



## EMPLOYEE HANDBOOK

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# **INTRODUCTION**

## WELCOME

WELCOME TO COASTAL CAROLINA HEALTH CARE, P.A. ("CCHC").

Our success as a medical practice is founded on the skill and efforts of our employees. We strive to make sure that CCHC is a good place to work and a place where you will be treated with dignity and fairness. It is our policy to deal with our employees fairly and honestly and to respect and recognize each employee as an individual.

CCHC personnel are ready to help you get to know the practice. We want you to feel at home and hope you will be happy in your work. One of the first things you should do is read this Employee Handbook carefully.

The purpose of this Employee Handbook is to help you during your initial "getting acquainted" period, to inform you of the policies and procedures that apply to employment with CCHC, and to provide general information about the leave and other benefits we offer. It also will serve as a reference for questions concerning CCHC policies and procedures. **This Employee Handbook modifies and supersedes all previous personnel policies and procedures of CCHC or any medical practice that is now a part of CCHC (formal and informal). The policies and procedures contained in this Employee Handbook are not a contract of employment, do not create contractual rights or obligations, and do not represent a binding agreement between CCHC and its employees. Flexibility to change as time and circumstances call for change is important, and we reserve the right to make at any time any changes in the content or application of our policies and procedures that we deem appropriate in our sole discretion.** Changes in personnel policies and procedures may be implemented even though not yet printed or inserted in the Employee Handbook. We will attempt to provide written notice of any major change to employees or to post such a notice in a place accessible to employees prior to the effective date of the change. The latest amended version of any particular policy will be governing.

This Employee Handbook is the property of CCHC. You have been provided with a copy of it to be reviewed and referred to during the course of your employment with us. On termination of your employment for any reason or upon request by CCHC at any time, this Employee Handbook must be returned to your Office Manager immediately. Please thoroughly read all of the policies and procedures in this Employee Handbook, as each employee may be required to sign an Acknowledgment to the effect that he or she has read and agrees to abide by the policies and procedures contained in the Employee Handbook.

If you have any questions that are not answered in this Employee Handbook, your supervisor or Office Manager will be glad to help you. Please do not hesitate to ask for help should any questions arise.

## **AT-WILL EMPLOYMENT**

**EMPLOYMENT WITH CCHC IS STRICTLY AT-WILL, WHICH MEANS THAT EMPLOYEES ARE FREE TO LEAVE CCHC'S SERVICE AT ANY TIME AND THAT ANY EMPLOYEE CAN BE TERMINATED FROM EMPLOYMENT AT ANY TIME WITH OR WITHOUT STATED CAUSE OR REASON, EXCEPT AS PROHIBITED BY LAW. NO PERSON OTHER THAN THE PRESIDENT OF CCHC, UPON APPROVAL BY THE BOARD OF DIRECTORS, HAS THE AUTHORITY TO GRANT AN EMPLOYEE ANY CONTRACTUAL RIGHTS OF EMPLOYMENT OR TO ENTER INTO A BINDING AGREEMENT WITH THE EMPLOYEE REGARDING HIS OR HER EMPLOYMENT, WHETHER ORAL OR WRITTEN. NO COURSE OF CONDUCT OR ACTION BY ANY PERSON MAY BE INTERPRETED AS CREATING ANY TYPE OF EMPLOYMENT CONTRACT BETWEEN CCHC AND ANY EMPLOYEE OR MODIFYING THE AT-WILL NATURE OF AN EMPLOYEE'S EMPLOYMENT WITH CCHC. THE POLICIES AND PROCEDURES CONTAINED IN THIS EMPLOYEE HANDBOOK ARE GUIDELINES TO EMPLOYMENT WITH CCHC; THEY DO NOT CREATE CONTRACTUAL RIGHTS OR OBLIGATIONS, EXPRESS OR IMPLIED, AND THEY ARE SUBJECT TO ALL EMPLOYMENT REMAINING AT-WILL.**

## **WHAT YOU CAN EXPECT FROM CCHC**

CCHC would like to provide for its employees a relationship of mutual respect that will allow employees to obtain personal satisfaction from their work and will encourage employees to contribute to our growth. In an effort to reach this goal, CCHC will strive to:

- operate an economically successful business so that a consistent level of steady work is available;
- operate within all applicable employment laws and regulations, and consistent with CCHC's business needs;
- maintain mutual respect in our working relationship and treat employees as individuals, with courtesy and consideration;
- offer competitive wages and benefits;
- provide the kind of leadership in which employees can have confidence; develop competent employees who understand and meet our objectives; provide facilities and working conditions that are considerate of each employee's health, safety, and convenience;
- keep employees informed of CCHC's expectations of them, and the consequences of not fulfilling those expectations; and,
- keep employees informed of CCHC's progress as a business, as well as our overall aims and objectives.

## **WHAT CCHC EXPECTS FROM YOU**

Your first responsibility is to understand your job and know how to perform your duties competently and efficiently. You are expected to cooperate with management and your fellow employees and maintain a good team attitude. How you interact with your fellow employees and the patients of CCHC directly impacts CCHC's operations. This means that whatever your position is, you have an important assignment: perform every task to the very best of your ability. The result will be better performance for CCHC overall and personal satisfaction for you.

As an employee and representative of CCHC, it also is important that you be well informed of, and adhere to, CCHC's policies and procedures and that you help the practice maintain a positive image with its patients, volunteers, and the community. If at any time during your employment with CCHC, you encounter an action that you believe runs contrary to CCHC policy or good moral, ethical judgment, then it is incumbent upon you as a CCHC employee, without fear of reprisal, to report such actions to your supervisor or Office Manager, to the Director of Human Resources, or to the Chief Executive Officer.

You contribute much to the success of CCHC. We need your help in making each working day enjoyable and rewarding.

## **WHAT WE BELIEVE**



# EQUAL EMPLOYMENT OPPORTUNITY

## *General Policy*

CCHC is an equal opportunity employer and will not discriminate against any applicant or employee on the basis of age, race, color, religion, sex, national origin, disability, or other legally protected status. In an effort to further our policy of equal employment opportunity, we will ensure that qualified applicants are employed and qualified employees are treated during employment without regard to age, race, color, religion, sex, national origin, disability, or other legally protected status. This policy extends to all terms, conditions, and privileges of employment (including hiring, job assignment and training, promotion, compensation and benefits, and termination), as well as the use of CCHC facilities and participation in all activities sponsored by CCHC.

## *Uniformed Service*

CCHC also will not discriminate or take adverse action against any individual who is a member or applies to become a member of a uniformed service, performs or applies to perform uniformed service, or has an obligation to perform uniformed service and will not deny such an individual initial employment, re-employment, retention in employment, promotion, or any benefit of employment on the basis of this status.

## *Accommodation of Disabilities*

It is our policy to base selection and other employment criteria on job-related reasons and to make reasonable accommodations to assist otherwise qualified disabled applicants and employees in meeting these criteria once we are made aware of their disabilities and provided that the accommodations do not cause an undue hardship for CCHC. For purposes of this policy, **“qualified disabled applicants and employees”** include applicants and employees who have a mental or physical impairment that substantially limits one or more major life activities and who meet the skill, experience, education, and other job-related requirements of a position desired or held and can perform the essential functions of the job, with or without reasonable accommodation. We reserve the right to require medical documentation of a disability.

If you have a disability that will require an accommodation to perform an essential function of a job desired or held, it is your responsibility to notify the Director of Human Resources of the disability and of the need for an accommodation. We then can work with you to try to provide a reasonable accommodation, taking into consideration your specific condition and the operational requirements of and financial cost and expense to CCHC, among other factors. Please be aware that although we would like to keep employment opportunities open for qualified individuals, we will not be able to accommodate an applicant or employee who poses a significant risk to the health or safety of himself or herself or others in the workplace (including patients and coworkers) if a reasonable accommodation will not eliminate or reduce the risk.

## *Employee Responsibility*

In order to promote an atmosphere that is free of any form of discrimination, intimidation, or harassment, we depend on you, our employees, to show respect for your coworkers. Helping to create a work environment where everyone can feel comfortable and welcome is an important part of each employee’s job.

## **DISCRIMINATION, HARASSMENT, AND OTHER UNLAWFUL CONDUCT**

Discrimination, harassment, or other unlawful conduct involving any employee of CCHC in the employment relationship will not be tolerated. Discrimination, harassment, retaliation, coercion, interference, or intimidation of an employee due to his or her age, race, color, religion, sex (including pregnancy, childbirth, or related medical conditions), national origin, disability, or other legally protected status, or that of an employee's relatives, friends, or associates, is strictly forbidden.

### ***Discrimination***

Discrimination is the exercise of bias, preference, or prejudice in making employment decisions, taking employment actions, or in the treatment of applicants and employees, based on an applicant's or employee's immutable characteristics. It is illegal to discriminate against any applicant or employee on the basis of age, race, color, religion, sex (including pregnancy, childbirth, or related medical conditions), national origin, disability, or other legally protected status. Prohibited discrimination extends to all terms, conditions, and privileges of employment (including hiring, job assignment and training, promotion, compensation and benefits, and termination), as well as the use of CCHC facilities and participation in all activities sponsored by CCHC.

### ***Sexual Harassment***

Sexual harassment does not require physical contact but involves conduct that merely creates an unwelcome environment. It includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical contact of a sexual nature when submission to the conduct is made a term or condition of an individual's employment (either explicitly or implicitly), when submission to or rejection of the conduct is used as the basis for employment decisions affecting the individual, or when the conduct is sufficiently severe, persistent, or pervasive to interfere with an individual's work performance or to create an intimidating, hostile, or offensive working environment. Other forms of sexual harassment include unwanted hugs, kisses, touches, assault, leering, making sexual gestures, displaying sexually suggestive or pornographic objects or pictures, cartoons, or posters, and verbal abuse of a sexual nature including graphic, verbal commentaries about an individual's body, sexually degrading words used to describe an individual, suggestive or obscene letters, notes, or invitations making or using degrading comments, epithets, slurs, or jokes. Occasional compliments of a socially acceptable nature do not constitute sexual harassment.

### ***Other Unlawful Conduct***

Other unlawful conduct may consist of verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her age, race, color, religion, sex (including pregnancy, childbirth, or related medical conditions), national origin, disability, or legally protected status, or that of his or her relatives, friends, or associates, and that has the purpose or effect of creating an intimidating, hostile, or offensive work environment; has the purpose or effect of interfering unreasonably with an individual's work; or otherwise adversely affects an individual's employment opportunities.

### ***Prohibition***

Any act, comment, or behavior that constitutes discrimination, harassment, or other unlawful conduct is strictly forbidden and will not be tolerated of any employee, either on or off CCHC

premises. This prohibition covers not only the relationships between employees of CCHC, but also each employee's relationships with the patients of CCHC or with the employees of other companies encountered in the course of performing the duties of his or her job.

### ***Reports and Investigations***

Employees, without any fear of reprisal, have the responsibility to bring any form of discrimination, harassment, or other unlawful conduct (whether by a coworker, physician, patient, or someone else encountered while performing their job duties) to the attention of their supervisor or Office Manager, or the Director of Human Resources, so that a prompt investigation may be begun into the circumstances of the incident and the alleged conduct. If you do not feel comfortable reporting suspected discrimination, harassment, or other unlawful conduct to your supervisor or Office Manager, or to the Director of Human Resources, you should contact the Chief Executive Officer or the President of CCHC. Any person who becomes aware of an incident of discrimination, harassment, or other unlawful conduct, whether by witnessing the incident or being told of it, should notify the Director of Human Resources, the Chief Executive Officer, or the President of CCHC immediately.

CCHC will keep all information relating to allegations and investigations of discrimination, harassment, or other unlawful conduct as confidential as possible under the circumstances.

### ***Corrective and/or Disciplinary Action***

Following our investigation, a review of the results of the investigation with the person(s) involved will be conducted and appropriate corrective and/or disciplinary action will be taken, which may result in immediate termination of employment for individuals who are determined to have engaged in discrimination, harassment, or other unlawful conduct, conduct approaching discrimination, harassment, or other unlawful conduct, or other conduct that violates CCHC policy. Be advised that disciplinary action, up to and including termination, will be taken against any employee engaging in discrimination, harassment, or other unlawful conduct.

### ***Protection Against Retaliation***

CCHC will not in any way retaliate against an individual who makes a report of discrimination, harassment, or other unlawful conduct in good faith or who assists in an investigation. Retaliation is a serious violation of this policy and should be reported immediately. Any employee found to have retaliated against another employee in violation of this policy will be subject to disciplinary action, up to and including termination.

## **PATIENT RELATIONS**

As an employee and representative of CCHC, you deal with patients either personally or via the telephone on a daily basis. Patients must be treated with understanding, respect, and genuine friendliness. You are here to provide patients with a service and should keep that in mind at all times.

A patient's favorable impression of CCHC is extremely important and is the primary step in forming patient confidence. Conversely, an unfavorable impression leads to a lack of confidence, making quality professional care more difficult to deliver. Many patients visiting CCHC are under stress; however, most will respond favorably to courtesy and consideration. Treatment can be more effective, and our jobs made easier, by maintaining a friendly and

courteous relationship with patients at all times.

Employees are encouraged to use the patient's name often, either in person or via telephone and to answer the telephone giving their first name. Patients want to identify with a person, not a voice. Employees are encouraged, when answering the telephone, to use a professional tone when addressing patients, physicians, and other persons.

## **CONFIDENTIAL INFORMATION**

### ***Patient Information***

All information concerning the patients of CCHC is highly confidential. Information regarding patients cannot be revealed to any other person, even to a spouse or other member of the patient's family, if the person has not first been authorized by the patient through his or her written consent, or such disclosure has been authorized by the appropriate physician, designated management representative, or if required to do so by law, and then only to the extent authorized or required. Patients' matters must never be discussed outside the workplace and must not be discussed within the workplace except as required.

One of the most important aspects of this duty of confidentiality is proper safeguarding of patient records. Not only is medical information about a patient to be protected from disclosure, but each patient must believe and have confidence that this protection is adequately provided. One patient should not hear discussions concerning another patient's condition, nor should he or she be allowed even temporary visibility of another patient's records. All employees must exercise extreme care that casual statements relating to the patients of CCHC are not made outside the workplace, even to spouses. All records, notes, reports, or other documents compiled about our patients will remain part of our confidential records. During the orientation process you will be required to sign an Acknowledgement of Receipt of Notice of Privacy Practices.

### ***CCHC Information***

No employee, without the approval of a the Board of Directors, President, or the Chief Executive Officer, may disclose any confidential information concerning the property, business, affairs, and internal operations of CCHC that comes to his or her attention. This includes personal or identifying information about any employee or physician (such as name, address, telephone number, or salary). No employee, under any circumstances, may use such information to advance the financial or other private interests of himself or herself or others. While employed by CCHC, you may disclose and use such information as is provided by CCHC for the purpose of performing your job duties, only to the extent authorized by designated management personnel or as is required by law to be disclosed.

If you are questioned by someone outside CCHC and are concerned about the appropriateness of providing certain information, remember that you are not required to answer and that we do not wish you to do so. Instead, as politely as possible, refer the request to your Office Manager, to the Director of Corporate Compliance, or to the Chief Executive Officer.

### ***Consequences of Disclosure***

Violation of the terms or spirit of this duty of confidentiality can seriously injure our reputation and effectiveness and therefore can result in immediate disciplinary action, up to and including termination. Your employment with CCHC assumes an obligation to maintain confidentiality, even after you leave employment with CCHC.

## **OPEN DOOR POLICY**

CCHC has an open door policy with respect to employee questions and complaints and wants to assure our employees that their complaints will be considered fairly, in a timely manner, and without reprisal. Employees are encouraged to discuss matters of concern pertaining to their employment with their supervisor or Office Manager. Your supervisor or Office Manager should be given the courtesy of knowing about any complaint you may have, and a chance to help solve it. He or she knows more about you and your job than any other member of management and is in the best position to handle your complaint satisfactorily.

We would like to address all employee complaints informally, and supervisors and employees are expected to make every effort to resolve any problems as they arise. However, in the event you have a complaint that reasonably cannot be taken to your supervisor or Office Manager (such as an allegation of sexual or other unlawful harassment involving your supervisor or Office Manager), you should contact the Director of Human Resources. The Director of Human Resources (in consultation with the Chief Executive Officer, or other appropriate management representative), will consider the complaint, conduct any necessary investigation into the facts and circumstances surrounding the complaint, and propose a resolution to the complaint.

In the event the complaint is not resolved to your satisfaction by the Director of Human Resources (or other appropriate management representative), you may direct a written complaint to the Board of Directors of CCHC. The written complaint should state the problem, provide all necessary supporting facts or information, and propose a solution or remedy. The Board of Directors, in its discretion and ordinary course of business, will consider the written complaint, request any necessary clarification, and provide a final decision or determination as to the merits of the complaint and its proper resolution. The determination rendered by the Board of Directors will be final and binding.

## **YOUR COMPENSATION AND WORKING HOURS**

# COMPENSATION

## *General*

The CCHC compensation structure is designed to attract and retain qualified employees by paying wages that are competitive in the Eastern North Carolina job market and providing financial rewards for superior performance. The company strives to make a uniform compensation structure both within and across departments, that establishes a salary or hourly wage for each job position commensurate with,

- the abilities, skills, education, and experience requirements of the job position; and
- the duties and responsibilities of the job position.

Ultimate authority for setting the above mentioned structure lies with the physician owners of CCHC and the Chief Executive Officer.

The CCHC annual performance review program provides the basis for administering the compensation structure in a uniform and equitable manner. (See Performance Review Policy)

## *New/Probationary Employees*

Business factors such as prior experience, education level, and job responsibilities are used to determine a new/probationary employee's beginning level of compensation. In rare circumstances, a new/probationary employee's job responsibilities may change or increase substantially during the probationary period, or the employee may demonstrate exceptional job performance during the probationary period. In these circumstances, at the completion of the probationary period, the Office Manager may evaluate the new/probationary employee's compensation, and adjust it as appropriate.

## *Merit Review/Pay Increases*

Any pay increases awarded during employment with CCHC are given on the basis of merit and depend on factors such as the pay range for the position, the employee's job duties and training, the employee's performance and contribution to the practice, and other factors determined by CCHC to be relevant and included as part of the employee's annual performance review. No pay increase is automatic, and every pay increase will be at the discretion of CCHC.

Upon completion of each employee's annual performance review, the Office Manager informs each employee of the amount, if any, of an approved pay increase, which pay increase becomes effective on the employee's anniversary date (the first day of the pay period following the anniversary date) or the beginning of the next calendar year, depending on the policy of the practice.

## *Pay Decreases*

On occasion, a demotion or transfer may result in a pay decrease. An employee may be demoted or transferred (1) at the request of the employee, to be relieved of job responsibilities or given a lower classification; or (2) at the discretion of CCHC, based on the employee's inability to perform his/her job position adequately or the business needs of CCHC.

Any pay decrease associated with a demotion or transfer is determined at the discretion of CCHC, based on the circumstances involved.

## **HOURS OF OPERATION AND WORKING HOURS**

The policy of CCHC is to establish hours of operation and working hours as required by workload, staffing requirements, and patient needs.

The standard hours of operation for the administrative offices of CCHC are Monday through Friday, from 8:00 a.m. to 5:00 p.m. The standard hours of operation for each practice of CCHC are Monday through Friday, from 8:00 a.m. to 5:00 p.m., or Monday through Friday, from 8:30 a.m. to 5:30 p.m., depending on the practice. Coastal Carolina Hospitalists are on staff at Craven Regional Medical Center 24 hours per day and Coastal Carolina Sleep Medicine is open evenings to conduct sleep studies. MRI studies at Coastal Carolina Imaging are often scheduled before 8:00 am and after 5:00 pm based on patients needs. The standard hours of operation for Urgent Care are Monday through Friday, from 8:00 a.m. to 8:00 p.m., Saturday, from 9:00 a.m. to 4:00 p.m., and Sunday, from 2:00 p.m. to 6:00 p.m. The standard employee work schedule consists of five 8-hour days (40 hours per week), excluding lunch or meal periods. This work schedule may be altered, depending on practice needs, to allow for a flextime schedule of four 10-hour days (40 hours per week). Flextime or other special work schedules must be approved by the Office Manager.

Your working hours (including any evening or weekend duties) will be set and communicated to you by your Office Manager through the posting of a schedule, delineating daily work hours and lunch or meal periods. This schedule is subject to change, from time to time, to meet a physician's or a patient's needs.

Lunch or meal periods may be established for 30 minutes or one hour by the Office Manager. The lunch or meal period is in addition to the hours of work used to determine the length of the work day and is not compensated.

Should you have any questions concerning your work schedule, please ask your supervisor or Office Manager.

## **EMPLOYEE CLASSIFICATIONS/STATUS**

Certain employees are covered by the minimum wage and overtime provisions of the Fair Labor Standards Act ("FLSA") and others are not covered. The classification or distinction, referred to as "non-exempt" and "exempt," depends upon the type of work the employee performs. In most instances, employees covered under the minimum wage and overtime provisions of the FLSA are compensated on an *hourly* basis and are considered "non-exempt" employees. There are some employees who are exempt from the minimum wage and/or overtime provisions of the FLSA and are considered "exempt" employees. These employees are usually paid on a *salaried* basis. Some policies herein (e.g., the overtime policy) do not pertain to "exempt" employees.

In addition, employees are assigned a full time or part time status for the purposes of record keeping, compensation, and benefits. The employee's status is based on the number of hours per week the employee is regularly scheduled to work, as follows:

- Employees scheduled to work 32-40 hours per week are full time status; employees scheduled to work less than 32 hours per week are part time status.
- Employees are allowed to change status (from full time to part time, or vice versa) when



approved by the Office Manager. Upon approval, the change of status is forwarded to the Director of Human Resources for processing.

## **OVERTIME**

The general policy of CCHC is to avoid overtime, but on some occasions, office emergencies and/or the volume of work may make it necessary for you to work beyond your regular hours. We will try to advise employees of overtime needs as far in advance as possible. You should discuss your workload with your supervisor and obtain his or her approval for the overtime required to complete your assignments within an appropriate time frame. You may *not* work overtime unless it is authorized. For all non-exempt employees, overtime for hours worked in excess of 40 hours per workweek will be paid at one and one-half times the employee's regular rate of pay. Overtime will not be paid unless an employee has worked more than 40 hours in a workweek, even if the employee is regularly scheduled to work fewer than 40 hours. PTO or other time away from work that is compensated by CCHC will not be counted as hours worked for purposes of calculating overtime, unless an employee actually works on that day. Employees who are exempt from the overtime provisions of the FLSA will not be paid for overtime, regardless of the number of hours worked in a workweek.

Compensatory time off in lieu of overtime pay is not available.

## **TIME RECORD KEEPING**

Federal and state laws require CCHC to keep accurate records of the hours an employee works, and the employee's time card/time clock system or time sheet accomplishes this. With the exception of physicians, employees must record their time when they start working, any time they leave CCHC premises for non-business reasons and upon their return, and at the end of the workday when they finish working.

Please remember to record your time. Do not swipe someone else's time card or have someone else swipe your time card. Should you forget to record your time or make an error on your time card or time sheet, you should notify your supervisor or Office Manager as soon as possible, so that the time worked may be recorded or corrected and authorized. Both you and your supervisor or Office Manager will need to initial any corrections. All socializing, eating, and any other personal activity should be performed prior to recording your time.

An employee should only record his or her own time. Recording hours worked on another employee's time card or time sheet, tampering with another employee's time card or time sheet, or allowing someone to record time on your time card or time sheet is a violation of CCHC rules and may result in disciplinary action, up to and including termination, both for you and for the other employee. Employees are not permitted to, and should not work, "off the clock."

## **PAY PERIODS**

For payroll purposes, the workweek begins at 12:01 a.m. on Monday and ends at midnight on Sunday. All employees are paid bi-weekly (on the Friday following the last day of a pay period). If you are paid by check, your paycheck will be distributed to you at the office. If you wish, you may be paid through direct deposit to an account of your choice. The direct deposit will be made so that it is available to you on your exact payday.

If you feel there has been an error made in your paycheck, you should report it immediately to your Office Manager.

## **PAYROLL DEDUCTIONS**

Only amounts required or permitted by law and those authorized by you will be deducted from your paycheck. Should you have any questions concerning deductions from your paycheck, you should contact the Director of Human Resources. We encourage a policy of no deductions other than employment-related deductions and may deny an employee any deduction request.

All paychecks are required by law to reflect deductions for federal income taxes, state income taxes, and Social Security and Medicare taxes. The amount of these deductions will depend on your earnings and the information you furnish on your W-4 form regarding the number of allowances you claim. The W-2 form you receive each year will indicate how much of your earnings were deducted for these purposes. Any change in name, address, marital status, or number of dependents must be reported by you to the Director of Human Resources immediately to ensure proper credit for tax purposes. Your paycheck also may reflect certain court-ordered deductions that we are required to honor, such as child support payments or garnishments for payment to creditors. CCHC will give you written notification of any orders for these types of deductions received by CCHC. Your paycheck may reflect other deductions authorized by you, such as premiums for insurance coverage. All deductions will be listed for your information.

## **INSURANCE AND OTHER BENEFITS**

## **REFERENCE TO BENEFIT PLANS**

Benefits are a large part of an employee's total compensation and may play a prominent part in your personal and family financial planning. Therefore, CCHC tries to provide you with a benefit package that (1) is competitive with or better than others within the industry and in the communities where CCHC has operations; (2) CCHC can financially support in both favorable and unfavorable economic times; and (3) best meets the most important needs of a majority of employees. Our benefits are reviewed periodically and may be modified as necessary.

The insurance and other benefits we provide are the subject of detailed written plan documents available for your inspection on request to the Office Manager. The terms, restrictions, and other eligibility requirements pertaining to these benefits may be determined only by reading the actual plan documents, under which CCHC or the plan administrator, as applicable, reserves the right to make certain administrative interpretations with discretion. If a question arises regarding the nature and extent of insurance or other benefits, or if there is a discrepancy between the actual provisions of the plan documents and the information included in this Employee Handbook or any other communication to employees, the formal language of the plan documents is controlling. Because insurance plans, premiums, coverage, and benefits change from time to time, CCHC reserves the right to modify (or terminate) each of the insurance and other benefits and each plan's provisions.

## **GROUP HEALTH INSURANCE**

CCHC provides group health insurance for all eligible employees who elect to participate. If you elect coverage you may have the amount of the premium for the coverage automatically deducted from your paycheck. The amount of the premium deducted will depend upon the coverage selected. If you are covered by another plan and wish to waive out of our plan, you will need to sign a waiver in the form provided by CCHC. The full benefits provided under the health insurance plan are outlined in a separate summary plan description, a copy of which is provided to eligible participants. If you have any questions concerning your health care coverage, you should contact the Director of Human Resources.

## **DENTAL INSURANCE**

CCHC provides all eligible employees the opportunity to participate in its dental insurance plan. Dental insurance is voluntary and employees who wish to enroll in this program are responsible for the entire cost of the premium. If you elect to pay for dental insurance, you may have the amount of the premium automatically deducted from your paycheck. The full benefits provided under the dental insurance plan are outlined in a separate summary plan description, a copy of which is provided to eligible participants. If you have any questions concerning your dental care coverage, you should contact the Director of Human Resources.

## **LIFE INSURANCE**

Eligible employees may participate in CCHC's life insurance plan. The policy currently provides life insurance for the employee at twice his or her annual salary, up to a maximum amount of \$50,000. The cost of this insurance is paid completely by CCHC. Coverage under the life insurance plan is explained in detail in a separate booklet, a copy of which is available from the Director of Human Resources. If you have any questions concerning life insurance coverage,

you should contact the Director of Human Resources.

## **FLEXIBLE SPENDING PLAN AND AFLAC POLICIES**

Eligible employees may participate in CCHC's Flexible Spending Plan and applicable AFLAC policies. These plans enable an employee to redirect a portion of his or her pretax compensation into two specific types of expenses/accounts: dependent care and unreimbursed medical expenses/accounts. The details of the Flexible Spending Plan and applicable AFLAC policies are outlined in a separate summary plan description, a copy of which is provided to eligible participants.

If you have any questions regarding participation under these plans, you should contact the Director of Human Resources.

## **DISABILITY INSURANCE**

CCHC provides short-and long-term disability insurance benefits to eligible employees.

- Full-time employees become eligible for disability insurance after 90 days of employment. Part-time or temporary employees are not eligible for disability insurance.
- Employees will be placed on disability leave after a 30-day elimination period
- A physician's statement will be required to begin disability coverage, and for the employee to return to work.
- Disability insurance payments will be paid at 66 2/3 percent of an employee's salary or hourly wage and will be integrated with social security, workers' compensation, and pension payments, as applicable.
- Detailed information on the disability insurance plan is contained in the plan summary, which is distributed to an employee when he or she becomes eligible for coverage.

If you have any questions regarding disability insurance coverage, you should contact the Director of Human Resources.

## **WORKERS' COMPENSATION INSURANCE**

Workers' compensation insurance is carried by CCHC in accordance with applicable workers' compensation laws and regulations. CCHC pays the total cost of this program.

Any work-related illness or accident must be reported to your immediate supervisor immediately, no matter how minor it may seem. In addition, if you are injured or become ill as the result of a work-related accident, you must give written notice to the Office Manager within 24 hours of the accident.

If entitled by law to workers' compensation, you will receive payment from the insurance carrier under the direction of the North Carolina Industrial Commission. Failure to report a work-related accident in a timely manner may result in a denial of benefits.

## **401(k) SAVINGS AND PROFIT SHARING PLAN**

CCHC has established a 401(k) savings and profit sharing plan which provides eligible employees the opportunity to defer any amount or percentage of their compensation into the plan. CCHC will match 100% of all participant contributions up to 3% of eligible compensation and 50% of all participant contributions between 3% and 5% of eligible compensation. In addition, the plan allows eligible employees the opportunity to share in the profits of the practice's operation through a discretionary contribution. The amount of this contribution, if any, to the plan is determined annually by the Board of Directors.

Eligible employees are defined as those who are at least 21 years of age, have completed one (1) year of employment, and who have worked at least 1,000 hours from January to December of each plan year.

Benefits are paid upon retirement or termination of employment. Additional information regarding the 401(k) savings and profit sharing plan is contained in the plan document and the summary plan description, a copy of which are maintained by the Director of Human Resources.

If you have any questions regarding the 401(k) savings and profit sharing plan, you should contact the Director of Human Resources.

# **LEAVE POLICIES**

## **A - PAID LEAVE (Hourly and Salaried Employees)**

### **1. PTO (Paid time off)**

CCHC combines all paid leave (vacation, sick, bereavement, holiday, and personal time) into its PTO policy. PTO is accrued by full-time, permanent employees who work a minimum of 32

hours per week.

Employees begin accruing PTO from the date of hire; however, eligibility to use PTO is not available until the 90 day probationary period has been satisfied. Any absence during the probationary period will be without pay for all hourly employees; however, accrued PTO may be used for holidays that fall within the initial 90 day probationary period.

Employees may request leave when they have accrued sufficient PTO hours to cover the time requested. PTO is paid at the employee's current rate of pay. PTO does not accumulate on hours worked in excess of 80 or less than 64 per bi-weekly payroll period. A minimum one week block of time should be taken per year. CCHC does not recognize comp time in lieu of using PTO. All requests for leave should be submitted, in advance, to your Manager.

In the event of any potential conflict between employees whose simultaneous absence would create a hardship for the operations of CCHC, preference generally will be given to the employee with seniority in length of employment.

## **2. MSL (Major Sick Leave)**

Major Sick Leave provides an additional source of income when sickness extends beyond five consecutive work days. Each payroll cycle, 1.85 hours of total hours earned will be diverted to an employee's MSL account until the balance totals 160 hours. After the balance totals 160 hours, the 1.85 hours previously diverted to MSL will be routed to the employee PTO account.

During the initial five day period of sickness, PTO will be applied as usual. Any PTO shortage during this period will be time without pay. To qualify for MSL, the employee must submit a note from their health care provider verifying the need for leave beyond five consecutive days.

### a) Rate Accumulation Tables

#### **80 Hours Bi-weekly**

<b>Year of Service</b>	<b>PTO</b>	<b>MSL</b>	<b>Total Hours Earned</b>	<b>Total Days Earned</b>
0 – 5	6.45	1.85	8.30 or .10375 per hour	27
6 – 10	7.99	1.85	9.84 or .12300 per hour	32
11+	9.53	1.85	11.38 or .14225 per hour	37

#### **64 Hours Bi-weekly**

<b>Year of Service</b>	<b>PTO</b>	<b>MSL</b>	<b>Total Hours Earned</b>	<b>Total Days Earned</b>
0 – 5	4.79	1.85	6.64 or .10375 per hour	21.6
6 – 10	6.02	1.85	7.87 or .12300 per hour	25.6
11+	7.25	1.85	9.10 or .14225 per hour	29.6

Employees hired prior to September 5, 2011 are not required to establish a MSL account. Total hours earned, as stated above, will continue to be routed to your PTO account each payroll cycle as usual.

### b) Year end PTO balances

- 1) 200 hours may be carried forward
- 2) An additional 80 hours may be sold back to CCHC; Reimbursement



- is calculated at the employees regular salary or hourly rate of pay
- 3) Hours may be transferred to MSL
- 4) Hours exceeding 280 will be forfeited

- c) Termination of employment / Change in employment status
  - 1) Unused PTO will be paid at 100% provided proper notice is given
    - a) Four weeks for supervisory, management, highly skilled clinical staff, and salaried employees
    - b) Two weeks for all other employees
  - 2) Unused PTO will be paid at 50% when proper notice is *not* given
  - 3) Unused PTO will be compensated at the employees regular salary or hourly rate of pay
  - 4) PTO balances are forfeited for involuntary termination
  - 5) PTO balances are forfeited when the 90 day probationary or extended probationary period is not completed
  - 6) MSL balances are forfeited upon voluntary or involuntary termination

### **3. Holidays**

CCHC recognizes the following holidays: New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas.

\*holidays that fall on Saturday will be observed the preceding Friday; holidays that fall on Sunday will be observed the following Monday.

CCHC will comply with its obligations under Title VII of the Civil Rights Act to make reasonable accommodations for the religious beliefs of its employees for events such as religious holidays, pastoral duties, religious observance, and observation or mourning periods, as long as the accommodation does not cause an undue hardship.

## **FAMILY AND MEDICAL (FMLA) LEAVE**

### ***Eligibility***

Leave provided under the Family and Medical Leave Act (FMLA) is available to all eligible employees of CCHC. In order to be eligible for FMLA leave, you must: (1) have worked for CCHC or a medical practice that now is a part or becomes a part of CCHC for at least 12 months, which need not be consecutive months; (2) have been employed for at least 1,250 hours of service during the 12-month period prior to the commencement of FMLA leave; and, (3) be employed at a worksite where 50 or more employees are employed by CCHC within 75 miles of that worksite.

### ***Types of Leave***

If you are eligible for FMLA leave, you are permitted to take up to 12 weeks of FMLA leave during any 12-month period, measured forward from the date on which your first FMLA leave begins. Leave may be taken: (1) for the **birth** of a child, and to care for the newborn child; (2) for the **placement** of a child for adoption or foster care, and to care for the newly placed child; (3) to **care for a spouse, child, or parent with a serious health condition**; and, (4) due to a **serious health condition of the employee** that makes the employee unable to perform one or

more of the essential functions of his or her job (5) any qualifying exigency arising out of the fact that the employee's spouse, son, daughter, or parent is a covered military member on "covered active duty or (6) Twenty-six work weeks of leave during a single 12-month period to care for a covered service member with a serious injury or illness if the eligible employee is the service member's spouse, son, daughter, parent, or next of kin (military caregiver leave) .

A "**serious health condition**" means an illness, injury, impairment, or physical or mental condition that involves:

- Inpatient care (an overnight stay) in a hospital, hospice, or residential medical care facility; or,
- Continuing treatment by a health care provider that includes any of the following:
  - A period of incapacity of more than three consecutive calendar days and any subsequent treatment or period of incapacity relating to the same condition that also involves (1) treatment two or more times by a health care provider, by a nurse or physician's assistant under direct supervision of a health care provider, or by a provider of health care services under orders of or on referral by a health care provider, or (2) treatment by a health care provider on at least one occasion that results in a regimen of continuing treatment under the supervision of the health care provider;
  - Any period of incapacity due to pregnancy or for prenatal care;
  - Any period of incapacity or treatment for incapacity due to a chronic serious health condition;
  - A period of incapacity that is permanent or long-term due to a condition for which treatment may not be effective and for which you or your family member is under the continuing supervision of a health care provider; or,
  - Any period of absence to receive multiple treatments (and any period of recovery from such treatments) by a health care provider or by a provider of health care services under orders of or on referral by a health care provider for (1) restorative surgery after an accident or other injury, or (2) a condition that likely would result in a period of incapacity of more than three consecutive calendar days in the absence of medical intervention or treatment.

### ***Scheduling***

Leave taken for any of these purposes by an employee who is eligible for FMLA leave will be designated as FMLA leave, even if the employee has not specifically requested FMLA leave. FMLA leave will run concurrently with any paid leave that you apply toward an FMLA absence. Your entitlement to FMLA leave for a birth or placement for adoption or foster care expires 12 months after the date of birth or placement, even though you may have additional FMLA leave available. Time away from work on a holiday that occurs during your FMLA absence will be counted as FMLA leave.

FMLA leave may be taken intermittently or on a reduced leave schedule when medically

necessary to care for a family member with a serious health condition or because of your own serious health condition. If you require intermittent leave or leave on a reduced schedule, you must try to schedule your leave so as not to disrupt our operations. We may require you to transfer temporarily to an available alternative position (including a part-time position) for which you are qualified and which better accommodates recurring periods of leave than your regular position. The alternative position need not involve duties that are equivalent to the duties associated with your regular position. If you are transferred to an alternative position, you will receive equivalent pay (i.e., an equivalent rate) and benefits for your position prior to taking the leave; however, benefits based on time worked, such as PTO leave, will be reduced proportionately.

The combined total FMLA leave of employees within CCHC who are married to each other may not exceed 12 weeks during the applicable 12-month period if the leave is taken for the birth of a child or to care for the child after birth; for placement of a child for adoption or foster care, or to care for the child after placement; or to care for a parent with a serious health condition. This limitation does not prohibit either employee from taking additional FMLA leave for which he or she may be eligible, such as leave to care for a child with a serious health condition or because of a serious health condition of the employee.

### ***Employee Notices***

If your need for FMLA leave is foreseeable, you must provide the Office Manager with at least 30 days' advance notice before the FMLA leave is to begin. If 30 days' advance notice is not practicable or if your need for FMLA leave or its approximate timing is not foreseeable, notice must be provided as soon as practicable (normally within one or two workdays of learning of the need for leave.) Notice should be provided by you personally, or by your spouse, an adult family member, or another responsible person, if you are unable to provide notice personally. The notice must be sufficient to make us aware of your need for FMLA leave and of the anticipated timing and duration of the leave. Whenever possible, you should use the Leave Request Form in the form provided by CCHC.

When planning medical treatment for which FMLA leave will be necessary, you should consult with the Office Manager and make every reasonable effort to schedule your leave so as not to disrupt the operations of CCHC, subject to the approval of your health care provider. This ordinarily should occur prior to scheduling treatment so that a treatment schedule which best suits the needs of both you and CCHC may be worked out. Employees who are out on FMLA leave are expected to report periodically to the Office Manager on their status and intent to return to work.

### ***Compensation***

When you take FMLA leave you are required to apply any PTO leave that you have earned the opportunity to use toward your FMLA absence. PTO leave will not be applied toward your FMLA leave if you are receiving short-term disability or workers' compensation.

When you apply PTO leave toward your FMLA leave, you will be paid your regular salary or hourly rate of pay during the period of paid leave. Any FMLA leave that is not covered by short-term disability, workers' compensation, or PTO leave will be without pay.

### ***Benefits***

***Group Health Benefits.*** We will continue providing you with group health insurance coverage and will continue paying our share of your health insurance premiums while you are out on FMLA leave (whether paid or unpaid), at the same level and under the same terms and conditions as are being provided at the time your leave begins, subject to any practice-wide changes in these benefits that take place during your leave. Although CCHC will pay its share of health insurance coverage during FMLA leave, you are responsible for your share of the health insurance premium. Your portion of the health insurance premium will be deducted from your paycheck as directed by you during any period of paid leave, but must be paid by you to CCHC at the time it normally would be deducted from your paycheck or as otherwise agreed between you and CCHC during any period of unpaid leave. If the premium payment for your share is more than 30 days late, we may cease maintaining health insurance coverage (after providing 15 days' written notice that payment has not been received), or may pay your share and recover the amount paid from you. If the 15-day notice is provided and you fail to pay your share of the premium prior to the specified date on which coverage will be dropped, CCHC will be entitled to cancel your group health insurance coverage retroactively to the date the unpaid premium was due.

***Other Insurance Benefits.*** We also will continue providing and will pay our share of your other group insurance benefits during paid FMLA leave, to the same extent as these benefits would be provided and paid during any other paid leave. You are responsible for paying your share of any other insurance benefits during any period of paid FMLA leave and for paying the entire amount of the premiums for these benefits during any period of unpaid FMLA leave. Premiums for which you are responsible will be deducted from your paycheck as directed by you during any period of paid leave but must be paid by you to CCHC in the same manner as for health insurance or as otherwise agreed between you and CCHC during any period of unpaid leave. If you are unable to make your premium payments during FMLA leave, CCHC may agree to pay the amounts owed by you to avoid a lapse of coverage. At this time, you will be asked to sign and submit an acknowledgment for continued insurance coverage in the form provided by CCHC. You will be required to reimburse CCHC for any premiums paid on your behalf, whether or not an acknowledgment is signed or submitted, and whether or not you return to work. Any benefits lost as a result of nonpayment of insurance premiums will be restored upon an employee's return to work, without any requalification requirements.

### ***Medical Certifications***

***Certification of Health Care Provider.*** At or soon after the time you indicate a need for FMLA leave, CCHC will require you to furnish certification from your health care provider or the health care provider of your family member, as applicable, in the form of Certification of Health Care Provider provided by CCHC or in another form acceptable to CCHC. The certification should be given to the Office Manager before any foreseeable FMLA leave begins. If this is not possible, or if your need for FMLA leave is not foreseeable, the certification must be provided within 15 calendar days of the date on which it is requested by CCHC, or as soon as reasonably possible under the circumstances. Failure to provide certification in a timely manner may result in a denial of foreseeable leave or a denial of the continuation of unforeseeable leave until the requested certification is provided.

Second and third opinions may be required in some instances at CCHC's expense. We will reimburse you for reasonable out-of-pocket travel expenses incurred in connection with obtaining a second or third medical opinion. You should provide documentation of these expenses (receipts, mileage information, etc.) to the Office Manager.

***Recertification.*** CCHC may require you to provide medical recertifications, which generally will be requested no more frequently than every 30 days or after the minimum duration specified in

your previous medical certification has passed, if the minimum duration exceeds 30 days. Recertification also may be required regardless of the length of an FMLA absence if you request an extension of leave (unless you are on FMLA leave due to pregnancy or a chronic or permanent/long-term serious health condition), if circumstances described in your original certification have changed significantly, or if CCHC has received information that casts doubt upon the continuing validity of your previous certification. Recertification must be provided to CCHC within 15 calendar days of the date it is requested or as soon as possible under the circumstances. Any recertification requested by CCHC will be at your expense.

***Return to Work Certification.*** As a condition of returning to work after FMLA leave that was due to your own serious health condition, CCHC may require you to obtain and present a return to work certification from your health care provider. If a return to work certification is required, it must be provided to the Office Manager prior to your restoration to employment. Whenever possible, you should use the Return to Work Certification in the form provided by CCHC. The return to work certification will be at your expense.

### ***Job Restoration***

It is expected that following an FMLA absence, you will return to work. You will not be considered to have returned to work unless you are back at work for at least 30 calendar days following FMLA leave or transferred to retirement directly from taking FMLA leave or within the 30-day return to work period.

As a general rule, when you return to work following FMLA leave, you will be restored to the same position that you held prior to the beginning of FMLA leave, or to an equivalent position with equivalent benefits, pay, and other terms and conditions of employment. Certain salaried, highly paid "key" employees maybe denied reinstatement following an FMLA leave if necessary to prevent substantial and grievous economic injury to CCHC's operations.

You and your covered dependents will not be required to requalify for any benefits provided by CCHC at the time your FMLA leave begins. The resumption of benefits upon your return from FMLA leave will be subject to any practice-wide changes in benefits that have taken place during the period of FMLA leave. Seniority status and leave benefits based on time worked (such as PTO leave) will not be awarded during the unpaid portion of your FMLA leave; however, any benefits accrued prior to your FMLA leave and not applied to your FMLA leave will be restored upon your return to work. Please note that an employee has no greater right to reinstatement or to other benefits and conditions of employment upon return from FMLA leave than if the employee had worked continuously during the FMLA leave period.

### ***Premium Charges***

If you fail to return to work after your leave entitlement is exhausted or has expired, CCHC will charge you for 100% of the health insurance premiums for your coverage (including any dependent coverage) and will charge you for your share of any other insurance premiums that are paid by CCHC during any unpaid portion of FMLA leave. These charges will not be made if the reason you do not return to work is due to the continuation, recurrence, or onset of a serious health condition that would entitle you to leave under the FMLA, or other circumstances beyond your control prevent your return and you provide any medical certification of your or your family member's serious health condition that is required by CCHC. If you do not provide the medical certification within 30 days of the date it is requested by CCHC or the reason for your failure to return to work is not a circumstance beyond your control, CCHC will be entitled to recover all insurance premiums which otherwise would be charged. Decisions to remain with a

family member who no longer requires your care or to remain at home following the birth or placement for adoption or foster care of a child who does not have a serious health condition will not be considered beyond your control.

## HOLIDAYS

CCHC observes the following holidays:

New Year's Day  
Good Friday  
Memorial Day (last Monday in May)  
Independence Day (July 4<sup>th</sup>)  
Labor Day (first Monday in September)  
Thanksgiving Day (fourth Thursday in November)  
Christmas Day

Under normal circumstances, a recognized holiday that falls on a Saturday will be observed on the preceding Friday. Under normal circumstances, a recognized holiday that falls on a Sunday will be observed on the following Monday. In addition, the actual day off may be on a day other than the holiday to accommodate scheduling.

Employees must use PTO to be compensated for these days.

### *Religious Holidays and Accommodations*

CCHC will comply with its obligations under Title VII of the Civil Rights Act to make reasonable accommodations for the religious beliefs of its employees and applicants. CCHC will strive to make reasonable accommodations for such events as religious holidays, pastoral duties, religious observance, and observation or mourning periods, as long as the accommodation does not cause undue hardship to CCHC.

## PARENTAL SCHOOL LEAVE

Any employee who is a **parent, guardian, or person standing in loco parentis** (person acting in the place of a parent) of a school-aged child is eligible to take school leave of up to four hours per year so that the employee may attend or otherwise be involved at that child's school. "School" includes (a) a **public school**; (b) a **private church school, church of religious charter, or nonpublic school** that regularly provides a course of grade school instruction; (c) a **preschool**; or (d) a **child care facility** that regularly provides day care for more than five children under the age of 13 (not including the operator's own children) at least once a week for more than four hours but less than 24 hours a day. In order for school leave to be authorized, you must provide your supervisor with as much notice as possible before the time desired for the leave. Upon return from school leave, you maybe required to provide the Office Manager with written verification from your child's school that you attended or otherwise were involved at that school during the time of the leave. You should use the Leave Request Form in the form provided by CCHC to request school leave.

School leave must be taken at a time mutually agreed upon between you and CCHC. Time away from work for school leave will be without pay, unless you apply PTO toward the absence or are paid on a salary basis within the meaning of the Fair Labor Standards Act.

## JURY DUTY/COURT LEAVE

An authorized absence will be granted to all full-time employees who are called to perform jury duty or when an employee is subpoenaed to testify as a witness in a court or government proceeding concerning matters arising out of his or her professional job responsibilities. Time off for jury duty/court leave will be with pay (excluding any premiums, overtime, call pay, etc.). The reimbursement the employee receives from jury duty is required to be signed over to CCHC.

Employees are required to return to work when released from jury duty/court leave on an hour-by-hour basis. Jury duty/court leave will not be paid for a non-exempt employee if the employee has been excused from court service and does not return to work. For this absence to be authorized, you should submit a copy of your jury summons or subpoena. Employees returning to work following jury duty/court leave maybe required to present proof of service to the Office Manager.

An employee who is paid a fee for an appearance as an expert witness is not eligible for court leave with pay, unless such expert witness fee is credited to CCHC.

## VOTING

Employees should make every effort to exercise their civic duty to vote either before or after work hours. On those rare occasions when an employee must work extended hours that preclude him or her from voting before or after work hours, the employee should advise his or her supervisor or Office Manager of the intent to vote. The supervisor will arrange a mutually acceptable time for the employee to go to the polls to vote. This approved time will be without pay, unless PTO is used.

## MILITARY LEAVE

CCHC will grant an authorized absence to employees who elect or are required to perform service in the uniformed services, to the full extent required by the Uniformed Services Employment and Reemployment Rights Act ("USERRA"). An individual employee's service limitations, available benefits, and reemployment rights will be determined in accordance with applicable provisions of this law. In order to be entitled to the reemployment rights afforded by USERRA, you must provide advance notice of the impending service (either orally or in writing and by yourself or through an appropriate officer of the uniformed service in which the service is to occur) to your Office Manager. Whenever possible, you should use the Leave Request Form in the form provided by CCHC to request military leave, attaching a copy of your orders. Advance notice will not be required if precluded by military necessity or if, under all of the relevant circumstances, it is impossible or unreasonable.

Military leave will be without pay, unless you apply PTO leave toward the absence or are paid on a salary basis within the meaning of the Fair Labor Standards Act and are on a temporary military leave of absence during part of a workweek.

## LEAVE OF ABSENCE

CCHC recognizes that, in extraordinary circumstances, an employee may need to be absent from work for an extended period **with the intent to return to work**. In such circumstances, a leave of absence **may be** granted, in CCHC's sole discretion, for the following reasons to regular employees who have completed one year of employment:

- medical reasons extending beyond FMLA leave requirements. A physician's verification of necessity for leave or an extension of leave will be required;
- employees on workers' compensation status if other leaves have been exhausted;
- compelling personal reasons.

### ***Requesting a Leave of Absence***

A leave of absence must be requested in advance, with reasonable notice and proper supporting documentation provided to CCHC. A leave of absence that is granted, may be extended for additional periods not to exceed 30 days each. Extensions of leave must be approved by CCHC prior to the end of the current approved leave period.

Misrepresentation of facts concerning the need for a leave of absence or an extension of such leave may result in disciplinary action, up to and including immediate termination from employment. Leaves of absence are not granted to permit gainful employment elsewhere. An employee may not enter into gainful employment while on a leave of absence.

### ***Returning to Work***

Employees returning to work after an approved leave of absence must notify their Office Manager at least two weeks in advance of their intended return date. CCHC will use its best efforts to return the employee to his or her regularly assigned position or to a position of similar responsibility and compensation; however, CCHC reserves the right, in its sole discretion, to place an employee returning from a leave of absence in a position which best suits the business needs of CCHC.

Employees returning to work after a leave of absence for medical reasons must provide their Office Manager/supervisor with a written release from their physician stating they have satisfactorily recovered and are able to resume the normal duties of their job.



## **GENERAL EMPLOYMENT POLICIES**

## DRUG AND ALCOHOL POLICY

The employees of CCHC are its most valuable resource. We believe that all employees have the right to work in a drug- and alcohol-free environment. CCHC will not tolerate any prohibited drug use or alcohol misuse that jeopardizes the safety of its employees, patients, or others at the workplace or threatens our operations or competitiveness.

For purposes of this policy, the term "**prohibited drugs**" means any "controlled substances" as defined at 21 U.S.C. § 802 and listed on Schedules I through V of 21 U.S.C. § 812, as revised from time to time, and as defined by other federal laws and regulations. Generally, these are drugs which have a high potential for abuse and include but are not limited to marijuana, opiates, cocaine, amphetamines, and phencyclidine. Also included within this definition are any other drugs that are illegal under federal, state, or local law, legal drugs that have been obtained illegally or are not being taken as prescribed by a licensed physician, and substances that are not intended for human consumption (such as glue). For purposes of this policy, the term "**alcohol**" means the intoxicating agent in beverage alcohol, ethyl alcohol, or other low molecular weight alcohols, including methyl and isopropyl alcohol. "**Workplace**" includes the buildings, grounds, and parking lots of CCHC, or any other location where the business of CCHC is being performed or carried out.

A violation of this policy occurs when any employee:

- Engages in the unauthorized manufacture, distribution, possession, sale, purchase, or use of any prohibited drug or alcohol, or is under the influence of any prohibited drug or alcohol, while at the workplace, while in a CCHC vehicle, while at work or during working hours, or while representing CCHC away from the workplace, except for the reasonable use of alcohol in a business/social setting;
- Manufactures, distributes, dispenses, possesses, sells, purchases, or uses prohibited drugs away from the workplace in a manner that adversely affects the employee's work performance, his or her or others' safety at the workplace, or CCHC's regard or reputation in the community;
- Manufactures, distributes, dispenses, possesses, sells, purchases, or uses alcohol away from the workplace in a manner that adversely affects the employee's work performance or his or her or others' safety at work; or,
- Stores any prohibited drug or unauthorized alcohol in a locker, desk, vehicle, or other repository owned or leased by CCHC or located at the workplace.

Commission of any of the above violations can result in disciplinary action, up to and including termination. Likewise, at its sole discretion and in lieu of or in addition to taking disciplinary action against an employee, CCHC may refer the employee to a substance abuse professional for evaluation and possible assistance. The employee will be expected to comply with any program prescribed by the substance abuse professional as a condition of his or her employment. In addition, CCHC may require the employee to sign and adhere to a Last Chance Assistance Agreement or similar agreement in the form provided by CCHC.

## ATTENDANCE

CCHC expects regular attendance at work from its employees. This means that you must be at

work on time each regularly scheduled workday -- fully able and ready to work -- and that you remain at work through the completion of your scheduled shift. You are part of a team, and getting the job done depends on every employee being in the right place at the right time. We recognize that there are justifiable reasons for being absent from, late to work, or leaving work early and we follow a policy of granting reasonable requests for excused absences or tardiness. However, CCHC assumes that employees are available to work on a consistent basis. If an employee's rate of absenteeism, tardiness, or leaving early is excessive, the employee may be subject to disciplinary action, up to and including termination. In addition, attendance will be reflected on the employee's annual performance evaluation and may affect the overall evaluation score, and in turn, any compensation adjustments.

## **EMPLOYEE CONDUCT**

Your conduct, both on and off duty, can reflect favorably on you and CCHC, or can present an unfavorable image of you and/or CCHC. By accepting employment with us, you have a responsibility to CCHC, our patients and visitors, and your fellow employees to adhere to certain standards of behavior and conduct. The purpose of these standards is not to restrict your opportunities, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow employees to follow the standards of conduct, our practice will be a better place to work for everyone. If an employee does not conduct himself or herself in a creditable manner, the employee may be subject to disciplinary action. Following are some of our basic guidelines for employee conduct:

- Employees are responsible for knowledge of and compliance with CCHC's personnel policies, particularly those contained in this Employee Handbook.
- Appearances, at all times, should be clean, neat, professional, and appropriate to the job being performed.
- Employees are responsible for conducting themselves in a courteous, helpful, and friendly manner with patients and coworkers and for maintaining a positive attitude in the performance of duties.
- Employees are expected to follow all safety policies and procedures. Safety policies must be read by new employees within 90 days of their hire date and annually thereafter.
- Employees are to report any unsafe working conditions immediately to their supervisor.
- In compliance with OSHA laws, eating and drinking is not allowed in areas with patient, specimen, chemical, or medication contact.

Consumption of food and drink is not permitted in:

- Patient reception areas and lobbies;
- Rooms where patients are and will be present; and,
- Nurses' stations.

Additional restrictions may be imposed subject to departmental guidelines. Employees are responsible for cleaning areas where eating and drinking are permitted.

## **DISCIPLINARY ACTIONS**

Every employee is responsible for observing the policies, procedures, and standards of conduct established by CCHC. The primary purpose of this policy is to ensure conformance with the established rules and regulations of CCHC and to promote efficient and effective patient care.

Occasionally, disciplining an employee becomes necessary. Discipline will be based on factors such as the severity of a violation, the repetitive nature of a violation, the circumstances surrounding a violation, and the frequency of the current or previous violations. In all events, disciplinary decisions will be made in the best interests of CCHC. Disciplinary actions may include an oral warning, a written warning, disciplinary probation, suspension with or without pay, demotion, and termination. These actions are not required to be taken all together or in any particular order. When necessary, unsatisfactory performance and behavior should be brought to an employee's attention, and a formal note should be put into the employee's file.

Generally speaking, we expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the most obvious unacceptable activities are noted below. For purposes of this policy, "**CCHC premises**" include the buildings, grounds, parking lots, and vehicles of CCHC. Disciplinary actions, up to and including termination, may be taken in response to the following violations:

- **FALSIFYING** or altering personnel or other CCHC documents, records, or reports, obtaining employment on the basis of false or misleading statements, or misrepresenting the reasons for an absence.
- **REFUSAL** or inability to perform assigned duties, deliberately neglecting assigned duties, or poor, careless, or inefficient performance of assigned duties.
- **DISCOURTESY** to or difficulty in dealing with patients, fellow employees, or CCHC physicians.
- **THEFT** from CCHC, from a patient of CCHC, or from a fellow employee or physician; unauthorized possession or removal of any CCHC property, including documents, from CCHC premises without prior permission from management; or unauthorized use of CCHC property for personal reasons or for profit. Unauthorized use or removal of CCHC drug items and/or samples is considered theft.
- **SEXUAL** or other unlawful harassment, telling sexist or racial-type jokes, or making racial or ethnic slurs.
- **USING** CCHC's supplies or equipment for unauthorized personal use, including telephones for personal calls;
- **VIOLATION** of or failure to observe security rules or practices, negligence, or intentional conduct which results or could result in damage to CCHC, patient, employee, or physician property or injury to yourself, a patient, or a fellow employee or physician.
- **FAILURE** to report to work, loafing, being absent from work without notifying your supervisor or the Office Manager in a timely manner, being late to work or in reporting back to work following the lunch break or other breaks, or unauthorized leaving of CCHC premises during working hours.
- **IMMORAL** or inappropriate conduct on CCHC premises or during working hours.

- WILLFUL or unnecessary waste, damage, abuse, or misuse of equipment, materials, supplies, or other property of CCHC or that of a patient, fellow employee, or physician, or removing equipment, materials, supplies, or other property of CCHC or that of a patient, fellow employee, or physician, from CCHC premises without permission.
- POSSESSION of weapons (including a handgun for which you have a valid permit), ammunition, firearms, firecrackers, or other explosives on CCHC premises or during working hours.
- INSUBORDINATION or refusing to obey the instructions of your supervisor, the Office Manager, another member of management, the Chief Executive Officer, or one of the physicians.
- PERFORMING personal tasks or attending to personal business during working hours.
- USING vulgar, profane, or abusive language toward a patient, a fellow employee, a member of management, or a physician at any time, whether on or off CCHC premises.
- ABSENCE from your work area without permission or entering CCHC premises at any time other than is customary for reporting to work without the prior permission of your supervisor, the Office Manager, or the Chief Executive Officer.
- PROVOKING or instigating a fight; fighting; or threatening, intimidating, or coercing patients, fellow employees, members of management, or physicians at any time, whether on or off CCHC premises, while engaged in CCHC duties, or while at any CCHC-sponsored event.
- VIOLATION of any confidentiality or non-disclosure agreement required by CCHC, including a breach of patient, physician, or employee confidentiality, or giving confidential or proprietary information of CCHC or patients to other organizations or employees without authorization.
- FAILURE to report an injury or patient incident;
- GOSSIPING and/or spreading rumors, engaging in behavior designed to create discord and lack of harmony at the workplace, interfering with another employee's performance on the job, or willfully restricting work output or encouraging others to do the same.
- POOR personal hygiene, creating or contributing to unsanitary conditions, or wearing improper clothing. This includes failing to wear the required name badge or wearing or otherwise using another employee's name badge.
- POSTING, removing, or altering notices on any bulletin board on CCHC premises without permission from designated management personnel.
- SMOKING in unauthorized areas or at non-designated times.
- GAMBLING in any form (including participating in lotteries) or the sale of tickets of any kind, without specific permission from the Office Manager or the Chief Executive Officer on

CCHC premises or during work hours.

- ACCEPTING or soliciting tips, gifts, or other donations from patients, physicians, or visitors.
- WORKING with an invalid professional license or certificate.
- CLOCKING-IN another employee's time card or having another employee to clock-in your time card.
- CONCEALING your own or a fellow employee's misconduct or inadequate performance.
- FAILURE to follow the policies and procedures in this Employee Handbook or any other rules and regulations applicable to the employees of CCHC.

These violations are not all-inclusive, but serve to illustrate certain types of unacceptable behavior that may result in disciplinary action, up to and including termination. Appropriate disciplinary action also will be taken for violations of other provisions of this Employee Handbook or other policies of CCHC.

## **OSHA REQUIREMENTS**

### ***Compliance with OSHA Bloodborne Pathogens Standard and Exposure Control Plan***

The federal Occupational Safety and Health Administration has established a standard to eliminate or minimize occupational exposure to hepatitis B (HBV), human immunodeficiency virus (HIV), and other Bloodborne pathogens (the "Standard"), which Standard has been adopted by the State of North Carolina. In compliance with the requirements of the Standard, CCHC has established an Exposure Control Plan. Employees who, during the performance of their duties, are reasonably anticipated to have skin, eye, mucous membrane, or parenteral contact with blood or other potentially infectious materials, are deemed to have "occupational exposure" and are required to abide by the Standard and to follow the Exposure Control Plan and the procedures set forth in the Exposure Control Plan. Failure to do so will result in disciplinary action, up to and including termination. Copies of the Standard and the Exposure Control Plan may be obtained from the Office Manager.

### ***Bloodborne Pathogens Training Programs***

To help ensure that all employees with occupational exposure understand their obligations under the Standard and our Exposure Control Plan, CCHC will provide an exposure control training program during working hours at the time of an employee's initial assignment to tasks where occupational exposure may take place and annually thereafter. Additional training will be provided whenever CCHC institutes new tasks or changes its procedures so as to affect the employee's occupational exposure. Employees who have been designated as having occupational exposure are required to participate in CCHC's training programs and, upon completion, must sign the Exposure Control Training Statement in the form provided by CCHC.

### ***HBV Vaccination***

As part of our Exposure Control Plan, CCHC offers an HBV vaccine and vaccination series to each employee within ten working days of his or her initial assignment to a task involving occupational exposure, unless the employee previously has completed the HBV vaccination series, antibody testing has revealed that the employee is immune to HBV, or the vaccine is

contraindicated for medical reasons. The HBV vaccination will be provided at no cost to the employee. Employees who decline to accept the HBV vaccination offered must sign the Hepatitis B Vaccination Declination in the form provided by CCHC. An employee who initially elects not to receive the HBV vaccination and who continues to be at risk for occupational exposure later may request CCHC to provide the HBV vaccination and will receive the HBV vaccination free of cost.

### ***Additional OSHA Requirements***

To help ensure compliance with its duties under the federal and state Occupational Safety and Health Acts, CCHC may administer tuberculosis, rubella titer, or other medical tests that are job-related and consistent with business necessity, may impose work restrictions on infectious employees that are job-related and consistent with business necessity, and may provide and require participation by employees in workplace safety training.

## **EMPLOYEE SAFETY AND HEALTH**

### ***Purpose***

- To provide an immediate and accurate report of all incidents occurring to employees, students, volunteers, patients, and visitors for the purpose of providing necessary medical services.
- To provide an accurate record for workers' compensation and occupational disease, and a yearly report to OSHA.
- To aid in identifying areas where system or procedural weaknesses occur and decisive action may be required (system revision, education, counseling, etc.) to ensure the safety of employees, students, volunteers, patients, and visitors.

### ***Policy***

An incident report is required to be completed when an event or happening occurs that is not consistent with the routine operation of the clinic. An "incident" includes, but is not limited to, accidents, injuries, and sickness involving employees, students, volunteers, patients, and visitors. All incidents should be reported (regardless of whether actual physical injury or property damage occurs), as follows:

- Employees, volunteers, or students who suffer an injury/accident (e.g., a needle stick) or exposure to a communicable disease or potential communicable disease (e.g., tuberculosis, hepatitis), regardless of whether medical attention is required or rendered.
- Patients experiencing an incident that is not consistent with the routine care of the particular patient, including:
  - Admission to hospital as a result of complications from outpatient management;

- Clinic-incurred trauma (e.g., patient accidents, procedural errors, shocks, burns, scarring);
  - Adverse reactions to medications, transfusions, or anesthetics which will result in a chronic condition requiring additional medical treatment;
  - Patient or family complaints or threatening suit
- Visitors experiencing an injury/accident or incident on CCHC premises.

### ***Procedure***

***Who must file.*** An employee, student, or volunteer who is involved in an injury/accident or incident while on CCHC premises is responsible for completing and filing an incident report. If the individual is unable to complete the incident report, he or she must report the incident verbally to his or her immediate supervisor or Office Manager who will then complete the incident report.

If the individual involved in the incident is a patient or visitor, the staff member witnessing, or who is notified of, the incident must complete the incident report.

***When must report be filed.*** Employee injuries/accidents (e.g., needle sticks) or exposures should be reported **immediately** on an incident report form, and the employee also should report the injury or exposure **immediately** to his or her supervisor. The incident report should be forwarded to the Office Manager by the department completing the report within 24 hours of the time of the incident.

## **SECURITY**

### ***Prohibition***

The safety and security of our employees, patients, and visitors are of vital importance to CCHC. Therefore, any act that endangers an individual's life, safety, well-being, or property will be considered an act of violence and will not be tolerated. This policy applies to all employees of CCHC, patients, visitors, and any other persons entering CCHC premises.

CCHC has developed a security program to help ensure the safety of its employees, patients, and visitors, as well as CCHC property and assets. Although not an exhaustive list, CCHC specifically prohibits the following activities while on CCHC premises or while CCHC business is being conducted:

- Any act or threat of violence, including but not limited to intimidation, harassment, or coercion, either directly or indirectly by words, gestures, or symbols, made by an employee, patient, or other person against another employee, patient, or any other person.
- Any act or threat of violence that endangers the safety of an employee, patient, or other person.
- Use or possession of a weapon (including a handgun for which a valid permit is held) by an employee, patient, or other person on CCHC premises. This includes weapons transported in employee vehicles onto CCHC premises.



- Fighting and violent tendencies, including physically harming another, shoving, pushing, harassing, intimidation, coercion, brandishing weapons, and threats or talking of violence by an employee, patient, or other person against another employee, patient, or any other person.

Violation of this policy by an employee will not be tolerated and may result in disciplinary action, up to and including termination. Any person found to be in violation who is not an employee of CCHC will be evicted from CCHC premises and will not be allowed to re-enter CCHC premises unless that person can demonstrate to CCHC that he or she is not in violation of this policy.

CCHC will notify the appropriate law enforcement authorities of any individual who participates in an act of violence or who is in possession of a weapon on CCHC premises in violation of a state or local law or ordinance and will assist in any resulting criminal prosecution.

### ***Guidelines/Precautionary Measures***

- Certain employees will be issued a name tag which **must be** worn during working hours. The first name tag will be provided by CCHC. Subsequent name tags must be paid for by the employee.
- Facility keys are to be issued only to employees whose duties require the use of keys. Keys must be returned to the Office Manager/supervisor upon termination of employment or at any time requested by CCHC.
- Employees must not disclose to unauthorized persons any security or alarm code used to access CCHC property.
- If an employee's name tag or facility keys are lost or stolen, it must be reported to the Office Manager/supervisor immediately.
- Only authorized persons may enter CCHC premises after normal working hours.
- Visits to CCHC clinics by friends of employees are not encouraged, and personal visitors are not permitted in work areas.
- Employees should park in designated areas and secure their vehicles before entering the facility. If an employee leaves or reports to work during the high risk hours such as late nights and early mornings, the employee should park in a well-lit area and be alert to his or her surroundings. If at all possible, employees should use a buddy system. Remember safety in numbers!!!
- Employees should place their valuables in a secure location. You should report any incidences of theft or pilferage to your supervisor, and/or the Office Manager.
- CCHC property such as computers, copiers, stationery and other such supplies are for business use only and should not be used for personal business matters.
- CCHC property should not be removed from the premises unless it is being used for a business purpose and the employee has obtained written approval from the Office Manager/supervisor.

Employees should report any suspicious persons or occurrences to their supervisor. It is the responsibility of each employee to comply with the security program so that we may provide a safe working environment for everyone.

## **ELECTRONIC MAIL, VOICE MAIL, INTERNET, AND OTHER COMMUNICATIONS SYSTEMS**

### ***Electronic Mail and Voice Mail***

CCHC provides an electronic mail system and a telephone voice mail system to designated employees in an effort to improve the efficiencies of business communications. Both the electronic mail and voice mail systems and the messages on these systems are the private property of CCHC and are intended solely for use by the practice and its designated personnel for carrying out CCHC business. Except with respect to voice mail access by outside callers, access to and use of either system by anyone other than an employee-user authorized by CCHC is strictly prohibited.

### ***Internet and Other Communications Systems***

CCHC also may provide designated employees with access to outside communications systems such as the Internet. Any communications systems made available by the practice and any electronic mail or other messages or information on these systems are intended solely for use by CCHC and its designated employees for carrying out CCHC business. Access to and use of any communications system by anyone other than an employee-user authorized by CCHC is strictly prohibited. Access to and use of any outside communications system made available by CCHC to an authorized employee-user are subject to any applicable guidelines established by CCHC, including those contained in this policy.

### ***Monitoring, Access, Use, and Disclosure***

CCHC views ALL messages on its communications systems as business messages and not as personal or confidential messages of the employee. All messages transmitted via electronic mail, voice mail, the Internet, or any other communications system provided or made available by CCHC are and shall remain the exclusive property of CCHC. For this reason, CCHC monitors and records all access to and use of these systems and reserves the right, without prior notice to the employee and for any reason, in its sole discretion, to access the electronic mail, voice mail, Internet, and other communications systems; to use any and all information on any system (including reviewing, copying, or deleting any message or other information sent to or by any employee); and to disclose any and all information on any system to others, including law enforcement authorities. By accessing and using the electronic mail, voice mail, Internet, or other communications systems provided or made available by CCHC, you expressly consent to such monitoring, access, use, and disclosure by CCHC and acknowledge that YOU HAVE NO EXPECTATION OF PRIVACY WITH RESPECT TO ANY INFORMATION ON THE ELECTRONIC MAIL, VOICE MAIL, INTERNET, OR OTHER COMMUNICATIONS SYSTEMS PROVIDED OR MADE AVAILABLE BY CCHC.

### ***Guidelines for Employee Use***

In order to ensure the appropriate use of the electronic mail, voice mail, Internet, or other communications systems provided and/or made available by CCHC, the following guidelines for employees have been established:

- Employees are prohibited from disclosing confidential information concerning the patients,

property, business, or affairs of CCHC via electronic mail, via voice mail, via the Internet, or any other communications system, or otherwise, outside CCHC or even to employees within CCHC unless the recipient of the information is authorized to receive that information and has a legitimate need to know. In order to protect CCHC's proprietary information, employees must not leave electronic mail messages on computer screens. Employees are required to maintain access passwords in a confidential manner and to make changes in their passwords as necessary to meet the confidentiality standards set by CCHC. Sensitive and highly confidential information should be sent within CCHC via electronic mail or voice mail only when absolutely necessary, and then only after appropriate passwords and encryption devices, if available, have been used. As a general rule, sensitive and highly confidential information should not be sent via the Internet or any other communications system to which individuals not employed by CCHC have access.

- All electronic mail, voice mail, Internet, and other communications system users must keep their messages businesslike and refrain from using these systems for gossip or personal messages. Employees are expected to use good judgment and common sense when sending or receiving messages by electronic mail, voice mail, Internet, or over any other communications system. The electronic mail, voice mail, Internet, and other communications systems may NOT be used in such a way as to be disruptive or offensive to others. Messages containing offensive sexual material, racial or ethnic slurs or epithets, or other material of a harassing nature are strictly prohibited. Remember — CCHC's policies against discrimination and sexual and other unlawful harassment apply to communications by electronic mail, voice mail, the Internet, and over any other communications system.
- Use of the Internet is a privilege extended to designated employees and intended ONLY for business purposes. Designated employees are authorized to access the Internet in connection with their job duties and other legitimate CCHC business purposes. This applies to employees' use of the Internet during working hours and at any other time while on CCHC premises or using CCHC resources. Use of the Internet or any of CCHC's communications systems for inappropriate purposes is strictly prohibited. An inappropriate purpose includes but is not limited to conducting non-CCHC related private business; conducting or engaging in political activity; participation in sports pools or gambling of any type; or viewing sexually explicit, pornographic, racially derogatory, or other offensive material.
- Employees may not use the electronic mail, voice mail, Internet, and other communications systems provided or made available by CCHC to solicit other employees for any purpose, including but not limited to religious, commercial, or charitable purposes, or for membership in or adherence to any outside organization or political cause.
- Employees must not copy and/or send by electronic mail or otherwise any information, including software, that is protected by copyright laws.

### ***Condition of Employment***

Acceptance of and adherence to this policy are conditions of an employee's employment and continued employment with CCHC. Violations of this policy may result in disciplinary action, up to and including termination.

## **REMOTE ACCESS VIRTUAL PRIVATE NETWORK (VPN)**

# POLICY

## Usage

1. Only authorized CCHC employees and third parties (customers, vendors, etc.) may access the CCHC VPN. All users must ensure that their privileges are not used by unauthorized personnel.
2. Users will not be allowed access to the entire network through the VPN connection, they will be limited to the minimum amount of resources required to do their job remotely.
3. VPN users will be automatically disconnected from CCHC after one hour of inactivity.
  - a) The user must then logon again to reconnect to the network.
  - b) Pings or other artificial network processes are not to be used to keep the connection open.
4. Dual tunneling with another VPN is not allowed while connected to the CCHC VPN.
5. All users who connect to the CCHC VPN must adhere to the following:
  - a) A CCHC approved VPN client must be used to initiate the internet connection
  - b) A CCHC approved anti-virus client must be active.
6. Proper notification of a possible compromise of our network must be immediately given to the IT staff.
7. Proper notification of a terminated VPN user must be immediately given to the IT staff.

## Third Party Access

1. All third parties (e.g., consultants, contractors, temporaries) who connect to the CCHC VPN must read, understand and sign the *Third Party VPN Usage* agreement before access is granted.
2. All third parties will be given their own id and password for easy identification through the VPN.

## **Wireless Access**

- a. Users must use equivalent wired services when available. Wireless should not be the primary method of network connectivity through the VPN.
- b. All devices utilizing wireless connectivity to connect through the VPN must have a CCHC approved anti-virus solution installed and an up-to-date virus pattern.
- c. All devices utilizing wireless connectivity to connect through the VPN must have encrypted security enabled (WPA or WEP at minimum). Higher security preferred.

Policy violations can result in network and/or system privilege suspension while investigating a possible threat.

## **OUTSIDE EMPLOYMENT AND CONFLICTS OF INTEREST**

Employment with CCHC must take precedence over employees' other occupational interests. Outside employment is permitted, provided it does not interfere with your ability to perform your duties at CCHC properly or reflect negatively on you or CCHC. Additionally, no employee shall directly or indirectly maintain or engage in any outside business or financial interest that conflicts with the interests of CCHC.

Any outside employment or self-employment engaged in by an employee must be done in an ethical manner and in accordance with CCHC's standards. Additional guidelines and restrictions may apply if the employee's outside activities presents a potential conflict of interest that detracts from CCHC's goals and objectives, causes an employee's job performance to deteriorate, or reflects negatively on CCHC. CCHC maintains the right to make final judgments regarding employee compliance with this policy. We request that you make the Office Manager/supervisor aware of any outside employment.

## **NO SOLICITATION AND NO DISTRIBUTION**

### ***No Solicitation***

Persons not in the employ of CCHC are not allowed to solicit CCHC's employees or anyone else on CCHC premises for any purpose. No employee will be allowed to solicit for any reason while he or she is on the job and on CCHC time. This rule applies only to actual working time and not to break time, lunch time, or time before or after work. All types of solicitations on CCHC time are prohibited by this rule, including solicitations on behalf of or in opposition to any labor organization. Anyone who violates this rule and who thereby neglects his or her own work or interferes with the work of any other employee will be subject to disciplinary action, up to and including termination.

### ***No Distribution***

Persons not in the employ of CCHC are not allowed to distribute any material on CCHC property for any purpose. Employees are not permitted to engage in the distribution of advertising material, literature, or other non-work material during their working time or when the distribution interferes with access to CCHC premises, results in litter, or interferes with the work of others. Employees are not permitted to distribute any of such materials at any time in work areas and are not permitted to use practice property or facilities (e.g., stationary, photocopies, messenger services, or telephones) to distribute any of such materials. Anyone who violates this rule and who thereby neglects his or her own work or interferes with the work of any other employee will be subject to disciplinary action, up to and including termination.

Any employee who engages in the distribution of any literature or non-work material in non-work areas shall be responsible for cleaning up any litter which may occur. Failure to do so will result in disciplinary action.

## **PROBATIONARY PERIOD**

Your first 90 days of employment are considered to be a probationary period, during which you and CCHC both have the opportunity to become familiar with each other and to decide whether the employment relationship should go forward. We may extend your probationary period beyond this term if determined by CCHC to be appropriate. This probationary period also applies to employees rehired by CCHC 30 or more days after their voluntary resignation.

The probationary period will be considered part of the examination process for employment in order to test your capacity for satisfactory job performance. During this time, you will be monitored by your supervisor on your ability to handle the job, your cooperativeness, attitude, dependability, and other factors that make you a good and valuable employee. Your supervisor, the Office Manager, and the physicians of CCHC will be responsible for working with you to help you understand the needs and processes of your job. Upon completion of the probationary period, a performance evaluation may be conducted to assess your job performance.

It is our hope that each employee will complete the probationary period successfully. However, at any time during or after the probationary period, an employee may be dismissed, as the probationary period in no way modifies our AT-WILL employment policy.

## **PERFORMANCE REVIEWS**

Your supervisor is primarily responsible for monitoring your job performance. Day-to-day interaction between you and your supervisor should give you a sense of how your supervisor perceives your performance. The policy of CCHC is to plan, review, and evaluate each employee's performance periodically in an objective, consistent, and uniform manner. Generally, the performance review will consist of a written appraisal followed by a discussion of the evaluation with the employee and will be conducted on or near the employee's employment anniversary date. New employees may be reviewed more frequently, and a review also may be conducted in the event of a promotion or change in duties and responsibilities.

The primary reason for performance reviews is to identify your strengths and weaknesses in order to reinforce your good habits and develop ways to improve in areas where you may be weaker. Performance reviews also serve to make you aware of and to document how your job performance compares to the expectations and requirements for your position. During this process you will have the opportunity to respond to any constructive criticism or suggestions your supervisor may have concerning your job performance.

During formal performance reviews, your supervisor may consider the following factors, among others:

- Attendance, initiative, and effort;
- Knowledge of your work;
- Attitude and willingness to work;
- The quality and quantity of your work; and,
- The conditions under which you work.

A performance review does not necessarily mean an increase in wages. Rather, it is conducted to assess progress and growth. All wage and salary increases are given on the basis of merit and other business-related factors, rather than length of service.

## **PERSONAL APPEARANCE/DRESS CODE**

It is important that all employees of CCHC present a professional appearance. This applies not only to normal business activities but also to situations with others off CCHC premises in business contexts. All employees are expected to exercise mature discretion in their appearance at all times.

You are expected to dress and groom yourself in accordance with accepted social and business standards, particularly if your job involves dealing with patients or visitors in person. A neat, tasteful appearance contributes to the positive impression you make on our patients. Additional or specific dress or uniform standards may be directed by the Office Manager of each practice.

Personal appearance should be a matter of concern for each employee. If the Office Manager/supervisor believes that your attire is out of place, you may be asked to leave the office until you are properly attired. The Office Manager/supervisor is responsible for determining whether your dress and grooming comply with this policy and CCHC guidelines.

## **SMOKING**

Providing a smoke-free work environment is consistent with the role of CCHC as a health care provider. Smoking cigarettes, cigars, and pipes presents a fire and a health hazard; therefore, smoking is prohibited inside CCHC premises. Specifically,

- Smoking is not permitted in any CCHC building at any time;
- Smoking is not permitted in any area where combustible materials, flammable liquids, gases, or oxygen are in use or stored;
- The sale of smoking materials and/or related supplies, either directly or by vending machines, on CCHC premises is prohibited.

Employees may smoke outside the building in the designated smoking area. Employees who smoke should keep this area clean by properly disposing of cigarette/cigar butts in the appropriate waste receptacle.

Beginning July 4, 2009 all of CCHC campuses will be non smoking.

All employees observing violations of this policy are expected to remind smokers (patients and visitors included) of the no-smoking policy and provide directions to the designated smoking

area.

## **INCLEMENT WEATHER**

CCHC will continue operations despite weather conditions unless an emergency threatens to make employee transportation to or from work impossible or dangerous. In case of severe weather, such as hurricanes, heavy snowfall, or icy roads, the Board of Directors can declare an official weather emergency. Should an official weather emergency be declared, the following policies are in effect:

- early closing or late opening- if the Board of Directors declares an early closing or late opening, covered employees are paid for their entire shift;
- full closing - if the Board of Directors declares a full closing, employees do not report to work. In addition, they receive their regular pay for the day;

Except during a full or early closing or late opening, if an employee does not report to work, arrives late, or leaves early during severe weather, he or she is required to charge such time as PTO. As an alternative, time lost may be made up by a non-exempt employee within the workweek at the discretion of the employee's supervisor. Temporary, part time, and student employees are not covered by this policy, and any time away from work for these employees that is due to inclement weather is without pay.

If severe weather (or some other unforeseen circumstance) forces the practice to close for the day, an announcement will be broadcast over WCTI TV 12 (live broadcast and internet site [www.wcti12.com](http://www.wcti12.com)). Notice of the closing will be provided in the name of "Coastal Carolina Health Care" and not the individual practice for which you may work. If you have any question as to your obligation to report to work during severe weather conditions, you should contact your supervisor or the Office Manager.

## **PHONE CALLS**

Personal telephone calls (office and or cell phones) while on duty are strongly discouraged and, in some circumstances, may be considered a violation of CCHC policy warranting discipline. Each employee is responsible for informing his or her family members and acquaintances not to call while the employee is on duty, except in cases of emergency. Cell phones should be turned off or on silent during working hours.

## **LIGHT DUTY**

Light duty restrictions will be honored only in the case of a workers' compensation claim. Light duty for personal illness or injury (not related to a workers' compensation claim) will not be granted. In the case of such a personal illness or injury, the employee must remain out of work until his or her health care provider releases the employee to full duty. A return to work release in the form provided or accepted by CCHC is required. In the event work is missed due to a personal illness or injury, PTO must be used and, if none is available, the time off will be unpaid leave.

## **INFORMATION CHANGES**

Employees must notify the practice promptly of any changes in their name, address, or telephone number. You should report any such changes to your Office Manager/supervisor in turn, will



notify the Director of Human Resources. When marital status or number of dependents changes occur, you must contact the Director of Human Resources to update the necessary benefit, tax, insurance, and related forms.

## **EMPLOYEE PRIVACY AND RECORD RETENTION**

CCHC will not disclose personnel information regarding a present or former employee to prospective employers or creditors without express written consent of the employee. In most cases, such disclosure will be limited to information concerning the employee's dates of employment and positions or titles held.

Personnel files and other employment records are maintained and retained by CCHC in accordance with applicable federal and state laws and regulations. Applications for employment, resumes, status report forms, performance evaluations, current job descriptions, W-4 forms, name/address changes, and other information directly related to an employee's employment are maintained in the employee's personnel file. Medical information, if any, concerning an employee is maintained in a separate confidential file in accordance with applicable federal and state laws and regulations.

An employee wishing to review his or her personnel file may request an appointment to do so within CCHC's normal business hours. Inspections of personnel files are conducted in the office of the employee's Office Manager/supervisor and the Office Manager/supervisor will be present while the file is reviewed. Files are not to be removed from the office.

## **EMPLOYEE RESIGNATION/RETIREMENT**

Employees should follow these procedures when resigning voluntarily or retiring from employment with CCHC:

- Employees are expected to provide their immediate supervisor or Office Manager with written notice of their intent to resign or to retire. Supervisory, management, and highly-skilled clinical employees are expected to provide four (4) weeks written notice. All other employees are expected to provide two (2) weeks written notice.
- Failure to provide the required notice will result in forfeiture of ½ of the employee's accrued PTO and ineligibility for re-employment.
- Any employee who is absent from work for three (3) consecutive days without notifying his or her immediate supervisor or Office Manager of the reason for the absence will be considered to have abandoned his or her job and to have resigned voluntarily without proper notice.
- An exit interview will be conducted with an employee who resigns or retires from employment with CCHC, which exit interview will take place on or before the employee's last working day. The Office manager/supervisor will conduct the interview.