

Office Policy

ACME Corporation

June 1, 2016

GENERAL OFFICE POLICY

The following policies are designed to provide working guidelines for all of us. Written office policies help to:

- Prevent misunderstanding and lack of communication;
- Eliminate hasty, unrefined decisions in personnel matters; and
- Assure uniformity and fairness throughout the practice.

Our practice is open to change. Changes happen as a result of internal growth, legal requirements, competitive forces or general economic conditions that affect our profession.

To meet these challenges, the practice reserves the rights, with or without notice, to change, add to or delete any of the policies, terms, conditions and language presented in this manual. Changes in personnel policies are made after considering the mutual advantages and responsibilities of both doctor and staff. So, all of us need to stay aware of current policy, and as revisions are made, new pages will be given to the staff to place in their manuals.

Remember that your suggestions are welcome. Just notify the office manager whenever problems are encountered, and wherever you think improvements can be made.

DISTRIBUTION OF POLICY

The Master Office Policy Manual is the property of the practice. The Master Manual is kept in an appointed place in the office. All employees will be given a copy of all policies for their personal use.

HARASSMENT

The practice is committed to providing a work environment free of discrimination. This policy prohibits harassment in any form, including verbal, physical and sexual harassment. Any employee who believes that he or she has been harassed by a co-worker, manager or agent of the practice is to immediately report any such incident to the office manager or next higher authority. We will investigate and take appropriate action.

REFERENCE REQUESTS

All written, oral or informal requests for information about employees or former employees are referred immediately to the manager/administrator. By establishing this policy for all reference

requests, we ensure that any and all information we release is accurate, authorized and representative of the practice's position.

BONDING OF EMPLOYEES

Precautionary measures are sometimes taken to ensure adequate protection of property, personnel, assets, etc. We may opt to bond certain employees with specific or sensitive responsibilities within the office.

TERMS OF AT-WILL EMPLOYMENT

The "terms of at-will employment agreement" is not to be considered as creating a contractual relationship between the employee and the employer. Therefore, unless otherwise defined in writing, such relationship shall be defined as "employment at will," where either party is free at any time to dissolve the relationship. The terms of at-will employment agreement addresses such items as compensation, wage and salary reviews, employee classification and position and responsibilities.

ORIENTATION AND TRAINING

An Orientation and Training Program is conducted for all new employees. We'll introduce you to our office policies and help you adjust to our practice. If at any time you have a question, just ask; we're here to help. As required, you may be asked to attend continuing education classes to hone your skills.

During the initial Orientation and Training Period, you have the opportunity to demonstrate your attitudes and abilities and decide if your philosophy and goals are compatible with those of the practice. You may leave of your own volition or be dismissed without notice during this time. You will not accumulate seniority nor be eligible for benefits. Upon satisfactory completion of the Orientation and Training Period, you are:

- considered potentially qualified,
- reclassified as a regular or temporary employee,
- given seniority retroactive to starting date, and
- enrolled in the office benefit plan (if applicable).

NEW EMPLOYEE PERFORMANCE REVIEW

New employees will receive one written evaluation of their job performance during the first 90 days of employment. The office manager and the doctor conduct the review. This gives both of us a chance to determine where improvement or assistance and training is needed.

EMPLOYEE CLASSIFICATION

Our practice classifies employees according to specific terms and definitions. The employee classifications are:

New Employees:

Staff that are employed for less than 90 calendar days (the Orientation and Training Period). The orientation period may be extended for another 90 days at the discretion of the doctor. Former employees that are rehired after more than 12 months after leaving the practice would fall into this classification.

Regular Full-Time Employees:

Staff who regularly work 32–40 hours in a given work week. Under special conditions (illness, etc.) a full-time regular employee may work less than the normal work week for up to three months without losing regular full-time staff member status. With mutual consent between doctor and staff member, this time may be extended.

Regular Part-Time Employees:

Staff members who work less than the customary number of full-time hours weekly for a continuous period of 90 days.

Temporary Full-Time Employees:

Staff members whose service is intended to be of limited duration and who work the customary weekly hours of a regular full-time employee for a period of less than 90 days. With mutual consent between doctor and staff member, this period may be extended up to a period of six months, after which time full-time status is conferred.

Temporary Part-Time Employees:

Employees who work less than the customary number of full-time hours a week on an indefinite irregular work schedule. If you work a regular part-time schedule for more than 90 days, you receive regular part-time status. With mutual consent, temporary employee status may be extended to 120 days.

Exempt Employees:

Staff members who are exempt from the minimum wage and time card overtime provision of the Fair Labor Standards Act (Wages and Hours Bill) as amended. Such employees include staff members who qualify as exempt executive, administrative or professional employees or as outside sales persons.

Non-Exempt Employees:

Staff members who are not exempt from the minimum wage, overtime and timecard provisions of the Fair Labor Standards Act (Wages and Hours Bill) as amended.

PROBLEMS AND CONCERNS: RESOLUTION PROCEDURE

Our practice endeavors to satisfy concerns and resolve problems, whatever they may be. They could be working conditions, policies, alleged discrimination or anything else that threatens a productive work environment. Our resolution procedure works like this:

- The employee brings the problem to the office manager (or immediate supervisor) within 10 days of the occurrence. The office manager will attempt to mitigate the situation.
- If the employee is not satisfied, the employee takes the problem in writing within the ensuing five days to the employer, who will investigate the circumstances and subsequently return a decision to the employee within five more days.
- The employer's decision on a given issue is not intended to set precedent nor bind future decisions, unless so stated as office policy.
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YOUR WORK SCHEDULE

You'll find your work days and hours on the posted schedule. Be sure to check the schedule on a regular basis. Occasionally, office requirements may make it necessary for employees to work beyond scheduled work hours.

KEEPING TRACK OF YOUR TIME

All staff members are responsible, individually, for recording their time on the attendance sheet and/or card when:

- reporting for work,
- leaving for lunch,
- returning from lunch, and
- leaving at the end of the day.

An attendance sheet and/or card is a legal document and must not be destroyed, defaced or removed from the premises. Never allow another employee to enter your time for you. Likewise, do not register another staff member's time even if asked to do so.

Overtime must be authorized in advance or as soon thereafter as possible. Overtime, changes or omissions on the attendance card must be authorized and initialed.

Vacation time, sick time, holidays or any time that you expect to be paid for must be entered on the time card.

Record any time spent receiving medical treatment as personal time off, not as hours worked. Be sure to check in and out on your attendance card.

When you leave the premises, let us know. If you have to go out of the office or the building on personal business during your scheduled hours, first, get permission. Then, check in and out on your attendance record.

COMPENSATORY TIME OFF

Non-exempt employees are entitled to overtime pay whenever they perform overtime work. Employees may not take time off in lieu of receiving overtime pay. Please don't ask to make up time missed if it will result in overtime. Any time off during normally scheduled work hours will be without pay.

EXCHANGING HOURS WITH ANOTHER EMPLOYEE

Staff members may exchange hours with another employee, providing they have prior authorization and that the exchange involves no overtime for either employee.

HOURS OF EMPLOYMENT

"TIME WORKED" – WHAT DOES IT MEAN?

All elapsed time, from the moment you actually begin your duties until the end of the work day (except for time spent at lunch or dinner), is time worked. Arriving early, leaving late, or preliminary time spent in grooming, changing clothes or attending to personal matters, none of these activities is considered time worked.

REST, RELAXATION AND NUTRITION

Lunch Break:

Each staff member gets an unpaid lunch break near the middle of the work day, unless the work day is five hours or less. Like a lot of rules, this one has exceptions.

You can voluntarily waive the right to a lunch break, provided you work no more than six hours in a workday.

If your workday is more than six hours, you'll receive a paid working meal period if the nature of the work makes it impossible for you to be released for a lunch.

Breaks:

You get a paid 10-minute rest break at approximately the middle of every four hours of work not broken by a meal period. However, we ask that you take a break at a time when it will not negatively affect patient/client care. Breaks are considered part of the regular work period and (for insurance purposes) staff are not to leave the premises without permission.

WHEN THE DOCTOR IS AWAY

When the doctor is out of the office and when normal office hours are maintained, office coverage must be assured. You may, with approval, choose to:

- work in the office;
- take time off without pay; or
- take time off and be charged with earned vacation, unused holidays, or time off that was earned but not used.
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ABSENTEEISM

To ensure that our patient/clients receive proper treatment, we must have adequate staff to handle the workload. Therefore, absences of short-term duration, disabilities of relatively long duration and tardiness are unacceptable and constitute an unsatisfactory work record.

If you are unable to report to work, you must notify the doctor as soon as you are aware of the situation. Please do this at least one hour before the beginning of the work day, so we can arrange for substitute staff.

TARDINESS

All staff members are expected to be ready to begin duties on schedule. Arriving late or leaving early for the work day, breaks or meal periods are considered unprofessional conduct and could result in disciplinary action, including discharge. We recognize that even the most dedicated employee can have a dead battery once in a while! In the event that you will be more than 15 minutes late to work, please call and tell us when you expect to arrive. No pay will be given for time not worked.

PERSONAL TIME OFF

An employee must obtain approval from the office manager before leaving the office for personal reasons.

JOB ABANDONMENT

If you are absent from work for two days and fail to contact your employer, you may be released for job abandonment.

WAGES AND SALARIES

This practice maintains a salary administration program which:

- provides for payment of salaries comparable to those paid for similar positions and services in the community;
- allows for differences in individual ability, knowledge and skill; and
- provides incentive to encourage each individual to strive for improved performance.

SALARY ADJUSTMENTS

Your wages will be reviewed at least once a year. Pay raises are based on performance, increased experience, profitability and individual contributions to the general welfare of the practice.

PAYDAY

Wages are based upon an hourly rate, a daily rate, or a monthly salary and paid according to the posted "Payday Notice."

In the event a payday falls on a Saturday, Sunday or holiday, you will get your paycheck on the following workday.

PAYROLL DEDUCTIONS

State and federal payroll taxes will be withheld from your paycheck in accordance with the law. These deductions include state and federal income tax and social security tax (FICA). In addition and with your written request, we will make deductions for any contribution you select for deductions such as U.S. Savings Bonds or similar funds.

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

Change in Status:

An employee must file an amended Form W-4 reducing the number of exemptions within 10 days after:

- The spouse for whom the employee had been claiming an exemption is divorced or legally separated or claims his/her own exemption on a separate certificate.
- The support of a dependent for whom the employee claimed exemptions is taken over by someone else or no longer furnishes more than half the support for the year.
- The employee finds the income of a dependent relative is less than the legally allowable amount for the year, and the employee had not previously claimed an exemption for the dependent.
- The employee or his/her spouse will reach age 65 on or before January 1 of the next year.
- The employee or his/her spouse becomes blind.

Validity:

The employer is required to submit the W-4 Form to the Internal Revenue Service for review if the employee:

- is claiming 10 or more exemptions,
- is claiming total exemption from withholding and earns more than \$200.00 per week, or
- the employer believes an employee has claimed an excessive number of dependents.
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WAGE AND TAX STATEMENT FORM W-2

Each employee will receive two copies of Form W-2 showing income taxes and social security taxes withheld for the year by January 31 of the following year. If, however, an employee requests a form before the January 31 deadline, it will be given within 30 days of the request or within 30 days of the final payment of wages, whichever comes later.

ADVANCE PAYMENT OF WAGES

We do not pay wages or salaries in advance. There are no exceptions unless it is for an extreme emergency. The amount to be advanced will not exceed one week's wages.

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

LOST PAYCHECKS

Staff members are responsible for their paychecks after they have been received. Checks lost or otherwise missing should be reported immediately, so we can initiate the stop-payment process.

ON-THE-JOB ACCIDENTS

If you are unable to complete your workday because of an on-the-job accident, you still will be paid for your total scheduled hours for that day.

OVERTIME PAY

Overtime premium pay is paid according to the Federal Fair Labor Standards Act and the State Wage, Hours and Child Labor laws.

Exempt Employees:

Employees that are exempt from the minimum wage and time card overtime provision of the Fair Labor Standards Act (Wage/Hour Law) do not receive overtime pay.

Non-Exempt Employees:

Employees not exempt from minimum wage, overtime and time card provisions of the Fair Labor Standards Act do receive overtime pay.

Any overtime worked must be authorized in advance by the doctor or as soon thereafter as possible.

Time not worked but paid for, such as vacation, holidays and sick leave, will not rate or count for overtime calculation purposes.

CONTINUING EDUCATION – PAID

Keeping up-to-date professionally is a benefit all the way around – for you, the practice, and of course, the patient/clients. Your attendance at meetings, lectures and training programs will be counted as hours worked, and wages will be paid when such sessions are conducted during your normal work schedule.

Attendance will not be counted as hours worked when:

1. A staff member voluntarily attends such programs after work hours even though they may be job-related.
2. The program is not directly related to the employee's job and is attended outside of normal working hours.

PAID HOLIDAYS

All staff members eligible for holiday pay will receive an amount equivalent to the straight-time pay for their normally scheduled number of hours if the holiday occurs on a regular working day.