



Community Care Clinic of Franklin, Inc.

EMPLOYEE HANDBOOK

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Approved By: C O'Boyle 2/22/24
Cindy O'Boyle, Executive Director

EMPLOYEE RECEIPT AND ACCEPTANCE

I hereby acknowledge receipt of the *Community Care Clinic of Franklin* Employee Handbook. I understand that it is my continuing responsibility to read and know its contents. I also understand and agree that the Employee Handbook is not an employment contract for any specific period of employment or for continuing or long-term employment. Therefore, I acknowledge and understand that unless I have a written employment agreement with *Community Care Clinic of Franklin* that provides otherwise, I have the right to resign from my employment with *Community Care Clinic of Franklin* at any time with or without notice and with or without cause, and that *Community Care Clinic of Franklin* has the right to terminate my employment at any time with or without notice and with or without cause.

I have read, understand, and agree to all of the above. I have also read and understand the *Community Care Clinic of Franklin* Employee Handbook. I agree to return the Employee Handbook upon termination of my employment.

Signature _____

Print Name _____

Date _____

CONFIDENTIALITY POLICY AND PLEDGE

Any information that an employee learns about *Community Care Clinic of Franklin*, or its members or donors, as a result of working for *Community Care Clinic of Franklin* that is not otherwise publicly available constitutes confidential information. Employees may not disclose confidential information to anyone who is not employed by *Community Care Clinic of Franklin* or to other persons employed by *Community Care Clinic of Franklin* who do not need to know such information to assist in rendering services.

The disclosure, distribution, electronic transmission or copying of *Community Care Clinic of Franklin's* confidential information is prohibited. Any employee who discloses confidential *Community Care Clinic of Franklin* information will be subject to disciplinary action (including possible separation), even if he or she does not actually benefit from the disclosure of such information.

I understand the above policy and pledge not to disclose confidential information.

Signature: _____

Print Name: _____

Date: _____

Please sign and return to the Executive Director

Executive Director Signature: _____ Date: _____

COMMUNITY CARE CLINIC OF FRANKLIN
EMPLOYEE HANDBOOK
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Article I: Mission

The *Community Care Clinic of Franklin* was established to provide free primary care to the uninsured, low-income residents of Macon and surrounding counties who are unable to afford healthcare and meet our guidelines. We strive to create a welcoming and inclusive environment where everyone can feel comfortable seeking medical care. We offer a wide range of services including preventative care, diagnostic testing, and treatment for a variety of medical conditions. Our approach to healthcare is centered around the individual, with a focus on prevention, wellness, and patient education. We are committed to providing comprehensive and accessible healthcare to our *patients*.

Article II: Overview

The *Community Care Clinic of Franklin* Employee Handbook has been developed to provide general guidelines about *Community Care Clinic of Franklin* policies and procedures for employees. It is a guide to assist you in becoming familiar with some of the privileges and obligations of your employment, including *Community Care Clinic of Franklin's* policy of voluntary at-will employment. None of the policies or guidelines in the Handbook are intended to give rise to contractual rights or obligations, or to be construed as a guarantee of employment for any specific period of time, or any specific type of work. Additionally, with the exception of the voluntary at-will employment policy, these guidelines are subject to modification, amendment, or revocation by *Community Care Clinic of Franklin* at any time, without advance notice.

The personnel policies of the *Community Care Clinic of Franklin*, and enforced by the Executive Director, are established to create a safe and productive work environment. The Executive Director may delegate authority for administering specific policies. Employees are encouraged to consult the Executive Director for additional information regarding the policies, procedures, and privileges described in this Handbook. Questions about personnel matters also may be reviewed with the Executive Director.

Community Care Clinic of Franklin will provide each individual with a copy of this Handbook upon employment. All employees are expected to abide by it. The highest standards of personal and professional ethics and behavior are expected of all *Community Care Clinic of Franklin* employees. Further, the *Community Care Clinic of Franklin* expects each employee to display good judgment, diplomacy, and courtesy in their professional relationships with members of *Community Care Clinic of Franklin's* Board of Directors, committees, membership, staff, patients, and the general public.

Article III: Voluntary At-Will Employment

Unless an employee has a written employment agreement with *Community Care Clinic of Franklin*, which provides differently, all employment at *Community Care Clinic of Franklin* is “at-will.”

That means that employees may be terminated from employment with *Community Care Clinic of Franklin* with or without cause, and employees are free to leave the employment of *Community Care Clinic of Franklin* with or without cause. Any representation by any *Community Care Clinic of Franklin* officer or employee contrary to this policy is not binding upon *Community Care Clinic of Franklin* unless it is in writing and is signed by the Executive Director with the approval of the Board of Directors.

Article IV: Equal Employment Opportunity

Community Care Clinic of Franklin shall follow the spirit and intent of all federal, state, and local employment law and is committed to equal employment opportunity. To that end, the Board of Directors, and Executive Director of *Community Care Clinic of Franklin* will not discriminate against any employee or applicant in a manner that violates the law. *Community Care Clinic of Franklin* is committed to providing equal opportunity for all employees and applicants without regard to race, color, religion, national origin, sex, age, marital status, sexual orientation, disability, political affiliation, personal appearance, family responsibilities, matriculation or any other characteristic protected under federal, state, or local law. Each person is evaluated on the basis of personal skill and merit. *Community Care Clinic of Franklin's* policy regarding equal employment opportunity applies to all aspects of employment, including recruitment, hiring, job assignments, promotions, working conditions, scheduling, benefits, wage and salary administration, disciplinary action, termination, and social, educational, and recreational programs. The Executive Director shall act as the responsible agent in the full implementation of the Equal Employment Opportunity policy.

Community Care Clinic of Franklin will not tolerate any form of unlawful discrimination. All employees are expected to cooperate fully in implementing this policy. In particular, any employee who believes that any other employee of *Community Care Clinic of Franklin* may have violated the Equal Employment Opportunity Policy should report the possible violation to the Executive Director.

If *Community Care Clinic of Franklin* determines that a violation of this policy has occurred, it will take appropriate disciplinary action against the offending party, which can include counseling, warnings, suspensions, and termination. Employees who report, in good

faith, violations of this policy and employees who cooperate with investigations into alleged violations of this policy will not be subject to retaliation. Upon completion of the investigation, *Community Care Clinic of Franklin* will inform the employee who made the complaint of the results of the investigation.

Community Care Clinic of Franklin is also committed to complying fully with applicable disability discrimination laws and ensuring that equal opportunity in employment exists at *Community Care Clinic of Franklin* for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis. Reasonable accommodations will be available to all qualified disabled employees, upon request, so long as the potential accommodation does not create an undue hardship on *Community Care Clinic of Franklin*. Employees who believe that they may require accommodation should discuss these needs with the Executive Director.

If you have any questions regarding this policy, please contact the Executive Director.

Article V: Policy Against Workplace Harassment

Community Care Clinic of Franklin is committed to providing a work environment for all employees that is free from sexual harassment and other types of discriminatory harassment. Employees are expected to conduct themselves in a professional manner and to show respect for their co-workers.

Community Care Clinic of Franklin's commitment begins with the recognition and acknowledgment that sexual harassment and other types of discriminatory harassment are, of course, unlawful. To reinforce this commitment, *Community Care Clinic of Franklin* has developed a policy against harassment and a reporting procedure for employees who have been subjected to or witnessed harassment. This policy applies to all work-related settings and activities, whether inside or outside the workplace, and includes business trips and business-related social events. *Community Care Clinic of Franklin's* property (e.g., telephones, copy machines, facsimile machines, computers, and computer applications such as e-mail and Internet access) may not be used to engage in conduct that violates this policy. *Community Care Clinic of Franklin's* policy against harassment covers employees and other individuals who have a relationship with *Community Care Clinic of Franklin* which enables *Community Care Clinic of Franklin* to exercise some control over the individual's conduct in places and activities that relate to *Community Care Clinic of Franklin's* work (e.g., directors, officers, contractors, vendors, volunteers, etc.).

Prohibition of Sexual Harassment: *Community Care Clinic of Franklin's* policy against sexual harassment prohibits sexual advances or requests for sexual favors or other physical or verbal conduct of a sexual nature, when: (1) submission to such conduct is made an express or implicit

condition of employment; (2) submission to or rejection of such conduct is used as a basis for employment decisions affecting the individual who submits to or rejects such conduct; or (3) such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or creating an intimidating, hostile, humiliating, or offensive working environment.

While it is not possible to list all of the circumstances which would constitute sexual harassment, the following are some examples: (1) unwelcome sexual advances -- whether they involve physical touching or not; (2) requests for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment; or (3) coerced sexual acts.

Depending on the circumstances, the following conduct may also constitute sexual harassment: (1) use of sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life; (2) sexually oriented comment on an individual's body, comment about an individual's sexual activity, deficiencies, or prowess; (3) displaying sexually suggestive objects, pictures, cartoons; (4) unwelcome leering, whistling, deliberate brushing against the body in a suggestive manner; (5) sexual gestures or sexually suggestive comments; (6) inquiries into one's sexual experiences; or (7) discussion of one's sexual activities.

While such behavior, depending on the circumstances, may not be severe or pervasive enough to create a sexually hostile work environment, it can nonetheless make co-workers uncomfortable. Accordingly, such behavior is inappropriate and may result in disciplinary action regardless of whether it is unlawful.

It is also unlawful and expressly against *Community Care Clinic of Franklin* policy to retaliate against an employee for filing a complaint of sexual harassment or for cooperating with an investigation of a complaint of sexual harassment.

Prohibition of Other Types of Discriminatory Harassment: It is also against *Community Care Clinic of Franklin's* policy to engage in verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, gender, religion, sexual orientation, age, national origin, disability, or other protected category (or that of the individual's relatives, friends, or associates) that: (1) has the purpose or effect of creating an intimidating, hostile, humiliating, or offensive working environment; (2) has the purpose or effect of unreasonably interfering with an individual's work performance; or (3) otherwise adversely affects an individual's employment opportunities.

Depending on the circumstances, the following conduct may constitute discriminatory harassment: (1) epithets, slurs, negative stereotyping, jokes, or threatening, intimidating, or

hostile acts that relate to race, color, gender, religion, sexual orientation, age, national origin, or disability; and (2) written or graphic material that denigrates or shows hostility toward an individual or group because of race, color, gender, religion, sexual orientation, age, national origin, or disability and that is circulated in the workplace, or placed anywhere in *Community Care Clinic of Franklin's* premises such as on an employee's desk or workspace or on *Community Care Clinic of Franklin's* equipment or bulletin boards. Other conduct may also constitute discriminatory harassment if it falls within the definition of discriminatory harassment set forth above.

It is also against *Community Care Clinic of Franklin's* policy to retaliate against an employee for filing a complaint of discriminatory harassment or for cooperating in an investigation of a complaint of discriminatory harassment.

Reporting of Harassment: If you believe that you have experienced or witnessed sexual harassment or other discriminatory harassment by any employee of *Community Care Clinic of Franklin*, you should report the incident immediately to your supervisor or to the Executive Director. Harassment by others with whom *Community Care Clinic of Franklin* has a business relationship, including *patients* and vendors, should also be reported as soon as possible so that appropriate action can be taken.

Community Care Clinic of Franklin will promptly and thoroughly investigate all reports of harassment as discreetly and confidentially as practicable. The investigation would include a private interview with the person making a report of harassment. It would also generally be necessary to discuss allegations of harassment with the accused individual and others who may have information relevant to the investigation. *Community Care Clinic of Franklin's* goal is to conduct a thorough investigation, to determine whether harassment occurred, and to determine what action to take if it is determined that improper behavior occurred.

If *Community Care Clinic of Franklin* determines that a violation of this policy has occurred, it will take appropriate disciplinary action against the offending party, which can include counseling, warnings, suspensions, and termination. Employees who report violations of this policy and employees who cooperate with investigations into alleged violations of this policy will not be subject to retaliation. Upon completion of the investigation, *Community Care Clinic of Franklin* will inform the employee who made the complaint of the results of the investigation.

Compliance with this policy is a condition of each employee's employment. Employees are encouraged to raise any questions or concerns about this policy or about possible discriminatory harassment with the Executive Director. In the case where the allegation of

harassment is against the Executive Director, please notify the staff member designated as grievance officer.

Article VI: Solicitation

Employees are prohibited from soliciting (personally or via electronic mail) for membership, pledges, subscriptions, the collection of money or for any other unauthorized purpose anywhere on *Community Care Clinic of Franklin* property during work time, especially those of a partisan or political nature. "Work time" includes time spent in actual performance of job duties but does not include lunch periods or breaks. Non-working employees may not solicit or distribute to working employees. Persons who are not employed by *Community Care Clinic of Franklin* may not solicit or distribute literature on *Community Care Clinic of Franklin's* premises at any time for any reason.

Employees are prohibited from distributing, circulating or posting (on bulletin boards, refrigerators, walls, etc.) literature, petitions or other materials at any time for any purpose without the prior approval of the Executive Director or his/her designee.

Article VII: Attendance and Punctuality Policy

Section 1: Attendance and Punctuality

Attendance is a key factor in your job performance. Punctuality and regular attendance are expected of all employees. Excessive absences (whether excused or unexcused), tardiness or leaving early is unacceptable. If you are absent for any reason or plan to arrive late or leave early, you must notify your supervisor and the office manager as far in advance as possible and no later than one hour before the start of your scheduled workday. In the event of an emergency, you must notify your supervisor as soon as possible.

For all absences extending longer than one day, you must telephone your immediate supervisor prior to the start of each scheduled workday. When reporting an absence, you should indicate the nature of the problem causing your absence and your expected return-to-work date. A physician's statement may be required as proof of the need for any illness-related absence regardless of the length of the absence.

Except as provided in other policies, an employee who is absent from work for three consecutive days without notification to his or her supervisor or the Executive Director will be considered to have voluntarily terminated his or her employment. The employee's final paycheck will be mailed to the last mailing address on file with *Community Care Clinic of Franklin*.

Excessive absences, tardiness or leaving early will be grounds for discipline up to and including termination. Depending on the circumstances, including the employee's length of employment, *Community Care Clinic of Franklin* may counsel employees prior to termination for excessive absences, tardiness or leaving early.

Section 2: Overtime

Overtime pay, which is applicable only to Non-Exempt Employees, is for any time worked in excess of 40 hours in a work week. Only the Executive Director or his or her designee, upon the request of an employee's supervisor, may authorize overtime. Overtime rate is one and one-half time (1½) the employee's straight time rate. Payment of overtime will be provided in the pay period following the period in which it is earned.

Article VIII: Position Description And Salary Administration

Each position shall have a written job description. In general, the description will include the: purpose of the position, areas of responsibilities, immediate supervisor(s), qualifications required, salary range, and working conditions affecting the job, e.g., working hours, use of car, etc. The supervisor(s) or the Executive Director shall have discretion to modify the job description to meet the needs of *Community Care Clinic of Franklin*.

Paychecks are distributed on the 16th and the first day of the next month, except when either of those days falls on a Saturday, Sunday, or holiday, in which case paychecks will be distributed on the preceding workday. Timesheets are due to the Executive Director within two days of each pay period. All salary deductions are itemized and presented to employees with the paycheck. Approved salary deductions may include federal and state income taxes; social security, Medicare, and state disability insurance; voluntary medical and group hospitalization insurance premiums (if in force and if paid by employee) and other benefits (e.g., life insurance, retirement).

Article IX: Work Review

The work of each employee is reviewed on an ongoing basis with the supervisor to provide a systematic means of evaluating performance.

The annual performance review is a formal opportunity for the supervisor and employee to exchange ideas that will strengthen their working relationship, review the past year, and anticipate *Community Care Clinic of Franklin's* needs in the coming year. The purpose of the review is to encourage the exchange of ideas in order to create positive change within *Community Care Clinic of Franklin*. To that end, it is incumbent upon both parties to have an open, and honest discussion concerning the employee's performance. It is further incumbent upon the supervisor to clearly communicate the needs of *Community Care Clinic of Franklin* and what is expected of the employee in contributing to the success of *Community Care Clinic of Franklin* for the coming year.

Both supervisor and employee should attempt to arrive at an understanding regarding the objectives for the coming year. This having been done, both parties should sign the performance review form, which will be kept as part of the employee's personnel record and used as a guide during the course of the year to monitor employee progress relative to the agreed upon objectives.

The Executive Director reviews the work of all supervisors. Work reviews for other staff are the responsibility of the appropriate supervisor, subject to confirmation by the Executive Director.

Section 1: Social Security/Medicare/Medicaid

Community Care Clinic of Franklin participates in the provisions of the Social Security, Medicare, and Medicaid programs. Employees' contributions are deducted from each paycheck and *Community Care Clinic of Franklin* contributes at the applicable wage base as established by federal law.

Section 1: Severe Weather Conditions

Community Care Clinic of Franklin closes when federal government offices in the area are closed due to severe weather conditions. *Community Care Clinic of Franklin* will also follow a liberal leave policy when the federal government announces that liberal leave is applicable. Under *Community Care Clinic of Franklin's* liberal leave policy, annual and/or personal leave may be taken without prior scheduling and approval if the employee is unable to reach the office due to severe weather conditions.

Section 2: Meetings and Conferences

Staff may be given limited time off by the Executive Director with pay to participate in educational opportunities related to the staff member's current or anticipated work with *Community Care Clinic of Franklin*. An employee serving as an official representative of *Community Care Clinic of Franklin* at a conference or meeting is considered on official business and not on leave.

Article XIV: Separation

Either *Community Care Clinic of Franklin* or the employee may initiate separation. *Community Care Clinic of Franklin* encourages employees to provide at least two weeks (10 days) written notice prior to intended separation. After receiving such notice, an exit interview will be scheduled by the Executive Director or his or her designee. The Executive Director has authority to employ or separate all other employees.

Circumstances under which separation may occur include:

1. **Resignation:** Employees are encouraged to give at least ten business days of written notice. Since a longer period is desired, the intention to resign should be made known as far in advance as possible. Employees who resign are entitled to receive accrued, unused Vacation benefits.
2. **Termination or Lay-off.** Under certain circumstances, the termination or lay-off of an employee may be necessary. Employees who are terminated or laid off are entitled to receive accrued, unused Vacation benefits.

The Executive Director has authority to discharge an employee from the employ of *Community Care Clinic of Franklin*. As stated above, all employment at *Community Care Clinic of Franklin* is "at-will." That means that employees may be terminated from employment with *Community Care Clinic of Franklin* with or without cause, and employees are free to leave the employment of *Community Care Clinic of Franklin* with or without cause. Reasons for discharge may include, but are not limited to:

- Falsifying or withholding information on your employment application that did or would have affected *Community Care Clinic of Franklin's* decision to hire you (this conduct will result in your immediate termination);
- Falsifying or withholding information in other personnel records including personnel questionnaires, performance evaluations or any other records.
- Falsifying information on a timesheet.

- Performance at work below a level acceptable to *Community Care Clinic of Franklin* or the failure to perform assigned duties.
- Failure to complete required time records or falsification of such time records.
- Insubordination.
- Refusing to work reasonable overtime.
- Negligence in the performance of duties likely to cause or actually cause personal injury or property damage.
- Fighting, arguing, or attempting to injure another employee.
- Destroying or willfully damaging the personal property of another, including *Community Care Clinic of Franklin's* property.
- Breach of confidentiality.
- Using or appearing to use for personal gain any information obtained on the job, which is not readily available to the general public or disclosing such information that damages the interests of *Community Care Clinic of Franklin* or its *patients* or vendors.
- Placing oneself in a position in which personal interests and those of *Community Care Clinic of Franklin* are or appear to be in conflict or might interfere with the ability of the employee to perform the job as well as possible.
- Using *Community Care Clinic of Franklin* property or services for personal gain or taking, removing, or disposing of *Community Care Clinic of Franklin* material, supplies or equipment without proper authority.
- Gambling in any form on *Community Care Clinic of Franklin* property.
- Dishonesty.
- Theft.
- The possession, use, sale or being under the influence of drugs or other controlled substances or alcoholic beverages during working hours or on the *Community Care Clinic of Franklin* premises at any time in violation of *Community Care Clinic of Franklin's* policies.
- Carrying or possessing firearms or weapons on *Community Care Clinic of Franklin* property.

- Excessive tardiness or absenteeism whether excused or unexcused.
- Unauthorized absence from work without proper notice.
- Engaging in discriminatory or abusive behavior, including sexual harassment.

At the sole discretion of the Executive Director, the employee may be asked to leave immediately or be given a period of notice.

Article XV: Return Of Property

Employees are responsible for *Community Care Clinic of Franklin* equipment, property and work products that may be issued to them and/or are in their possession or control, including but not limited to:

- Company Phones.
- Credit cards.
- Identification badges.
- Office/building keys .
- Office/building security passes.
- Computers, computerized diskettes, electronic/voice mail codes, and
- Intellectual property (e.g., written materials, work products).

In the event of separation from employment, or immediately upon request by the Executive Director or his or her designee, Employees must return all *Community Care Clinic of Franklin* property that is in their possession or control. Where permitted by applicable law(s), *Community Care Clinic of Franklin* may withhold from the employee's final paycheck the cost of any property, including intellectual property, which is not returned when required. *Community Care Clinic of Franklin* also may take any action deemed appropriate to recover or protect its property.

Article XVI: Review Of Personnel Action

Employees may request a review of a personnel action or an unsatisfactory performance review. Employees are expected first to discuss their concerns with their immediate supervisor. If further discussion is desired, the employee may then discuss the situation with the Executive Director. The decision of the Executive Director is final.

Article XVII: Personnel Records

Personnel records are the property of *Community Care Clinic of Franklin*, and access to the information they contain is restricted and confidential. A personnel file shall be kept for each employee and should include the employee's job application, copy of the letter of employment and position description, performance reviews, disciplinary records, records of salary increases and any other relevant personnel information. It is the responsibility of each employee to promptly notify his/ or her supervisor in writing of any changes in personnel data, including personal mailing addresses, telephone numbers, names of dependents, and individuals to be contacted in the event of an emergency.

All employees must complete, within two days of the end of each pay period, their time and attendance record for review and approval by the Executive Director. Accurately recording time worked is the responsibility of every employee. Tampering, altering, or falsifying time records, or recording time on another employee's time record may result in disciplinary action, including separation from employment with *Community Care Clinic of Franklin*.

Article XVIII: Outside Employment

Individuals employed by *Community Care Clinic of Franklin* may hold outside jobs as long as they meet the performance standards of their job with *Community Care Clinic of Franklin*. Employees should consider the impact that outside employment may have on their ability to perform their duties at *Community Care Clinic of Franklin*. All employees will be evaluated by the same performance standards and will be subject to *Community Care Clinic of Franklin* scheduling demands, regardless of any outside work requirements.

If *Community Care Clinic of Franklin* determines that an employee's outside work interferes with their job performance or their ability to meet the requirements of *Community Care Clinic of Franklin*, as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain employed with *Community Care Clinic of Franklin*.

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals or organizations for materials produced or services rendered while performing their jobs with *Community Care Clinic of Franklin*.

Article XIX: Non-Disclosure Of Confidential Information

Any information that an employee learns about *Community Care Clinic of Franklin*, or its members or donors, as a result of working for *Community Care Clinic of Franklin* that is not otherwise publicly available constitutes confidential information. Employees may not disclose confidential information to anyone who is not employed by *Community Care Clinic of Franklin* or to other persons employed by *Community Care Clinic of Franklin* who do not need to know such information to assist in rendering services.

The protection of privileged and confidential information, including trade secrets, is vital to the interests and the success of *Community Care Clinic of Franklin*. The disclosure, distribution, electronic transmission or copying of *Community Care Clinic of Franklin's* confidential information is prohibited. Such information includes, but is not limited to the following examples:

- Patient Records
- Compensation data.
- Program and financial information, including information related to donors, and pending projects and proposals.

Employees are required to sign a non-disclosure agreement as a condition of employment. Any employee who discloses confidential *Community Care Clinic of Franklin* information will be subject to disciplinary action (including possible separation), even if he or she does not actually benefit from the disclosure of such information.

Discussions involving sensitive information should always be held in confidential settings to safeguard the confidentiality of the information. Conversations regarding confidential information should not be conducted on cellular phones, or in elevators, restrooms, restaurants, or other places where conversations might be overheard.

Article XXI: Dress Code

Administration, Receptionist, or other office personnel

- Must wear business casual attire. Females: Dress blouse, dress pants/jeans, and closed toed shoes (flats or tennis shoes/sneakers). Males: Dress Shirt/Polo, pants/jeans, and closed toed shoes (sneakers or dress shoes; no boots). Clothes may not be dirty, stained, wrinkled, frayed, or faded. Friday's: casual attire may be worn (as long as they do not include any racial, political, or any other inappropriate or offensive graphics printed on them).

Medical Professionals (MD's, PA's, and NP's):

- Must wear medical scrubs or business casual attire. Clothes may not be dirty, stained, wrinkled, frayed, or faded. MD's are welcome to wear a white coat but are not required to wear them. (May be supplied with scrubs or white coat with Clinic Logo printed/embroidered)

Nurse's, Nurse Aides, and Medical Assistants:

- Must wear medical scrubs (May be supplied with scrubs with Clinic Logo printed/embroidered). Scrub tops and bottoms may not be dirty, stained, wrinkled, frayed, or faded. Scrubs with printed holiday graphics may be worn during said holiday; these are not accepted any other day of the year.
- Sweaters, Hoodies, and zip-up jackets may be worn, but cannot include any racial, political, or any other inappropriate or offensive graphics printed on them. Also, cannot include another organizations name.

All Employees must wear an Identification Badge anywhere above the waist at all times. If an employee has lost, damaged, or had their ID badge stolen, they must report it to the Executive Director immediately.

Article XX: Computer And Information Security

This section sets forth some important rules relating to the use of *Community Care Clinic of Franklin's* computer and communications systems. These systems include individual PCs provided to employees, centralized computer equipment, all associated software, and *Community Care Clinic of Franklin's* telephone, voice mail and electronic mail systems.

Community Care Clinic of Franklin has provided these systems to support its mission. Although limited personal use of *Community Care Clinic of Franklin's* systems is allowed, subject to the restrictions outlined below, no use of these systems should ever conflict with the primary purpose for which they have been provided, *Community Care Clinic of Franklin's* ethical responsibilities or with applicable laws and regulations. Each user is personally responsible to ensure that these guidelines are followed.

All data in *Community Care Clinic of Franklin's* computer and communication systems (including documents, other electronic files, e-mail, and recorded voice mail messages) are the property of *Community Care Clinic of Franklin*. *Community Care Clinic of Franklin* may inspect and monitor such data at any time. No individual should have any expectation of privacy for messages or other data recorded in *Community Care Clinic of Franklin's* systems. This includes documents or messages marked "private," which may be inaccessible to most users but remain available to *Community Care Clinic of Franklin*. Likewise, the deletion of a document or message may not prevent access to the item or completely eliminate the item from the system.

Community Care Clinic of Franklin's systems must not be used to create or transmit material that is derogatory, defamatory, obscene or offensive, such as slurs, epithets or anything that might be construed as harassment or disparagement based on race, color, national origin, sex, sexual orientation, age, physical or mental disability, medical condition, marital status, or religious or political beliefs. Similarly, *the Community Care Clinic of Franklin's* systems must not be used to solicit or proselytize others for commercial purposes, causes, outside organizations, chain messages or other non-job-related purposes.

Security procedures in the form of unique user sign-on identification and passwords have been provided to control access to *Community Care Clinic of Franklin's* host computer system, networks, and voice mail system. In addition, security facilities have been provided to restrict access to certain documents and files for the purpose of safeguarding information. The following activities, which present security risks, should be avoided.

- Attempts should not be made to bypass, or render ineffective, security facilities provided by the company.
- Passwords should not be shared between users. If written down, password should be kept in locked drawers or other places not easily accessible.
- Document libraries of other users should not be browsed unless there is a legitimate business reason to do so.
- Individual users should never make changes or modifications to the hardware configuration of computer equipment. Requests for such changes should be directed to computer support or the Executive Director.
- Additions to or modifications of the standard software configuration provided on *Community Care Clinic of Franklin's* PCs should never be attempted by individual users (e.g., autoexec.bat and config.sys files). Requests for such changes should be directed to computer support or the Executive Director.

- Individual users should never load personal software (including outside email services) to company computers. This practice risks the introduction of a computer virus into the system. Requests for loading such software should be directed to computer support or the Executive Director.
- Programs should never be downloaded from bulletin board systems or copied from other computers outside the company onto company computers. Downloading or copying such programs also risks the introduction of a computer virus. If there is a need for such programs, a request for assistance should be directed to computer support or management. Downloading or copying documents from outside the company may be performed not to present a security risk.
- *Community Care Clinic of Franklin's* computer facilities should not be used to attempt unauthorized access to or use of other organizations' computer systems and data.
- Computer games should not be loaded on *Community Care Clinic of Franklin's* PCs.
- Unlicensed software should not be loaded or executed on *Community Care Clinic of Franklin's* PCs.
- Company software (whether developed internally or licensed) should not be copied other than for the purpose of backing up your hard drive. Software documentation for programs developed and/or licensed by the company should not be removed from the company's offices.
- Individual users should not change the location or installation of computer equipment in offices and work areas. Requests for such changes should be directed to computer support or management.

There are a number of practices that individual users should adopt that will foster a higher level of security. Among them are the following:

- Turn off your personal computer when you are leaving your work area or office for an extended period of time.

- Exercise judgment in assigning an appropriate level of security to documents stored on the company's networks, based on a realistic appraisal of the need for confidentiality or privacy.
- Remove previously written information from USB drives before copying documents on such drives for delivery outside of *Community Care Clinic of Franklin*.
- Back up any information stored locally on your personal computer (other than network-based software and documents) on a frequent and regular basis.

Should you have any questions about any of the above policy guidelines, please contact the Executive Director.

Article XXIII: Social Media Policy

At the *Community Care Clinic of Franklin*, we believe that social media can be an incredible tool for employees to both share their experiences and insights and engage with *patients* prospects. We encourage our employees to use social media in a way that promotes our brand, supports our mission, and reflects positively on our company.

Guidelines for social media usage:

To ensure that social media usage aligns with our values and promotes our brand, we recommend the following guidelines:

This policy is meant for public profiles that reference your name, title, and/or place of employment. If you're at all unsure about your profile's content, we ask that you set it as 'private' or make it anonymous. Ultimately, you are solely responsible for what you post online, and it's a good practice to be thoughtful and considerate about how those posts may reflect on you, both personally and professionally

What you cannot post:

- Confidential information: Employees should not post any confidential or proprietary information about the company, its *patients*, or its employees.
- Discriminatory or offensive content: Employees should not post any discriminatory remarks, harassment, or threats of violence. Similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.
- Personal information: Employees should not share any personal information about other employees or clients without their consent.

Using social media at work:

Within reason, we encourage the use of social media while on work time and/or on the equipment we provide. The use of social media should not take away from performing your job duties as assigned.

Do not use *Community Care Clinic of Franklin* email addresses to register on social networks, blogs, or other online tools utilized for personal use.

Legal considerations:

We understand that importance of complying with relevant laws and regulations. Our social media policy is designed to ensure that we meet legal requirements and respect intellectual property rights, data protection laws, and other relevant regulations.

Consequences for policy violations:

While our focus is on promoting positive social media use, we recognize that policy violations can occur. Consequences for policy violations may include disciplinary action, termination of employment, or legal action, depending on the severity of the violation.

By following these guidelines, we believe that employees can use social media to support our company's mission, engage with patients and prospects, and build a positive online presence.

Article XXI: Internet Acceptable Use Policy

At this time, desktop access to the Internet is provided to employees when there is a necessity, and the access has been specifically approved. *Community Care Clinic of Franklin* has provided access to the Internet for authorized users to support its mission. No use of the Internet should conflict with the primary purpose of *Community Care Clinic of Franklin*, its ethical responsibilities or with applicable laws and regulations. Each user is personally responsible to ensure that these guidelines are followed. Serious repercussions, including termination, may result if the guidelines are not followed.

Community Care Clinic of Franklin may monitor usage of the Internet by employees, including reviewing a list of sites accessed by an individual. No individual should have any expectation of privacy in terms of his or her usage of the Internet. In addition, *Community Care*

Clinic of Franklin may restrict access to certain sites that it deems are not necessary for business purposes.

Community Care Clinic of Franklin's connection to the Internet may not be used for any of the following activities:

- The Internet must not be used to access, create, transmit, print, or download material that is derogatory, defamatory, obscene, or offensive, such as slurs, epithets, or anything that may be construed as harassment or disparagement based on race, color, national origin, sex, sexual orientation, age, disability, medical condition, marital status, or religious or political beliefs.
- The Internet must not be used to access, send, receive, or solicit sexually oriented messages or images.
- Downloading or disseminating copyrighted material that is available on the Internet is an infringement of copyright law. Permission to copy the material must be obtained from the publisher. For assistance with copyrighted material, contact computer support or the Executive Director.
- Without prior approval of the Executive Director, software should not be downloaded from the Internet as the download could introduce a computer virus onto *Community Care Clinic of Franklin's* computer equipment. In addition, copyright laws may cover the software so the downloading could be an infringement of copyright law.
- Employees should safeguard against using the Internet to transmit personal comments or statements through e-mail or to post information to news groups that may be mistaken as the position of *Community Care Clinic of Franklin*.
- Employees should guard against the disclosure of confidential information through the use of Internet e-mail or news groups.
- Employees should not download personal e-mail or Instant Messaging software to *Community Care Clinic of Franklin* computers.
- The Internet should not be used to send or participate in chain letters, pyramid schemes or other illegal schemes.
- The Internet should not be used to solicit or proselytize others for commercial purposes, causes, outside organizations, chain messages or other non-job-related purposes.
- The Internet should not be used to endorse political candidates or campaigns

The Internet provides access to many sites that charge a subscription or usage fee to access and use the information on the site.

* Requests for approval must be submitted to your supervisor.

If you have any questions regarding any of the policy guidelines listed above, please contact your supervisor, or the Executive Director.

Approved by:

Date: _____

Cindy O'Boyle
Executive Director of the *Community Care Clinic of Franklin*

Executive Director Contact Information:

- **Office Phone:** (828) 349-2249
- **Cell Phone:** (406) 249-1862
- **Email:** communitycareclinicfranklin@gmail.com

Employee Acknowledgement Form

This form is to be signed in the presence of the Executive Director.

Name of Employee: _____

Employee Title: _____

I hereby acknowledge that I am aware that the *Community Care Clinic of Franklin* has an Employee Handbook and that a copy of the Handbook, in electronic and/or paper form, has been made available to me for review. I hereby acknowledge that I understand that it is my responsibility to read the Handbook and familiarize myself with the policies contained therein. I agree to comply with all of the policies and procedures applicable to my position. Questions about the Handbook may be directed to the Executive Director.

I further understand that this Employee Handbook is not an employment contract and that changes may occur to the Handbook. I agree to comply with the policies contained in the Handbook as well as any updates or changes to the policies and procedures contained in the Handbook.

Signature of Employee

Date

Signature of Executive Director

Date