccinated. The employer will pay the immunization expense. Employees who decline to have the vaccination will be asked to sign a formal statement of declination but may later change their mind (Hepatitis B Vaccine Declination Form #207). (For more information on blood borne pathogen compliance refer to the OSHA Manual or the Health and Safety Manual.)

The evaluation of an employee's job performance is an ongoing process. The performance review serves as a guide to evaluate progress, address areas for improvement, as well as plan further training and establish and commit to future goals. The frequency of evaluations may vary depending upon the length of service, job position, past performance, changes in job duties, or recurring performance problems. After the review, you may be required to sign a performance evaluation report simply to acknowledge that the items have been discussed with you and that you are aware of its contents.

A salary review is usually given separately and on a different date than the performance review.

It is our policy that all requests for information concerning current and former employees are handled in a consistent and appropriate manner. Such requests usually involve employment information, personal and business references, descriptions of job duties, etc. The procedure outlined below is to be followed by all employees who are approached, either formally or informally, and asked to provide information about present or former employees.

All written, oral, or informal requests for information about employees

NEW HIRE REPORTS

HEPATITIS B VACCINATION

EMPLOYEE PERFORMANCE REVIEW

REFERENCE REQUESTS

or former employees are to be referred to the doctor. Consequently, no employee may provide (either on or off-the-record) any information regarding current or former employees to any non-employee. By following this policy, we can ensure that the information released about an employee is accurate, authorized, and representative of the practice's position.

In addition, to avoid charges of slander or defamation claims, employees and former employees are cautioned to be very careful about what they say about other employees, the employer, and the practice when they are away from the workplace.

Bonding is a precautionary measure to insure adequate protection of property, personnel and assets. This measure helps insure employer and employees against the intentional or accidental loss of property, including embezzlement, caused by the bonded employee. Certain employees who have specific responsibilities within the office may be bonded.

BONDING OF EMPLOYEES

It is our policy to provide a work environment that is free from any form of discrimination or harassment based on any protected characteristic under federal, state, or city/county laws. Protected characteristics include, but are not limited to, sex, race, national origin, genetic information, religion, etc.

ANTI-HARASSMENT

Harassment can take many forms: written, verbal, and non-verbal, and can occur with any type of medium: phone, email, texting, social networking, etc. In all cases, discrimination or harassment is prohibited at all times.

Jokes, name calling, etc., especially relating to protected characteristics are prohibited. Sexual harassment includes but is not limited to: verbal, physical, or visual behavior of a sexual nature; graphic or suggestive comments about an individual's dress or body, or actual or perceived sexual orientation; making unwanted sexual advances and requests for sexual favors where either (1) submission to such conduct is made an explicit or implicit term or condition of employment; (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Any incident of discrimination or harassment, including threats, intimidation and assault to our employees or any other person by our employees or any other person, must be reported immediately to the person(s) listed on the Designated Name(s) page. The report should state the time; place, the type of harassment, the person or persons involved and the name of any possible witnesses (see Problem

Resolution Procedure and use the Problems/Concerns Report Form #422).

A prompt investigation will be conducted as discreetly as possible. Confidentiality will be maintained to the degree feasible given the need to investigate and act upon allegations made. Only those with a need to know about such a complaint will be advised of its existence. The person or persons accused of prohibited conduct will have an opportunity to explain the conduct in question.

Any person who has been found in violation of this policy shall be subject to appropriate disciplinary action, including letters of reprimand, suspension, demotion, termination, and the possibility of civil liability. It is the responsibility of every employee to conscientiously follow this policy.

Employees who are dissatisfied with the resolution of the investigation should file a written appeal. No employee will be subject to any form of retaliation or discipline for pursuing a harassment complaint.

The purpose of a resolution procedure is to ensure fair and equitable treatment for all employees.

We are eager to learn of any condition that may be causing problems for you on the job. Such conditions cannot be corrected unless you make them known. A problem may involve work conditions, policies, alleged discrimination, harassment, or anything else that prevents a fair and productive work environment.

You are encouraged to use the following procedure so a problem can be addressed and resolved as soon as possible. Please state the situation as clearly as possible, preferably in writing (Form #422), within ten working days after you become aware of the situation. Any complaints of harassment must be reported immediately to the person listed on the designated names page or the employer who will then follow through according to the harassment policy described earlier in this manual.

Step 1. The listed Designated Person (If not applicable, go to step 2)

- The designated person checks the circumstances and provides a solution to the problem within five working days
- In the event you are not satisfied that the problem has been resolved—proceed with Step 2

Step 2. The Employer

- The employee brings the situation to the attention of the employer in writing within ten working days
- The employer investigates the circumstances and returns a decision within five working days

**PROBLEM
RESOLUTION
PROCEDURE**

- The employer's decision on a given issue does not set precedence for future decisions

HOURS OF EMPLOYMENT

You will find your workdays and hours on the computer schedule. You are responsible for reading the schedule and being available for work when required. The workdays and hours may be increased or decreased in response to the needs of the practice.

Office requirements, due to unexpected emergencies and changes in planned procedures, occasionally make it necessary to work beyond the scheduled work hours. When overtime is required, you will be notified as much in advance as possible. The employer reserves the right to assign employees to jobs other than their usual assignments when required.

Keeping Track Of Your Time—All Employees are responsible, individually, for recording their time when:

- Reporting for work
- Leaving for lunch
- Returning from lunch
- Leaving at the end of the day

Attendance records—Whether on card or computer, are used as a means of recording hours worked and calculating pay. They record regular hours worked, meal periods, overtime, absences, and paid time off, etc. Attendance records are legal documentation of hours worked and must not be destroyed, falsified, defaced or removed from the premises. All non-exempt employees, whether salaried or hourly, must complete and sign a bi-weekly time record reflecting actual hours worked each day. Any mistakes or omissions on the attendance record are to be reported immediately to the employer, who then will make the necessary corrections. **Do not permit** another employee to enter your time for you. Likewise, do not register another employee's time even if requested to do so.

Do not sign in or start work earlier than 10 minutes before your normal starting time or sign out or stop work later than 10 minutes after your normal quitting time unless overtime has been approved in advance. This will give you a twenty-minute "window" within which to check in or out without incurring overtime. Employees are not permitted to work on their own initiative before or after scheduled working hours or during nonpaid meal periods or paid rest breaks.

Time off for which you expect to be paid must be entered on your attendance record during the pay period in which it occurred.

Exchanging Hours—please do not exchange hours with another employee without prior approval. Authorization will not be granted unless it can be accomplished without overtime.

HOURS OF WORK

From your actual commencement of duties until the end of your workday, except for time spent at lunch or dinner, constitutes time worked. Getting ready and clean-up time, employee meetings in the beginning or during the day are also time worked. Arriving early, leaving late, or preliminary time spent in attending to personal matters such as grooming, changing clothes (unless required by the nature of the job), are not considered time worked. Do not sign in until you are ready to go to work. Likewise, do not work after you have signed off on the attendance record or computer time clock. For purposes of calculating overtime, time worked does not include paid time off.

WHAT CONSTITUTES TIME WORKED

Time off during normally scheduled hours is without pay. Time spent receiving dental treatment must be recorded on the attendance record as personal time off. Be sure to get approval before leaving the practice during work hours for personal reasons.

PERSONAL TIME OFF

If you have to leave the premises for any reason during the regular work period, be sure to get permission and record the time on your attendance record.

LEAVING PREMISES

When the doctor is away from the office and therefore not seeing patients, it provides the employees an opportunity to complete unfinished tasks. Check with the doctor or the authorized person, no later than the day before, to determine if your presence is required while the doctor is gone. For example, the clinical employees may be asked to take the time off and the administrative employees to come to work to answer the phone and get caught up, etc. If your presence is not required at the office, you may, with approval:

WHEN THE DOCTOR IS AWAY

- Take time off without pay
- Take time off and be charged with paid time off you have earned but not used. Please indicate on your attendance record what type of benefit with which to charge the time off

Absenteeism—To ensure that our patients receive the proper treatment; we must have adequate staff to handle the workload. Therefore, any unapproved absences from work regardless of the reasons are unacceptable and constitute an unsatisfactory work record (refer to Employee Relations: Responsibility and Conduct). New employees who miss more than three days of work within the orientation and training period will be subject to disciplinary action which could include termination. Other exceptions covered by federal and state regulations may also apply.

ATTENDANCE AND PUNCTUALITY

Failure to notify the employer properly of any absence may result in loss of compensation and may be grounds for disciplinary action (see Job Abandonment). Please call every day during an absence unless otherwise agreed upon. If you are absent for three consecutive

working days due to a personal illness or disability, you may be required to provide documentation from your certified healthcare practitioner stating your ability to return to work. Absences longer than one week are converted to a leave of absence.

Tardiness—If you are unable to report to work or find that you will be late, please notify the employer as far in advance as possible. In case of an unexpected absence, please notify the employer at least one hour before your shift is scheduled to begin.

If you are absent from work without providing proper notification we will consider you to have resigned. If you request time off that is denied and take time off anyway, or if you fail to return from an approved absence on the agreed upon date, or if you walk off the job during your shift, the absence is considered to be job abandonment and will be treated as a voluntary resignation.

Exceptions may be made to this policy if extenuating circumstances existed that resulted in your inability to properly notify us of your absence.

JOB ABANDONMENT

WAGES AND SALARIES

The practice will maintain a salary administration program that:

- Allows for differences in individual ability, knowledge, and skill
- Provides incentive to encourage each individual to strive for improved performance

You will be provided information regarding the payday schedule. Wages are paid according to the designated schedule unless you are notified in advance of a change.

If a payday falls on a day we plan in advance to be closed, you will be paid on the last workday immediately preceding the closure.

Please review your paycheck for errors. If you find a mistake, report it immediately, so it can be corrected. To prevent misunderstandings later, any discrepancies must be reported within 30 days after receiving the check, or we will assume that no error has occurred.

This policy establishes guidelines during periods of extreme weather conditions, emergencies or special circumstances.

Unless an emergency closing is announced, all employees are expected to report to work. However, all employees are urged to use their own discretion in deciding whether they can commute safely to work.

If the weather or other emergency conditions prevent employees from reporting to work or arriving on time, you are required to notify the employer no later than 6:45 a.m. on that day.

There are times when unusual circumstances prevent employees from working. Inactive time may be caused by:

- A failure by the employer to provide sufficient work
- Civil disturbances
- Bomb threats
- Lack of heat
- Health hazards
- Equipment or material breakdowns/power outages
- Other unexpected obstacles or emergency conditions beyond the control of the employer

When unable to report to work because of weather conditions, or if inactive time is necessitated, the time off may be without pay (exceptions may be made at the employer's discretion). If the time off is without pay, hourly paid employees have the option of using any paid time off they have earned.

Overtime is paid according to the federal Fair Labor Standards Act

SALARY ADMINISTRATION

PAY SCHEDULE

INCLEMENT WEATHER AND INACTIVE TIME PAY

OVERTIME PAY

and the state wage, hour, and child labor laws.

Definition of a workweek—our practice defines the workweek as Sunday through Saturday.

Overtime rate will be calculated at the rate of one and one-half times the employee's regular hourly rate of pay on time worked in excess of 40 hours in a workweek or the daily number of hours required by your state, if applicable.

Overtime is not paid twice for the same hours. Only hours worked at straight time apply to the weekly 40-hour limit. This prevents "pyramiding" of overtime, where an employee earns overtime on top of overtime already paid. Once an employee has been paid overtime for hours worked over the daily requirement, if applicable, those overtime hours do not count toward the weekly 40-hour limit.

Exempt employees are not required to be paid overtime pay.

Non-Exempt employees are paid overtime regardless of method of payment (hourly, daily, or salary). When employees are paid a daily rate or salary, the pay is converted to an equivalent hourly rate for overtime calculation purposes.

Commissioned non-exempt employees will be paid overtime based on their average hourly earnings for the week when combined with their regular rate. The overtime rate will usually vary from week to week based on their fluctuating commissions.

Time not included for overtime calculation purposes—paid time off associated with any provided benefits are not considered for calculating overtime. Therefore, overtime is based on hours worked, not hours paid.

Overtime is to be authorized in advance—employees are not permitted to work more than their regularly scheduled hours without prior approval and may not work on their own initiative before or after scheduled working hours or during non-paid meal periods or breaks. Violation of this policy may result in disciplinary action, up to and including discharge.

In order to be eligible for incentive or bonus pay, new employees must have been employed by the practice through the orientation and training period and have been employed by the practice through the full term of the bonus or incentive program.

For example, employees who participate in a daily, weekly, or monthly, bonus or incentive program will not have earned any incentive or bonus pay if not employed by the practice on the first and the last day of the program. If a program runs for more than one month, and the employment is terminated for any reason, any earned

INCENTIVE OR BONUS PAY

amount will be prorated and paid through the previous month at the end of the program period (partial months do not count). In addition, employees who have been on an unpaid leave of absence or other unpaid time off for disciplinary reasons during the period earn no bonus pay.

State and federal payroll taxes will be withheld from your paycheck in accordance with state and federal laws. These deductions include State and Federal Withholding Tax, Social Security Tax (FICA), State Disability Insurance (SDI) taxes and any State and Federal Tax Liens. Other reasons for deductions may include United Fund, U.S. Savings Bonds, health insurance premiums for the employee or dependent coverage, garnishments, or for payment for goods or professional services received by the employee on behalf of self or a member of the family.

New employees are required to fill out a Withholding Exemption Certificate (Form W-4) on or before the day they begin work. If you fail to fill out a Form W-4, the employer is required to withhold the maximum amount of tax. A Form W-4 remains in effect until a new amended form is submitted.

If you want to change the number of your exemptions or your marital status for income tax withholding purposes, complete and submit a new Form W-4. An amended Form W-4 will be made effective by the first payroll period ending 30 or more days after you submit the form.

You will receive two copies of Form W-2 showing income taxes and social security taxes withheld for the year by January 31 of the following year.

Normally, we do not pay wages or salaries in advance. Exceptions such as an extreme emergency or when a regular payday falls within the employee's time off or other authorized absence will be considered on a case-by-case basis at the employer's discretion.

Requests for advance payment must be made in writing using the Request for Salary Advance (Form #410).

Pay advances are considered early payments of wages for future work performed and are not to be considered a loan made to the employee by the employer. Before an advance can be granted, the employee must sign an agreement indicating the amount to be advanced, the reason for the request, and the payback schedule. Advances that have not been repaid will be considered part of an employee's final wages upon separation from employment.

PAYROLL DEDUCTIONS

WAGE AND TAX STATEMENT - W-2

PAY ADVANCES

Wages are reviewed at least once a year. Wage adjustments are discretionary and based on performance, increased skills, and the individual's contributions to the welfare and profitability of the practice.

SALARY ADJUSTMENTS

As an employee of the practice, you are covered under the provisions of the federal social security law (FICA). If any employee's earnings stop because of death, disability, or retirement, then the employee and his or her family (if requirements are met) may be eligible for the lost earnings to be replaced in part from the fund. Social security insures basic retirement payments, Medicare, disability payments, death benefits for survivors, and burial allowance. The amount of deduction from your wages for social security taxes is matched by the practice.

SOCIAL SECURITY

Each employee is responsible for his or her individual paycheck after it has been received. Please report a lost payroll check within 24 hours so we can initiate the "stop-payment" process.

LOST PAYCHECKS

Comp Time is receiving time off in-lieu-of overtime payments when overtime is worked and it is not permitted.

COMPENSATORY TIME OFF (COMP TIME)

We firmly believe educational development is important. Employees are encouraged to take educational courses or training to increase their competence in the present job assignment and to prepare for future advancement. All courses must be approved in advance.

CONTINUING EDUCATION

Wages

You will be compensated wages for time spent in lectures, meetings or training programs as required by federal and/or state law.

Expenses

Expense reimbursement for the continuing education event that has been agreed upon will be determined at the employer's discretion and in accordance with state and federal minimum wage laws.

Types of expenses to be considered may include:

- Travel (mileage, airfare, etc.)
- Meals
- Accommodations
- Tuition
- Supplies

Instead of a dollar-for-dollar reimbursement, you may be allowed a per-diem amount to cover daily expenses.

Within 30-days of the course completion, please submit the following for reimbursement of the agreed upon expenses:

- Evidence of completion of the course
- Copies of receipts for incurred expenses

The Continuing Education Agreement to Reimburse Expenses (form #407) must be completed and signed prior to attending a C.E. event.

Copies of certificates and units earned will be maintained in your personnel file.

Travel Time

You will be compensated wages for applicable travel time to and from lectures, meetings or training programs as required by federal and/or state law.

Different Capacity Work Rate

Non-exempt employees may be paid a separate straight-time rate of pay for dissimilar types of work performed during the same workweek. Traveling to or attending a seminar or workshop are considered dissimilar types of work than the work conducted during a normal workday. The time may therefore be paid at a different rate from your regular rate of pay while attending such seminars or workshops.

Positions within the company may require licensure or certification. In such cases, maintaining valid and current licensure or certification is a condition of employment and is your responsibility.

For the purposes of recertification, any continuing education requirement must be managed (planned and scheduled) by you. Please arrange to attend courses during hours you are not scheduled to work.

Upon completion of recertification, please provide us with a copy of the renewed license. The employer assumes no responsibility for employees who become delinquent in the number of units needed for recertification and who, consequently, lose their license.

RECERTIFICATION

EMPLOYEE BENEFITS

EMPLOYEE CLASSIFICATION

For purposes of employee benefits eligibility, employees are classified according to specific terms and definitions. However, all employees, including new employees, are "at-will" employees (refer to "At-Will" Employment Policy and Employment Agreement Form #200 / #200T). The employee classifications are:

New Employees—employees who are employed for less than ninety (90) calendar days are considered new employees. This initial time of employment is considered the orientation and training period. The duration of the orientation and training period can be extended at the employer's discretion.

Except for the accrual of vacation benefits, new employees do not earn nor are they eligible for benefits during the orientation and training period. Upon satisfactory completion of the orientation and training period, they are:

- Considered potentially qualified
- Reclassified as a regular or temporary employee
- Enrolled to participate in applicable benefit plan (refer to Benefits Chart)
- Informed of the above

Former Employees—who have been gone for less than six (6) calendar months, at the employer's discretion, may be re-hired and receive full or partial seniority and benefits credit for service prior to the separation. The credits, and their time of commencement, are to be decided upon prior to beginning employment and the details stated in writing and signed by both the employer and the employee.

Regular Full-Time Employees—employees who are paid either a salary or an hourly rate and who regularly work 32 hours within a workweek. Under special conditions (illness, etc.) a regular full-time employee may work fewer hours in a week for up to three (3) months without losing regular full-time status. With mutual consent between employer and employee, this time may be extended.

Regular Part-Time Employees—employees who work less than the number of hours regularly worked by full-time employees are considered regular part-time employees.

Temporary Full-Time Employees—employees whose service is intended to be of limited duration and who work the same number of weekly hours worked by regular full-time employees are considered temporary full-time employees. Temporary full-time employees are not eligible for benefits.

Temporary Part-Time Employees—employees whose service is intended to be of limited duration and who normally work fewer hours

than those worked by regular full-time employees. Temporary part-time employees are not eligible for benefits.

Per-Diem Employees—employees who are paid a daily rate for the hours worked are considered per-diem employees. Per-diem employees typically receive a higher rate of pay than other employees. These employees receive higher wages in-lieu of certain employer-sponsored benefits. These benefits include, but are not necessarily limited to, vacation, paid time off, sick leave, holidays, health insurance and dental benefits.

Exempt Employees—employees who are exempt from the minimum wage and timecard overtime provisions of the Fair Labor Standards Act (FLSA) as amended and/or applicable state law are considered exempt employees. Such employees include employees who qualify as exempt executive, administrative, professional employees, outside sales persons, and computer programmer/analysts.

Non-Exempt Employees—employees who are not exempt from the minimum wage, overtime and timecard provisions of the FLSA and/or applicable state law are considered non-exempt employees.

Change in Employee Status—A change in status may result by a decision made by the employer or, by an employee having regularly worked the number of hours worked by employees in another status.

Employees who change from part-time to full-time status receive new employee status and are subject to all policies pertaining to new employees (see above). For example, if full-time employees earn a one week paid vacation after one year of service, and three weeks after ten years, the former part-time employee must complete one year of full-time service before earning a one week vacation, and ten years before earning three weeks of paid vacation.

At the employer's discretion, employees who change from part-time status to full-time status may receive a 50% service credit for years previously worked as a part-time employee. For example, a part-time employee who has worked for the practice 4 years would receive a service credit of 2 years.

At the time of the change, the employee will be paid for any unused benefits earned as a part-time employee and start earning credits as a full-time employee (refer to Benefits Chart).

Full-time employees who change to a part-time status will be paid for any unused benefits earned as a full-time employee and start earning credits as a part-time employee (refer to Benefits Chart).

BENEFIT	REGULAR EMPLOYEE STATUS		
	FTE	PTE	Temp.

BENEFITS CHART

Workers' Comp. Insurance	X	X	X
Unemployment Insurance	X	X	X
State Disability Insurance			
Dental Benefits	X	X	
Sick Leave/Well Pay	X		
Paid Vacation	X	X	
Paid Holidays	X	?	
Bereavement Leave	X	X	
Severance Pay	?		
Uniform Allowance	?	?	
Other:	?	?	

FTE = Full-time employees.

PTE = Part-time employees

X denotes eligibility

For detailed information refer to the individual benefit pages in this manual.

Specified regular employees (refer to the BENEFITS CHART) will receive the following dental benefits with the provisions outlined below. Dental benefits cover the type of general dentistry that is normally performed within the practice. Dentists who are specialists (i.e. Orthodontists, Periodontists, etc.) may, upon request, make exceptions on an individual employee basis.

Regular Full-Time Employees—after completing 90 days of uninterrupted employment, regular full-time employees receive a 100 percent courtesy discount.

Regular Part-Time Employees—after completing 90 days of uninterrupted employment, regular part-time employees receive a 100 percent courtesy discount.

Employees who are not covered by a separate dental insurance plan. The dental benefit does not cover the cost of any lab fees or special materials for which you will be charged separately.

Employees who are covered by a dental insurance plan are required to use it. The insurance carrier will be billed for the actual amount charged the employee for the treatment. You will be charged separately for the cost of any lab fees or special materials not

DENTAL BENEFITS

covered by the insurance plan.

Before receiving treatment employees have to complete a comprehensive health history as well as a Patient Information Form, thereby taking full responsibility to pay for the treatment that is not covered by the courtesy offered by the employer.

Treatment may be scheduled during regular working hours, possibly to fill for a no-show or short-notice cancellation, or outside working hours at the employer's discretion. If dental treatment is scheduled during regular working hours, the time involved is not considered work time and employees are to sign out on the attendance card and back in when returning to work.

Legal Spouse/Partner, Dependent Children up to the age of 20 or still attending college full time, and/or Other Employees—may receive a courtesy discount. The amount is to be determined at the employer's discretion. The courtesy discount applies to treatment rendered during the employee's time of employment with the practice and is discontinued upon termination of employment.

If employment is terminated for any reason, you will owe the balance and arrange for payment on the same basis as any other patient with an outstanding balance. If needed, continuation of treatment will be charged at the regular rate.

Regular full-time employees and specified regular part-time employees, after successful completion of the orientation and training period, are given time off with pay annually for recreational purposes in acknowledgment of service rendered. This policy does not apply to associate doctors.

Each year, eligible employees (see Benefits Chart) are entitled to vacation time paid at their regular rate of pay (not including overtime or incentive/bonus pay) as outlined in the vacation benefit table below.

VACATION BENEFIT FOR REGULAR FULL-TIME EMPLOYEES

After 1 year of continuous service*	One (1) vacation week** credited per year
After 2 years of continuous service*	Two (2) vacation weeks** credited per year
After 10 years of continuous service*	Three(3) vacation weeks** credited per year

*-Continuous service is broken if employment has been terminated or otherwise interrupted for a period of thirty days. Exceptions may be made at the discretion of the employer.

** A vacation week constitutes the number of straight time hours

VACATION BENEFITS

worked in an average workweek. Straight time hours include all hours for which employees are not being paid overtime. Therefore, earned vacation time is directly proportional to actual time worked during the year.

Regular Part-Time Employees—who are eligible for vacations, earn vacation time prorated relative to the vacation time granted full-time employees. **Example:** A full-time employee who is eligible to receive a two-week vacation and who regularly works 32 hours a week has earned 64 hours of vacation time (32×2). Consequently, the part-time employee who regularly works 24 hours in a week and has earned a two-week vacation is entitled to 48 hours of vacation time (24×2).

Vacation Benefit Accrual—vacation benefits are accrued monthly on a prorated basis based on the employee's length of service and on the time worked during the preceding 12 months. Employees must work at least 50 percent of the time in order for the month to count for vacation accrual purposes. Paid time off such as holidays, vacation time, or paid personal time, counts as time worked.

Using Accrued Vacation—while vacation benefits accrue on a monthly basis, you are not eligible to use accrued vacation until after 12 months of continuous employment. You are required to use your accrued vacation benefit within the year after which it has been earned.

Vacation Approval—vacations must be taken at the time most convenient for the practice. All vacations must be approved in advance to assure that patient scheduling needs are met. Therefore, please submit your vacation request with as much advance notice as possible. Conflicting requests will be decided in favor of the person who submitted their vacation request first. In other words, any conflicting request dates will be approved on a "First come, first served." basis.

Paid Personal Days—After one year of continuous service, full time employees only will be provided with three (3) paid personal days per calendar year to be used to cover sick days, and/or personal issues requiring time off. Personal days must be approved in advance other than for unexpected sick time. Any personal time not used over the course of the year will be paid out at the end of the calendar year at the rate of time and a half. **Example:** If you have 8 hours personal time remaining at the end of the year you will be paid for 12 hours.

Paid Holidays That Fall During Employee Vacation—if a paid holiday falls while an employee is on a paid vacation, eligible employees will be charged with one less vacation day. The unused vacation day may be taken at another time as the schedule permits (See When The Doctor Is Away).

Office Closed for Vacation—you may be required to take vacation while the doctor is on vacation. If the employee goes on vacation when the doctor does, employees not eligible for vacation benefits may be required to cover the office during the vacation period.

Employees Returning From Military Service will be credited for seniority that would have been earned during such military service as if they had been continuously employed, but will not accrue vacation during the military leave.

Pay Advance While on an Unearned Vacation—you are not eligible to take time off or receive vacation pay until the completion of each twelve-month increment. When the practice is closed for vacation and an employee has not yet been credited with or is eligible to take paid vacation time, the employee may request, and upon approval, receive a pay advance or a loan to cover the unpaid time off (Request for Salary Advance Form #410).

Overtime—paid vacation time or paid personal time is not included as hours worked when computing overtime for the week.

Split Vacations—are permissible if scheduling permits. However, a request for vacation of less than a one-week duration is not encouraged.

Leave of Absence—no vacation time is earned while on a leave of absence.

Job Abandonment—if you fail to return from vacation on the scheduled date, the failure to return will be considered job abandonment and treated as a voluntary termination.

Vacation Pay Upon Termination—any accrued and unused vacation time will be paid at time of separation.

The days below will be observed as paid holidays (This policy does not apply to associate doctors)

HOLIDAYS	OBSERVED
New Year's Day	January 1
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25

Regular Full-Time Employees receive holiday pay equivalent to the straight time pay for the hours worked in their regular workday. Paid holidays are not to be counted as hours worked for overtime calculation purposes.

PAID HOLIDAYS

Eligible Part-Time Employees (refer to Benefits Chart) receive an amount equivalent to their straight time pay for the hours worked in their regular workday. To qualify for holiday pay, the holiday must fall on a regularly scheduled workday.

New Employees do not receive holiday benefits until they successfully complete the orientation and training period.

Eligibility—to be eligible for holiday pay, you must work (or be on an excused paid absence, not including paid sick time) on the latest regularly scheduled workday before the holiday and the next regularly scheduled workday following the holiday.

Holidays That Fall on a Regular Scheduled Day Off—when a paid holiday falls on a regular scheduled day off, eligible regular full-time employees will not be paid for the day.

Holidays That Fall During a Vacation—when a paid holiday falls while you are on a scheduled vacation, you will receive your regular holiday pay for the day in lieu of using an additional vacation day.

Holiday Pay for an Employee While on a Leave of Absence—employees on a leave of absence for any reason are not eligible for holiday pay.

Eligible employees bereaved by the death of a family member will be granted time off without loss of pay according to the following provisions:

Regular Full-Time Employees

When a death occurs in your immediate family, you will be provided paid leave up to a total of three (3) consecutive workdays and compensated for the wages actually lost while on leave.

When the death of a relative occurs in your family, you will be provided paid leave up to a total of one (1) workday and compensated for the wages actually lost while on leave.

Regular Part-Time Employees

When a death occurs in your immediate family, you will be provided paid leave up to a total of three (3) consecutive workday and compensated for the wages actually lost while on leave.

When the death of a relative occurs in your family, you will be provided paid leave up to a total of one (1) workday and compensated for the wages actually lost while on leave.

Other Employees

With pre-approval other employees may be given time off without pay.

**BEREAVEMENT
LEAVE**

All employees must notify the employer prior to taking any bereavement leave. At the employer's discretion, additional unpaid leave may be granted. Bereavement leave pay cannot be combined with any other allowable pay for the day(s) while on leave. Time paid for funeral leave will not be counted as hours worked for computing overtime.

Immediate Family is defined as father, mother, sister, brother, legal spouse, domestic partner, son, daughter, father-in-law, mother-in-law, grandparents, and grandchildren (whether related by blood, adoption, or marriage).

Relative is defined as brother-in-law, sister-in-law, daughter-in-law, son-in-law and a relative residing as a regular household member in the home of the employee.

The practice offers a retirement plan to all eligible employees. The practice will provide employees with the plan documents at the time the employee becomes eligible to participate. Please see the Plan Administrator for more information.

RETIREMENT PLAN

Eligible employees (see Eligibility requirements below) receive Severance Pay upon separation according to the following table:

SEVERANCE PAY

Years of Service	Severance Pay
3 to 4 years	2 weeks
4 or more years	4 weeks

Eligibility—regular full time employees will become eligible after three years of continuous service when the reason for the separation is:

- A permanent separation initiated by the practice due to a lack of work (layoff)
- Elimination of the job or position without an offer of another suitable position that does not require relocation of residence
- Merger with, or acquisition by, another owner or organization for which the employee does not continue employment, (the written termination notice must be given to the seller before the date of transfer of ownership or within ten days after employee becomes aware of the transfer), unless the sales contract reads otherwise, the seller incurs the expense of the severance pay
- Inability of the employee to satisfactorily perform the responsibilities of the job function through no fault of the employee (as determined by the employer)

Non-Eligibility—regular full-time employees are not eligible for Severance Pay if their separation is for any of the following reasons:

- If employee is terminated from employment for reasons other than a lay-off

- If laid off for a period of less than 6 months
- If leaving the office voluntarily
- Elimination of the job or position (if another suitable position, not requiring relocation of residence, is offered and the employee chooses not to accept it, the individual will be considered to have left voluntarily)
- Merger with, or acquisition, by another owner or organization, if employment is continued or reinstated without an extended break by the new owner
- When employees retain their position (or a like position) after being hired without an extended break by another employer practicing within the same facility

The employer reserves the right to make exceptions to this policy and provide severance pay although no such pay is required.

Severance pay is based on your regular hourly rate, excluding any other type of pay such as overtime, incentive or bonus pay.

A medical leave may be granted to eligible employees who are temporarily unable to work due to illness or disability. For purposes of this policy, illness or disabilities include: inpatient or outpatient care in a hospital, hospice, or residential medical care facility.

Since neither the Pregnancy Leave of Absence nor FMLA (Family Medical Leave Act) are required by law for employers of less than 50 employees nor provided by this practice, pregnancy leave may qualify under this policy.

Eligibility-after having completed 6 months of employment, regular full-time, regular part-time and per-diem employees may request a leave of absence for medical reasons. Exceptions to the length of service requirement will be considered at the employer's sole discretion.

A Request for a Leave of Absence-a request for a medical leave must be submitted in writing at least 30 days in advance or as early as possible for unforeseeable events. A healthcare provider's statement must be submitted in writing verifying the reason for the disability and the leave's beginning and expected ending dates.

The Genetic Information Nondiscrimination Act of 2008 (GINA) prohibits employers and other entities covered by GINA Title II from requesting or requiring genetic information of an individual or family member of the individual, except as specifically allowed by this law. To comply with this law, we ask that you not provide any genetic information when responding to this request for medical information. "Genetic Information" as defined by GINA includes an individual's *family medical

**PERSONAL LEAVE
OF ABSENCE DUE
TO ILLNESS OR
DISABILITY**

history*, the results of an individual's or family member's genetic tests, the fact that an individual or an individual's family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services.

The employer reserves the right to approve or deny any request for a leave of absence. If a leave is necessitated because of an illness or disability covered under ADA or any other applicable state disability laws please specifically state the reason in your request.

Length of Leave-a medical leave of absence may be granted for a reasonable period of time based on the facts of the situation. You will be required to use any accrued paid vacation, unused holiday leave or sick leave before taking a medical leave. Any combination of medical leave and accrued paid time off may not exceed the approved time for the leave.

The employer may request a second opinion, to verify the length of time you will be on leave. The second opinion will be paid by the practice.

Reporting on Progress-you are required to report directly to the employer every 30 days regarding your medical status and your intention to return to work.

Salary and Benefits-the leave of absence is without pay. You do not accrue seniority while on a personal leave of absence. Benefits are not earned and do not accumulate during the leave.

When you return from leave, benefits will begin to accrue according to the applicable policies and plans.

Reinstatement to Work-so that your return to work can be properly scheduled, please provide at least 30 days advance notice in writing of the date you intend to return to work.

If you take a leave because of a personal serious health condition, you must provide a note from your physician verifying that you are able to return to work and can assume your regular work duties. The letter must also state if there are any restrictions pertaining to duties or the number of hours you can work. (Medical Release To Work, Form #428)

Unless applicable state or local laws require otherwise, reinstatement cannot be guaranteed to any employee returning from medical leave. We will endeavor to place employees returning from leave in their former position or in a position comparable in status and pay, subject to budgetary restrictions, the company's need to fill vacancies, and the ability to find qualified temporary replacements.

Accepting outside or supplemental employment while on a leave will result in the employee's discharge.

Termination of Employment—your employment with the practice may end if any of the following occurs:

- When not returning to work on the scheduled day of return
- When the purpose for requesting the leave was misrepresented
- When the request for a leave of absence is denied and you take time off anyway
- When, for business and economic reasons, the job is not available

A personal leave may be granted to eligible employees who wish to take time off work to fulfill personal obligations due to an exceptional or emergency nature.

Eligibility—regular full-time, regular part-time and per-diem employees may request a leave of absence for personal reasons. Eligible employees may request a leave after having completed 6 months of employment. Exceptions to the length of service requirement will be considered at the employer's discretion.

A Request for a Leave of Absence—a request for a personal leave must be submitted in writing at least 30 days in advance or as early as possible for unforeseeable events. Your desire to return to work and a date of return must be agreed upon in writing. The employer reserves the right to approve or deny any request for a leave of absence.

Length of Leave—a leave of absence may be granted for a reasonable period of time based on the facts of the situation. You will be required to use any accrued paid vacation, unused holiday or sick leave before taking a personal leave of absence. Any combination of personal leave and accrued paid time may not exceed the approved time for the leave.

Reporting on Progress—you are required to report directly to the employer every 30 days on your status and your continued intention to return to work.

Salary and Benefits—the leave of absence is without pay. You do not accrue seniority while on a personal leave of absence. Benefits are not earned and do not accumulate during the leave.

When you return from leave, benefits will again be provided according to the applicable policies and plans.

Reinstatement to Work—so that your return to work can be properly scheduled, please provide at least 30 days advance notice in writing of the date you intend to return to work.

PERSONAL LEAVE OF ABSENCE

Unless applicable state or local laws require otherwise, reinstatement cannot be guaranteed to any employee returning from a personal leave. Reinstatement is at the employer's discretion.

Accepting outside or supplemental employment while on a leave will result in the employee's discharge.

Termination of Employment—your employment with the practice may end if any of the following occurs:

- When not returning to work on the scheduled day of return
- When the purpose for requesting the leave was misrepresented
- When the request for a leave of absence is denied and you take time off anyway
- When, for business and economic reasons, the job is not available

Employees are covered by workers' compensation insurance for work-related injuries or occupational diseases. Your employer pays this insurance.

Benefits—workers' compensation benefits provide medical, surgical, and hospital treatment, in addition to payment for loss of earnings that result from work-related injuries. Benefits include:

- Cash benefits for both impairment and disability (disability payments cover certain physical problems, while impairment benefits cover disability and loss of wages)
- Medical benefits within the legislated limits
- Rehabilitation benefits, including both medical rehabilitation and vocational training for cases involving severe disabilities
- Compensation paid to an injured worker is decided by a rate set by law—usually a percentage of a regular weekly wage with a fixed maximum and minimum amount, subject to a total maximum limitation figure
- Compensation payments typically begin from the first day of an employee's hospitalization or after the third day following the injury if an employee is not hospitalized

Reporting Injuries—if you are injured while working, notify the employer immediately and fill out the Accident Report (Form #412), regardless of how minor the injury may be. Failure to report an accident can result in a violation of legal requirements, and can lead to difficulties in processing benefit and insurance claims. The practice will not pay for any medical treatment given before the employer was made aware of the injury.

Serious injuries or illnesses involving time off or work-related deaths must be reported to the branch of the government responsible for workers' compensation. The employer will file injury reports with the insurance carrier within five days after the injury occurs. Check the

WORKERS' COMPENSATION

posted information for the name of the insurance carrier and the expiration date of the present insurance coverage.

Our insurer regularly reviews and audits medical claims for indications of fraud. Persons who willfully make false statements or conceal material facts to obtain disability benefits may be punished by both imprisonment and fines. The employer does not discriminate or retaliate against employees who have filed legitimate workers' compensation claims.

Disclaimer Notice—the employer or the insurance carrier may not be liable for the payment of any workers' compensation benefits for any injury that arises out of an employee's voluntary participation in any off-duty recreational, social, or athletic activity that is not part of the employee's work-related duties.

We support our female employees' right to breastfeed and/or express milk. If our female employees choose to do so during work hours, they may use lactation rooms or other private areas for this purpose up to one year after the birth of a child. Reasonable unpaid time for breaks will be provided each day to be used for breastfeeding or expressing milk. Break times must be mutually agreed upon by the employer and employee. This is intended to allow employees who are new mothers to return to work more easily and to create goodwill and a more productive atmosphere. The employer reserves the right to modify or rescind the accommodation if it creates an undue hardship on the business.

BREASTFEEDING AND EXPRESSING MILK RIGHTS

Please see our violence protection policy for more information about how we strive to keep our employees safe at all times. This policy focuses on domestic violence which can infiltrate and impact employees and the business in many ways. Through this policy, it is our aim to provide support should domestic violence be a factor for an employee.

LEAVE RELATED TO DOMESTIC VIOLENCE

Employees who are victims of domestic violence, sexual assault, stalking or other domestic violence-related crimes, or who have a minor child who is a victim of domestic violence, sexual assault, stalking or other domestic violence-related crimes, may be allowed to take time off from work based on office staffing so that an employee can:

- Obtain or attempt to obtain any relief, including, but not limited to, a temporary or permanent restraining order or other injunctive relief to help ensure the health, safety, or welfare of the victim or his or her child

Time off taken will be unpaid unless the employee chooses to use any paid sick leave, vacation, or other paid time off benefit available at that time.

Employees who need to take time off under this policy must follow the employer's usual time-off request procedures, unless an emergency prevents the employee from doing so. When the need for time off is urgent and unforeseeable, the employee must provide documentation upon return to work that supports the employee's reason for being absent from the workplace.

An employee can provide documentation through one or more of the following:

- A police report indicating that the employee was a victim of domestic violence or sexual assault
- Court protection order separating the employee from the perpetrator of an act of domestic violence or sexual assault, or other evidence from the court or prosecuting attorney that the employee has appeared in court
- Documentation from a medical professional, domestic violence advocate or advocate for victims of sexual assault, health care provider, or counselor that the employee was undergoing treatment for physical or mental injuries or abuse resulting in victimization from an act of domestic violence or sexual assault

We will treat information the employee provides confidentially. Information will only be disclosed if requested or consented to by the employee, as ordered by the court or administrative agency having authority over such matters, or as otherwise required by applicable federal or state law.

When you receive a subpoena or request to appear in court because you are a victim or a victim representative or are called to serve on jury duty, you are to submit a copy of the summons to the employer or your manager immediately. You are also required to submit certification from the court listing the actual days of service.

You will be given a Leave of Absence to attend court or jury service. Wages will not be paid while on the leave of absence.

If you are released before the end of the workday, you are to return to work for the balance of the day.

The employer reserves the right to contact the court to request a release from jury duty or other court-ordered appearance.

JURY DUTY / VICTIM RIGHTS

POLICIES

(For details, refer to the OSHA or Safety Manual for additional health and safety procedures.)

It is our goal to provide a completely safe workplace for every one of our employees. Prevention of work-induced injuries and illness is our common goal for a safe and healthful working environment.

We will comply with all applicable occupational safety regulations concerning employees exposed to blood or other potentially infectious materials. Universal precautions, engineering and work practice controls, and personal protective equipment will be utilized to limit the spread of diseases in the work place. A system of precautions will generally include elements such as:

- Identification of tasks and jobs involving a risk of exposure to blood or other potentially infectious materials
- The use of protective barriers, such as gloves and goggles, by employees who are exposed to blood or bodily fluids or who are required to handle contaminated items and to clean contaminated areas
- Procedures for the handling and disposing of potentially infectious materials, clothing, and other items
- Provisions for the cleaning and disinfecting of work areas or equipment contaminated with blood or bodily fluids with a suitable disinfectant
- Procedures for providing hepatitis B vaccinations, when required, and post-exposure follow-up
- Employee training and familiarization with appropriate work and emergency procedures
- Labeling areas and objects of potential infection

In most circumstances, you may not refuse to work because you are afraid of contracting a life-threatening illness from a co-worker or patient. Employees concerned about being infected with a serious disease by a co-worker, customer, patient, or other person, should convey their concern to their employer.

Employees who refuse to work with or perform services for a person known or suspected to have a serious disease, without first discussing their concern with the employer, will be subject to discipline, up to and including termination.

Safety and health program includes:

- Providing safeguards – mechanical and physical
- Conducting safety and health inspections to find and eliminate unsafe working conditions or practices, to control health hazards, and to comply fully with OSHA safety and health standards for every job
- Training all employees in good safety and health practices

HEALTH AND SAFETY

- Providing necessary personal protective equipment and instructions for use and care
- Developing and enforcing safety and health rules and requiring that all employees cooperate with these rules as a condition of employment
- Investigating – promptly and thoroughly – every accident to find out what caused it
- Correcting the problem so it will not happen again
- Setting up a system of recognition and awards for outstanding safety service or performance

Everyone is responsible for safety. If you see an unsafe or hazardous condition, report it immediately. To avoid injuries, please observe the following important precautionary measures.

When faced with an emergency:

- Stay composed
- Notify your employer or manager
- Follow established safety procedures for the office

When lifting:

- Plan what you want to lift and don't be in a hurry
- Separate your feet a shoulder width apart to give you a solid base of support
- Bend at your knees, not at the waist
- Keep your back straight
- Avoid twisting your body and point your toes in the direction you want to move
- Lift with your legs, not your back

Store materials and equipment safely and neatly; avoid clutter that might cause accidents.

General housekeeping is everyone's responsibility.

Report equipment defects to your employer immediately. Repairs are to be made by authorized maintenance personnel. Do not operate defective equipment.

Do not climb on or into any shelving or fixtures.

General Safety:

- Wear safe and appropriate footwear. Walking barefoot is prohibited
- Keep exit doors, fire exits, or electrical panels unlocked
- Safety glasses must be worn in all applicable and requisite situations

In The Event Of Fire-follow any specific procedures as outlined for your office or building:

- Keep calm

- Call the fire department; know the emergency phone number
- Use stairways or other alternative exits; do NOT attempt to use the elevator
- If trapped in the office, keep the doors closed and seal any cracks (with wet towels if possible)
- Open or break a window for air and call for help; do not panic or jump

The best rule of all...**BE PREPARED**. Be sure that:

- All fire extinguishers are checked and in proper working condition
- You know where each extinguisher is located
- You are familiar with the right procedure for their use
- You are familiar with all OSHA and safety and health requirements

(For details, refer to the OSHA or safety manual)

If you experience or witness an accident in which an employee, patient, or visitor sustains a personal injury, regardless of how serious, immediately report the situation to your employer. Likewise, employees who are exposed to occupational health hazards or suffer a job-connected health injury must report it immediately. Non job-related injuries that might be aggravated on the job or adversely affect job performance are also to be reported. Failure to report an accident or injury can result in a violation of legal requirements and can lead to difficulties in processing insurance and benefit claims.

If you become unable to complete a workday because of an injury incurred while on the job, you will be paid for the balance of the day. The injury must be reported immediately. Refer to Workers' Compensation and reporting injuries section of this manual.

Safety shields are to be worn during clinical and/or laboratory procedures, as required by law. The office will supply non-prescription safety shields or glasses for each employee's use.

Employees are to look and appear professional at all times. That includes wearing neat, clean, and tasteful clothing. The following are considered to be unacceptable (not a complete list): inappropriate t-shirts, jogging suits, sportswear, shorts, very short skirts or dresses, jumpsuits, sheer clothing, garments that are unnecessarily revealing, slippers, sandals, casual loafers or work boots, immoderate or ungroomed hairstyles, ornaments, tattoos, and ornamental piercing(s).

Close contact with patients necessitates meticulous attention to personal and oral hygiene. For example, the smell of cigarette smoke

ACCIDENTS OR INJURIES

ON-THE-JOB ACCIDENTS

SAFETY SHIELDS

APPEARANCE

or the eating of malodorous foods such as garlic and onions, may offend patients and coworkers. Any request for a deviation in the Appearance or Uniform Policy must be submitted in writing. However, such requests are not likely to be approved if they cause any potential undue hardship to the business, or do not meet the Safety or Uniform Policy requirements of the practice, or might infringe on other employees' rights.

Women

- Light jewelry is permitted. Unusual, large, or unprofessional jewelry is not
- It is preferred that hair be worn short or shoulder-length. If hair is longer, it is to be tied back in a neat manner so as not to interfere with the performance of duties
- Nails are to be manicured and their length should not interfere with the execution of duties
- Make-up and perfume are to be kept to a minimum

Men

- Face to be shaved and/or mustaches, beards, and sideburns neatly trimmed
- Hair is to be clean, well trimmed, and well groomed

Full-Time Employees (32 Hours or more regularly scheduled to work weekly) are allowed \$100.00 yearly to assist you in presenting a positive professional image. This yearly allowance is based on your hourly status and must be utilized yearly and not carried over.

Part-Time Employees (31 Hours or less regularly scheduled to work weekly) are allowed \$50.00 which is one-half the yearly uniform allowance and must be utilized yearly and not carried over.

UNIFORM POLICY

Property or equipment belonging to the practice may not be removed from the premises without written approval. You will be responsible for the proper care and return of all property and equipment assigned to your possession. Desks, lockers, computers or other storage devices, as well as any articles or information found within them, may be inspected by the employer or authorized personnel at any time, either with or without prior notice or consent.

**PRACTICE
PROPERTY OR
EQUIPMENT**

The employer takes no responsibility for employees' personal belongings that are lost, damaged, stolen or destroyed. Some employees are provided with a desk or a locker for their use during work. Prohibited materials, including weapons, alcohol, illegal drugs, illegally-prescribed drugs or medications, etc. may not be brought on practice property.

OFFICE SECURITY

Do not make duplicate office keys. Please notify the employer immediately if your key is lost.

No outside agency, inspector, visitor, inquirer, salesperson, or ex-employee may enter the treatment rooms or office from the reception room without permission.

Employees are not to discuss the security system or code with any unauthorized person. Violations will result in immediate dismissal.

In our effort to make our practice safe, we do not tolerate any type of workplace violence committed by or against employees. The following list of prohibited behaviors relevant to employees and clients is intended to be descriptive but not restrictive:

- Causing physical injury to another person
- Making threatening remarks
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress
- Intentionally damaging employer, employee or client property
- Possession of any type of weapon in the workplace unless permitted by state or federal law. That includes someone who holds a license to carry a concealed handgun. The workplace applies to parking lots, buildings, cars, employees who are off the property but performing a task for the practice and/or employer sponsored recreational events (i.e., picnics, etc.). Any suspected violation will be acted upon as required by law
- Committing acts by, or related to sexual harassment or domestic violence

Any violations of this policy or any potentially dangerous situations must be immediately reported to management and can be cause for immediate dismissal.

Being under the influence of any drug or alcoholic beverage on the job poses a serious risk to employees' and patients' health and safety. Therefore, employees are strictly prohibited from the illicit use, possession, sale, conveyance, distribution, or manufacture of illegal drugs, intoxicants, or controlled substances. Illegal activity and substance abuse, both on and off the job, can lead to termination.

In addition, employees are strictly prohibited from the abuse of alcohol and prescription drugs. Legally prescribed medications are only permitted within the practice to the extent that the uses of such medications do not adversely affect your job performance, your safety or that of others. If you are using a drug or a medically prescribed medication that is known or advertised as possibly affecting or impairing judgment, coordination, or other senses or which may adversely affect the ability to perform work in a safe and productive

VIOLENCE PROTECTION POLICY

ALCOHOL AND DRUG ABUSE

manner, it is your responsibility to advise the doctor of this fact before reporting to work.

Drug and Alcohol Testing—if there is reasonable cause to suspect that you are under the influence of any illegal or non-prescribed drugs, you may be required to immediately submit to a medical examination and/or to submit to urine, blood, saliva, breath, and/or hair testing for drugs or alcohol. The reasonable cause may be related to appearance, behavior, speech, excessive absenteeism, frequent accidents, declining performance, and situations involving safety, security, or accidents. Reasonable cause may also involve retesting workers who have completed or are in a rehabilitation program. Employee acceptance of medical examinations and testing is a condition of employment. Therefore, refusal to submit to a drug or alcohol test will be considered equivalent to a confirmed "positive" test and will result in immediate disciplinary action which may include discharge.

Inspections to Administer and Enforce Policy—in order to promote a safe, productive, and efficient work place, the employer reserves the right to inspect any articles and property in the employees' possession. The inspection may include lockers, desks, boxes, packages, lunch boxes, containers, and any other object on practice property.

Notification of Criminal Charges—any employee charged with alleged use or possession of drugs or convicted of a criminal drug statute must notify the employer in writing within five calendar days. Any violation of this Alcohol and Drug policy will result in adverse employment action up to and including dismissal and referral for criminal prosecution.

Employee Assistance—employees with substance abuse problems are urged to seek help. Alcoholics Anonymous (AA) and Narcotics Anonymous (NA) provide information and support. Local chapters are listed in the telephone directory.

The practice makes available to each employee certain confidential information, including but not limited to patients' names, treatment histories, medical records, addresses, communications, files, bills and payment records; as well as office forms, manuals, etc. These items are of substantial value, highly confidential, and constitute the professional and trade secrets of the employer. They are provided and disclosed to the employee solely for use in connection with the employment.

In adherence with HIPAA regulations and this confidential and non-disclosure policy, each employee shall:

- Regard and preserve the information as highly confidential and the trade secrets of the employer, such information is not to be

CONFIDENTIALITY AND NON- DISCLOSURE

discussed away from the premises or within hearing distance of any patient or unauthorized person

- Not disclose, nor permit to be disclosed, any of the information to any person or entity
- Not photocopy or duplicate, and shall not permit any person to photocopy or duplicate, any of the information without employer's consent and approval
- Not make use of the information for their own benefit or the benefit of any person or entity other than the employer
- Not continue to keep any information after termination of employment

Employees are not to release personal information regarding present or former employees, that is, phone number, address, etc., without the employee's specific and prior approval in writing.

Employees handling confidential information, including personnel files, are responsible for its security and extreme care is to be exercised to ensure that it is safeguarded to protect the practice, each employee, the suppliers, the patients, and the employer. Any employee who violates this confidentiality and disclosure policy is subject to disciplinary action up to and including discharge, and possible legal action.

Although not intended to discourage employee's creativity, any system, idea, or communication developed during your employment with the practice is the property of the practice and remains so even after termination.

The employer must keep certain personnel records in order to comply with legislated record keeping and reporting requirements. These records are confidential and only available to authorized personnel. Employees who access their own or co-worker's confidential employee files without authorization will be disciplined.

Security and Confidentiality—the physical safety and privacy of personnel records must be secured at all times. Physical safeguards include locked files and/or special computer access codes. Entry to the files is strictly limited to authorized personnel only on a need-to-know basis.

Inspection of Records—employees and past employees may inspect and copy certain documents in their personnel files. These inspections are limited to no more than twice in a 12-month period. A request for an appointment to review the file with the employer present must be submitted in writing (Form #426).

The following types of records are available for review:

- Employment applications and personnel action forms (including those for promotions, salary changes, and job title changes)

PERSONNEL RECORDS

- Form I-9 and other documents related to employment eligibility and identity
- Form W-4 and related tax withholding information
- Time cards and attendance records
- Performance appraisals
- Awards and commendations
- Accident reports
- Records regarding workplace exposures to toxic substances and any related medical information in employer's possession
- Warnings, reprimands, and other documents related to disciplinary actions (excluding documents prepared in connection with ongoing investigations).
- Any reported problems or concerns reported by the employee (Form #422)
- Medical records. (At employer's discretion, medical records may be released to the employee's physician rather than to the employee. See below for information on excluded medical documents.)
- Workers' compensation information relevant to the current employer including claims, injury reports, and medical reports
- Fringe benefit enrollment and election forms, including designation of beneficiary forms
- Pension and retirement enrollment and election forms
- Emergency contact information; and biographical information

The following types of documents are not accessible to employees:

- Pre-employment reference information, including letters, notes, and information provided by prior employers or from other relevant sources (information gained from public records will be made available to employee)
- Medical records that the employee can obtain from his or her healthcare provider
- Records relating to ongoing investigations of policy violations, prohibited conduct, or criminal offenses
- Documents developed or prepared for use in grievance or court procedures

NOTE: Documents will be retained in accordance with the requirements of federal and state law.

An employee can request copies of any documents that the employee previously had provided to the employer or that had previously been provided to the employee. An employee can add a statement to qualify or counter information in their personnel files. The statement must be factual and directly relevant to the employee's performance or employment qualifications.

A third party may subpoena employment records from a current or former employer. If employment records are subpoenaed, the

employee must be notified and has the right to object to production of the records.

Employees are requested to help keep their record up-to-date by informing the employer of any changes in personal information. So that we can keep the records updated, please report any of the following changes when they occur:

- Name
- Home address
- Telephone numbers
- Number of dependents (a new Form W-4 must be completed for income tax withholding purposes within 10 days of the change if the change results in a decrease in the number of dependents)
- Marital status
- Education (courses completed and other training or skills acquired)
- Military status (if appropriate)
- Physical or other limitations
- Beneficiary designations for insurance, disability, pension, and profit sharing plans
- Person(s) to notify in case of an emergency

PERSONAL DATA CHANGES

Computers, computer files, email, instant messaging, internet access, and computer software furnished to employees are the property of the company and intended for legitimate business use in the course of your assigned duties only. Internet access includes, but is not limited to: e-mail, FTP, telnet, web browsing, workplace blogs, and Usenet or newsgroups that are accessed on or from the business premises.

COMPUTER, EMAIL, AND INTERNET USAGE

We strive to maintain a workplace free of harassment. To that end, employees may not use the business provided computer or Internet services to: engage in illegal, fraudulent or malicious conduct; send, receive or store offensive, obscene, or defamatory material; annoy or harass other individuals or send e-mail of a personal nature; distribute or store chain letters, jokes, solicitations or offers to buy or sell goods. No employee may use the business internet access to post opinions on the internet, particularly any opinion of a political or discriminatory nature. Employees are prohibited from using the practice computer's for Web logs (BLOGS) to post material that may be embarrassing to the practice, as well as information that could be considered confidential, proprietary, or intellectual property, including language or other postings that are harassing, discriminatory, menacing, threatening, or derogatory.

Some computer files or software may interact poorly with existing software and may contain harmful computer viruses. Therefore, CD's, software or files may not be installed, including instant messaging software (IM) or downloaded from any source including the internet without prior authorization. Likewise, the illegal duplication of software

and its related documentation is not permitted.

Employer's right to monitor and access all office files, Internet, e-mail, and instant messaging usage—all computer and system files must be accessible to the employer and are subject to unannounced inspections. Monitoring can include: intercepting, copying, printing or reading all e-mail entering, leaving or stored in the system. Your employer will keep copies of all Internet and e-mail passwords and unauthorized passwords are prohibited.

Employees are to notify their employer or any member of management of violations of this policy. Employees who violate this policy will be subject to disciplinary action, including termination of employment.

Accessing social media websites is not allowed while using the practice's business computers unless otherwise authorized to do so. Using social media is not allowed during work time, which includes such activities as tweeting or text messaging.

It is not possible for the practice to identify all forms of social media given the speed with which it is invented. Some examples of social media include: Facebook, LinkedIn, Myspace, Twitter, Blogger, Scribd, Slideshare, Flickr, and YouTube. This is not an all inclusive list; all online activity is governed by this policy.

All policies contained within the personnel policy manual are applicable at all times, which include personal use of social media websites. Since information posted on social media sites can be viewed publicly, employees shall not expect a right to privacy.

If the practice participates in any social media website, only authorized individuals may send or post messages on behalf of the practice. Those authorized individuals must use a separate account for personal use of social media if they choose to participate on their own.

Nothing in this policy is intended to limit the rights of employees to engage in protected concerted activities as prescribed by the National Labor Relations Act.

If employees choose to bring iPods, MP3 players, and other portable music devices to work, it is expected that employees adhere to the following guidelines to ensure proper use.

Employees are only permitted to listen to music using their portable music device during non-work hours, such as authorized rest or meal breaks and must be away from any work area or where patients are located.

SOCIAL MEDIA

PORTABLE MUSIC DEVICES

Headphones must be used to listen to music, and the volume level must be kept low enough that it does not block out voices or disturb other employees in the area.

Employees are prohibited from walking around the office, attending internal meetings, providing treatment, or meeting with patients while listening to their portable music device.

The practice's computers are not to be used to download music onto the employee's portable music device without authorization from the doctor.

It is strictly prohibited to download any confidential or proprietary information onto an employee's portable music device from the practice's computers.

If the practice has issued a portable music device for training and/or communication purposes, the employee may not use them to download personal music or videos. The device must be immediately returned to the practice upon termination of employment, whether voluntary or involuntary.

Listening to either a company-provided or personal portable music device through headphones while driving a company-issued vehicle or driving a personal vehicle for business purposes is prohibited at all times.

The office telephones are intended solely for business use and are not to be used for personal calls. Accordingly, receiving or making personal telephone calls on the office telephones of a non-emergency nature is not allowed without permission. No personal long distance or toll calls are to be charged to the employer's phone. For training purposes and to maintain quality communication with our patients, the phone lines may be monitored from time to time.

Personal calls and/or texting using cell phones is allowable only during non-work hours, such as authorized rest or meal breaks and must be conducted away from any work area or where patients are located. Cell phones used for verbal or written (texting) communication may not be for the purpose of harassing others or otherwise violating the anti-harassment policy.

Camera phones are not to be used during work time for personal use. Employees are expressly prohibited from using camera phones to transmit visual or audio communications that are of a sexually explicit nature or is otherwise in violation of the practice's anti-harassment policy. Camera phones may not be used to capture visual or audio communications when consent from the subject matter being captured has not been obtained prior. It is expressly prohibited to take any photographs of any patient, procedure, patient file, or other

**PERSONAL
TELEPHONE, CELL
PHONE AND
CAMERA PHONE
USE**

personal patient information. At no time, can camera phones be used to capture or transmit any information deemed part of the practice's trade secrets or is otherwise confidential.

Failure to adhere to this policy may result in disciplinary action which can include termination of employment and legal action.

Please do not park in areas that are used by our patients. Remember to lock your car; the practice will not be responsible for damage or theft to personal automobiles or property.

If you use your own vehicle on practice business, you will be required to provide proof of adequate insurance coverage. Documentation showing insurance coverage is to be given to the employer each time your insurance is renewed.

Employees are not to text or use cell phones, camera phones, beepers, two-way pagers, and the like, while they are driving on practice business. If it is necessary to use any wireless communication instrument, the employee must have a hands-free device or must pull over to talk or text.

Because of the overwhelming evidence that smoking is dangerous and injurious to a person's health, employees are encouraged not to smoke. However, we recognize that the decision to smoke or not to smoke is a personal one.

Smoking, or carrying the scent of having smoked, whether it is cigarettes, cigars, pipes, e-cigarettes, or any other form, is prohibited within the premises at all times. This policy is for the health and safety of all employees and our patients. Refer to the Appearance Policy for additional information regarding smoking.

Clean and orderly surroundings have a positive bearing on employees' morale and productivity. Patients are favorably impressed and attracted to an office that looks professional and well maintained. It is your responsibility to keep work areas neat and tidy and to correct or report any conditions that detract from the professional image of the facility.

Employees are encouraged not to bring their personal problems to work, but sometimes it is unavoidable. If there is a severe problem that affects your ability to perform, it is to be discussed with the doctor. You can expect to find understanding and help toward finding a solution in the best interest of all concerned. Personal problems are not to be discussed within hearing distance of patients, guests, or other employees.

PARKING

USE OF PRIVATE VEHICLE

SMOKING

MAINTENANCE - HOUSEKEEPING

PERSONAL PROBLEMS

You are expected to devote your full efforts to the interests of the practice during normal working hours and any additional hours that may be required. If you decide to work at another job, it must not divert your time, interests, or talents away from the satisfactory accomplishment of your work responsibilities. Outside employment is not a satisfactory reason for poor performance, absenteeism, tardiness, or refusal to work overtime. You are not eligible for a paid absence when the absence is caused by circumstances related to the second job.

**OUTSIDE
EMPLOYMENT
(MOONLIGHTING)**

To prevent disruptions and in order to protect employees from interference in their work, demonstrating or selling a non-work related product during work hours is restricted to the staff lounge area. Non-employees are prohibited from trespassing, soliciting, or distributing literature on office property.

SOLICITATION

No employee shall solicit or accept any gift, gratuity, favor, entertainment, reward, or any other item of monetary value that might influence or appear to influence the judgment or conduct of the employee in the performance of his/her job. Employees can accept gifts or entertainment only in cases where the gifts or entertainment are of nominal value, are customary in the industry, will not violate any laws, and will not influence or appear to influence the employee's judgment or conduct at his/her employer's business.

**ACCEPTING
ENTERTAINMENT,
GIFTS, FAVORS, AND
GRATUITIES**

The 1994 Uniformed Services Employment and Reemployment Rights Act (USERRA), guarantees that employees who are activated for military duty, including Army, Navy, Air Force, Marine Corps, Coast Guard, and their reserves, be re-employed when they return to civilian life again.

**UNIFORMED
SERVICES
EMPLOYMENT AND
REEMPLOYMENT
RIGHTS ACT**

Returning employees must be reinstated to the same position and benefits to which they would have been entitled if continuously employed. This includes seniority, seniority-tied increases in benefit accrual rates, pay raises based on longevity, and promotions based on longevity or length of service that they were reasonably certain to have achieved. USERRA requires that returning employees be "promptly reemployed." What is considered "prompt" generally depends on the circumstances and how long the employee has been on military leave.

The only exceptions are:

- If the total time of uniformed service exceeds five years
- If the returning employee does not notify the employer of his/her intent to return to employment within specified periods of time based on length of service and/or new or aggravated injury
- If a disability was incurred or aggravated by military service such that the returning employee is unable to perform the job

responsibilities at the time of reinstatement

If a returning employee's position was discontinued during a military leave, any severance pay that would have been paid is due upon his or her return. If the returning employee was on a recall list at the time he entered military service, he must be returned to the recall list upon completion of his service.

Other Important USERRA Provisions:

- All employers are covered, regardless of size, as is every employee, regardless of length of service or part-time status. The only exclusions are workers employed for brief, nonrecurring periods
- Service includes inactive and active duty for training, active duty and full-time National Guard duty. Absences required for examinations to determine fitness to perform military duty are also covered
- Employees must provide written or oral notice of their need for military leave unless military necessity prevents giving notice or it would be unreasonable or impossible to give notice
- Employers must not discriminate or retaliate against any person who applied for, serves, or has served as a member of a "uniformed service" including the Army, Navy, Air Force, Marine Corps, Coast Guard, and their reserves
- Employers must grant a leave of absence for up to five years to any person who is absent from a job because of military service
- Employers must place a returning employee in the position he or she would have held had employment not been interrupted by military service
- Employers must provide veterans who return with a physical disability with reasonable accommodation that would allow them to perform the jobs essential functions. Employers are entitled to documentation that the injury causing or exacerbating the injury occurred while on active duty

EMPLOYEE RELATIONS

Certain standards of personal integrity and human behavior are an integral part of good character and respect for the rights of others. Unprofessional conduct disrupts the orderly flow of business, hurts morale, and lessens the quality of patient care. As we explained elsewhere in this manual, employment with the practice is at the mutual consent of the employee and the employer, and employment may be discontinued at-will, at any time, by either the employee or the employer, with or without cause or advance notice. Although we do not exercise a formal system of discipline, an employee may, at the employer's discretion, be given a warning and the opportunity to correct a problem before discharge. The employer reserves the right to take any disciplinary action as deemed appropriate.

Identifying every type of conduct or performance considered unprofessional is impossible. However, to offer some guidance, we provide the following examples of conduct and performance problems that could result in disciplinary action, including discharge:

1. Unexcused or repeated absence or tardiness
2. Unauthorized personal telephone calls or attending to personal affairs during work hours
3. Misuse of electronic e-mail or internet communications system
4. Working unauthorized overtime
5. Destruction or negligent abuse of office property
6. Refusal to work scheduled or emergency overtime
7. Posting, removing, or tampering with posted notices without permission
8. Leaving premises during working hours without authorization
9. The use of any equipment owned by the practice for personal reasons without permission
10. Mishandling, misappropriation, or unauthorized removal or possession of the funds or property of the employer or other employees
11. The use of any practice-owned equipment, including computers without permission
12. Personal behavior outside the office which could be harmful to the reputation of the practice
13. Inability to establish rapport with employer, other employees or patients
14. Unsatisfactory work performance and/or attitude
15. Violation of any employer policy, including policies described in this manual, as revised from time to time
16. Improper disclosure of confidential information or adherence to all HIPAA requirements, including information contained in employee records
17. Falsifying or destroying any records, including timekeeping records

RESPONSIBILITY AND CONDUCT

UNPROFESSIONAL CONDUCT

18. Reporting to work or working while under the influence of alcohol or illegal drugs
19. Possession of alcohol or illegal drugs while on duty or on the employer's premises
20. Illegal activity and substance abuse, both on and off the job
21. Disloyalty, insubordination, misconduct, and/or engaging in rude or discourteous conduct
22. Refusing to accept a reasonable and proper assignment
23. Recording information or tampering with another employee's attendance record
24. Falsifying, making inaccurate entries, or omitting requested information on the employment application form or other company records
25. The employer's good faith belief that employee has knowingly given false statement(s)
26. Dishonesty, theft or fraud
27. Non-compliance with acts and rules of the State Board of Examiners
28. The possession of firearms within the practice
29. Failure to use assigned safety equipment or failure to abide by safety rules and policies
30. Creating or contributing to unsanitary conditions
31. Refusal to work on a patient without employer's permission
32. Sexual harassment, religious harassment, or other unlawful harassment of another person
33. Establishing a competing business during the employment or engaging in work that creates a conflict of interest in the opinion of the employer
34. Refusal to sign the Performance Review form or other required employment-related documents
35. Discussing work-related issues within hearing distance of patients
36. Failure to report to work without providing adequate notice as described elsewhere in this manual
37. Accessing their own or co-worker's confidential employee files without authorization
38. Abusive or bullying behavior towards others

Possible Consequences: As explained elsewhere in this manual, employment may be discontinued at-will, at any time, by either party, with or without cause or advance notice. Therefore, the following disciplinary procedures are advisory and not binding on the employer. At the employer's discretion the employee may be:

1. given a written or oral warning (Employee Counseling Memo Form #418)
2. suspended from duty without pay, or
3. discharged from employment

TERMINATION OF EMPLOYMENT

Employees serve "at-will" and those who quit, are discharged, or fail to respond to a recall; will be regarded as separated from employment.

Separations are classified as either voluntary or involuntary and will be processed in accordance with the separation policies and procedures that follow.

Voluntary—a resignation initiated by the employee. We realize that occasionally an employee resigns to pursue other interests. Although you may resign at-will, at any time, with or without cause or advance notice, you are requested to provide at least two weeks' advance notice, in writing (Form #300), whenever possible.

Although an employee may give several weeks notice, the employer may find it inefficient, disruptive or undesirable to permit the employee to work for the period specified and reserves the right to accelerate the effective date of the resignation. In-lieu-of-notice pay may be awarded at the employer's discretion.

Unauthorized Leave—if you request time off that is denied, and take the time off anyway, that time off will be considered job abandonment and treated as a voluntary termination.

If the practice is sold or acquired and you are offered a position with the new owner and choose not to stay, you will be considered to have voluntarily resigned.

Involuntary—a permanent separation initiated by the employer due to:

- Lack of work
- Inability to perform satisfactorily the duties of the position
- Reorganization and/or relocation
- Unprofessional conduct
- Practice being sold and employment terminated

The above items are not intended to show all the possibilities that might result in involuntary release from employment (refer to Employee Relations section of manual).

Exit Interview—employees may be asked to complete an exit interview questionnaire at the time of their departure (Exit Interview Form #303). This questionnaire gives you a chance to communicate your views on your work, pay, benefits, management, and communication within the practice.

SEPARATION FROM EMPLOYMENT

Whenever an authorized company or individual requests employment-related information about a present or former employee, an authorization form must be signed by the employee or prior employee before any such information will be released (Authorization to Give References Form #305). A copy of this form can be obtained by request. Employment verification can also be made if the individual signs a satisfactory release with a prospective employer and that release is sent to us with the information request.

**REQUEST FOR
EMPLOYMENT
VERIFICATION**

In responding to other employers' requests for employment information about a former employee without a signed release, the practice will provide only the individual's start and end date of employment, title of position(s) held, and confirmation of wage or salary information. Additional employment information is provided only if the individual authorizes the release of such information by completing a satisfactory release.

If you quit, any property belonging to the practice must be returned on or before your last day of work. If your employment is terminated, any property belonging to the practice must be returned immediately. Items may include uniforms, keys, manuals, equipment, etc. Your cooperation is appreciated. We reserve the right to take any legal action necessary to ensure our property is returned.

**RETURN OF
PROPERTY**

ACKNOWLEDGEMENT FORM

Employer: Complete information below and give to each staff member to read and sign.

Employee's Name: _____

Please read, sign and return this form by (date) _____

The policies described in this manual will be effective (date) _____. If you have any questions, please let me know immediately.

Employer's signature _____ Date _____

Staff: Please read the following and place your signature below.

I acknowledge that the policies and procedures described in the Personnel Policy Manual are not an expressed or implied contract of employment between the employer and the employee and should not be viewed as the basis of any contractual obligations of the employer.

I understand that I serve "at-will" and may terminate my employment at any time, with or without cause, and the employer has the right to terminate my employment at any time, with or without cause. Therefore, employment with the employer is not for a specified term and can be terminated "at-will" by either party. The "at-will" policy constitutes an integrated agreement with respect to the nature of the employment relationship that is final and fully binding. There are no other oral or collateral agreements regarding this issue. This employment policy includes all employees including those presently employed by the employer from the above effective date forward.

I have read, understand and agree to adhere to the policies in the Personnel Policy Manual and by continuing my employment, I confirm acceptance of these policies.

Employee's signature _____

cc: Employee
Employee's Personnel File