



**CLÍNICAS
UNIDAS**

San Antonio

Employee Handbook: 2021

Manual del Empleado: 2021
Aceptado Enero 1, 2021

Table of Contents

SECTION 1: INTRODUCTION	5
General Purpose	5
Philosophy and Mission Statement	5
Responsibility	6
Right to Amend	6
SECTION 2: EQUAL EMPLOYMENT OPPORTUNITY	6
Non-Discrimination/Non-Harassment	7
Workplace Violence Prevention	7
What To Do If You Have a Complaint	8
What is Sexual Harassment?	9
Reasonable Accommodation (ADA)	10
SECTION 3: SELECTION PROCESS FOR EMPLOYMENT	10
Job Posting and Advertising	10
Selection and Notification	10
Pre-Employment Drug Testing	10
References and Background Checks	11
Documentation	11
SECTION 4: EMPLOYMENT STATUS AND CLASSIFICATION	11
Exempt & Non Exempt Employees	11
Full-Time	12
Part-Time	12
Temporary	12
Volunteers and Students	12
SECTION 5: TERMS OF EMPLOYMENT	12
Employee Orientation	12
Probationary Period	12
Attendance Policy	13
Personnel File	13
Job Description	14
Staff Development	14
Performance Evaluation	14
Outside Employment	14
Employment of Relatives	15
Employee Privacy	15

Computer and E-Mail Usage	15
Communication	16
Social Media	17
Guidelines for personal accounts:	17
Representing our company:	17
Disciplinary Consequences:	18
Personal Conduct	18
Dress Code	18
Tardiness/Absence	18
Anti-retaliation and Whistleblower Policy	19
SECTION 6: WAGE ADMINISTRATION AND WORK SCHEDULE	20
Hours of Work	20
Pay Periods	20
Release of Paychecks	20
Salary Ranges and Adjustments Pay Scale:	21
Bonus Adjustments:	21
Personal Time Off	21
SECTION 7: EMPLOYEE BENEFITS	21
Medical Insurance	21
Workers Compensation	22
SECTION 8: VACATION AND SICK LEAVE	22
Other Vacation and Sick Leave Provisions	22
Recognized Holidays	22
SECTION 9: LEAVES OF ABSENCE	23
Educational Leave	23
Military Leave	23
Personal Leave of Absence/Leave without pay (LWOP)	23
SECTION 10: JOB-RELATED EXPENSES	24
Travel	24
Travel Expenses	24
Mileage	25
SECTION 11: HEALTH AND SAFETY	25
Safety Policy	25
Accidents	25

Infectious Disease Policy	25
Smoking Policy	25
Employee Health Care	26
Drug-free Workplace Policy	26
Legal Drugs	26
Illegal Drugs	27
Drug Testing	27
Social Activities	28
Company Position on Alcohol and Other Drug Problems	28
SECTION 12: STANDARDS OF CONDUCT	29
SECTION 13: TERMINATION OR SEPARATION FROM EMPLOYMENT	30
Resignation	30
Discharge/Termination	30
Reduction in Workforce	30
SECTION 14: GRIEVANCE PROCEDURE	30
SECTION 15: EMPLOYEE HANDBOOK ACKNOWLEDGEMENT OF	31

SECTION 1: INTRODUCTION

Welcome to Clinicas Unidas, we are excited to spend time with you throughout this relationship. This handbook is provided as a reference guide for the staff of Clinicas Unidas, a for profit organization dedicated to rendering Franchise Management Services to Medical Providers and to high-quality, cost effective health care.

Clinicas Unidas will be referred to throughout this handbook as the clinic.

General Purpose

The primary purposes of these personnel policies are:

- 1) To promote an atmosphere of harmony, cooperation, and understanding among all parties concerned;
- 2) To establish the duties, responsibilities, rights, and obligations of each person in order to minimize misunderstandings between employer, administrators, and employees;
- and 3) To establish a framework of recognizable expectations which leads to success on the job.

An endeavor has been made to cover matters important to effective personnel management, and, thereby, to promote understanding and cohesive working relationships on the part of all persons concerned.

In accordance with state law, the employee understands that any employment at this organization is at-will and of indefinite duration, and that either the employee or the organization may terminate employment at any time, with or without notice and for any reason. No agreement to the contrary will be recognized unless such an agreement is in writing, approved by a majority of the Board, and signed by the Chief Executive Officer.

It is not possible to anticipate every workplace situation or to provide information for every possible question. You are encouraged to consult with your supervisor if you have questions about the terms of your employment. Clinicas Unidas reserves the right to modify, rescind, supplement, interpret or revise any policy included herein and will make reasonable efforts to provide you with advance notice of any modification or revision.

Philosophy and Mission Statement

Mission:

To be Angels for our community by providing comprehensive quality care for the family at affordable rates.

Vision:

To be the bilingual clinic of choice for the Greater Houston Area.

Values:

1. Charity
2. Excellence
3. Integrity
4. Community

Slogan:

Healing your family. Healing for Life.

Cuidando la salud de su familia.

ALL PROVIDERS, MANAGEMENT, AND STAFF INVOLVED WITH Clinicas Unidas RECOGNIZE THE IMPORTANCE OF UNITY IN MEETING THE GOALS AND MISSION OF THE HEALTH CARE SERVICES.

Please read this Handbook carefully. Any questions should be directed to your immediate supervisor.

Responsibility

The Board of Directors adopts personnel policies, sees that the legal requirements of employer are met, acts on special situations not covered by the personnel policies, may hire a Chief Executive Officer, and may delegate personnel administration to the Chief Executive Officer and other administration staff.

Right to Amend

These policies change from time to time at the discretion of the Board of Directors. This handbook does not constitute a guarantee of operating procedures or terms of employment. No organization official has authority to enter into any oral or other written agreement or other statements that will modify the at-will status of the employee.

SECTION 2: EQUAL EMPLOYMENT OPPORTUNITY

Clinicas Unidas provides job opportunities, salaries and benefits, promotions, and other conditions of employment without regard to a person's gender, age, religion, race, color, national origin, disability, or veteran's status in compliance with federal and state laws and regulations.

Non-Discrimination/Non-Harassment

Clinicas Unidas is committed to providing all employees with a work environment free of discrimination or harassment of any kind, including harassment from or to customers. The purpose of this policy statement is to reaffirm our commitment to equal employment opportunity and to provide a harassment-free work environment for all employees.

Harassment or discriminatory conduct of any kind, whether physical or verbal, committed by any personnel, is prohibited. Prevention of discriminatory activities must be practiced at all times, especially by supervisors.

In those cases where discrimination can be established, disciplinary action up to and including termination may be taken. Taking reprisal action against any employee because he or she has filed a discrimination or harassment complaint, furnished information or participated in any manner in an investigation, compliance review or hearing, is prohibited. In those cases where reprisal action can be established, disciplinary action up to and including termination may be taken.

Harassment defined disparate and unfair treatment of any employee or individual because of his or her race, color, sex, religion, national origin, age, disability or protected group status as defined by federal and state laws is prohibited. This includes harassment and intimidation. Harassment is behavior perceived by the receiver as unwelcome and includes, but is not limited to, the use of verbal or practical jokes, unwelcome touching, offensive remarks, displays of objects and materials, which create an offensive environment. Actions such as these are prohibited and if repeated they are also unlawful.

Workplace Violence Prevention

Clinicas Unidas is committed to preventing workplace violence and to maintaining a safe work environment for all of its employees, patients and visitors. The following guidelines have been

adopted to deal with intimidation, harassment, threats of and actual violence that may occur during work-related activities.

Everyone should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay" or other conduct that may be dangerous to others. Conduct that threatens, intimidates or coerces another employee, patient, vendor or business associate will not be tolerated. Clinicas Unidas resources may not be used to threaten, stalk or harass anyone. Threats coming from an abusive personal relationship will be treated the same as other forms of violence.

Indirect or direct threats of violence, incidents of actual violence, and suspicious individuals or activities should be reported as soon as possible to a supervisor or member of the administrative team of Clinicas Unidas. All reports of threats or incidents of violence should be specific and detailed. Employee should not place themselves or others in peril, nor should they attempt to intercede during an incident.

Employees should promptly inform the HR department of any protective or restraining order that they have obtained that lists the workplace as a protected area. Employees are encouraged to report safety concerns with regard to intimate partner violence. Clinicas Unidas will not retaliate against employees making good-faith reports and is committed to supporting victims of intimate partner violence by providing referrals to the assistance programs and community resources related to intimate partner violence.

All reports of threats of violence or incidents of actual violence and of suspicious individuals or activities will be promptly investigated while protecting the identity of the individual making a report as much as possible. To maintain workplace safety and the integrity of any investigations, Clinicas Unidas may suspend employees suspected of workplace violence or threats of violence, either with or without pay, pending investigation.

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

What To Do If You Have a Complaint

This procedure is meant to provide the most comfortable means of reporting unlawful discrimination or harassment.

If you feel you are the victim of discrimination or harassment in any form, you are encouraged

to first discuss the matter with your supervisor. Perhaps the problem is due to a simple misunderstanding and can be resolved within the department. However, you may file an internal complaint with any member of management. The following steps have been established for filing and handling complaints of any employee based on alleged acts of discrimination:

1. Any employee may file a complaint by communicating directly with their supervisor or any member of management. The multiple options noted here for presenting a complaint are made available with the intent of giving the employee the opportunity to select a person with whom they feel comfortable. Any employee may file a complaint orally by meeting with management or by submitting a complaint in writing.
2. The Board will proceed with an investigation of the complaint. Confidentiality will be maintained as far as is practicable. If it is necessary, the employee filing the complaint may be made known to others.
3. On the basis of the facts developed, management will render a decision in writing as soon as possible after completion of the investigation. If corrective or remedial action is warranted, it will be taken. If necessary, appropriate disciplinary action will be taken.
4. Employees who file complaints or who testify, assist or participate in any manner in an investigation, or hearing, will be safeguarded against intimidation, coercion, retaliation or discrimination of any kind. All such acts against complainants or other participants should be reported immediately to management.
5. All employees are required to fully cooperate in carrying out this policy and to avoid acts of discrimination or harassment or intimidation on the basis of race, color, gender, religion, national origin, disability, age, marital status or sexual preference.

What is Sexual Harassment?

Sexual harassment is considered sex discrimination not only because of the sexual nature of the conduct to which the victim is subjected, but also because the harasser treats a member or members of one sex differently from members of the opposite sex.

Unwelcome sexual advances, requests for sexual favors or other verbal or physical conduct of a sexual nature constitutes sexual harassment when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; or 2. Submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individuals; or 3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an offensive work environment.

This is by no means an exhaustive list of conduct which is considered inappropriate and which will not be tolerated in the workplace. If you are aware of such illegal conduct, it is your responsibility to take affirmative action to stop it immediately either by telling the employee to stop the offensive conduct or reporting it to management.

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

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

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

The clinic will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to Clinicas Unidas. Contact your immediate supervisor or any member of the administrative team with any questions or requests for accommodation.

SECTION 3: SELECTION PROCESS FOR EMPLOYMENT

Job Posting and Advertising

The following types of methods may be used to post a vacancy notice approved by the Board of Directors: local newspapers, clinic staff meeting announcements, clinic bulletin board, agencies/organizations of the clinic's choice, technical school career placement offices, Employment Department job listings, national newsletters or community clinics. Other methods of posting a vacancy notice may be used at the discretion of Clinicas Unidas.

Selection and Notification

The board is responsible for overseeing the selection of all personnel. It is the policy of this organization to fill vacancies with the best-suited, qualified candidate. The selected applicants will be notified for the job by phone and by letter containing the following information: job description, effective date of hire, responsibilities, wage/salary, working hours, and the length of probationary period. A copy will be kept in the employee's personnel file.

Unsuccessful candidates may be notified by mail/email within two weeks of employee selection.

Pre-Employment Drug Testing

A job offer may be extended conditionally upon passing a pre-employment drug test. An applicant who refuses to be drug tested or an applicant who tests positive for drugs will not be considered for employment and will be ineligible to re-apply for employment for one year. An applicant who tests positive for drugs (exclusive of alcohol) will not be hired and will be ineligible to apply for employment for one year or until the applicant is no longer illegally using drugs and can provide documentation demonstrating successful completion of a certified rehabilitation program. An applicant whose drug test fails the integrity test will be re-tested if they can be contacted and report for the retest within 24 hours. If the applicant cannot be re-tested within 24 hours or if the second test is also a failed integrity, it will result in the same consequences as a positive test.

The pre-employment drug screen will be provided by the clinic at no cost to the applicant. Applicants who are out of the area may arrange for pre-employment testing through a certified laboratory and have the results forwarded to Clinicas Unidas. Out of the area applicants must pay for the testing and forward the receipt to the clinic for reasonable reimbursement.

References and Background Checks

To ensure that individuals who join Clinicas Unidas are well qualified and to ensure that a safe and productive work environment is maintained, pre-employment background checks will be conducted on all applicants who accept an offer of employment. Background checks may include verification of any information on the applicant's resume or application form. All offers of employment are conditional on receipt of a background check report that is acceptable to Clinicas Unidas.

All background checks are conducted in conformity with the Federal Fair Credit Reporting Act, the Americans with Disabilities Act, and state and federal privacy and antidiscrimination laws. Reports are kept confidential and are only viewed by individuals involved in the hiring process.

Background checks may include a criminal record check, although a criminal conviction does not automatically bar an applicant from employment. Additional checks such as a driving record or credit report may be made on applicants for particular job categories if appropriate and job related. Clinicas Unidas also reserves the right to conduct a background check for current employees to determine eligibility for promotion or reassignment in the same manner as described above.

Documentation

The employee is to provide all necessary documents for hiring, i.e. social security card, valid driver's license or identification card, W-4 form (federal and state) for payroll and exemption information, Immigration I-9 form and other forms as requested by the Office Manager or Administrator.

Should licensure, registration or certification be a prerequisite of employment with the clinic, evidence of the appropriate documentation must be provided prior to being hired. After hire date the evidence must be recorded in the employee's personnel file. Employees are to notify the Office Manager or Administrator when such documents are obtained, renewed or validated.

All medical providers are required to complete a Credentialing form and privileging application upon hire. A copy of these forms must be retained in the employee personnel record. The provider is to notify the Office Manager or Administrator when any changes are made in Credentialing between re-Credentialing periods.

SECTION 4: EMPLOYMENT STATUS AND CLASSIFICATION

Employment status is a designation of a person's employment relationship with the clinic. The various kinds of employment status include "full time," "part-time," "consultant," "temporary," "contracted," and "volunteers/students". Employment classifications are subject to change if during employment, a change of scheduled hours of work or status is made. An employee who changes employment status from full time to part time or vice versa will continue to keep the same date of hire as previously held.

Exempt & Non Exempt Employees

The Fair Labor Standards Act (FLSA) determines employee classifications. They are “exempt” and “nonexempt.”

Exempt employees include those who are not subject to the overtime provisions defined by the FLSA. Exempt employees are generally administrative or executive staff, supervisors, or professional staff.

Nonexempt employees must comply with the overtime pay provisions of the FLSA, regardless of individual titles or duties. Any staff member who does not meet the qualifications for exemption is included in the term “nonexempt”.

Full-Time

Full time employees are those hired to work on a regularly scheduled basis for at least 32 hours per week, subject to the requirements of the department and the clinic.

Part-Time

Part time employees are those hired to regularly work less than 32 hours per week but at least 20 hours per week.

Temporary

Temporary employees are hired for a limited period of time, either to supplement existing staff members for special projects or to provide replacements for employees who are on leave of absence. Temporary employees will be hired on an hourly basis.

Volunteers and Students

Volunteers and students do not receive salaries or employment benefits, but are subject to the policies regarding the conduct of employment of the organization. Appropriate sections of these personnel policies apply when they act as representatives of the organization.

SECTION 5: TERMS OF EMPLOYMENT

Employee Orientation

New employees will be provided an orientation. Content of an individual's orientation will vary according to job classification. Orientation may include the following areas: organizational structure and chain of command; personnel policies; individual responsibilities according to job description; confidentiality, and safety.

Probationary Period

New employees are hired as probationary employees for a period of ninety (90) calendar days. During this period, orientation and evaluation take place, to establish whether or not the employee is meeting the expectations of the job as outlined in the job description and individual work plan. Appointment to a regular position at the completion of the trial period is subject, at a minimum, to a satisfactory written evaluation completed by the employee's supervisor at the completion of the trial period. An employee may be terminated at any time during and after the trial period if his or her performance continually fails to meet minimum performance standards. Termination during the trial period is not subject to review or appeal. The employee may be placed in a second trial employee status at the discretion of the supervisor.

New or reinstated employees are subject to the following limitations during the trial period:

- a) Personal time off accrues pursuant to the established policy, but may not be used for scheduled time off until the successful completion of the trial period(s).
- b) Employees not offered continued employment following a trial period(s), or who leave employment prior to the completion of the trial period(s), are not entitled to payment for accrued personal time off.

Nothing in this policy amends or waives the employment-at-will status that exists between Clinicas Unidas and its employees.

Attendance Policy

Effective operation of Clinicas Unidas requires employees be on the job ready to begin work at the start of the scheduled shift. Employees must report any absence to your direct supervisor before the start of the normal work time. Acceptance of employment with Clinicas Unidas is viewed as an agreement on the employee's part to be responsible for being at work during the scheduled workday.

Personnel File

A personnel file is maintained for each employee. It contains confidential information about the employee's application process, compensation, evaluations, disciplinary notices, letters of commendation and other work-related documents. No one but the employee, the board, administration, or their supervisor having a legitimate need to review the personnel file, will have access to personnel files. An employee may review his/her file in the presence of a member of administration at a time mutually convenient for both parties and make copies of anything in the file or add relevant documentation. In accordance with applicable regulations, an employee will not have access to the references gathered from previous employers. The personnel file will remain on file with the organization for at least one year after separation from employment. They will be kept in a secure location.

Job Description

All paid and volunteer staff persons will have a written job description that will be explained to them at the time of hiring or job assignment. Job descriptions for the provider(s) and the administrator will be developed by the Board of Directors. Job descriptions for medical staff other than the provider(s) will be developed by the provider(s) with input from staff. Job descriptions for support staff other than the administrator will be developed by the administrator with staff input. All job descriptions will be reviewed yearly and will be updated as needed. All job descriptions will be approved by the Board of Directors. Job descriptions do not constitute contractual obligations or rights.

Staff Development

All employees are expected to maintain and increase their skills through participation in selected educational programs, staff meetings, and team conferences. Within the financial ability of the organization, paid educational leave and conference expenses for outside educational programs that benefit the employee's job position may be approved by the Board of Directors.

Performance Evaluation

All employees will receive a written performance evaluation from their immediate supervisor prior to the completion of their ninety (90) day trial period. Thereafter, an employee will receive an annual evaluation as closely as possible to his/her anniversary hire date or more often if performance warrants.

Outside Employment

Employees who are considering or who hold positions with organizations providing the same or similar services as Clinicas Unidas must receive approval from the Board of Directors for outside employment.

In addition, employees are responsible for ensuring that any outside employment does not interfere with their performance at Clinicas Unidas.

Employment of Relatives

Except as relates to marital status under ORS 659.030, persons shall be barred from employment by reason of kinship to any employee, if the person so hired would be supervised by the related person. Persons shall not be barred from employment by reason of kinship to an employee who, if the person so hired were to maintain a peer working relationship with the related person, or to work in a separate program or division as that of the related person. Employees currently working when this provision was adopted may continue at their current level of employment and rate of compensation.

Confidentiality of Information

Except as allowed or required by law, personal information about any staff member, contractor, or board member will normally be regarded as confidential. Information about patients and related medical records, telephone conversations, family histories, disease or illness, must never be communicated to anyone other than the professional and paraprofessional personnel who require such information to treat the patient. Information regarding types of cases must not be discussed with family members, personnel of other organizations, the news media, or the general public, except by those individuals who are directed to communicate such information at the appropriate times. Any communications about a patient must have the patient's prior written consent. Breach of confidentiality is reason for immediate dismissal.

All Federal and State laws regarding privacy and security are upheld by Clinicas Unidas.

Employee Privacy

Employees who use company-provided storage space in which to place their personal property during work hours are not protected by any expectation of privacy. The organization expressly

reserves the right to check the contents of company-provided storage space or any equipment or areas within the organization at any time when there is a reasonable suspicion that the area contains company property or items of contraband, including, but not limited to, alcohol, drugs, firearms, explosives or other material defined by the organization as prohibited.

Computer and E-Mail Usage

Computers, computer files and the E-mail system and software furnished to employees of Clinicas Unidas are the property of Clinicas Unidas and intended for business use only. Employees should not use a password, access a file, or retrieve any stored communication without authorization from their supervisor.

Clinicas Unidas prohibits the use of computers or the E-mail system in any way that is disruptive or offensive to others. For example, the display or transmission of sexually explicit images, messages, cartoons or language that is racist or discriminatory is prohibited. E-mails must not be used to solicit others for any commercial ventures, religious or political causes, outside organizations or any other non-business matters.

Clinicas Unidas purchases and licenses the use of various computer software programs for business purposes and does not own the copyright. Clinicas Unidas may not have the right to reproduce such software for use on more than one computer. Employees may only use the software on local area network or on multiple machines according to the software license agreements. Clinicas Unidas prohibits the illegal duplication of software and any related documentation.

Communication

Clinicas Unidas believes that all communication between employees and to our patients should be based on our company values of Charity, Excellence, Integrity and Community. Therefore courtesy, tact and consideration should be central to employee relationships with coworkers and the public. Every employee should show maximum respect to everyone with whom they have contact. The purpose of communication should be to help others and to make our business progress and work efficiently.

- Clinicas Unidas promotes charity, excellence and integrity in every encounter - including those between staff and the encounters with the public.
- Privacy and discretion should be paramount in all occasions involving patient information. The same privacy and discretion are expected in other sensitive situations.
- Disagreements should be attempted to be handled privately between the two parties involved. When a disagreement is between employees and needs to be escalated then the

first person involved should be the office manager who should notify and involve the administration team as needed. Gossip and backbiting are to be avoided. Communicate directly with the person or persons involved to resolve differences.

- Criticism designed to improve the business are encouraged. Any criticism that is not focused on business growth is discouraged. All encounters should be respectful and delivered with tact.
- Vulgarities and swearing are not permissible in the work environment.
- Shouting and yelling are also not permissible in the work environment.
- Disparaging remarks about religion, ethnicity, sexual preferences, appearance and other non-work related matters are not permissible in the work environment. The communication of each employee should foster an understanding of others' differences and create an environment where those differences contribute to a better organization.
- Any inappropriate remarks based on race, religion, ethnic origin, physical attributes, mental or physical disability, color, ancestry, marital status, pregnancy, medical condition, citizenship and/or age will be the cause for disciplinary action up to termination.

Social Media

Social media includes (but is not limited to) online communication through blogs, social networks, chat rooms, forums, and any other online exchange of information, opinion or experience. This policy provides practical advice to avoid issues that might arise by careless use of social media in the workplace.

Clinicas Unidas allows employees to access their personal accounts at work in appropriate settings such as on breaks and to access work specific information. Clinicas Unidas expects employees to act responsibly and ensure their productivity isn't affected. Whether employees are handling a corporate account or use one of their own, they should remain productive.

Guidelines for personal accounts:

Employees should use common sense. Confidentiality policies and laws always apply. Employees should not neglect their job duties to spend time on social media. Ensure others know that personal accounts or statements don't represent our company. Employees shouldn't state or imply that their personal opinions and content are authorized or endorsed by Clinicas Unidas. All employees should avoid any defamatory, offensive or derogatory content which may be considered as a violation of our company's anti-harassment policy.

Representing our company:

Some employees represent Clinicas Unidas by handling corporate social media accounts. These employees are expected to act carefully and responsibly to protect our company's image and reputation. All communication through the company accounts should be respectful and polite, declarations and promises should be kept minimal and discussed with the Chief Executive Officer and other responsible parties. All confidentiality, data protection, copyright, trademark, plagiarism and fair use laws and policies should be followed on the company accounts. Inform the Chief Executive Officer whenever any major-impact content is to be shared. Comments should not be deleted or ignored without reason. Comments containing criticism should be considered and responded to appropriately. Posts on the company accounts should never be discriminatory, offensive or libelous. Any false or misleading content should be quickly corrected or removed.

Disciplinary Consequences:

Clinicas Unidas monitors all social media postings on our corporate account. Disciplinary action leading up to and including termination will be considered when employees do not follow these policy's guidelines.

Personal Conduct

Employees of the organization are, at all times and in all places, ambassadors of the organization, and, as such, shall conduct themselves accordingly. Only the Chief Executive Officer and Board have authorization to speak on behalf of the organization, and no staff member should ever give the impression that he or she has such authorization. While these personnel policies do not act to constrain individual employees during their off-duty hours, it is to be noted that the codes and canons of professional ethics governing medical personnel and their staff require public and professional behavior which is moderate and free from gross acts of immorality which no prudent person would commit.

Dress Code

Employees of Clinicas Unidas are required to dress in a professional manner appropriate to their work situation. It is your responsibility to dress in attire appropriate for your particular job. It is expected that you will dress in a neat and business-like manner and that clothing will not be too casual. Employees are expected to use good taste when selecting their work attire so as to project a positive image. Good grooming and personal cleanliness is essential. It is the responsibility of your supervisor to assure the conformity to the dress code is observed. The final determination as

to the appropriateness of dress is with the supervisor, who may take action as necessary (e.g. sending an employee home to change or other disciplinary action). The employee asked to make necessary changes will not be paid for time off the job to make those changes.

Tardiness/Absence

Good attendance at all times is critical to the function of the clinics. Non-exempt employees who are not at their assigned places of work at their scheduled starting times are considered tardy. Employees who fail to arrive at work on time without a legitimate reason are subject to disciplinary action. The employee's supervisor determines whether the reason given is legitimate. Employees who cease and/or leave work before their scheduled stopping times without authorization of their supervisor are also subject to disciplinary action.

Anti-retaliation and Whistleblower Policy

Clinicas Unidas follows all legal prohibitions for retaliation and observes the right of employees to speak about misconduct. In any case, an effort is made to preserve legality and business ethics.

Actions that often bring about retaliation include but are not limited to:

- Workplace harassment or discrimination complaints
 - Complaints of company actions that harm the environment or society
 - Leave requests (parental and other forms of leave)
 - Participation in a pending investigation of misconduct or violations
 - Wrongful dismissal or termination lawsuits
 - Complaints can be filed internally to a manager or Human Resources Department.
- Employees may also speak to persons able to take legal action against the alleged guilty party.

Employees who report misconduct or suspected violation are protected from retaliation. Clinicas Unidas doesn't want to silence complaints, and encourages open communication.

If a report is proven to have a solid basis, it should be considered and action taken. Retaliation against employees who brought attention to inconsistencies or violations does harm the company's trustworthiness and reliability. Any kind of retaliatory action, whether intentional or unintentional, could expose Angels to serious legal risks.

Employees have the right to communicate problems, suggestions or issues to any manager. The retaliation policy applies to all official or unofficial reports. All complaints will be kept confidential and investigation will avoid disruption. In cases of lawsuits or complaints filed in an authority or legal entity, employees won't be victims of retaliation.

If an employee files a complaint with our company for another employee, it will be taken seriously and investigated thoroughly. If the clinic needs to act immediately during the investigation (like in cases of harassment), the employee who filed the complaint should not be affected in any way that is preventable by the clinic. The alleged wrongdoer may or may not see their employment or position affected before the conclusion of the investigation dependant upon the circumstances.

In some cases, an employee who has filed a report may face disciplinary action on an unrelated offence. Official documentation stating the reason of disciplinary procedures against the employee, along with evidence for their misconduct may be provided.

Retaliation is expressed in a variety of ways. These include but are not limited to:

- Victimization
- Termination or illegal retraction of benefits
- Reduction of compensation
- Exclusion from corporate events or meetings
- Defamation of character (prominent in cases of former employees)
- Retaliation is generally defined as any kind of negative action against a current or former employee that takes the form of punishment, and creates a hostile, threatening or uncomfortable environment as a result of the reported complaint.

Disciplinary action is applicable to employees whom are found guilty of retaliation, and employees who have repeatedly filed false or unreasonable complaints, especially when they are proven to have been intentionally lying, falsifying evidence, acting for personal benefit or acting maliciously. Disciplinary action leading up to and including termination will be considered in these situations.

SECTION 6: WAGE ADMINISTRATION AND WORK SCHEDULE

Hours of Work

If you are a nonexempt employee, your immediate supervisor, in accordance with the operational needs of the clinic, will schedule your hours of work. During the work day your lunches are to be scheduled by your immediate supervisor.

It is the responsibility of the employee to notify his or her supervisor of illness or family emergency that necessitates an unplanned absence from work. A minimum notice of **2 hours** prior to the beginning of their work shift is required and longer notice is preferred and

appreciated. Good and sufficient reason must be provided for any tardiness or absence.

Pay Periods

Pay periods are twice a month. **Hourly employees must sign in and out on a daily basis using their employee number, including lunch breaks.** Employees who are found to be violating this policy will be subject to disciplinary action. All employees must request Personal Time Off (PTO). PTO must be submitted prior to the end of the payroll period in order to be processed in a timely manner. Time sheets are considered legal documents. Any employee found falsifying a timesheet will be subject to disciplinary action up to and including termination.

Release of Paychecks

There may be occasions when an employee wants someone to pick up his or her paycheck. Clinicas Unidas will not release a paycheck without written authorization from the employee identifying the person who will be picking up the check. If you wish to authorize the release of your check to someone, request an Authorization to Release Check Form from the payroll clerk.

Salary Ranges and Adjustments Pay Scale:

It is the policy of the Clinicas Unidas to follow the Federal Wage Law guidelines as much as possible and to do extensive research with other clinic's, such as ours, and the pay scales of the immediate surrounding area in order to be fair to each employee. At any time an employee feels their pay is not adequate, they can petition the administrative team to reevaluate. If the Chief Executive Officer finds the clinic standards are below average, the scales will be rewritten and brought to a public meeting for the Board to review and vote upon. Pay scales will be set by the Board.

Bonus Adjustments:

Clinicas Unidas reserves the right to implement a bonus program at the Board's discretion.

Personal Time Off

Full Time Employees: Qualified Full Time employees are those employees working 32 or more hours per week.

Part Time Employees: Qualified part-time employees are those employees working less than 32 hours per week but at least 20 or more hours per week.

Qualified Employees are those employees who have met the probationary requirements as outlined in the Employee Handbook, Section 5.

- Personal Time Off cannot be carried over from year-to-year.
- PTO may not be cashed out at termination of employment.
- PTO Accrual Rates PTO for all full-time and part-time employees is automatically accrued the day after 1 year of employment is completed, at which point the employee will be given 5 days of PTO (40 hours) that can be used with 30 days notice or otherwise approved by a board member.

SECTION 7: EMPLOYEE BENEFITS

Medical Insurance

Clinicas Unidas does not offer medical insurance benefits to its employees in accordance with state and federal regulations. However, Clinicas Unidas understands and permits its employees to use its medical facilities to the benefit of its employees with prior approval from the ownership. Employees are to inform their direct supervisors of desired medical care and the supervisors are to ask the ownership for permission on behalf of the employee.

Employees and their immediate relatives (spouse and children) can use the clinic's services at no cost (assuming compliance with all other patient procedures and at their own risk). Extended relatives such as parents and siblings will be charged the current prices for services rendered.

Workers Compensation

In the case of an on-the job injury, in conjunction with the employee's medical provider, the employer will determine whether the employee can perform the essential functions of the job, with or without reasonable accommodation, and whether s/he can work without posing a direct threat. If an employee can no longer perform the essential functions of his or her original position, even with reasonable accommodation, and no other position is vacant, the employer is not required to create a new position or bump another worker to reassign the disabled employee.

SECTION 8: VACATION AND SICK LEAVE

The Personal Time Off (PTO) leave includes all vacation, holidays, bereavement leave, and sick leave hours.

Leave hours cannot be used for time off until after 1 year of continuous employment.

Other Vacation and Sick Leave Provisions

Personal Time Off will be paid at the employees' base rate of pay. PTO hours may not be used to increase your paycheck beyond the number of hours for which an employee is normally scheduled to work and be paid.

Request Time in Advance except in cases of illness or personal emergency, requests for time off must be made no less than 30 days in advance and must have management approval. Approval will be subject to your supervisor's discretion, after considering departmental staffing needs, other employee absences, and/or other business factors.

Recognized Holidays

Clinicas Unidas will be closed on the following five (5) holidays. Staff will not report to work and **will** be paid for these holidays. Recognized holidays:

January 1st	New Years Day
May	Memorial Day (last Monday of the month)
July 4th	Independence Day
November	Thanksgiving Day (Last Thursday of the month)
December 25th	Christmas Day

SECTION 9: LEAVES OF ABSENCE

Educational Leave

Paid leave may be granted at the discretion of the board for staff education and training not required by the organization as budgeted dollars are available. All training required by the organization is considered part of normal working hours.

Jury Duty

Employees shall be permitted absences for jury duty as required by law. Time absent on jury duty will be considered an unpaid leave of absence. Employees should notify their supervisor when they may need to be absent for jury duty with sufficient notice.

Military Leave

Military Leave will be granted in accordance with the law. Your position, or a position of similar classification and pay, will be restored to you if you were involuntarily activated into the armed services and you report back to work within forty-five days of release from military service and present proof of honorable discharge.

The clinic will allow time for military reserve training in accordance with applicable law. You may elect to use accrued personal time off or leave without pay.

Personal Leave of Absence/Leave without pay (LWOP)

A request for a leave of absence for reasons other than those named above will be granted if your services can be spared or a temporary replacement can be found. A request for personal leave of absence must be submitted at a minimum 30 days prior to the time the employee wishes to take the leave. The Board of Directors must approve a request for a personal leave of absence. The employer will guarantee your re-employment in the same job or comparable job if the leave is approved and less than one month time.

Every attempt will be made to re-employ you after leave. However, when the leave is greater than one month the employer cannot guarantee re-employment.

Leave without pay (LWOP) will be granted sparingly and only in cases where the value to the clinic, the public good, or the needs of the employee are sufficient to offset the administrative inconvenience and the cost of granting the leave without pay. Examples of situations where leave without pay may be considered are: educational purpose; absence due to personal circumstances, such as serious family illness or misfortune which requires the employee's presence; to recover from illnesses or disability not of a permanent nature and; military leave. LWOP begins when an employee's personal time off (PTO) runs out.

SECTION 10: JOB-RELATED EXPENSES

All compensation for expenses are to be paid with the prior approval of the Board of Directors. Compensation is typically 100% upon proof of receipt.

Travel

Employee travel must be approved in advance by the Board of Directors. Employees are to exercise reasonable judgment in incurring travel expenses on official business. Excessive or unnecessary expenses are not to be approved or reimbursed. The number of personnel attending meetings is to be the minimum necessary with the benefit to be derived there from. The itinerary is to be planned to eliminate unnecessary travel; whenever possible, two or more employees are to travel in one vehicle.

Before placing an employee on travel status, a determination is to be made regarding the most economical method for reimbursement. For definition purposes, “in state” travel means travel within the state of Texas or no farther than 200 miles from Houston. “Out of state” includes travel anywhere else. High cost locations are specific cities or areas that are afforded additional daily costs. All transportation by air is to be by tourist class or least expensive advance class fares. Exceptions are to be approved by the Board in advance of travel.

Exact time, including A.M. or P.M. designation, of departure and return is to be indicated on the travel request.

Travel Expenses

All planned expenses should be approved in advance by the Board of Directors. Employees are expected to keep receipts for all reimbursement requests. Reimbursable transportation expenses include all necessary official travel on railroads, airlines, ships, buses, private automobiles, rental vehicles and other usual means of conveyance. Transportation costs between home and work is a personal obligation and is not reimbursable by the organization.

Miscellaneous travel expenses essential to the transaction of business are reimbursable to the employee. Expenses should be planned in advance where possible and receipts are required. Alcoholic beverages will not be reimbursed.

Mileage

Mileage will be reimbursed at the Federal rate in effect at the time the travel is taken.

SECTION 11: HEALTH AND SAFETY

Safety Policy

Clinicas Unidas is committed to providing a safe, clean and healthy place to work. Employees are required to cooperate by wearing any required safety apparel, keeping their work areas neat and clean, and observing safe practices.

Accidents

Any on-the-job injury must be brought to the attention of your supervisor immediately. You are also required to report any work-related illnesses or injury immediately.

Even though a work related injury or illness might appear to be minor, it is important that it be reported in enough detail to make sure all the facts are known. If you are injured at work, you are required to complete and submit an accident report to your supervisor within 24 hours and cooperate with Clinicas Unidas in its investigation. A failure to complete appropriate paperwork or cooperate could lead to disciplinary action.

Infectious Disease Policy

Clinicas Unidas will not discriminate against staff or clients with infectious diseases, including HIV infection. The clinic complies with state, local and federal laws. Employees are required to comply with all health and safety regulations regarding infectious diseases.

Smoking Policy

In keeping with Clinicas Unidas's commitment to provide a safe and healthful work environment, smoking is prohibited in all Clinicas Unidas facilities and vehicles, and the waiting area outside the clinic. This policy applies equally to employees, clients, patients and visitors.

Employee Health Care

Employees and their families who choose to use Clinicas Unidas will be required to comply with all regular patient procedures. This includes scheduling an appointment, providing all the

information requested including the taking of vital signs, completion of any necessary patient information forms, etc. Employees and their families who elect this option must follow the direction and guidance of their physician and/or mid-level provider. Questions about treatment must be addressed directly to the provider. If a question is unresolved, the normal patient grievance procedure must be used.

Employee health care will not be given on an informal basis. Employees are not to use their position in Clinicas Unidas to obtain a short cut to health care services or to second-guess the judgment of a provider. Employees and their families receiving health care services through Clinicas Unidas are asked to use extra care, follow all normal patient procedures, and respect the requirement of confidentiality in the provision of medical services.

Drug-free Workplace Policy

Clinicas Unidas considers its employees to be its most valuable asset and is concerned about their safety, health and wellbeing. Clinicas Unidas recognizes that misuse of alcohol and other drugs is a pervasive problem in our society in general and that problems with substance abuse exist in our community. This policy on alcohol and other drug use applies to all employees. The purpose of the policy is to prevent drug or alcohol use that adversely affects job performance and/or the working environment.

Clinicas Unidas intends to establish a safe and healthy workplace for all employees by:

- Identifying job performance problems at the earliest possible time.
- Increasing employee awareness of the dangers of drug use and abuse.
- Making treatment for chemical dependency, and on-going recovery, accessible to all employees.
- Prohibiting the actual or attempted use, abuse, possession, sale and/or distribution of unauthorized drugs and alcohol on Clinic premises or Clinic time.

Legal Drugs

1. Medications

The use of medically prescribed drugs during working hours is approved, provided there is no medically stated caution preventing the employee from performing his/her job safely and adequately.

2. Prohibited Use of Alcohol

No employee shall be permitted to report to work or continue to perform work while under the influence of alcohol. Any employee reporting to work so affected or engaging in the use of

alcohol beverages on Clinic premises or on official business is subject to corrective action or discipline, up to and including termination.

3. Sale, Purchase, or Transfer

Any employee attempting to or actually selling, purchasing or transferring legal drugs on Clinic premises or while on Clinic business in violation of Texas State or federal law is subject to corrective action up to and including termination. This does not apply to our cooperative arrangement with local pharmacies.

Illegal Drugs

Illegal drugs and substances include:

- Drugs which are not legally obtainable,
- Drugs which are legally obtainable, but have been obtained illegally.

The actual or attempted possession, use, sale, purchase, or transfer of illegal drugs, as defined above, by employees at the work site or while on Clinic business is prohibited. The prohibition applies to any and all forms of controlled substances as outlined by law.

Any employee engaging in the sale or attempted sale of illegal drugs on Clinic premises or while on Clinic business will be terminated immediately and will be referred to law enforcement authorities.

Any employee possessing or attempting to possess, purchase, transfer or use illegal drugs on Clinic premises or while on Clinic business is subject to corrective action, up to and including termination.

Drug Testing

Clinicas Unidas reserves the right to require employees to submit to a drug or alcohol test in the following instances:

1. Reasonable cause: Where the Clinic has reasonable grounds to believe that an employee is under the influence of an alcoholic intoxicant or has controlled substances present in the body, Clinic may require the employee immediately submit to a field impairment, blood, urine, or breathalyzer test. Testing will be done at an appropriate collection site and a supervisor or a designated individual will transport the employee to the testing site.
2. Post-accident testing: All employees who are involved in a personal injury or property damage accident on work time may be required to submit to a urine test for the detection of

drugs. In addition, if there is reasonable cause for believing an employee involved in an accident had alcohol in his or her system at the time of the accident, the Clinic may require the employee to submit to a blood sample for the detection of alcohol.

3. Random Testing: All employees may be subject to random drug and/or alcohol testing at any interval determined by Clinicas Unidas.

Any employee who refuses to cooperate in any aspect of the drug testing process described in this policy shall be subject to disciplinary measures up to and including termination.

If the blood or urine test results are positive, the Clinic will instruct the laboratory to conduct a confirmation test and require the laboratory to retain the sample for a period of at least 10 calendar days for the purpose of allowing the employee to conduct an independent test on the same sample. Any employee who questions the positive test result should submit a written request to the laboratory within 10 days of the original sample being taken in order for the independent confirmation test to take place. The employee is responsible for scheduling and paying for the independent confirmation test.

If the original test results are negative, the employee will not be disciplined under this policy. Depending upon the circumstances, the employee may still face discipline for violating another Clinic policy.

Social Activities

All Clinic employees are required to obey federal, state and local laws regarding the possession and use of alcoholic beverages. At any organization sponsored social event where alcoholic beverages are served or permitted, employees are personally responsible for monitoring their own consumption and for using public transportation or a designated driver.

Company Position on Alcohol and Other Drug Problems

Clinicas Unidas endorses rehabilitation for employees diagnosed or self-identified as drug dependent. The Clinic recognizes chemical dependency as a progressive disease having behavioral, psychological, social and medical symptoms. The Clinic also believes that in most instances, chemical dependencies can be treated successfully.

SECTION 12: STANDARDS OF CONDUCT

The following procedures are generally utilized with respect to discipline. It is the established policy of Clinicas Unidas that any conduct, in its view, that interferes with or adversely affects employment is sufficient grounds for disciplinary actions ranging from verbal warnings to immediate discharge. Furthermore, discipline may occur for any violation, of the contents of the employee handbook. Depending on the conduct, the following disciplinary may be taken:

1. Verbal Warning
2. Written Warning(s) with up to a 90 day probation period
3. Termination

Incidents that are serious and may be cause for immediate termination without benefit of previous warnings include, but are not limited to, the following:

1. Consumption of alcohol or non-prescribed use of controlled substances during working hours.
2. Reporting to work under the influence of alcohol or non-prescribed controlled substances.
3. Failure to renew professional license before expiration date.
4. Discourtesy or rudeness that would affect the clinic's good will.
5. Disclosure of patient or other confidential information.
6. Theft of property belonging to the clinic, another employee, visitor, or patient.
7. Deliberate falsification of patient records or time cards.
8. Malicious and intentional acts resulting in injury to another while on clinic premises.
9. Intentional damage to clinic property or equipment.
10. Insubordination (refusal to carry out instructions of supervisor).
11. Absence without permission or notification.
12. Failure to return from leave of absence or vacation without notification.
13. Walking off the job without permission during working hours.
14. Falsification of employment application.
15. Repeated poor job performance

Complaints of unfair treatment concerning any disciplinary action should be processed through the grievance procedure as stated in the employee handbook.

Nothing stated in this policy waives or abridges the "at-will" employment relationship that exists between the employee and the Clinic. Either party can sever the employment relationship at any time, with or without notice, with or without reason.

SECTION 13: TERMINATION OR SEPARATION FROM EMPLOYMENT

Resignation

Resignation is initiated by the employee and is an end to the employment. Professional and supervisory employees are requested to give a minimum of one (1) month notice and preferably two months notice to allow for a replacement search. Other employees are expected to give two weeks advance notice to allow for replacement search. The Clinicas Unidas Board may elect to accept an employee's resignation effective immediately.

Discharge/Termination

Discharge is termination initiated by Clinicas Unidas and approved by the Board of Directors. Discharged employees are entitled to all pay earned through the time of discharge including payroll.

Reduction in Workforce

As a result of general business conditions, including, but not limited to, financial and operational needs, a decrease in funding, lack of work, or program reorganization, it may become necessary to reduce the number of employees or hours scheduled for each employee. Determination of staff reductions shall be based on ability to perform the remaining work and longevity. Final decision lies with the Board. If an employee must be terminated, the organization will give that employee two weeks notice, or pay in lieu thereof, unless budgetary restrictions require less notice.

SECTION 14: GRIEVANCE PROCEDURE

Complaints will be resolved in the following manner.

1. Staff should first try to resolve an issue with his/her Supervisor.
2. If the Clinic Provider is having a problem, they should try to resolve the issue with the Medical Director.
3. If a staff member or Provider contacts someone on the Board first, the Board member must notify the appropriate person designated in item #1 or #2 to resolve the issue first.
4. If not satisfied with the results, the Provider or staff member may file a written grievance with the Board within 30 days of the first attempt to resolve the problem. The written

grievance should include a description of the complaint, the date it was first discussed for resolution, a statement of adverse affect this problem is causing, and the complainant's signature.

5. Within ten days of receipt of written complaint, the Chief Executive Officer will appoint a Board member(s) to investigate the grievance. The Board member(s) will discuss the issue with all parties and resolve the problem, if possible. The Board member(s) will report back to the Board at the next meeting or to the Chief Executive Officer, if action needs to be taken before then.

6. No minutes will be kept of the grievance or the investigation. The grievance and its resolution will be kept confidential.

7. A majority opinion of the Board shall be the final arbitration of the grievance.

SECTION 15: EMPLOYEE HANDBOOK ACKNOWLEDGEMENT OF RECEIPT

I acknowledge that I have received a copy of the Employee Handbook of Clinicas Unidas. I have had the opportunity to review the handbook and ask any questions I may have.

I understand that Clinicas Unidas reserves all rights necessary to the efficient and orderly management of its business. I also understand that my employment is at-will and that Clinicas Unidas can end my employment at any time for any reason not prohibited by law and that I can end my employment at any time. I also understand that this Handbook is intended as a guideline to the practices of Clinicas Unidas and is not a contract. I recognize that it may become necessary for Clinicas Unidas to change this Handbook and its policies from time to time, as it deems necessary for the management of its business.

Employee's Printed Name Position

Employee's Signature Date

Supervisor's Signature Date