

Employee Handbook



LiveWell
Community Health Center
Live Life Well

Health Care Collaborative of Rural Missouri

EMPLOYEE HANDBOOK

Health Care Collaborative of Rural Missouri

(HCC/LWCHC)

Approved October 21, 2016

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FOREWORD

Whether you have just joined our staff or have been at HCC/LWCHC for a while, we are confident that you will find our organization a dynamic and rewarding place in which to work, and we look forward to a productive and successful association. We consider the employees of HCC/LWCHC to be one of its most valuable resources. This handbook has been written to serve as the guide for the employer/employee relationship.

There are several things to keep in mind about this handbook; first, it contains only general information and guidelines. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. For that reason, if you have any questions concerning eligibility for a particular benefit or the applicability of a policy or practice to you, you should address your specific questions to the Operations Department. Neither this handbook nor any other organization document confers any contractual right; either expressed or implied, to remain in the organization's employ. Nor does it guarantee any fixed terms and conditions of your employment. Your employment is not for any specific time and may be terminated at will with or without cause and without prior notice by the organization, or you may resign for any reason at any time. No supervisor or other representative of the organization (except the CEO and Vice President of Operations) has the authority to enter into any agreement for employment for any specified period of time or to make any agreement contrary to the above.

This handbook and its policies are not intended and should not be construed to interfere, limit or prevent an employee from exercising any of his or her rights under the National Labor Relations Act (NLRA) or other applicable law.

The procedures, practices, policies and benefits described here may be modified or discontinued at any time. We will try to inform you of any changes as they occur.

This handbook and the information in it should be treated as confidential. No portion of this handbook should be disclosed to others, except HCC/LWCHC employees and others affiliated with HCC/LWCHC whose knowledge of the information is required in the normal course of business.

Some subjects described in this handbook are covered in detail in official policy documents. Refer to these documents for specific information because the handbook only briefly summarizes those guidelines and benefits. Please note that the terms of the written insurance policies are controlling and override any statements made in this or other documents.

Employee Handbook Acknowledgment and Receipt

The employee handbook describes important information about HCC/LWCHC, and I understand that I should consult my Supervisor, Director, Vice President of Operations or CEO regarding any questions not answered in the handbook. I have entered into my employment relationship with HCC/LWCHC voluntarily and acknowledge that there is no specified length of employment.

Accordingly, either I or HCC/LWCHC can terminate the relationship at will, with or without cause, at any time, so long as there is not violation of applicable federal or state law.

I understand and agree that, other than the CEO and Vice President of Operations of the organization, no manager, supervisor or representative of HCC/LWCHC has any authority to enter into any agreement for employment other than at will; only the CEO and Vice President of Operations of the organization has the authority to make any such agreement and then only in writing signed by the CEO or Vice President of Operations of HCC/LWCHC. The CEO and Vice President of Operations is charged with interpretation of the handbook for all implementation purposes.

This handbook and the policies and procedures contained herein supersede any and all prior practices, oral or written representations, or statements regarding the terms and conditions of my employment with HCC/LWCHC. By distributing this handbook, the organization expressly revokes any and all previous policies and procedures that are inconsistent with those contained herein.

I understand that, except for employment-at-will status, any and all policies and practices may be changed at any time by HCC/LWCHC, and the organization reserves the right to change my hours, wages and working conditions at any time. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify or eliminate existing policies. Only the CEO or Vice President of Operations of HCC/LWCHC has the ability to adopt any revisions to the policies in this handbook.

I understand and agree that nothing in the Employee Handbook creates, or is intended to create, a promise or representation of continued employment and that employment at HCC/LWCHC is employment at will, which may be terminated at the will of either HCC/LWCHC or myself. Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I understand and agree that employment and compensation may be terminated with or without cause and with or without notice at any time by HCC/LWCHC or myself.

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

Employee's Signature

Employee's Name (Print)

Date

TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE

DIVERSITY

Diversity and Inclusion Policy

Organization prohibits discrimination in service provision and employment practices and is committed to fostering an organization that respects and appreciates diversity and inclusion in its governance, employment, and service provision. It is the policy of organization to afford equal employment opportunity administered in compliance with federal, state, and local laws to qualified individuals regardless of their race, color, gender, age, religion, national origin, citizenship, physical or mental abilities or characteristics, sexual orientation, gender identity or expression, genetic information, veteran status, economic status, or other protected group status. Organization complies with all applicable federal, state, and local laws, regulations, and ordinances. In keeping with the intent of this policy, organization will adhere to the following practices:

Governance: organization will continue work to recruit individuals who will bring diversity and varying points of view and life experiences to its Board of Directors.

Employment: Recruitment, hiring, and promotion of individuals in all job classifications will be conducted without regard to race, color, religion, sex, national origin, citizenship, age, physical or mental disability, sexual orientation, gender identity or expression, veteran status, economic status or other protected group status, except where a bona fide occupational qualification exists. All other personnel actions, such as compensation, benefits, transfers, promotions, training and development, educational assistance and social and recreational programs, will be administered without regard to race, color, religion, sex, national origin, age, physical or mental disability, sexual orientation, citizenship, gender identity or expression, veteran status economic status or other protected group status.

Hiring and promotional decisions will be made in accordance with the principles of equal employment opportunity. Employment openings and services offered will be promoted through means and media that target communities as defined above (for example promote opportunities using media that target LGBT communities, communities of color, etc.).

Service Provision: It is further the policy and practice of organization to provide services to all persons regardless of race, color, gender, age, religion, national origin, citizenship, physical or mental abilities or characteristics, sexual orientation, gender identity or expression, genetic information, veteran status, economic status, other protected group status or underserved populations.

Organization adopts a cultural competency philosophy that fosters an environment throughout the organization that recognizes the differences in each of us, capitalizes on our strengths and maximizes our individual and collective potential. Toward this end, organization will seek to assure that its governance, employment, and service provision reflect and promote the diversity of the community and will support efforts to end discrimination and disparities among diverse and underserved populations.

HCC/LWCHC's Anti-harassment Policy and Complaint Procedure

HCC/LWCHC is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, HCC/LWCHC expects that all relationships among persons in the office will be business-like and free of bias, prejudice and harassment.

It is the policy of HCC/LWCHC to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, gender, gender identity or expression, sexual orientation, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran. HCC/LWCHC prohibits any such discrimination or harassment.

HCC/LWCHC encourages reporting of all perceived incidents of discrimination or harassment to the Vice President of Operations or CEO. If the Vice President of Operations or CEO is not available, a member of the Board of Directors should be notified. It is the policy of HCC/LWCHC to promptly and thoroughly investigate such reports. HCC/LWCHC prohibits retaliation against any individual who reports discrimination or harassment or who participates in an investigation of such reports.

Sexual harassment constitutes discrimination and is illegal under federal, state and local laws. For the purposes of this policy, sexual harassment is defined, as in the **Equal Employment Opportunity Commission Guidelines**, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, whistling or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature.

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that belittles or shows hostility or aversion toward an individual because of his/her race, color, religion, gender, gender identity or expression, sexual orientation, veteran status, national origin, age, disability, marital status, citizenship, genetic information or any other characteristic protected by law or that of his/her relatives, friends or associates, and that; a) has the purpose or effect

of creating an intimidating, hostile or offensive work environment; b) has the purpose or effect of unreasonably interfering with an individual's work performance; or c) otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes epithets, slurs or negative stereotyping; gossiping, threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group and that is placed on walls or elsewhere on the employer's premises or circulated in the workplace, on organization time or using organization equipment via e-mail, phone (including voice messages), text messages, tweets, blogs, social networking sites or other means.

These policies apply to all applicants and employees, whether related to conduct engaged in by fellow employees or someone not directly connected to HCC/LWCHC (e.g., an outside vendor, consultant or customer).

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

Individuals who believe they have been the victims of conduct prohibited by this policy statement or who believe they have witnessed such conduct should discuss their concerns with their immediate Director, Vice President of Operations or CEO of HCC, or, if appropriate, a member of HCC's Board of Directors.

When possible, HCC/LWCHC encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that his or her behavior is unwelcome and request that it be discontinued. Often this action alone will resolve the problem. HCC/LWCHC recognizes, however, that an individual may prefer to pursue the matter through complaint procedures.

HCC/LWCHC encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken before relationships become irreparably strained. Therefore, although no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment.

Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious

violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.

Misconduct constituting harassment, discrimination or retaliation will be dealt with appropriately.

If a party to a complaint does not agree with its resolution, that party may appeal to HCC/LWCHC's Vice President of Operations, CEO or a member of HCC's Board of Directors.

False and malicious complaints of harassment, discrimination or retaliation may be the subject of appropriate disciplinary action and/or termination.

Americans with Disabilities Act (ADA) and the ADA Amendments Act (ADAAA)

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act, known as the ADAAA, are federal laws that prohibit employers with 15 or more employees from discriminating against applicants and individuals with disabilities and that when needed provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

It is the policy of HCC/LWCHC to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is our organization policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

The organization will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to HCC/LWCHC. Contact the Vice President of Operations or CEO with any questions or requests for accommodation.

EMPLOYMENT

Employee Classification Categories

All employees are designated as either nonexempt or exempt under state and federal wage and hour laws. The following is intended to help employees understand employment classifications and employees' employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. The right to terminate the employment-at-will relationship at any time is retained by both the employee and HCC/LWCHC.

Nonexempt employees are employees whose work is covered by the Fair Labor Standards Act (FLSA). They are NOT exempt from the law's requirements concerning minimum wage and overtime.

Exempt employees are generally managers or professional, administrative or technical staff who ARE exempt from the minimum wage and overtime provisions of the FLSA. Exempt employees hold jobs that meet the standards and criteria established under the FLSA by the U.S. Department of Labor.

HCC/LWCHC has established the following categories for both nonexempt and exempt employees:

- **Regular, full time:** Employees who are not in a temporary status and who are regularly scheduled to work the organization's full-time schedule of a minimum 30 hours per week. Generally, these employees are eligible for the full benefits package, subject to the terms, conditions and limitations of each benefits program.
- **Regular, part time:** Employees who are not in a temporary status and who are regularly scheduled to work less than the 30 hour full-time schedule. Benefits are not offered to regular, part time employees.

Progressive Discipline

Every employee has the duty and the responsibility to be aware of and abide by existing rules and policies. Employees also have the responsibility to perform his/her duties to the best of his/her ability and to the standards as set forth in his/her job description or as otherwise established.

HCC/LWCHC supports the use of progressive discipline to address issues such as poor work performance, including unsatisfactory attendance or misconduct. Our progressive discipline policy is designed to provide a corrective action process to improve and prevent a recurrence of undesirable behavior and/or performance issues. Our progressive discipline policy has been designed consistent with our organizational values, employment best practices and employment laws. HCC/LWCHC reserves the right to combine or skip steps in this process depending on the facts of each situation and the nature of the offense. The level of disciplinary intervention may also vary. Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling and/or training; the

employee's work record; and the impact the conduct and performance issues have on our organization.

HCC/LWCHC reserves the right to determine the appropriate level of discipline for any inappropriate conduct, including oral and written warnings, suspension with or without pay, demotion and discharge.

Separation of Employment

Separation of employment within an organization can occur for several different reasons:

- **Resignation:** Although we hope your employment with us will be a mutually rewarding experience, we understand that varying circumstances cause employees to voluntarily resign employment. Resigning employees are encouraged to provide two weeks' notice, preferably in writing, to facilitate a smooth transition out of the organization. Management reserves the right to provide an employee with two weeks' pay in lieu of notice in situations where job or business needs warrant such action. If an employee provides less notice than requested, the employer may deem the individual to be ineligible for rehire depending on the circumstances regarding the notice given and forfeit any paid benefits including accumulated PTO.
- **Retirement:** Employees who wish to retire are required to notify their department director and the Operations department in writing at least one (1) month before the planned retirement date.
- **Job abandonment:** Employees who fail to report to work or contact their supervisor for three (3) consecutive workdays shall be considered to have resigned their position without notice, effective at the end of their normal shift on the third day. The supervisor shall notify the Vice President of Operations and the CEO at the expiration of the third workday and initiate the paperwork to terminate the employee. Employees who are separated due to job abandonment are ineligible to receive accrued benefits and are ineligible for rehire.
- **Termination:** Employees of HCC/LWCHC are employed on an at-will basis, and the organization retains the right to terminate an employee at any time.

The separating employee must return all organization property at the time of separation, including, but not limited to uniforms, cell phones, keys, technology devices and identification cards. Failure to return items may result in deductions from the final paycheck. An employee will be required to sign the Wage Deduction Authorization Agreement to deduct the costs of such items from the final paycheck.

All supplies, materials and work products of an employee, if purchased by HCC/LWCHC, remain the property of HCC/LWCHC after resignation, discharge or layoff of that employee. The employee may retain any personal files, but work files, computer disks and other paper remain with HCC/LWCHC.

Up to 80 hours, if accumulated, of Paid Time Off will be paid in the last paycheck unless the employee resigned and did not give and work a full two weeks' notice.

Health insurance terminates the last day of the month of employment. Information for Consolidated Omnibus Budget Reconciliation (COBRA) continued health coverage will be provided. Employees will be required to pay their share of the employee dependent health, supplemental policies and dental premiums through the end of the month.

Former employees who left HCC/LWCHC in good standing and were classified as eligible for rehire may be considered for reemployment. An application must be submitted to the Operations department, and the applicant must meet all minimum qualifications and requirements of the position, including any qualifying exam, when required.

WORKPLACE SAFETY

Substance Free Workplace

HCC/LWCHC has a longstanding commitment to provide a safe and productive work environment. Alcohol and drug abuse pose a threat to the health and safety of employees and to the security of our equipment and facilities. For these reasons, HCC/LWCHC is committed to the elimination of drug and/or alcohol use and abuse in the workplace.

This policy outlines the practice and procedure designed to correct instances of identified alcohol and/or drug use in the workplace. This policy applies to all employees and all applicants for employment of HCC/LWCHC. The Vice President of Operations and CEO is responsible for policy administration.

HCC/LWCHC will assist and support employees who voluntarily seek help for such problems before becoming subject to discipline and/or termination under this or other policies. Such employees may be allowed to use accrued paid time off, placed on leaves of absence, referred to treatment providers and otherwise accommodated as required by law. Such employees may be required to document that they are successfully following prescribed treatment and to take and pass follow-up tests if they hold jobs that are safety sensitive or require driving or if they have violated this policy previously.

Employees should report to work fit for duty and free of any adverse effects of illegal drugs or alcohol. This policy does not prohibit employees from the lawful use and possession of prescribed medications. Employees must, however, consult with their doctors about the medications' effect on their fitness for duty and ability to work safely and promptly disclose any work restrictions to their supervisor. Employees should not, however, disclose underlying medical conditions unless directed by their doctor to do so.

Whenever employees are working, operating any organizational vehicle, present on organization premises, or conducting related work off-site, they are prohibited from:

- Using, possessing, buying, selling, manufacturing or dispensing an illegal drug (to include possession of drug paraphernalia).
- Being under the influence of alcohol or an illegal drug as defined in this policy.

The presence of any detectable amount of any illegal drug or illegal controlled substance in an employee's body while performing organization business or while in an organization facility is prohibited and subject to progressive discipline.

HCC/LWCHC will not allow any employee to perform their duties while taking prescribed drugs that are adversely affecting the employee's ability to safely and effectively perform their job duties. Employees taking a prescribed medication must carry it in the container labeled by a licensed pharmacist or be prepared to produce it if asked by their supervisor.

Any illegal drugs or drug paraphernalia will be turned over to an appropriate law enforcement agency and may result in criminal prosecution.

The organization retains the right to require drug screening tests:

- **Pre-employment:** All applicants must pass a drug test, if requested by the organization, before beginning work or receiving an offer of employment. Refusal to submit to testing will result in disqualification of further employment consideration.
- **Reasonable suspicion:** Employees are subject to testing based on observations by a supervisor of apparent workplace use, possession or impairment. The Vice President of Operations and CEO must be consulted before sending an employee for reasonable suspicion testing.
- **Post-accident:** Employees are subject to testing when they cause or contribute to accidents that seriously damage an organizational vehicle, machinery, equipment or property and/or result in an injury to themselves or another employee requiring off-site medical attention. In any of these instances, the investigation and subsequent testing must take place within two (2) hours following the accident, if not sooner.
- **Follow-up:** Employees who have tested positive, or otherwise violated this policy, are subject to progressive discipline up to and including termination. Depending on the circumstances and the employee's work history/record, HCC/LWCHC may offer an employee who violates this policy or tests positive the opportunity to return to work on a last-chance basis pursuant to mutually agreeable terms, which could include follow-up drug testing at times and frequencies for a minimum of one (1) year but not more than two (2) years. If the employee either does not complete his/her rehabilitation program or tests positive after completing the rehabilitation program, he/she will be subject to immediate discharge from employment.

Applicants who refuse to cooperate in a drug test or who test positive will not be hired. Employees who refuse to cooperate in required tests or who use, possess, buy, sell, manufacture or dispense an illegal drug in violation of this policy will be terminated.

The first time an employee tests positive for alcohol or illegal drug use under this policy, the result will be progressive discipline up to and including termination.

Employees will be paid for time spent in alcohol/drug testing and then suspended pending the results of the drug/alcohol test. After the results of the test are received, a date/time will be scheduled to discuss the results of the test; this meeting will include a member of management and Operations.

Information and records relating to positive test results, drug and alcohol dependencies and legitimate medical explanations provided to the Vice President of Operations shall be kept confidential to the extent required by law and maintained in secure files separate from normal personnel files.

HCC/LWCHC reserves the right to inspect all portions of its premises for drugs, alcohol and/or other contraband. All employees, contract employees and visitors may be asked to cooperate in inspections of their persons, work areas and property that might conceal a drug, alcohol or other contraband. Employees who possess such contraband or refuse to cooperate in such inspections are subject to appropriate discipline up to and including discharge.

HCC/LWCHC prohibits all employees from manufacturing, distributing, dispensing, possessing or using an illegal drug in or on organization premises or while conducting organization business. Employees are also prohibited from misusing legally prescribed or over-the-counter (OTC) drugs. Law enforcement personnel shall be notified, as appropriate, when criminal activity is suspected.

Workplace Bullying

HCC/LWCHC defines bullying as “repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment.” Such behavior violates the organization Code of Conduct, which clearly states that all employees will be treated with dignity and respect.

The purpose of this policy is to communicate to all employees, including directors and executives, that the organization will not tolerate bullying behavior. Employees found in violation of this policy will be disciplined up to and including termination.

Bullying may be intentional or unintentional. However, it must be noted that where an allegation of bullying is made, the intention of the alleged bully is irrelevant and will not be given consideration when delivering discipline. As in sexual harassment, it is the effect of the behavior upon the individual that is important. HCC/LWCHC considers the following types of behavior examples of bullying:

- **Verbal bullying:** Slandering, ridiculing or maligning a person or his/her family; persistent name calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks.
- **Physical bullying:** Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault; damage to a person’s work area or property.

- **Gesture bullying:** Nonverbal threatening gestures or glances that convey threatening messages.
- **Exclusion:** Socially or physically excluding or disregarding a person in work-related activities.

Violence in the Workplace

All employees, patients, members, customers, vendors and business associates must be treated with courtesy and respect at all times. Employees are expected to refrain from conduct that may be dangerous to others.

Conduct that threatens, intimidates or coerces another employee, patient, member, customer, vendor or business associate will not be tolerated. HCC/LWCHC resources may not be used to threaten, stalk or harass anyone at the workplace or outside the workplace. HCC/LWCHC treats threats coming from an abusive personal relationship as it does other forms of violence.

Indirect or direct threats of violence, incidents of actual violence and suspicious individuals or activities should be reported as soon as possible to the Vice President of Operations and CEO or any member of management. When reporting a threat or incident of violence, the employee should be as specific and detailed as possible. Employees should not place themselves in danger, nor should they attempt to intervene during an incident.

Employees should promptly inform the Operations department of any protective or restraining order that they have obtained that lists the workplace as a protected area. Employees are encouraged to report safety concerns with regard to intimate partner violence. HCC/LWCHC will not retaliate against employees making good-faith reports. HCC/LWCHC is committed to supporting victims of intimate partner violence by providing referrals to HCC/LWCHC's employee assistance program (EAP) and community resources and providing time off for reasons related to intimate partner violence.

HCC/LWCHC will promptly and thoroughly investigate all reports of threats of violence or incidents of actual violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as possible. HCC/LWCHC will not retaliate against employees making good-faith reports of violence, threats or suspicious individuals or activities. In order to maintain workplace safety and the integrity of its investigation, HCC/LWCHC may suspend employees suspected of workplace violence or threats of violence, either with or without pay, pending investigation.

Anyone found to be responsible for threats of or actual violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment. Likewise, anyone found to be responsible for fabricating false threats or violence will be subject to disciplinary action.

HCC/LWCHC encourages employees to bring their disputes to the attention of their supervisor, Vice President of Operations or CEO before the situation escalates. HCC/LWCHC will not discipline employees for raising such concerns.

Safety

It is the responsibility of each employee to conduct all tasks in a safe and efficient manner complying with all local, state and federal safety and health regulations and program standards, and with any special safety concerns for use in a particular area or with a client.

Although most safety regulations are consistent throughout each department and program, each employee has the responsibility to identify and familiarize her/himself with the emergency plan for his/her working area. Each facility shall have posted an emergency plan posted detailing procedures in handling emergencies such as fire, weather-related events and medical crises.

It is the responsibility of the employee to complete an Accident and Incident Report for each safety and health infraction that occurs by an employee or that the employee witnesses. Failure to report such an infraction may result in employee disciplinary action, up to and including termination.

Furthermore, management requires that every person in the organization assumes the responsibility of individual and organizational safety. Failure to follow organization safety and health guidelines or engaging in conduct that places the employee, client or organization property at risk can lead to employee disciplinary action and/or termination.

Smoke-Free Workplace

It is the policy of HCC/LWCHC to prohibit smoking on all organization premises in order to provide and maintain a safe and healthy work environment for all employees. The law defines smoking as the "act of lighting, smoking or carrying a lighted or smoldering cigar, cigarette, e-cigarette or pipe of any kind."

The smoke-free workplace policy applies to all areas of organization buildings, organization-sponsored off-site conferences and meetings, vehicles owned or leased by the organization, visitors including patients, customers and vendors, contractors and consultants and/or their employees working on the organization premises and all employees, temporary employees and student interns.

Smoking is permitted in parking lots only. Employees who violate the smoking policy will be subject to disciplinary action up to and including immediate termination.

WORKPLACE EXPECTATIONS

Work Schedule

The regular work week shall run from 12:01 am Sunday to midnight Saturday. HCC/LWCHC will make reasonable efforts to work with the needs of some employees to schedule their work week in non-traditional ways. Regular work weeks must include at least 32 hours.

Attendance and Punctuality

Timely and regular attendance is an expectation of performance for all HCC/LWCHC employees.

PTO must be scheduled with one's supervisor in advance. PTO leave may be used in the case of emergency or sudden illness without prior scheduling. Patterns of absenteeism or tardiness may result in discipline even if the employee has not yet exhausted available PTO leave.

Employees are expected to notify their supervisor if they will be late for work, will not be at work, or are requesting planned time away from work. Employees who are notifying their supervisor that they will not be at work need to contact and speak with their supervisor via phone no less than 1 hour prior to the start of their shift (example: shift starts at 8am, supervisor needs to be contacted no later than 7am).

An employee who fails to call in and report to work as scheduled for three consecutively scheduled work days will be viewed as having resigned from their position and employment will be terminated. The supervisor should consult the Vice President of Operations if this situation occurs.

Attire and Grooming

It is important for all employees to project a professional image while at work by being appropriately dressed. HCC/LWCHC employees are expected to be neat, clean and well-groomed while on the job. Clothing must be consistent with the standards for a business environment and must be appropriate to the type of work being performed.

Piercings other than ears should be removed prior to work. Tattoos should be concealed by clothing when possible. If it cannot be covered by clothing, a bandage should be applied over the tattoo during working hours. Hairstyles, facial hair and makeup should be conservative and in neat appearance. Fingernails should be clean and at a length determined by the respective director. Proper hygiene and the use of deodorant are expected. Cologne or perfume should not be in excess. Employees not in compliance with the dress code may be asked to clock out to go home and change into appropriate attire. Failure to comply with the dress code may result in termination. Jeans may be worn on Fridays with the exception of board meeting days. They should be appropriate fitting and in good condition.

Non-Clinical employees should dress in appropriate business casual attire according to the employee's position. Clothing should be clean, properly fitting, wrinkle free and in good repair (not frayed or torn). Skirts and dresses should be finger-tip length or longer. Shirts and blouses should be at a length long enough to tuck in or cover the entire abdomen. Undergarments should be worn and not visible.

Clinical employees should dress in appropriate scrubs or appropriate business casual attire. In the clinic setting all shoes must be closed toe.

HCC/LWCHC is confident that employees will use their best judgment regarding attire and appearance. Executive Leadership reserves the right to determine appropriateness. Any employee who is improperly dressed will be counseled or in severe cases may be sent home

to change clothes. Continued disregard of this policy may be cause for disciplinary action, which may result in termination.

Employee Personnel Files

Employee files are maintained by the Vice President of Operations and are considered confidential. Managers and supervisors may only have access to personnel file information on a need-to-know basis.

A director or executive considering the hire of a former employee or transfer of a current employee may be granted access to the file, or limited parts of it, in accordance with antidiscrimination laws.

Representatives of government or law enforcement agencies, in the course of their duties, may be allowed access to file information.

Confidentiality and Publicity

As a result of your employment at HCC/LWCHC, you may acquire and have access to confidential information belonging to the organization of a special and unique nature and value, relating to such matters as the organization's personnel and compensation information; accounts; procedures; handbooks; financial data; accounting and bookkeeping practices; financial information; data records and reports; organizational plans; existing and potential business opportunities for HCC/LWCHC; confidential reports; litigation and other legal matters; as well as information specific to HCC/LWCHC's business.

As a condition of employment, you agree that all such information is the exclusive property of HCC/LWCHC and that you will not at any time divulge or disclose to anyone, except in the responsible exercise of your job, any such information, whether or not it has been designated specifically as "confidential".

If you are ever asked any information or comments from a newspaper, radio, television, or other news reporter relating to your employment, or any other matter pertaining to HCC/LWCHC, refer the person making the inquiry to the Vice President of Operations and CEO.

Conflicts of Interest

Employees must avoid any relationship or activity that might impair, or even appear to impair, their ability to make objective and fair decisions when performing their jobs. At times, an employee may be faced with situations in which business actions taken on behalf of HCC/LWCHC may conflict with the employee's own personal interests. Organization property, information or business opportunities may not be used for personal gain.

Conflicts of interest could arise in the following circumstances:

- Being employed by, or acting as a consultant to, a competitor or potential competitor, supplier or contractor, regardless of the nature of the employment, while employed with HCC/LWCHC.

- Hiring or supervising family members or closely related persons.
- Serving as a board member for an outside commercial organization or organization.
- Owning or having a substantial interest in a competitor, supplier or contractor.
- Accepting gifts, discounts, favors or services from a customer/potential customer, competitor or supplier, unless equally available to all organization employees.

Employees with a conflict-of-interest question should seek advice from management. Before engaging in any activity, transaction or relationship that might give rise to a conflict of interest, employees must seek review from their Director or the Vice President of Operations and CEO.

Outside Employment

Employees are permitted to engage in outside work or to hold other jobs, subject to certain restrictions as outlined below.

Activities and conduct away from the job must not compete with, conflict with or compromise the organization interests or adversely affect job performance and the ability to fulfill all job responsibilities. Employees are prohibited from performing any services for customers on non-working time that are normally performed by HCC/LWCHC. This prohibition also extends to the unauthorized use of any organization tools or equipment and the unauthorized use or application of any confidential information. In addition, employees are not to solicit or conduct any outside business during paid working time.

Employees are cautioned to carefully consider the demands that additional work activity will create before accepting outside employment. Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel or refusal to work overtime or different hours. If HCC/LWCHC determines that an employee's outside work interferes with performance, the employee may be asked to terminate the outside employment.

Code of Conduct

It is expected that employees will conduct themselves in a manner which enhances the care, services, collaborative partners, and the image of the overall organization. All individuals will be treated with dignity and respect. Examples of expected behaviors include, but not limited to:

- Regular and punctual attendance
- Courteous interactions with members, patients, customers, co-workers, clients and visitors
- Quiet and orderly conduct
- Conscientious attention to duty
- Delivery of quality care and services
- Performance which reflects attention to the needs of our members and support the facility and mission.

For the protection and well-being of clients, as well as visitors and employees, certain behaviors cannot be tolerated. Examples of behaviors, but not limited to, which are unacceptable and will not be tolerated include:

- Dishonesty
- Use or possessing of illegal or intoxicating substances while on facility premises, or being under the influence of such substances while on facility premises
- Refusal to perform assigned duties
- Breach of confidentiality
- Falsification of any organization records or documents
- Abuse or neglect of members
- Threatening or intimidating members, visitors, co-workers or others including inappropriate behavior as defined in the Workplace Bullying Policy
- Violation of Safety standards
- Sexual and other forms of harassment
- Possession of firearms and/or weapons of any kind in the workplace, in organization vehicles or while on HCC/LWCHC business
- Carelessness
- Failure to perform to job and/or facility standards
- Willful misconduct
- Absence without notice, or absence that is unexcused
- Failure to comply with dress and/or hygiene/grooming standards
- Attending to personal matters on organization time
- Actions or attitudes which adversely affect HCC/LWCHC operation, members or others

Whistleblower Policy

This policy is intended to encourage HCC/LWCHC's staff to report suspected or actual violations of state or federal law without fear of retaliation and to enable employees to raise serious concerns within HCC/LWCHC prior to seeking resolution outside HCC/LWCHC.

HCC/LWCHC requires Board Directors, officers, and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of HCC/LWCHC, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations. It is the responsibility of all executive board directors, officers and employees report violations or suspected violations in accordance with the Whistleblower Policy.

Any Director, officer or employee who in good faith reports a violation shall not suffer harassment, retaliation or adverse employment consequence. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment. This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns within HCC/LWCHC prior to seeking resolution outside of the organization.

At any point in the process an individual with a complaint coming forward under the provisions of the Whistleblower Policy, may contact an outside organization retained by HCC/LWCHC to enable independent support with assisting in investigations.

Beyond HR Solutions, (www.beyond-hrs.com) is the service provider HCC/LWCHC has engaged for this service. The number to call is: 913-209-9115.

The HCC/LWCHC has an open door policy and suggests that employees share their questions, concerns, suggestions or complaints with someone who can address them properly. In most cases, the Vice President of Operations and CEO are in the best position to address the area of concern. However, if the employee is not comfortable speaking with the Vice President of Operations or CEO he/she is encouraged to speak with someone on the Board of Directors whom they are comfortable approaching. The Board Members are required to report suspected violations to the CEO, who has specific and exclusive responsibility to investigate all reported violations. For suspected fraud, or when you are not satisfied or uncomfortable with HCC/LWCHC's open door policy, individuals should contact the Executive Board of Directors directly.

HCC/LWCHC's CEO is responsible for investigating and resolving all reported complaints and allegations concerning violations of the Code and, at its discretion, shall advise the Board Chairperson. The CEO has direct access to the Executive Board of Directors and is required to report to the Board Chairperson at least annually on compliance activity.

The Finance Committee shall address all reported concerns or complaints regarding accounting practices, internal controls or auditing. The CEO shall immediately notify the Finance Committee of any such complaint and work with the committee until the matter is resolved.

Anyone filing a complaint concerning a violation or suspected violation of the Code must be acting in good faith and have reasonable grounds for believing the formation disclosed indicates a violation of the Code. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Violations or suspected violations may be submitted on a confidential basis by the complainant or submitted anonymously. Reports of violations or suspected violations will be kept confidential to extent possible, consistent with the need to conduct an adequate investigation.

The Vice President of Operations or CEO will notify the sender and acknowledge receipt of the reported violation or suspected violation within five business days. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

Electronic Communication and Internet Use

The following guidelines have been established for using the Internet, organization-supported cell phones and e-mail in an appropriate, ethical and professional manner:

- Internet, organization-provided equipment (e.g., cell phone, laptops, computers) and services may not be used for transmitting, retrieving or storing any communications of a defamatory, discriminatory, harassing or pornographic nature.
- The following actions are forbidden: using disparaging, abusive, profane or offensive language; creating, viewing or displaying materials that might adversely or negatively reflect upon HCC/LWCHC or be contrary to HCC/LWCHC's best interests; and engaging in any illegal activities, including piracy, hacking, extortion, blackmail, copyright infringement, and unauthorized access of any computers and organization-provided equipment such as cell phones and laptops.
- Employees may not copy, retrieve, modify or forward copyrighted materials, except with permission or as a single copy to reference only.
- Employees must not use the system in a way that disrupts its use by others. Employees must not send or receive large files that could be saved/transferred via thumb drives. Employees are prohibited from sending or receiving files that are not related to work.
- Employees should not open suspicious e-mails, pop-ups or downloads. Contact IT with any questions or concerns to reduce the release of viruses or to contain viruses immediately.
- Internal and external e-mails are considered business records and may be subject to discovery in the event of litigation. Be aware of this possibility when sending e-mail within and outside the organization.

All organization-supplied technology and organization-related work records belong to the organization and not to the employee. HCC/LWCHC routinely monitors use of organization-supplied technology. Inappropriate or illegal use or communications may be subject to disciplinary action up to and including termination of employment.

Social Media—Acceptable Use

Below are guidelines for social media use.

- Post only appropriate and respectful content.
- Maintain the confidentiality of HCC/LWCHC trade secrets and private or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications.
- Respect financial disclosure laws. It is illegal to communicate or give a "tip" on inside information to others so that they may buy or sell stocks or securities. Such online conduct may also violate the Insider Trading Policy.
- Do not create a link from your blog, website or other social networking site to a HCC/LWCHC website.

HCC may monitor content out on the Internet. Policy violations may result in discipline up to and including termination of employment.

Cell Phone Policy

Employees are expected to exercise discretion in using cell phones and organization phones for personal use. Employees should restrict personal calls during work hours. Calls should be made and received on personal time unless an emergency. Some staff members are required to use their cell phone to conduct daily business and are an exception to this policy.

Cell phones are to be kept in employee's desk drawer or purse except for during lunch breaks and personal time. It is the employee's responsibility to make sure their phones are secure. HCC/LWCHC will not be liable for the loss of any device. Cell phones should be placed in silent mode during the workday. The use of cell phones while driving on organization time is prohibited.

First violation is a discussion between the supervisor and staff member, second violation is a verbal warning, third violation is a written warning and the fourth violation could be termination.

Solicitations, Distributions and Posting of Materials

HCC/LWCHC prohibits the solicitation, distribution and posting of materials on or at organization property by any employee or nonemployee, except as may be permitted by this policy. The sole exceptions to this policy are charitable and community activities supported by HCC/LWCHC management and organization-sponsored programs related to HCC/LWCHC's products and services.

Provisions:

- Nonemployees may not solicit employees or distribute literature of any kind on organization premises at any time.
- Employees may only admit nonemployees to work areas with management approval or as part of a organization-sponsored program. These visits should not disrupt workflow. An employee must accompany the nonemployee at all times. Former employees are not permitted onto organization property except for official organization business.
- Employees may not solicit other employees during work times, except in connection with a organization-approved or sponsored event.
- Employees may not distribute literature of any kind during work times or in any work area at any time, except in connection with a organization-sponsored event.
- The posting of materials or electronic announcements are permitted with approval from the Vice President of Operations or CEO.

Violations of this policy should be reported to the Vice President of Operations or CEO.

COMPENSATION

Payment of Wages

Salaries/wages are paid every other Friday.

Mandatory payments for State and Federal income taxes, Social Security and Medicare are withheld from each employee's paycheck payment. HCC/LWCHC pays the employer's share of Social Security, Medicare and 100% of Unemployment Compensation and Worker's Compensation premiums.

Time Reporting

Overtime is defined as hours worked by an hourly or nonexempt employee in excess of 40 hours in a workweek. Overtime must be approved in advance by the manager to whom the employee reports.

Each employee is to maintain an accurate daily record of his or her hours worked. All absences from work schedules should be appropriately recorded.

Overtime Pay (Nonexempt Employees)

Nonexempt employees who exceed 40 hours of work time in a workweek will be paid time and one half. Employees who anticipate the need for overtime to complete the week's work must notify their supervisor in advance and obtain approval before working hours that extend beyond their normal schedule. All overtime must be approved in advance by management. During busy periods, employees may be required to work extended hours.

Paid leave, such as holiday, or paid time off, does not apply toward work time.

Travel

Employees, who are requested to use their personal vehicle in the performance of duties, will be reimbursed for their mileage. This trip must be pre-approved by your supervisor. The rate per mile is set by the Board of Directors. Employees should keep an accurate mileage log recording the date, reason for travel, and number of miles traveled in order to be reimbursed. The mileage reimbursement is meant to provide for gas expense, wear and tear on the vehicle and insurance. The employee is responsible for those expenses.

Each individual must carry automobile liability insurance. The organization does not cover the employee in this regard. Official business trips will be compensated for at the board approved mileage rate. Copy of auto insurance coverage and valid driver's license shall be submitted to office staff when employee receives renewals.

Out-of-area Travel - HCC/LWCHC will reimburse all pre-approved travel-related costs of hotel accommodations, transportation to and from the destination, including airline, train, or bus tickets, taxicab fares, etc. HCC/LWCHC will only reimburse for pre-approved out-of-area travel, and requires that the employee exercise reasonable judgment with meals and lodging expenses. Only coach seats for airline and train trips will be reimbursed. All accidents must be immediately reported to the Vice President of Operations or CEO.

Any employee performing work that requires the operation of a motor vehicle must notify his/her immediate supervisor in those cases where his/her license is expired, suspended or revoked and/or who is unable to obtain an occupational permit from the Division of Motor Vehicles. Failure to report such an instance may result in disciplinary action, up to and including job reassignment or termination.

BENEFITS

Insurance Coverage

Employees are eligible for health care, dental and life insurance after completing 30 days and who work 30 more hours a week or 1560 hours per year.

For more information regarding benefits programs, please refer to the organization Summary Plan Descriptions, which were provided to employees upon hire, or contact the Vice President of Operations.

PTO – Paid time off

Eligible employees begin accruing eight hours per pay period, up to 24 pay periods. Accumulated PTO leave is compensatory and may be carried forward each year for the maximum allowed.

<u>Work Status</u>	<u>Maximum hours to carry over</u>
Full-time – Less than 5 years of service	192
Full time after 5 years of service	216

Holiday Pay

HCC/LWCHC recognizes seven paid holidays each year:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day

If a holiday falls on Sunday, the following Monday will be observed as a holiday; if the holiday falls on Saturday, the preceding Friday will be observed as a holiday. Employees must work the day before and after a holiday or have prior approved PTO in order to receive holiday pay.

Bereavement Leave

Employees who wish to take time off due to the death of an immediate family member should notify their supervisor immediately.

Up to 3 days of paid bereavement leave will be provided to full time employees.

Bereavement pay is calculated based on the base pay rate at the time of absence and will

not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials.

Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements. Employees may, with their supervisors' approval, use any available paid leave for additional time off as necessary.

Three (3) days paid leave are allowed for the death of an immediate family member. ABL defines "immediate family" as: spouse, partner-in-life, child, mother, father, legal guardian, sister, brother, stepchildren, stepparents, stepparents-in-law, stepsisters, stepbrothers, mother-in-law, father-in-law, grandchild, step grandchild, daughter-in-law, son-in-law, grandparent, grandparent-in-law, brother-in-law, and sister-in-law.

Exceptions to this policy would be considered on a case-by-case basis. Specifics regarding utilization of this policy must be approved by your supervisor.

Jury Duty

Employees are eligible for salary continuation while on jury duty. Salary will be reduced by any payment received for jury duty. Employee must provide a copy of check received for jury duty services. The maximum time payable for jury duty is two weeks (prorated if part time).

Voting and Election Leave

All employees should be able to vote either before or after regularly assigned work hours. However, when this is not possible due to work schedules, employees will receive up to three hours during the work day to vote. Time off for voting should be reported and coded appropriately on timekeeping records.

Employees who volunteer to serve as election officials at polling sites will be permitted to take required time off to serve in this capacity. It is incumbent on employees who volunteer to act as election officials to notify their manager a minimum of seven days in advance of their need for time off in order to accommodate the necessary rescheduling of work periods. Time engaged as an election official should be reported and coded appropriately as PTO, when available, on timekeeping records.

LEAVES OF ABSENCE

Leave of Absence – Medical and Personal

All requests for medical and personal leaves of absence must be submitted and approved to the Vice President of Operations or CEO.

Military Leave of Absence

HCC/LWCHC is committed to protecting the job rights of employees absent on military leave. In accordance with federal and state law, it is the organization's policy that no employee or prospective employee will be subjected to any form of discrimination on the basis of that person's membership in or obligation to perform service for any of the Uniformed Services of the United States. Specifically, no person will be denied employment,

reemployment, promotion or other benefit of employment on the basis of such membership. Furthermore, no person will be subjected to retaliation or adverse employment action because such person has exercised his or her rights under applicable law or organization policy. If any employee believes that he or she has been subjected to discrimination in violation of organization policy, the employee should immediately contact the Vice President of Operations or CEO.

Employees taking part in a variety of military duties are eligible for benefits under this policy. Such military duties include leaves of absence taken by members of the uniformed services, including Reservists and National Guard members, for training, periods of active military service and funeral honors duty, as well as time spent being examined to determine fitness to perform such service. Subject to certain exceptions under the applicable laws, these benefits are generally limited to five years of leave of absence.

Employees requesting leave for military duty should contact the Vice President of Operations or CEO to request leave as soon as they are aware of the need for leave.

Professional Leave

Employees may request to attend professional meetings which will enhance their skills. The request should be made to the immediate supervisor and, upon approval, will be allowed to attend with no deduction in salary.