

New Hope Clinic, Inc. Employee Handbook

This employee handbook has been prepared for your information and understanding of the policies, practices, and benefits of New Hope Clinic, Inc. PLEASE READ IT CAREFULLY. Upon completion of your review of this handbook, please sign the statement below and return this page to the Executive Director.

I, _____, have received and read a copy of the New Hope Clinic, Inc. (NHC) Employee Handbook dated November 15, 2017 which outlines the goals, policies, benefits and expectations of NHC, as well as my responsibility as an employee.

I have familiarized myself, at least generally, with the contents of the handbook. By my signature below, I acknowledge, understand, accept, and agree to comply with the information contained in the Employee Handbook provided to me by NHC. I understand this handbook is not intended to cover every situation which may arise during my employment, but is simply a general guide to the goals, policies, practices, benefits and expectations of NHC.

I understand this Employee Handbook is the property of NHC and that it must be returned to NHC upon my termination of employment.

I understand this Employee Handbook, dated November 15, 2017, supersedes any and all previous versions and that NHC may, at its option, amend, alter, or make exceptions to the Employee Handbook from time-to-time, as business needs dictate. I understand that when such changes are made, they will be conveyed to employees.

I also understand that The New Hope Clinic Employee Handbook is not an employment contract, should not be deemed as such, and that I am an employee at-will.

Employee signature

Date signed

WELCOME

We are pleased to welcome you to New Hope Clinic, Inc. You are joining a team of dedicated and hard working professionals. Whether you are an Employee or Volunteer, your contribution to the overall success of New Hope Clinic, Inc. can not be understated. It will be your work habits and your understanding of what it takes to be successful that will determine the degree of success for us all.

It is our aim to provide to all of our employees a workplace where they can reach their full potential and have a rewarding career in the Non-Profit sector. Please take the time to read and understand this handbook. Should you have any questions, please ask your Supervisor.

We hope you will find your employment with New Hope Clinic, Inc. challenging, personally rewarding, and mutually beneficial. We are glad you have chosen to become a part of our team.

Very truly yours,

Amie Sloane, President, Board of Directors

Sheila Roberts, Executive Director

Equal Employment Opportunity and Affirmative Action

Because of the importance of providing equal employment opportunity and the need to have a workforce that reflects the diversity of our society, we recognize that our continued success depends upon the full and effective utilization of all employees. New Hope Clinic, Inc. recognizes the importance of diversity and equal opportunity for employees as well as those to whom we provide products and services.

Our policies prohibit discrimination or harassment based on race, color, sex, national origin, sexual orientation, religion, age, disability, marital status, veterans status or any other protected status under federal, state, and local law and affirms our commitment to be an equal opportunity employer.

We are committed to ensuring that all matters related to recruiting, hiring, training, compensation, benefits, promotion, and all other employee actions and treatments on the job are free from discrimination and harassment.

The Executive Director of this organization is responsible for ensuring compliance with these policies. Incidents that involve discrimination or harassment should be brought to the immediate attention of your supervisor. New Hope Clinic, Inc. will not tolerate any unlawful discrimination or harassment and any such conduct may result in discipline up to and including discharge.

No employees will be retaliated against by discharge, threats or other negative job action for reporting what they perceive to be inappropriate and/or illegal behavior. Any employee who feels that he or she has been retaliated against should immediately contact the New Hope Clinic, Inc. Executive Director.

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EMPLOYMENT

EMPLOYMENT POLICY

It is the goal of New Hope Clinic, Inc. (NHC) to employ the most qualified applicants and to provide equal opportunity to all prospective applicants for employment. NHC does not discriminate because of race, color, creed, national origin, religion, sex, age, or disability.

In no event shall the employment nor the policies and statements contained in this handbook be considered as creating a contractual relationship between the employee and NHC. Unless otherwise provided in writing, such relationship shall be defined as "employment at-will," where each party may dissolve the relationship at any time with or without cause. In addition, NHC reserves the right in its discretion to modify or amend any of the provisions contained in this handbook.

TRIAL PERIOD OF EMPLOYMENT

It is the policy of NHC that all new employees will be subject to a 90-day trial period of employment. During this time, you are given time to learn about your new job and NHC is given an opportunity to evaluate your job performance. Upon the successful completion of this trial period, you will attain regular employment status.

EMPLOYEE CLASSIFICATION

Employees are classified as full time and part time based on the regularly scheduled hours worked each week. These classifications are for payroll and benefit administration purposes.

Full-time employees are typically scheduled to work Monday through Friday for 32 or more hours per week.

Part-time employees are scheduled to work less than 32 hours per week.

Non-exempt employees are not exempt from the minimum wage and overtime provisions of the Fair Labor Standards Act and are paid time and one half for hours worked in excess of 40 hours in a standard work week.

Non-Exempt employees are paid an hourly rate determined by their education and experience applicable to the position to which they are hired.

Exempt employees are “salaried” employees who are paid a salary regardless of the number of hours worked in any work week and are not entitled to overtime pay for hours worked over 40 hours in a standard work week.

CONDITIONS OF EMPLOYMENT

As an employee, you must understand that because of the nature of our work, you are expected to:

1. Satisfactorily complete your 90-day trial period of employment.
2. Report where you are assigned to work including floating to cover if required.
3. Willingly work beyond your normally scheduled hours if the situation dictates.
4. Perform all jobs in a safe manner.

ORIENTATION

All new employees will receive an orientation to their jobs from their immediate supervisor. At a minimum, the provisions of this employee handbook will be reviewed annually, and you will receive information about policies, pay, benefits, and other important facts about NHC.

PAY

WORKING HOURS AND OVERTIME

Depending on job classification, employees will be given their specific hours of work which reflect their job requirements and the needs of NHC. Overtime is paid to non-exempt staff who work over 40 hours in any work week. Our work week is defined as Sunday through Saturday for payroll purposes.

PAY PERIODS AND PAYDAY

The pay period will be from the first day of the month to the last day of the month. Payroll is processed monthly for the prior month’s compensation due. Payments will be made by direct deposit or checks will be distributed by the fifth business day of the next month.

TIME SHEETS

Each hourly employee is required to maintain a record of time and attendance on a specified time sheet. Time sheets for each pay period must be submitted prior to the end of the pay period and prior to receipt of paychecks. Time sheets provide the Clinic with a record of hours worked by each hourly employee. It is important that they are accurate. Record hours as worked. Payable hours will be computed by rounding to the nearest quarter hour.

PAYROLL DEDUCTIONS

NHC is required by federal and state law to deduct from your pay the following:

1. Federal Withholding Tax
2. Social Security Tax (FICA)
3. Medicare Tax
4. State withholding Tax
5. Garnishments and Wage assignments, IRS levies and other similar orders which NHC is obligated to honor.

All other deductions are voluntary employee deductions authorized by the employee.

FINAL PAY VOUCHER

If your employment is discontinued for any reason, voluntary or involuntary, you shall be paid all wages due on the next regularly scheduled payday following your termination. You must return all NHC property furnished to you. If you terminate in good standing and work a two week notice, and have at least six months of service, any accrued but unused vacation time will be paid to you with your last pay check.

BENEFITS

HOLIDAYS

New Hope Clinic, Inc. observes the following holidays:

1. New Years Day
2. Memorial Day
3. Independence Day
4. Labor Day
5. Thanksgiving Day (2 days)
6. Christmas Day (2 days)

Salaried employees receive pay at their regular rate for the pay period that includes a holiday. Full-time non-exempt employees are paid their regular hourly rate for their normally scheduled number of hours when those hours fall on a day the clinic is closed for a holiday.

TIME OFF

NHC provides time off to full and part-time employees. Full-time employees accrue paid time off each pay period. Part-time employees are entitled to unpaid vacation.

Requests for time off must be submitted at least two weeks in advance of requested vacation to the Executive Director and in the case of the Executive Director's time off to the Board Chairman. All vacation requests are subject to approval based on the staffing needs of the Clinic.

If employees are unable to report to their assigned place of work when scheduled, they must personally contact their supervisor by telephone each day prior to the start of their scheduled hours. Employees must inform their supervisor of the reason for the absence and when they anticipate they will be able to return to work. If the employee will be out three or more days due to sickness, a physician's note may be required to return to work.

WORKER'S COMPENSATION

All employees are covered by Worker's Compensation that provides you with medical and salary compensation if you become accidentally injured on the job. If you sustain an on-the-job injury, it is your responsibility to report it to your supervisor immediately.

All on-the-job injuries must be recorded on Form 19, Employer's Report of Employee's Injury or Occupational Disease to the Industrial Commission. If the injury is more serious than requiring "First Aid", the supervisor will ensure the injured employee is taken to an approved urgent care facility, or the nearest hospital emergency room. An officer of NHC must approve or coordinate any initial physician or healthcare provider appointment.

It is the desire of NHC to get injured employees recovered and back to work as soon as possible.

SOCIAL SECURITY

All employees who earn wages are covered under the Federal Social Security Act that is designed to provide you the means of building retirement funds and for protecting your dependents in the event of your death. NHC matches your contribution to the fund each payday through the Social Security Tax.

UNEMPLOYMENT INSURANCE

The Organization administers the unemployment insurance program under the statutes of the state Employment Security Commission. The law determines eligibility and benefit amounts for individuals who become unemployed through no fault of their own. NHC pays the entire cost of the unemployment compensation coverage as required by law.

BEREAVEMENT LEAVE

Full time employees who have completed 90 days of employment may request up to three consecutive paid bereavement days in the event of the death of a member of his/her immediate family. Immediate family is defined as employee's spouse or partner and the parents, grandparents, siblings and children of either. The Executive Director or the Board Chairman has the authority to grant bereavement leave in other circumstances. If you need additional time off due to the death of a family member, you may use your accrued but unused paid time off. You must request the leave through your supervisor.

JURY DUTY

Full-time employees who are called for jury duty will receive their regular rate of pay less their pay as a juror for each work day or part thereof, up to a maximum of 5 workdays in a twelve month period. If you are scheduled for jury duty, you must notify your supervisor so that he/she can arrange coverage for your absence.

GENERAL POLICIES

HARASSMENT

It is the policy of NHC to prohibit any form of harassment in the workplace, whether by supervisors, co-workers or non-employees. No employee is expected to endure insulting, degrading or exploitative treatment. Any employee who believes he or she has been subjected to any unwelcome sexual advances or propositions, insulting or degrading conduct, verbal abuse, or the display of sexually suggestive pictures or objects should report the alleged act immediately to his or her supervisor or NHC's Executive Director.

Any employee who, after an appropriate investigation, is found to have engaged in sexual or other types of harassment will be subject to appropriate disciplinary action up to and including termination.

ATTENDANCE AND TARDINESS

Absenteeism and tardiness increase the workload of fellow employees and adversely affect productivity and the quality of service to our clients. Therefore, all employees are expected to report to their assigned place of work when scheduled. If for some reason you cannot be at work, you must notify your supervisor immediately. Failure to notify your supervisor of any anticipated delay in reporting to work, absence from work or excessive tardiness may be grounds for disciplinary action.

If you fail to report into work for three consecutive days without notification, NHC will assume you have voluntarily quit your position with NHC.

CONFIDENTIAL INFORMATION

While employed by NHC, you may have access to confidential information. This is information not generally known to persons outside of NHC. We treat our confidential information as valuable information, which if disclosed to outside third parties could cause harm to NHC and our ability to do business.

Confidential information may include contact information such as donor lists, contracts, purchasing agreements, client lists, expansion discussions, employee information, compensation information, and any information deemed of vital interest to NHC.

Maintaining client/patient confidentiality and dignity is of utmost importance to NHC. Client/patient records are kept on any individual requesting our services. The staff and volunteers will consider all information gathered about a client/patient as private and confidential. All medical and financial records are the property of NHC.

It is imperative, because of the nature of our work, that New Hope Clinic HIPAA Compliance Policies and Procedures are always applied. Under no circumstances should clients be discussed outside the Clinic. Neither should cases be discussed within the Clinic with anyone who is not directly involved. Do not discuss a case because of personal curiosity. Joint conferences for the purpose of discussing clients must be held in private and should be done on a "need to know" basis. No client information will be provided to outside agencies except with the client's express written consent.

It is our policy to provide confidential information on a need to know basis and anyone who receives or has access to confidential information is prohibited from disclosing it with persons or organizations outside of NHC without expressed authorization. Violation of our confidential information policy will result in disciplinary action up to and including termination.

DRESS CODE AND NAME BADGES

All employees are expected to present a neat appearance while on the job. Staff is expected to wear appropriate medical or business casual attire.

Name badges or clothing identifying medical and non-medical staff must be worn when working in contact with patients/clients.

PERSONNEL RECORDS

NHC maintains complete official personnel records on each employee that contains information required by law and for business reasons. You are responsible for keeping your personnel record up-to-date. If your name, marital status, address, phone number or other such vital information changes, you need to promptly notify your supervisor so your records will be current.

DISCIPLINARY ACTION

NHC is a respected employer in our community, and we know we maintain our positive image because our employees conduct themselves in a professional manner at all times. We reserve the right to apply the necessary corrective action upon the violation of our rules and regulations. Corrective action may include verbal warnings, written warnings, suspension and termination. Three written warnings within a 12-month period may result in termination.

TERMINATION OF EMPLOYMENT

Termination of employment includes voluntary resignation, retirement, and discharge. As an at-will employee, you or NHC may end your employment at any time with or without good cause. Employees who voluntarily terminate their employment will have been deemed to have done so in good stead by giving a full two weeks working notice. Failure to provide the working notice will result in the forfeiture of accrued but unused vacation days and ineligibility for re-employment.

GRIEVANCE PROCEDURE

It is the policy of NHC to encourage employees to bring to the attention of management their complaints about work related situations. It is important for employees to have a process for resolving misunderstandings that can not be handled through normal channels with their supervisor. The Executive Director's door is open and employees are encouraged to present their concerns to him/her.

SECURITY OF NHC PROPERTY

All employees of NHC are responsible and accountable for the security of NHC property entrusted to them. Keys, access codes and passwords are to be safe guarded at all times.

Failure to secure organization property will result in disciplinary action up to and including termination.