

Family Health Care Associates

**Family Health Care Associates
PO Box 1535
Barbourville, KY 40906
606-546-7777**

<https://fhcaky.com/careers>

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Introduction

About this Handbook

Welcome to Family Health Care Associates!

We would like to introduce you to our company. We want all employees to understand who we are, what we expect, and strive to be a part of our health care family. Our company mission statement is, “Helping you manage your health through health promotion and disease prevention.” Family Health Care Associates (FHCA) specializes in treatment of the family.

This handbook has been prepared to answer some of the questions you may have concerning FHCA and its policies. Please read it carefully and retain it for future reference. The policies that are stated in this handbook are subject to change at the sole discretion of FHCA. From time to time, you may receive updated information concerning changes in policy. Should you have any questions regarding any policies, please ask your supervisor or a member of Human Resources for assistance.

This handbook and its contents do not constitute an express or implied contract of employment. Unless otherwise provided in an express written contract, employment at FHCA is **at will** and may be terminated for any reason, with or without notice, by FHCA, or by you, as an employee.

In this handbook, FHCA has endeavored to provide you with an overview of the policies and procedures that will promote positive employee relations and a productive workplace of which we all can be proud of. With our distinctive mission statement. It is even more imperative that each and every employee performs the duties assigned to them and do so effectively, congenially, and collaboratively. Creating an atmosphere where all who come in to see us are welcomed, to get the care they deserve. This means we need to serve patients and that requires all of us to demonstrate the highest levels of courtesy and respect for one another and the many patients, community members, visitors, and friends, with whom we have contact on a daily basis.

This handbook is designed to provide you with information that will make it easier for you to develop and maintain successful relationships as a member of FHCA. It provides a general view of FHCA’s employee benefits, your responsibilities as an employee, and

work rules. The handbook should also help you answer the most commonly asked questions about employment at FHCA. It is impossible to write policies that will cover every possible situation and it is also highly unlikely that existing policies will not require some modification over time. Consequently, FHCA reserves the right to interpret, modify or make exceptions to its policies and procedures at any time, and to terminate existing policies or add new ones as necessary.

About this FHCA

Family Health Care Associates (FHCA) is dedicated to providing the best health care services in the communities we serve. FHCA has been servicing communities across Kentucky since 2002. Our mission is to provide quality health care to all people in the communities we service. We believe the importance of living a healthy life can be achieved through proper training and guidance to all people in the community. Our goal is to help people learn how to live healthy and work to prevent illness before it happens. However, when you need to be seen, our staff of friendly professionals is there for you.

The Scope of Service:

What we do:

- Receive and treat patients as scheduled
- Receive and treat non-scheduled or urgent patients

Where we do it:

- The clinical office area and/or clinics of FHCA

By whom the work is done:

- FHCA is staffed by clinical professionals. Regular meetings for staff and providers are held when applicable.

Patient care plan:

- FHCA provides services throughout the life continuum

FHCA is a collaboration of clinics and school nursing staff across the state of Kentucky. It is imperative that all staff understand the mission and goals of the organization and that we maintain consistency for our clients and staff that travel between offices.

Employment Policies

Recruiting and Hiring Procedures

Purpose

This policy is intended to strengthen and systematize the recruitment and hiring of FHCA employees. First, this policy informs each hiring unit (e.g., department, office, etc.) of the procedures required to hire new staff. Second, this policy seeks to improve the quality and diversity of applicant pools and selected candidates. Third, this policy seeks to align recruitment and hiring practices with FHCA's mission. If there are any questions about the intent or application of the following policies and procedures, please contact the Office of Human Resources.

Prior to Recruiting

The supervisor will review the primary duties and responsibilities of the position and consider any necessary changes. Determine what duties and responsibilities are essential for the employee to perform and what abilities are reasonably required for these tasks. Eliminate unnecessary criteria that might narrow the pool. Non-essential duties should not be included. If a new or revised Job Description Form is required whenever a position is requested for recruitment, please contact your Human Resources Professional to let them know so that this can be approved. Before a new position can be posted, it must be approved through the right chain of command, your Human Resources Department and Operations Team need to approve this.

Employment advertising will be developed collaboratively between the department or clinic and Human Resources. Advertising will be carefully placed to increase diversity within the potential employment pools. We will consider where to advertise as well as venues where qualified diverse applicants could be notified and recruited. Undertake concerted efforts to reach applicants from historically under-represented groups. Enlist current employees for assistance whenever appropriate. Use professional networks to increase the diversity of the pool. Advertising will be approved and placed by Human Resources. The overall applicant pool will be assessed by Human Resources for its quality, depth, and diversity. If the applicant pool is determined to be inadequate based on

this information, Human Resources will consult with Operations and the appropriate supervisor to determine how the recruitment effort should proceed.

All applicants to FHCA are required to complete an application.

Prescreening, interviewing, and documentation methods (e.g. notes, etc.) are discussed with those who are involved in the interviewing process. All applicants considered for hire must be able to perform the essential duties of the position and meet the minimum requirements of the position. Additionally, Human Resources will be responsible for administering various assessment tools prior to interviews being scheduled. Attention will be paid to affording diverse candidates full consideration.

Transfers

FHCA is continuously growing and having new positions open. There might be times that a position opens that an employee is interested in transferring to. This employee must meet with their current supervisor and express interest in the position. The supervisor will then discuss with Human Resources if the employee can be considered for the position. In the event that this is approved a Request for Personal Action (RPA) must be submitted along with a new signed offer letter and job description for the employee. It is important to note that the employee must be in good standing for this transfer to a position.

Reference Checks

Human Resources is to conduct reference checks on the selected candidate. References are very important in helping to determine if the selected candidate will be a great fit for the role and the particular work group. A minimum of three work-related references are to be done to gather both:

Hard data– confirmation of the candidate's track record, skills, and competencies, including information about the role the candidate played within the organization, specific responsibilities, and performance; and

Qualitative data – tangible examples that allow a better understanding of the candidate's management and communication style, track record, and both strengths and areas for improvement, including more qualitative questions about the individual's style, interpersonal interactions, and approach to work.

The references will be stored with Human Resources for the HR file.

Applicant and search records are to be maintained for two years and then destroyed.

Prior to Offer

Once an applicant is recommended for hire, a criminal background check consisting of a social security number verification, county criminal record, national criminal database record, national sex offender registry, and Kentucky Administrative Office of the Courts searches is secured. Offers should be extended in writing in the form of a letter agreement including all terms and conditions of employment. Human Resources or the Responsible Supervisor can inform the candidate via phone or email to expect an official offer in the form of a letter.

Post Offer

Newly hired staff members will be scheduled by Human Resources for benefits orientation and payroll enrollment normally within the first 48 hours of employment. Human Resources will also ensure that the employee is scheduled for their training to be completed. Human Resources will correspond with the remaining applicants in the pool to inform them that the position has been filled once the candidate has been officially hired.

Orientation Policy

During your first few days of employment, all employees will participate in an initial orientation program conducted by Human Resources and FHCA's training team. During this program, newly hired staff members will receive important information regarding the following: performance requirements of the position, basic policies of FHCA, compensation and benefit programs, plus other information necessary to acquaint oneself with a new job and with FHCA. At this time, all necessary paperwork such as medical benefit plan enrollment forms, and beneficiary designation forms are completed. All appropriate federal, state, and local tax forms, should have been completed in your New Hire paperwork. All newly hired employees are required to present Human Resources with information establishing both identity and eligibility to work in the United States in accordance with applicable federal law.

During this orientation employees will learn more about the history, mission, and expectations of FHCA. Topics will include learning about FHCA's Workplace Expectations, time clock and payroll system, the policy regarding sexual harassment, and the Annual Performance Evaluation process. Employees will be shown how to use the time clock, understand their hours and breaks. Employees will be given all appropriate paperwork and relative forms. Employees will be given a detailed tour of the practice departments and introduction to all co-workers. Employees will be shown the location of fire extinguishers and emergency exits.

Employees will be introduced to their supervisor and will be taught during the next week the duties that were identified in their job description. All new employees will have one-on-one training to understand the duties of his/her position. Employees will be given a goal as to a reasonable and usual time frame to be able to fully manage his/her position.

Employees will be given OSHA, FHCA Personnel Policy Manual, HIPAA and Fraud, Waste & Abuse training, Unconscious Bias training.

FHCA maintains confidential personnel files on each employee in Human Resources. These files contain documentation regarding various aspects of the employee's tenure with FHCA, such as performance appraisals, pay adjustment letters, any disciplinary actions taken, and letters of commendation. If you are interested in reviewing your file, contact Human Resources to schedule an appointment.

To ensure that your personnel file is up-to-date at all times, notify your supervisor and Human Resources of any changes in your name, telephone number, home address, marital status, number of dependents, beneficiary designations, professional or scholastic achievements, the individuals to notify in case of an emergency, and any other pertinent changes.

The orientation program is the time to familiarize oneself with FHCA and its policies and benefits. We encourage you to ask any questions you may have during this program so that you will understand all the guidelines that affect and govern your employment relationship with us.

Probationary Periods

A probationary period of 90 days for new hires and those transferred to new positions is a helpful way to make certain that the orientation process and the new employee's work performance are in alignment with the goals and objectives of the department and FHCA. This allows for frequent communication and feedback to the employee by their supervisor/team leader and is intended to create opportunities for the discussion of actual work performance, the transition to the FHCA team environment and the identification of both short and long term goals. During this time, the new employee will be given the guidance and assistance necessary to perform his/her job effectively.

If you are hired as a full or part-time staff employee, your first ninety days of employment is a trial period. This provides you and FHCA with the opportunity to determine if the working assignment is mutually satisfactory. If, during this period, either you or the FHCA decides the working arrangement is not satisfactory, either may terminate the relationship without notice. The completion of the trial period should not be construed as creating a contract or as guaranteeing employment for any specific duration or as establishing a "just cause" termination standard.

Upon completion of the first three months employees may receive a meeting with supervisor. At this time employee will be informed of all strengths and areas in need of improvement and whether employee will remain on staff.

Performance Evaluations

An annual evaluation of the employee's job performance is completed and reviewed with the employee by the supervisor. The performance appraisal is based on quantity and quality of all areas of work that is reflected in the employee's job description, as well as dependability, attitude, appearance, and attendance. The employee's strengths and areas needing improvement are discussed. The employee is encouraged to participate in this evaluation process. Each employee will be expected to sign his/her copy of the evaluation. Signing the evaluation does not necessarily indicate the employee agrees with the evaluation, only that he/she has read it.

The employee performance appraisal provides a basis for merit salary adjustment and/or annual salary adjustment. Salary adjustments are determined by the department manager who will make formal recommendations to the practice administrator of FHCA.

FHCA retains the right to change or amend evaluation schedules or methods at its own discretion.

Safety

At FHCA we take the safety of our employees and patients very seriously. We want to ensure the safety of all staff and patients as well as the safety of the disgruntled individual.

Procedure: If an individual arrives at FHCA and is exhibiting unusual or irrational behavior, threatening language, or displaying any form of physical violence toward the staff or other patients and refuses to discontinue the behavior after being asked verbally to do so by the staff, then 911 is to be called immediately from a phone away from the incident and other patients that are unaware of the incident. Lock or block any door that would allow the disgruntled individual to enter the staff and patient areas and attempt to keep the person in one location until the authorities arrive. If the person is being abusive to a patient in the waiting room, if it is possible, remove the patient from the incident. If not, protect others and yourself and call the authorities. Attempt to document any pertinent information for the authorities.

2019 * Automatic locks have been added to waiting room doors.

2017 * Security lights updated on property

2021 * Updated security system

Practice Administrator

General supervision of all areas of the office including, but not limited to the areas listed below:

- Employees – Supervising all personnel, their duties and performance. Presenting annual appraisals, 3-month evaluations and pay increase proposals to physicians. Preparing employee schedules for clerical and clinical areas. Maintaining and updating employee files regarding vacation, sick, holiday and personal time. Preparing agenda and follow-up for monthly staff meetings. Calculating timecards, figuring, and reporting payroll.
- Interviewing, hiring, and training of all new personnel as approved by physicians. Cross-training staff and monitoring all positions. Creating a good atmosphere and handling employee complaints, managing employee relationships and attitude towards job, duties, fellow workers, hospital staff, providers, and patients. Being readily available to help every position daily and when necessary.
- Providers – Maintaining provider scheduling templates and making changes when necessary. Maintaining vacation schedules and on-call schedules on the computer. Daily monitoring of provider schedules for errors and flow. Organizing block times for providers at hospitals. Preparing agenda for monthly meetings and organizing follow-up from meetings. Handling provider complaints regarding scheduling, hospital, staff, etc. Handling a wide variety of requests daily as needed.
- Billing Department – Assists in proofing and posting of surgery charges, posting insurance payments, working up insurance denials, making deposits. Assisting patients over the phone with billing questions and handling patients who are upset regarding their bill. Negotiating with insurance companies for increased reimbursement as needed. Negotiating with the Bank for FHCA loans.
- Credentialing - Preparing credentialing and re credentialing forms for all providers for hospitals and insurance companies.
- Patient – Maintaining the highest standards of patient relations from all staff, whether in person or on the phone. Handling patient complaints and questions as necessary. Making sure the office gives a great first impression and making sure upset patients leave the office on a good note.
- Insurances – Maintaining records and negotiating with companies for Malpractice Insurance, Business Owners Insurance, Workers Comp Insurance.
- Employee/Provider Health Insurance – managing all additions, changes and deletions on policy including Cobra.

- Malpractice – handling all summons and claims, sending records, and working with attorneys.
- Scheduling all appointments, precertification with insurance companies, ordering of drugs and tracking reimbursements.
- Preparing and collecting for all Disability Forms from patients.
- Maintaining relations with hospital staff and referring provider staff regularly.
- OSHA - Maintaining all OSHA records and updating emergency drills, scheduling OSHA training classes and regular employee reviews of OSHA manual. Training of new employees regarding OSHA compliance.
- Annual TB skin tests and HEP updates.
- HIPAA - Working on initial HIPAA compliance manual and now maintaining HIPAA records and regulations.
- Maintaining employee records and training of new employees regarding HIPAA compliance.
- JCAHO - Initial JCAHO and follow-up to maintain standards and report changes.
- Public Relations - setting up luncheons for referring physician's monthly basis with regular follow-up.
- Arranging any PR measures such as open houses for new providers and offices, TV interviews, newspaper advertisements, etc.
- Media - Updating office brochures and website as necessary.
- Maintaining building maintenance for FHCA. Working with contractors regarding FHCA and building issues during and after construction.

Computer and Network Policy

FHCA is dedicated to serving patients in our communities. FHCA provides access to information resources, including computer equipment, computer networks and telecommunications to its employees.

This policy contains the guidelines governing use of FHCA's Information Technology Resources by all employees. "Information Technology Resources" means, without limitation, all computers, printers, scanners, networks, internet portals, telecommunications equipment, and lines, together with all other hardware and software which is connected to any of FHCA's hardware, networks, or telecommunications equipment. FHCA expects each employee to use these resources responsibly, ethically,

and in compliance with this policy, state and federal laws, HIPAA and all contractual obligations of FHCA, that employee's privilege to access and use the FHCA Information Technology Resources may be revoked.

By adopting this Policy, FHCA recognizes that all employees are bound not only by the Policy but also by state and federal laws including those relating to electronic media, copyrights, HIPAA, privacy and security. Other FHCA policies that relate to this Policy include the HIPAA and telephone policy, and the FHCA Employee Handbook. Each employee is expected to be familiar with the relevant policies. All questions of interpretation of this Policy should be addressed to your supervisor.

Information Technology Resources are made primarily for administrative activities. Unauthorized use of Information Technology Resources for commercial purposes is prohibited.

Individuals should report any reasonable suspicion of a computer security problem to their supervisor and our IT.

When creating electronic messages, users should be conscious that electronic information is easily duplicated and may be shared widely.

Using any electronic communication for any form of harassment is prohibited.

Conflict of Interest Policy

Purpose: The purpose of this Conflict of Interest (COI) Policy is to promote the highest standards of ethics, transparency, and integrity in the operations of Family Health Care Associates ("FHCA"). This policy is designed to protect the organization's interests and ensure that any personal, professional, or financial interests that may influence or appear to influence decision-making are appropriately disclosed and managed in accordance with applicable federal and state laws, including but not limited to the Stark Law, Anti-Kickback Statute, and Kentucky state laws.

Scope: This policy applies to all employees, contractors, directors, officers, and any other individuals involved in the decision-making process or operations at FHCA (collectively referred to as “Covered Persons”).

Definition of Conflict of Interest: A conflict of interest exists when an individual's personal interests (or the interests of a family member or close associate) interfere with or appear to interfere with the individual's ability to make impartial decisions on behalf of FHCA, particularly when those decisions affect patient care, organizational operations, or relationships with vendors, suppliers, or contractors.

Examples of Conflicts of Interest

The following are examples of situations that could constitute a conflict of interest under this policy, though they are not exhaustive:

- **Financial Interests:** Owning, directly or indirectly, any interest in a competitor, supplier, or vendor of FHCA, or receiving compensation from any third party that may be affected by decisions made at FHCA.
- **Gifts and Gratuities:** Accepting gifts, entertainment, or other benefits from patients, suppliers, contractors, or other third parties that may influence, or appear to influence, decision-making.
- **Self-Dealing:** Making decisions on behalf of FHCA that personally benefit the Covered Individual or a family member, or that create a financial gain or a competing interest.
- **Outside Employment:** Engaging in outside employment or activities that could conflict with the responsibilities or objectives of FHCA, especially in areas related to patient care, research, or healthcare services.
- **Relationships with Patients:** Any romantic, familial, or financial relationship with a patient that could impair or appear to impair the objectivity of clinical care.

Disclosure of Conflicts of Interest: Covered Individuals are required to disclose all potential or actual conflicts of interest to FHCA’s Compliance Officer, Human Resources Department, or designated COI representative. Disclosures should be made at the time of hire, annually, and whenever a potential conflict arises. In the case of a financial conflict, disclosure must also include the nature and value of the financial interest.

Review and Resolution of Conflicts

1. **Initial Review:** Upon receiving a conflict of interest disclosure, the Chief Compliance Officer or designated individual will review the information to determine whether a conflict exists and whether the conflict is material to FHCA's operations.
2. **Actions to Resolve:** If a conflict of interest is determined to exist, FHCA will take appropriate steps to eliminate or manage the conflict. Actions may include, but are not limited to:
 - Recusal from decisions or discussions where the conflict may impact the organization's interests.
 - Reassignment of duties or responsibilities.
 - Termination of relationships or contracts with third parties where a conflict exists.
3. **Independent Review:** In cases where a material conflict cannot be resolved internally, FHCA may seek an independent third-party review to ensure that decisions are made in accordance with applicable laws and ethical standards.

Gifts, Entertainment, and Other Benefits

FHCA has a strict policy against accepting or offering gifts, meals, entertainment, or other items of value that could be perceived as attempts to influence business decisions or violate ethical standards. This includes the following:

- Employees and board members may not accept gifts or other benefits valued over **\$50** from any individual, organization, or company with whom FHCA does business, unless the gift is considered nominal, infrequent, and of minimal value.
- Gifts that are accepted must be reported to the Chief Compliance Officer.

Compliance with Applicable Laws

This policy is designed to comply with all applicable federal and state laws, including:

- **Federal Anti-Kickback Statute** (42 U.S.C. § 1320a-7b): Prohibits the offering, paying, soliciting, or receiving of remuneration to induce referrals of items or services reimbursed by Federal health care programs.
- **Stark Law** (42 U.S.C. § 1395nn): Prohibits physicians from referring Medicare or Medicaid patients to entities with which they have a financial relationship, unless an exception applies.

- **Kentucky State Laws:** Includes the **Kentucky Revised Statutes (KRS) Chapter 121** governing ethical conduct and conflict of interest for public officials, healthcare providers, and contractors.

Any individual found to be in violation of Federal or state laws relating to conflicts of interest may be subject to both legal and organizational penalties, including but not limited to fines, suspension, and termination of employment or business relationships.

Intellectual Property Policy

This policy is designed to protect and govern the use of intellectual property (IP) created, owned, or used by FHCA. It establishes guidelines for the creation, ownership, protection, and use of intellectual property to ensure that all IP is properly handled and used in accordance with applicable laws and company standards. This policy applies to all employees, contractors, partners, and any other individuals or entities associated with FHCA who may be involved in the creation, development, or use of intellectual property.

1. Definition of Intellectual Property

Intellectual Property includes, but is not limited to:

- **Copyright:** Works of authorship, such as written content, designs, music, artwork, software, and other creative works.
- **Trademarks:** Brand names, logos, slogans, and other identifiers that distinguish products and services.
- **Patents:** New inventions or discoveries that meet the criteria for patentability.
- **Trade Secrets:** Confidential business information, such as formulas, practices, and processes that provide a competitive advantage.
- **Design Rights:** Protection of the visual appearance of products or designs.

2. Ownership of Intellectual Property

- **Company-Owned IP:** All intellectual property created by employees or contractors in the course of their employment or engagement with [Company

Name] shall be considered the exclusive property of the company. This includes any work created during business hours or with company resources.

- **Third-Party IP:** If external parties contribute to the creation of intellectual property, clear agreements will be made outlining ownership and usage rights.
 - **Personal IP:** Employees or contractors may retain ownership of intellectual property created outside of their professional duties at [Company Name], provided that such work does not conflict with or utilize [Company Name] resources, time, or confidential information.
-

3. Protection of Intellectual Property

- **Confidentiality:** Employees and contractors must maintain the confidentiality of any IP that is not publicly available or is deemed proprietary to [Company Name]. This includes all trade secrets, project plans, designs, and any other sensitive information.
 - **Marking of IP:** When appropriate, [Company Name] will mark its intellectual property (e.g., with a copyright notice, patent number, trademark, etc.) to inform others of its protected status.
 - **Use of IP:** All use of [Company Name]'s IP must be authorized in writing. Unauthorized use or distribution of intellectual property, including copying, reverse-engineering, or commercial exploitation, is strictly prohibited.
-

4. Licensing and Usage of Intellectual Property

- **Internal Use:** [Company Name] grants its employees and contractors a limited, non-exclusive license to use company-owned IP solely for business-related purposes.
 - **External Use:** Any external parties wishing to use or license [Company Name]'s IP must obtain prior written consent. Licensing agreements may be negotiated on a case-by-case basis.
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5. Enforcement of Intellectual Property Rights

[Company Name] is committed to protecting its intellectual property rights. If any infringement or misuse of its IP is detected, the company will take appropriate action, which may include:

- Sending cease-and-desist letters.
 - Seeking legal remedies, including lawsuits, in cases of serious infringement or unauthorized use.
 - Reporting violations to relevant authorities.
-

6. Employee and Contractor Responsibilities

- **Obligations:** Employees and contractors must immediately notify [Company Name] if they believe their work or the work of others may infringe upon the company's intellectual property rights.
 - **Post-Employment/Engagement:** Even after leaving [Company Name], former employees and contractors must respect and protect the company's intellectual property rights. Any use or disclosure of proprietary information after departure is prohibited.
-

7. Exceptions and Modifications

This policy may be modified or updated at the discretion of [Company Name] as business needs evolve, or in response to changes in applicable laws or regulations. Any exceptions to this policy must be approved by authorized company representatives and documented in writing.

Training and Education

FHCA will provide periodic training to all employees, contractors, and board members on recognizing, disclosing, and resolving conflicts of interest. This training will ensure that everyone is aware of their responsibilities under this policy and applicable laws.

Policy Violations and Disciplinary Actions

Violations of this Conflict of Interest Policy may result in disciplinary action, including but not limited to:

- Counseling or retraining
- Suspension or removal from specific duties or responsibilities
- Termination of employment or business relationships
- Legal action, where applicable

FHCA reserves the right to take appropriate corrective action for any conflict of interest situation, up to and including termination.

Policy Review and Updates

This policy will be reviewed at least annually to ensure compliance with current laws and regulations. Updates or changes to the policy will be communicated to all relevant parties.

Attendance Policy

Because FHCA is responsible for providing health care services to our patients, it is essential that each employee be at work whenever they are scheduled. . Employees will arrive ready to work. An employee should be at his/her workstation, ready to work at the exact time scheduled. No exceptions.

Tardiness will not be tolerated. Being an employee of a physician's office requires a dedication to duty beyond that of other types of service; therefore, employees are expected to be on time every shift. Any incident of tardiness will be grounds for disciplinary action up to and including termination.

Absences, whether excused or unexcused lessen our ability to provide quality health services to our patients and cause undue hardship on co-workers. Therefore, any unexcused absences will be grounds for disciplinary action up to and including termination.

In an emergency, employees should notify the supervisor immediately, at least two (2) hours before the employee's scheduled shift, by telephone giving the reason for the absence and the anticipated date of return to work. Employees must speak directly

with their supervisor. Failure to notify supervisor of an unscheduled absence will be grounds for disciplinary action up to and including termination. To prevent abuse of sick leave, the supervisor might require a doctor's note or other medical documentation for leave longer than a certain period. The supervisor reserves the right to request a health care provider's statement upon an employee's return to work. An employee who is absent excessively may be asked to provide this health care provider statement. If absences continue to be a problem, the employee is subject to disciplinary action up to and including termination.

If an employee needs off for three or more consecutive days due to an accident, illness, or injury, the supervisor will ask the employee to complete paperwork for Family Medical Leave Act (FMLA). You may view more under our FMLA policy.

An employee is excused from office attendance to fulfill jury duty when called but must provide the letter of appearance for the employee file.

Appearance Policy

Employees are expected to arrive for work well-groomed, clean, and dressed in a manner that is appropriate for the workplace and consistent with FHCA's values. Personal appearance plays an important role in maintaining a professional environment and contributes to a positive experience for patients and coworkers alike.

- **Cleanliness:** Employees must be clean, well-groomed, and practice good personal hygiene. This includes being free from body odors and ensuring that hair and nails are neat and tidy.
- **Comfort and Respect:** Staff should be mindful of maintaining an appearance that is comfortable for themselves and respectful to others in the work area. Unkempt or inappropriate attire can detract from the professional environment.
- **Professionalism:** A professional appearance must be maintained at all times, and employees should ensure that their attire is appropriate for their role and responsibilities.

Dress Code: To maintain a professional office environment and enable patients to easily identify FHCA staff, the following dress code applies:

1. **Clinical Staff (e.g., Medical Assistants, Nurses, Technicians, etc.):**

- **Scrubs:** Clinical staff are required to wear scrubs at all times while on duty. Scrubs should be clean, in good condition, and free from rips, stains, or excessive wear. Scrubs should be conservative in style and color, avoiding overly bright or distracting patterns.
 - **Footwear:** Closed-toe shoes are required for safety and cleanliness. Shoes must be clean, in good repair, and appropriate for the healthcare environment.
2. **Providers (e.g., Physicians, Nurse Practitioners, Physician Assistants, Administrative employees etc.):**
- **Business Casual:** Providers should dress in business casual attire, which includes slacks, skirts, blouses, collared shirts, dresses, or appropriate professional attire. Clothing should be neat, well-fitting, and free from visible rips or excessive wear.
 - **Footwear:** Shoes should be professional and comfortable for clinical duties. Avoid casual footwear such as flip-flops, sandals, or athletic shoes unless medically necessary.

Facial Piercings and Tattoos

- **Facial Piercings:** Employees are not permitted to wear facial piercings while on duty, with the exception of small, discreet stud piercings. Piercings should not interfere with professional appearance, safety, or hygiene standards. Piercings should not be extreme such as big rings or anything bigger than a stud. Clear piercings are strongly encouraged. Anything larger than a stud, including nose, eyebrow, lip, or other facial piercings, should be removed during work hours.
- **Tattoos:** There should be no tattoos on the face or neck. Employees should wear clothing or accessories that cover tattoos that could be considered inappropriate or distracting in a healthcare setting. If a tattoo cannot be effectively covered by clothing, employees may be asked to wear a bandage or covering during work hours.

This policy is intended to support a professional appearance that respects both FHCA's mission and the comfort of our patients and colleagues.

Personal Grooming and Hygiene

- Hair must be clean, neatly styled, and, where applicable, tied back for safety reasons (especially for clinical staff). Hair should reflect natural shades and colors such as black, brown, blonde, red and gray. Extreme or unconventional hair colors,

such as bright or neon shades (e.g., bright pink, green, blue, etc.), are not permitted in the workplace.

- Nails should be clean, trimmed, and maintained. Artificial nails should be conservative in length and color.
- Fragrances should be used sparingly, as some patients may have sensitivities or allergies.
- Excessive makeup, hairstyles, or jewelry should be avoided to maintain a professional and practical appearance.

Enforcement

Failure to adhere to this Personal Appearance Policy may result in disciplinary action. If an employee's appearance is deemed inappropriate for the workplace, they may be asked to leave the premises to change into appropriate attire. Repeated violations of the dress code or appearance policy may lead to further corrective actions.

Accommodations

FHCA is committed to providing a welcoming and inclusive environment for all employees. If an employee requires an accommodation related to their personal appearance (due to medical, religious, or cultural reasons), they should notify their supervisor or HR. FHCA will make reasonable accommodations when possible while ensuring that the overall standards for professionalism and patient care are met.

Policy Review and Updates

This policy will be reviewed periodically to ensure its effectiveness and compliance with FHCA's standards and any applicable laws. Employees will be notified of any changes or updates.

Equal Employment Opportunity

FHCA provides equal employment opportunity to all employees and applicants for employment regardless of their race, color, sex, sexual orientation, religion, age, national origin, political affiliation, disabling condition, or service in the uniformed services, in accordance with applicable law. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.



KENTUCKY LAW REQUIRES

EQUAL EMPLOYMENT OPPORTUNITY

THE KENTUCKY CIVIL RIGHTS ACT PROHIBITS EMPLOYMENT DISCRIMINATION REGARDING:

- RECRUITMENT
- ADVERTISING
- HIRING
- PLACEMENT
- PROMOTION
- TRANSFER
- TRAINING AND APPRENTICESHIP
- COMPENSATION
- TERMINATION OR LAYOFF
- PHYSICAL FACILITIES
- ANY OTHER TERMS, CONDITIONS OR PRIVILEGES OF EMPLOYMENT

THE KENTUCKY CIVIL RIGHTS ACT PROHIBITS EMPLOYMENT DISCRIMINATION BASED ON:

- DISABILITY
- RACE
- COLOR
- RELIGION
- NATIONAL ORIGIN
- SEX
- AGE (40 YEARS OLD AND OVER)
- TOBACCO-SMOKING STATUS
- Pregnancy

THE KENTUCKY CIVIL RIGHTS ACT PROHIBITS EMPLOYMENT DISCRIMINATION BY:

- EMPLOYERS
- LABOR ORGANIZATIONS
- EMPLOYMENT AGENCIES
- LICENSING AGENCIES

Kentucky Pregnant Workers Act, (eff. 6/27/2019)

The Kentucky Pregnant Workers Act, (KPWA), (KRS 344.030 to 344.110), expressly prohibits employment discrimination in relation to an employee's pregnancy, childbirth, and related medical conditions.

In addition, under the KPWA it is unlawful for an employer to fail to make reasonable accommodations for any employee with limitations related to pregnancy, childbirth, or a related medical conditions who requests an accommodation, *including but not limited to*: (1) the need for more frequent or longer breaks; (2) time off to recover from childbirth; (3) acquisition or modification of equipment; (4) appropriate seating; (5) temporary transfer to a less strenuous or less hazardous position; (6) job restructuring; (7) light duty; modified work schedule; and (8) private space that is not a bathroom for expressing breast milk.

FOR HELP WITH DISCRIMINATION, CONTACT THE KENTUCKY COMMISSION ON HUMAN RIGHTS

332 W. BROADWAY, SUITE 1400, LOUISVILLE, KENTUCKY 40202. PHONE: 502.595.4024
TOLL-FREE: 800.292.5566. FAX: 502.595.4801
E-MAIL: KCHR.MAIL@KY.GOV WEBSITE: KCHR.KY.GOV

Harassment Policy

In light of our mission to provide the best health care services to our communities, FHCA will not tolerate speech and acts that are harassing to anyone on account of race, gender, age, religion, sexual orientation, national origin, or other distinguishing characteristics.

Harassment prohibited by this policy includes verbal or physical conduct that, because of its severity and/or persistence, substantially interferes with the mutual respect and collegiality afforded all individuals (employees and patients) at FHCA. In particular, harassment may include verbal or physical behavior directed at an individual that is abusive of that individual's distinguishing characteristics, including race, gender, age, religion, sexual orientation, or national origin, to such an extent as to substantially interfere with the individual's work or education or adversely affect one's living conditions.

Reporting: This policy applies to all persons enrolled or employed at FHCA. FHCA is committed to investigating and resolving all complaints. Such complaints should be directed via email to your supervisor or by phone.

If your complaint is with your supervisor, you may reach out to Human Resources.

Compensation Policies

Classification of Employment

Full-Time: Full-time employees are hired to work 40 hours per week on a regular basis. Such employees may be exempt or nonexempt as defined below. Full-time regular employees are eligible for insurance and other benefits including time-off benefits, as described in this Handbook.

Part-Time: Part-time regular employees with benefits (typically our school nurses) are hired to work between 30 and 39 hours per week on a regular basis. Such employees may be exempt or nonexempt as defined below. Part-time regular benefited employees are

eligible for insurance and other benefits including time-off (on a pro-rata basis) benefits, as described in this Handbook.

Part-Time without Benefits: Part-time regular employees without benefits are hired to work less than 30 hours per week on a regular basis. Such employees may be exempt or nonexempt as defined below. Part-time regular employees are not eligible for insurance and other benefits including time-off benefits.

Non-exempt Employee: Non-exempt employees are usually paid an hourly wage or earn a salary that's less than a minimum amount determined by the DOL. If employees are non-exempt, it means they are entitled to minimum wage and overtime pay when they work more than 40 hours per week.

Exempt Employees: Employees exempt from the FLSA typically must be paid a salary above a certain level and work in an administrative, professional, executive, computer or outside sales role. The Department of Labor (DOL) has a duties test that can help employers determine who meets this exemption criteria.

Seniority: Seniority means length of time an employee has worked for FHCA. It gives employees certain advantages regarding vacations accrual. Seniority does not in any way relate to rate of pay.

FLSA

The Fair Labor Standards Act (FLSA) establishes minimum wage, overtime pay, recordkeeping, and youth employment standards affecting employees in the private sector and in Federal, State, and local governments. Covered nonexempt workers are entitled to a minimum wage of not less than \$7.25 per hour effective July 24, 2009. Overtime pay at a rate not less than one and one-half times the regular rate of pay is required after 40 hours of work in a workweek.

- **FLSA Minimum Wage:** The federal minimum wage is \$7.25 per hour effective July 24, 2009. Many states also have minimum wage laws. In cases where an employee is subject to both state and federal minimum wage laws, the employee is entitled to the higher minimum wage.

- **FLSA Overtime:** Covered nonexempt employees must receive overtime pay for hours worked over 40 per workweek (any fixed and regularly recurring period of 168 hours – seven consecutive 24-hour periods) at a rate not less than one and one-half times the regular rate of pay. There is no limit on the number of hours employees 16 years or older may work in any workweek. The FLSA does not require overtime pay for work on weekends, holidays, or regular days of rest, unless overtime is worked on such days.
- **Hours Worked:** Hours worked ordinarily include all the time during which an employee is required to be on the employer's premises, on duty, or at a prescribed workplace.

Family Health Care Associates



Basic Wage Standards

Covered, nonexempt workers are entitled to a minimum wage of \$7.25 per hour effective July 24, 2009. Special provisions apply to workers in American Samoa and the Commonwealth of the Northern Mariana Islands. Nonexempt workers must be paid overtime pay at a rate of not less than one and one-half times their regular rates of pay after 40 hours of work in a workweek.

Wages required by the FLSA are due on the regular payday for the pay period covered. Deductions made from wages for such items as cash or merchandise shortages, employer-required uniforms, and tools of the trade, are not legal to the extent that they reduce the wages of employees below the minimum rate required by the FLSA or reduce the amount of overtime pay due under the FLSA.

The FLSA requires that most employees in the United States be paid at least the federal minimum wage for all hours worked and overtime pay at not less than time and one-half the regular rate of pay for all hours worked over 40 hours in a workweek.

However, Section 13(a)(1) of the FLSA provides an exemption from both minimum wage and overtime pay for employees employed as bona fide executive, administrative, professional and outside sales employees. Section 13(a)(1) and Section 13(a)(17) also exempt certain computer employees. To qualify for exemption, employees generally must meet certain tests regarding their job duties and be paid on a salary basis at not less than \$684* per week. Employers may use nondiscretionary bonuses and incentive payments

(including commissions) paid on an annual or more frequent basis, to satisfy up to 10 percent of the standard salary level. Job titles do not determine exempt status. In order for an exemption to apply, an employee's specific job duties and salary must meet all the requirements of the Department's regulations.

The FLSA contains some exemptions from these basic standards. Some apply to specific types of businesses; others apply to specific kinds of work.

While the FLSA does set basic minimum wage and overtime pay standards and regulates the employment of minors, there are a number of employment practices which the FLSA does not regulate.

For example, the FLSA does not require:

1. vacation, holiday, severance, or sick pay;
2. meal or rest periods, holidays off, or vacations;
3. premium pay for weekend or holiday work;
4. pay raises or fringe benefits; or
5. a discharge notice, reason for discharge, or immediate payment of final wages to terminated employees.

The FLSA does not provide wage payment or collection procedures for an employee's usual or promised wages or commissions in excess of those required by the FLSA. However, some States do have laws under which such claims (sometimes including fringe benefits) may be filed.

Also, the FLSA does not limit the number of hours in a day or days in a week an employee may be required or scheduled to work, including overtime hours, if the employee is at least 16 years old.

The above matters are for agreement between the employer and the employees or their authorized representatives.

Work Hours

All of our employees work during normal business hours, Monday through; however, some departments, such as our School-Based Leaders, may after to work alternate hours and days. Most departments, such as our clinics, work normal business hours 8 a.m. to 5 p.m., while School Nurses are required to work the hours that the school needs. An employee may take two paid, ten-minute breaks, one in the morning and one in the afternoon. If an employee chooses not to take a break, this time does not accrue and may not be used at a later time or date. Breaks and lunch hours must be scheduled from 12:00 noon to 1:00 p.m.

Any overtime for hourly staff must be approved by the supervisor and Operations.

Recording Work Hours

It is FHCA's policy to comply with applicable laws requiring records to be maintained of the hours our employees work. To ensure that FHCA keeps accurate records of the hours you actually work (including overtime hours where applicable) and of the sick time or other leave taken during the pay period, and to ensure that you are paid in a timely manner, all employees are required to accurately record their time worked and their absences on WorkEasy. You must also submit time off through WorkEasy for your supervisor to approve.

Exempt staff are paid to get their job completed according to the Fair Labor Standards Act. In order for FHCA to keep track of exempt time for your paid time off accruals, we do ask that exempt employees also use Work Easy to clock in and out and to request time off.

Please note that you do not have to record your lunches. All lunches are immediately taken out when payroll is run.

You must be certain that you accurately record your hours worked and leave time taken. Falsification of a time record is considered time theft and is a serious breach of policy and grounds for disciplinary action, up to and including termination of employment.

Pay Procedures

Frequency: All employees at FHCA are paid every two weeks, on alternate Fridays.

Deductions: All required deductions, such as those for federal, state and local taxes, and all authorized voluntary deductions, such as for health insurance contributions, retirement, etc., shall be withheld automatically from employees' paychecks. Employees shall complete the necessary forms to authorize these deductions.

It is your responsibility to review your paycheck for errors. Your paycheck stub will be mailed to your address on file every other week. If you find a mistake, you should report it to your supervisor immediately. Your supervisor will assist you in taking the necessary steps to correct the problem.

Direct Deposit: Employees' paychecks are deposited directly to a checking or savings account at the financial institution of their choice payroll. Employees must complete a



direct deposit authorization for their new hire paperwork. If your Direct Deposit information changes, you must reach out to Human Resources immediately to ensure that account changes are made in time for payroll processing.

Time Off Benefits

Holidays: Paid holiday leave is available to all full-time employees at their date of hire. Paid holidays include New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Paid holidays will be forfeited if the employee calls in sick the day before or the day after the holiday.

Paid Time Off: *Note Time off, paid or not paid has to be requested through Work Easy



FMLA Policy

The Family and Medical Leave Act of 1993 — The US Department of Labor's Employment Standards Administration, Wage and Hour Division, administers and enforces the Family Medical Leave Act (FMLA) for all private, state, and local government employees, and some federal employees. FMLA became effective on August 5, 1993, for most employers. The law contains provisions on employer coverage; employee eligibility for the law's benefits; entitlement to leave, maintenance of health benefits during leave, and job restoration after leave; notice and certification of the need for FMLA leave; and protection for employees to request or take FMLA leave. The law also required employers to keep certain records.

FMLA applies to private-sector employers who employed 50 or more employees in 20 or more workweeks in the current or preceding calendar year and who are engaged in commerce or in any industry or activity affecting commerce. Based on this definition, FHCA became subject to this law in 2011.

To be eligible for FMLA benefits, an employee must work for a covered employer; have worked for the employer for a total of 12 months; and have worked at least 1,250 hours over the previous 12 months.

A covered employer must grant an eligible employee up to a total of twelve (12) work weeks of unpaid leave during any 12-month period for one or more of the following reasons:

- For the birth and care of the newborn child of the employee.
- For placement with the employee of a son or daughter for adoption or foster care
- To care for an immediate family member (spouse, child, or parent) with a serious health condition; or
- To take medical leave when the employee is unable to work because of a serious health condition.

Under certain circumstances, eligible employees may take FMLA leave to care for a current member of the armed forces who has a serious injury or illness incurred in the line of duty. An employee is entitled to 26 weeks of military caregiver leave during a 12-month period.

Spouses employed by the same employer are jointly entitled to a combined total of 12 workweeks of family leave for the birth and care of the newborn child, for placement of a child for adoption or foster care, and to care for a parent who has a serious health condition. Leave for birth and care, or placement for adoption or foster care must conclude within 12 months of the birth or placement.

Under some circumstances, employees may take FMLA leave intermittently – which means taking leave in blocks of time, or by reducing their normal weekly or daily work schedule. For intermittent leave, an employee is to make a reasonable effort to schedule leave so as not to unduly disrupt FHCA's operations. Intermittent leave is required to be taken in minimum increments of at least one (1) hour.

Also, subject to certain conditions, employees or employers may choose to use accrued paid leave (such as sick or vacation leave) to cover some or all the FMLA leave. FHCA is responsible for deciding if an employee's use of paid leave counts as FMLA leave, based on information from the employee. Employees wishing to substitute paid leave for unpaid leave must comply with the terms and conditions of FHCA paid leave policy. Substitution means that unpaid FMLA leave, and paid leave run concurrently.

“Serious health condition” means an illness, injury, impairment, or physical or mental condition that involves either:

- Any period of incapacity or treatment connected with inpatient care in a hospital, hospice, or residential medical-care facility, and any period of incapacity or subsequent treatment in connection with such inpatient care; or
- Continuing treatment by a health care provider which includes any period of incapacity due to a health condition lasting more than three consecutive days, and any subsequent treatment or period of incapacity relating to the same condition, that also includes treatment two or more times or one treatment by a health care provider with a continuing regimen of treatment; requires that two (2) visits to a health care provider must occur within 30 days of the beginning period of incapacity unless extenuating circumstances exist; or
- Pregnancy or prenatal care
- A chronic serious health condition which continues over an extended period of time, requiring at least two (2) periodic visits to a health care provider per year, and may involve occasional episodes of incapacity (e.g., asthma, diabetes);
- A permanent or long-term condition for which treatment may not be effective (e.g., stroke, terminal cancer); or
- Any absences to receive multiple treatments for restorative surgery or for a condition which would likely result in a period of incapacity of more than three days if not treated (e.g., chemotherapy or radiation treatments for cancer).

FHCA is required to maintain group health insurance coverage for an employee on FMLA leave whenever such insurance was provided before the leave was taken and on the same terms as if the employee had continued to work. If applicable, arrangements will be made for employees to pay their share of health insurance premiums while on leave. In some instances, FHCA may recover premiums it paid to maintain health coverage for an employee who fails to return to work from FMLA leave.

Upon return from FMLA leave, an employee typically must be restored to the employee's original job, or to an equivalent job with equivalent pay, benefits, and other terms and conditions of employment. In addition, the employee's use of FMLA leave cannot result in the loss of any employment benefit that the employee earned or was entitled to before using FMLA leave, nor be counted against the employee under a "no fault" attendance policy.

If at the end of FMLA period (12-week period) the employee who had been receiving FMLA is not released to return to work, or return in the same capacity as previously

worked, FHCA reserves the right (based on the needs of CSGA) to terminate employment or place employee on 90-day probation at the time the employee returns to work.

Employees seeking to use FMLA leave are required to provide a 30-day advance notice of the need to take FMLA leave when the need is foreseeable and such notice is practicable. The employee typically will be informed of eligibility with five (5) business days after the employee requests FMLA leave. FHCA may require employees to provide:

- Medical certification supporting the need for leave due to a serious health condition affecting the employee or an immediate family member.
- Second or third medical opinions (at FHCA's expense) and periodic recertification.
- Periodic reports during FMLA leave regarding the employee's status and intent to return to work.

FHCA may require a "fitness for duty" certification from their health care provider certifying that the employee can perform the essential duties of their job.

A notice about the FMLA is posted at each FHCA employee entrance. An employee seeking FMLA will have the "Certification of Health Care Provider" (US Department of Labor form WH-380) completed and signed by the health care provider. Upon review and determination, FHCA will respond on the "Employer Response to Employee Request for Family or Medical Leave" (US Department of Labor form WH-381).

This section 6.7 will be constructed in accordance with the FMLA and other governing law and any statement in this policy that is inconsistent with or in addition to such law will be deemed, modified, or omitted, as applicable, to confirm the policy to such law. If at the end of FMLA period the employee is unable to return to work in full capacity as previously worked, FHCA reserves the right to terminate employment or put employee on probation based on the needs of FHCA.

Benefits

Uniform Policy: FHCA will reimburse up to \$100 for scrubs, 6 months from the start date, if receipts are provided for new hire. Every calendar year going forward, FHCA will reimburse up to \$100. Please note that the reimbursement for each individual must be done all at once. We do not allow a balance to carry over. Every employee will be reimbursed up to \$100 a year. If the employee does not utilize the benefit, it will be lost for that year. Receipts must be provided to be eligible for reimbursement.

Employee Insurance: The company will pay \$250.00 monthly directly to a health insurance plan for full time employees. Vision, dental, and life insurance options may be offered and enrolled in by the employee at their expense.

Retirement Plan: When eligible, employees may participate in the retirement plan(s) and will be matched by FHCA according to the plan policy. You are responsible for reaching out to Human Resources regarding the retirement plan, 90 days after your start day.

Employee Rights: Employees have the right to open and honest communication. Open communication between employees and management is an important function of this office. To this extent, FHCA provides written policies and procedures and other information, conducts staff meetings as necessary and communicates with individual employees as necessary. FHCA has the responsibility to hear problems, suggestions and recommendations of employees (when submitted in accordance with procedures) and to respond to these in an appropriate manner and timely fashion. Employees have the right to reach out to their supervisor for all questions and concerns and can reach out to Human Resources if needed.

Employee Code of Conduct

Purpose:

This policy is designed to ensure that all employees of Family Health Care Associates (FHCA) maintain the highest standards of professionalism, integrity, and respect when interacting with patients, colleagues, and the community. Our goal is to create a positive, respectful, and caring environment that aligns with both our organizational values and legal obligations.

Scope:

This policy applies to all employees, contractors, and temporary staff working at FHCA.

1. Professionalism and Respect

Employees are expected to maintain a high standard of professional conduct at all times. This includes:

- Demonstrating respect, courtesy, and empathy when interacting with patients, families, and colleagues.
- Treating all patients, regardless of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or religion with dignity and respect in accordance with federal and state non-discrimination laws (e.g., **Title VII of the Civil Rights Act, ADA, Kentucky Civil Rights Act**).
- Avoiding any form of harassment, discrimination, or intimidation in the workplace.

2. Confidentiality and HIPAA Compliance

Employees are responsible for protecting patient privacy and ensuring compliance with the **Health Insurance Portability and Accountability Act (HIPAA)**. This includes:

- Maintaining the confidentiality of patient medical records, personal information, and any other sensitive data.

- Not sharing any confidential patient information without explicit consent, except as required by law or for necessary medical purposes.
- Refraining from discussing patient information in public or non-secure environments.

3. Ethical and Legal Behavior

Employees must adhere to all federal, state, and local laws, including, but not limited to:

- Compliance with the **Kentucky Revised Statutes (KRS)** and **Kentucky Administrative Regulations (KAR)** governing healthcare practice, including licensure requirements and scope of practice.
- Adherence to the **Affordable Care Act (ACA)**, **Medicare/Medicaid regulations**, and other federal healthcare programs.
- Following ethical standards in providing care, including obtaining informed consent for treatment, and maintaining patient autonomy.

4. Attendance and Punctuality

Employees are expected to be punctual and dependable. Excessive absenteeism or tardiness can affect the quality of patient care and disrupt team dynamics. Employees must:

- Notify their supervisor in advance in case of absence or lateness and adhere to FHCA's attendance policy.
- Ensure proper coverage for their duties if an absence is planned.

5. Conduct with Patients

Employees must always act in a manner that promotes patient well-being and trust. Specific expectations include:

- Providing respectful, non-judgmental care, and maintaining a compassionate attitude towards all patients.
- Using professional language at all times when communicating with patients, colleagues, or others in the healthcare setting.
- Following FHCA's infection control policies to ensure patient and employee safety.

6. Drug-Free Workplace

FHCA maintains a **drug-free** workplace in compliance with **federal** and **state** regulations. Employees must:

- Refrain from using, possessing, or being under the influence of illegal drugs or alcohol during work hours or while on the premises.
- Report any medication that may impair work performance, as required by law or FHCA policy.

7. Conflict of Interest

Employees must avoid situations where personal interests conflict with their duties at FHCA. Employees are prohibited from:

- Accepting gifts or compensation from patients or vendors that could influence clinical or business decisions.
- Participating in outside employment that competes with FHCA or compromises their professional responsibilities.

8. Workplace Behavior and Teamwork

Employees should foster a collaborative and supportive work environment by:

- Engaging in open communication and cooperation with colleagues, ensuring a harmonious and productive workplace.
- Addressing any concerns or conflicts in a respectful manner and following FHCA's conflict resolution procedures.

9. Safety and Health

FHCA is committed to providing a safe and healthy environment for both patients and employees. We have implemented security measures to protect our workplace and our patients. These measures include security cameras, access control systems, and emergency procedures. Employees are expected to:

- Follow all safety protocols and procedures, including those for infection control, patient handling, and emergency procedures. We offer safety training to ensure everyone is aware of potential hazards.
- Report any unsafe working conditions, accidents, or injuries promptly to their supervisor.

- In case of an emergency, please refer to the emergency plan that is posted at your location.

10. Accountability

Employees are responsible for adhering to the standards of conduct outlined in this policy. Any violation may result in disciplinary action, up to and including termination of employment. Employees are encouraged to report concerns related to violations of this policy or unethical behavior through FHCA's internal reporting mechanism, without fear of retaliation (in accordance with the **Whistleblower Protection Act**).

Drug and Alcohol Policy

Purpose:

At Family Health Care Associates (FHCA), the safety, well-being, and professionalism of our employees and patients are our top priority. To ensure a safe and effective work environment, we are committed to maintaining a drug- and alcohol-free workplace. This policy aims to promote the health and safety of our employees, patients, and the public, as well as to maintain compliance with all relevant laws and regulations.

Scope:

This policy applies to all employees, contractors, and temporary staff of FHCA.

Prohibited Conduct:

1. The use, possession, distribution, or being under the influence of illegal drugs, alcohol, or any controlled substance while on duty or on FHCA property is strictly prohibited.
2. Employees are prohibited from reporting to work while impaired by drugs or alcohol, which may affect their ability to perform their job duties safely and effectively.
3. The use or possession of prescription medications that impair an employee's ability to perform their job should be reported to a supervisor. Employees must

ensure that the use of such medications does not interfere with their performance or safety.

Random Drug Screening:

To ensure a drug-free environment, FHCA will conduct random drug screenings for all employees. These screenings may occur at any time during employment, without prior notice. Refusal to comply with a drug screen or failure to pass a drug test may result in disciplinary action, up to and including termination.

Employee Assistance:

FHCA recognizes that substance abuse is a serious issue and offers support to employees who may need assistance. Employees seeking help with substance abuse issues are encouraged to contact Human Resources for information about available resources and assistance programs. Employees will not face disciplinary action for voluntarily seeking help for drug or alcohol-related problems.

Confidentiality:

All drug and alcohol testing results will be kept confidential in accordance with applicable laws and regulations. Only authorized personnel will have access to this information.

Disciplinary Action:

Violation of this policy, including failing a random drug screen or engaging in prohibited behavior related to drugs or alcohol, may result in disciplinary action, up to and including termination of employment. FHCA reserves the right to take further action as necessary to ensure a safe and compliant workplace.

Conclusion:

FHCA is committed to providing a safe, healthy, and productive environment for all employees and patients. By adhering to this policy, we can work together to ensure that our workplace remains drug- and alcohol-free, enabling us to provide the best possible care to our patients.

Thank You & Welcome

Thank you for taking the time to review the Family Health Care Associates Employee Handbook. We are excited to have you as part of our team and look forward to the valuable contributions you will make. This handbook is designed to provide you with the information you need to succeed in your role, understand our workplace expectations, and ensure that we continue to provide the highest quality care to our patients.

At FHCA, we are committed to fostering a positive, supportive, and professional environment where all employees can thrive. By working together with respect, integrity, and compassion, we can achieve our shared goal of enhancing the health and well-being of our community.

Should you have any questions or need further clarification on any policies, please do not hesitate to reach out to your supervisor or the Human Resources department. We are here to support you and ensure that your experience with FHCA is both rewarding and fulfilling.

Welcome to Family Health Care Associates, and we wish you great success in your role.

By signing this Employee Handbook Acknowledgement form, I acknowledge that I have received, read, and understand the policies and procedures outlined in the Family Health Care Associates Employee Handbook. I agree to adhere to all policies, rules, and guidelines set forth in this handbook. I understand that these policies are subject to change at the sole discretion of Family Health Care Associates and that I will be notified of any updates or changes.