



EMPLOYEE POLICY AND PROCEDURE MANUAL

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Providing Excellence In Women's Healthcare

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OUR PRACTICE PHILOSOPHY

Purpose:	Providing Excellence in Women's Healthcare Since 1989 <i>It is our desire to consistently provide women with a level of healthcare and wellness excellence that will improve the quality of life for all of those around us. Patients should feel we are caring for all their ever changing gynecologic and obstetric needs in a quality, knowledgeable and professional manner.</i>
Medical Care:	Our practice will provide treatment using the most contemporary and scientifically proven methods. Only materials of the highest quality will be used when treating our patients.
Medical Team:	Must be exceptional people who are excited about gynecologic & obstetric duties. They must be team players who are motivated to achieve, have high standards of quality and integrity, be supportive of new concepts, and interested in being contributors.
Promotional Philosophy:	We market the practice in a professional manner, which enables us to attract high quality patients. We will not discount our fees to attract patients, as this would be reflected in our ability to provide a high standard of medical care.
Profitability:	In order to provide quality gynecologic and obstetric care, our practice must be profitable. Profitability ensures future growth and our ability to provide the best care possible. Exceptional people must be rewarded, and this is possible only if the practice achieves its goals.
Continuing Education:	The delivery of medical care is constantly changing and improving; our personnel must always be learning new and improved methods, which will benefit our patients and employees. As our knowledge of gynecologic and obstetric care increases, our ability to diagnose and treat patients' needs will increase.
Leadership:	A healthy, clean, and pleasant environment will be provided and maintained for our employees and patients. Continuous support and attention will be given to promote growth and commitment.

*"THE TEAM THAT WORKS AT GENERATIONS OB-GYN, CONSISTS OF INDIVIDUALS WHO ARE
EXCITED ABOUT WHAT THEY DO;
ARE MOTIVATED TO ACHIEVE RESULTS; AND HAVE HIGH STANDARDS OF INTEGRITY..."*

NATURE OF EMPLOYMENT

Welcome to Generations OB GYN. You have been hired to fill a specific position. We welcome you as an important member of our team. This Policy & Procedure Manual is intended to provide a general understanding of what the practice will expect from you. Employees are encouraged to familiarize themselves with the contents of this manual. It will answer many common questions concerning employment with the practice.

This manual does not attempt to cover every situation, or answer every question about employment. This manual is not an employment contract and is not intended to create contractual obligations of any kind. Neither the employee nor the practice is bound to continue the employment relationship if either chooses, at its will, to end the relationship at any time.

In order to retain necessary flexibility in the administration of policies and procedures, the employer reserves the right to change, revise or eliminate any of the policies and/or benefits described in this handbook. The only recognized deviations from the stated policies are those authorized and signed by the president of this practice.

NON-DISCLOSURE

The protection of confidential business and patient information is vital to the interests and the success of this practice. Such confidential information includes but is not limited to the following examples:

Payroll/Compensation data
Patient lists
HIPAA/Patient medical information

Financial information
Billing information
Forms for office use

Any employee who discloses trade secrets or confidential business information will be subject to disciplinary action (including possible discharge), even if he or she does not actually benefit from the disclosed information.

EMPLOYEE RELATIONS

The employer believes that the work conditions, wages, and benefits it offers to its employees are highly competitive with those offered by other employers in this area and in this specialty. If employees have any concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to the practice manager.

Our experience has shown that when employees deal directly with their supervisor and the practice manager, the work environment is excellent, communications are clear, and attitudes are positive. We believe that the practice has amply demonstrated its commitment to responding effectively to all employee concerns.

If you have any suggestions or ideas that you believe would benefit the practice we encourage you to tell us about them.

We accept suggestions that improve morale, procedures, working conditions, and reduce costs or errors. If you have any suggestions we encourage you to contact your immediate supervisor, practice manager or any other member of the management team.

EQUAL EMPLOYMENT OPPORTUNITY

This practice is an equal employment opportunity employer and will not discriminate against any employee or applicant for employment in a manner that violates the applicable equal employment opportunity laws and regulations.

EMPLOYMENT CATEGORIES

It is the intent of the employer to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility.

FULL-TIME employees are those who are not in a probationary status and who are regularly scheduled to work 32 hours or more. Generally, they are eligible for the employer's benefit package, subject to the terms, conditions, and limitations of each benefit program.

PART-TIME employees are those who are not in a probationary status and who are scheduled to work less than 32 hours per week and more than 17 hours per week. While they do receive all legally mandated benefits (such as worker's compensation and Social Security benefits), they are ineligible for the entire employer's benefit program except holiday pay, paid time off and paid lunch period benefits.

SHORT-HOUR employees are those who are not in a probationary status and who are scheduled to work 16 or fewer hours per week. While they do receive all legally mandated benefits (such as workers' compensation and Social Security benefits), they are ineligible for the entire employer's other benefit program except paid time off and paid lunch period benefits.

CONTINGENT employees are those who are not in a probationary status and who are scheduled to work only special shifts throughout the year. While they do receive all legally mandated benefits (such as worker's compensation and Social Security benefits), they are ineligible for the entire employer's other benefit programs.

X PROJECT employees are those who are not in a probationary status and scheduled to work a specific project. They are ineligible for the entire employer's other benefit programs other than paid lunch period benefit.

OUTSIDE employees are those who are hired by outside sources, such as the blood draw lab, to perform work duties for the practice. They are ineligible for the entire employer's other benefit programs.

EDUCATOR employees are those who set their own agenda, servicing patients with education. They are ineligible for the entire employer's other benefit programs.

All employees are classified in one of three categories in accordance with the following definitions:

EXEMPT – Employees who hold certain executive, professional, and administrative job classifications, and defined under guidelines established by the Fair Labor Standards Act. Such employees receive a fixed biweekly salary and re-exempt from premium pay for overtime and are not eligible to accrue paid time off benefits.

NON-EMEMPT – Employees who are compensated on an hourly basis shall receive overtime payment as prescribed by law for hours worked and are eligible to accrue personal banked hour benefits.

EMPLOYMENT CATEGORIES continued on next page

EMPLOYMENT CATEGORIES continued from previous page

EMPLOYMENT PROBATION STATUS – All new and rehired employees will be placed on a probationary status for the first 90 calendar days after their date of hire. This also includes those whose performance is being evaluated to determine whether further employment in a specific position or with the practice is appropriate. Any significant absence will automatically extend the probationary period by length of the absence. If the employer determines that the designated probationary period does not allow sufficient time to thoroughly evaluate the employee, the employer may extend the probationary period for a specified period.

Employees who satisfactorily complete the probationary period will be notified of their new employment classification. An employee should use the initial period after being hired or rehired to determine whether the new position meets his or her expectations. The employer uses this period to evaluate employee capabilities, attitude, and work habits. Either the employee or the employer may end the employment relationship at will at any time during or after the probationary period, with or without cause or advance notice.

Probationary employees will assume “regular” status upon satisfactory completion of the probationary period. During the probationary period, new employees are eligible only for paid holidays and those benefits that are required by law, such as workers’ compensation insurance and Social Security. Upon satisfactory completion of the probationary period, however, employees become eligible for any other employer-provided benefits, subject to the terms and conditions of each benefit program. See the practice manager for clarification of these benefit provisions.

RECORDING TIME WORKED

Federal and State laws require the employer to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties. We expect to pay you well for the time you work, but likewise, we expect you to work the time for which you are paid.

Accurately recording time worked is the responsibility of every employee. Hourly employees will be expected to record and track their hours using the TimeClock computer system. Neglecting to fill out a time adjustment slip for errors or paid time off may cause your hours to be invalidated or incorrectly posted. Your supervisor must approve these adjustments. Any employee found tampering, altering, or falsifying time records will be immediately terminated.

Payroll ends on the Monday of payroll week when you punch out at the end of your shift. Your hours worked must be verified, all time adjustment slips and personal banked hour requests must be turned in at that time, or prior to the end of your shift.

Upon termination of employment the direct deposit feature is turned off. This will affect your last paycheck, which can be either mailed or picked up.

You will be informed by e-mail any messages and announcements that deviate from this policy.

WORK SCHEDULES

Work schedules for employees vary throughout our practice. The supervisors will advise employees of their individual work schedules.

Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

ATTENDANCE AND PUNCTUALITY

To maintain a safe and productive work environment, the employer expects employees to be reliable and to be punctual in reporting for scheduled work. Poor attendance and excessive tardiness are disruptive and may lead to disciplinary action, including termination of employment. It is just as important to return from breaks and lunch promptly as it is to arrive on time in the morning. Absenteeism and tardiness place a burden on other employees and on the employer.

In the rare instance when an employee cannot avoid being late to work or is unable to work as scheduled, they need to notify their supervisor as soon as possible in anticipation of the tardiness or absence. If possible, cell phones are especially useful for this purpose. State why you are late and when you expect to arrive. You will need to contact your supervisor for each additional day of absence so adjustments in the work environment can be made. If after (3) separate incidents occur within the current year, the employee will be placed on employment probationary status and your job will be reviewed.

You are expected to be on time for the scheduled shift. At the earliest, you may clock in (5) minutes prior to your scheduled shift. Being tardy is considered an offense. Repeat offenses will be reviewed by your supervisor and may result in probation status.

There are times when we will allow you to work a shorter or longer day. Obviously, these “breaks” will be allowed at GENERATIONS convenience. Your supervisor must pre-approve other deviations of normal starting or finishing times. Unsatisfactory attendance, including tardiness or quitting early, may be cause for disciplinary action, including discharge.

If at any time your working hours present a temporary hardship, please discuss the problem with your supervisor. We care about you and think your work is important, or we would never have hired you. Forthright and honest communications are essential to maintain a positive relationship with high mutual respect.

An attendance book is located next to the time clock. You are responsible to keep track of your absences and mark them accordingly on your personalized sheet. Your supervisor will occasionally monitor this book.

OVERTIME

When operating requirements or other needs cannot be met during regular working hours, employees will be asked to stay for overtime work assignments. When necessary, overtime will be authorized in advance by the supervisor. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all employees at the following rate and in accordance with federal and state laws:

- One and one-half times straight-time rate for all hours over 40 in a work week.

As required by law, overtime pay is based on actual hours worked. Time off on paid time off or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

LUNCH TIME BREAK

Employees that work more than 5 hours are allowed to take a maximum *60 minute break. This break is unpaid while punched out. If an employee desires to punch back in any time after 30 minutes, they may do so. At this time the employee would resume their duties and be earning compensation again. However, the employee has the choice to enjoy the entire break of 60 minutes unpaid, if they would like.

*In a rare occasion the supervisor has the authority to reduce the maximum 60 minute break to fill a need.

PAYDAY

All employees are paid bi-weekly on every other Thursday. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

In the event that a regularly scheduled payday falls on a day off (e.g., a holiday), employees will receive pay on the last day of work before the regularly scheduled payday.

We utilize a direct deposit payroll system. A fee for deviating from this policy is applied if a physical check needs to be processed.

PAY DEDUCTIONS

The law requires that the employer make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. The employer also must deduct Social Security taxes on each employee's earnings up to a specified limit that is called the social Security "wage base." The employer matches the amount of Social Security taxes paid by each employee.

The employer offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their paychecks to cover the costs of participation in some of these programs.

If you have questions concerning why deductions were made from your paycheck or how they were calculated, the practice manager can assist in having your questions answered.

WAGES

Automatic raises are not given in this practice. Everyone is paid based on the tasks performed and on the manner in which you perform these tasks. Naturally, all areas are evaluated in relation to the practices' reason for existence—quality patient care.

GARNISHMENT

The practice expects all employees to discharge their financial obligations promptly and honorably so that creditors will not have to ask for the practices help by serving a writ of garnishment.

Whether an employee is served with a notice of garnishment, a writ of attachment, a writ of garnishment, a notice of levy by the Internal Revenue Service or other taxing authorities, or serviced with other proper orders requiring direct payment to someone other than the employee, the employee will be notified in writing of the action to be taken. When required, the company will deduct appropriate garnishments from the employee's paycheck.

ADVANCED PAYMENT OR EARNED SALARY

In certain situations it is possible to receive advanced payment of earned wages or salary. Requests for advanced payment on wages or salary must be made at least one week in advance to practice manager.

PAYCHECK LOST

Employees are responsible for their paychecks after they have been issued. Checks lost or otherwise missing should be reported to the practice manager so that a “stop payment” order may be initiated and a replacement issued. The employee will be responsible for the stop payment charge. Employees are expected to cash paychecks on their personal time.

EMPLOYEE BENEFITS

Eligible employees in this practice are provided with benefits. A number of the programs (such as social security, workers’ compensation, state disability, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefit eligibility is dependent upon a few factors, including employee classification, hire date and how many hours worked in a week. The practice manager can identify the programs for which you are eligible. Details describing some of these programs can be found elsewhere in the employee handbook.

The following programs and benefits are available to eligible employees:

Paid Time Off (PTO)	Flexible Spending Account
Paid Holidays	Health Insurance Coverage/Compensation
401K Match Program	

The benefit package for full-time employees represents an additional cost to the employer.

WORKERS’ COMPENSATION INSURANCE

The employer provides a comprehensive workers’ compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers’ compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Any employee who sustains a work-related injury or illness should inform the supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

MEDICAL INSURANCE

Generations OB-GYN offers health insurance to full time employees. If coverage is declined, full-time employees receive \$30.00 in each paycheck for health insurance compensation.

PAID TIME OFF (PTO)

After one year of service an employee is eligible to accrue PTO hours. PTO hours are accrued monthly by dividing total PTO allowed by 12.

For full-time employees; Years 1-4, PTO accrues at the rate of 80 hours divided by 12. This will accrue 6.6 hours per month. At 60 months the rate changes to 120 hours divided by 12, which accrues 10 hours per month.

After two years of service, an employee may request up to a maximum of 40 hours of their PTO bank, at any time in the year. Any additional requested PTO hours need to be approved. Employees are not allowed to maintain their employment status of full-time, part-time or short-hour using banked hours more than 8 pay periods in a year.

When an employee is on a leave of absence, the accruing of PTO hours will pause.

See below for the table of banked hours per employee class.

FULL-TIME EMPLOYEE'S PAID TIME OFF BENEFITS ELIGIBILITY *(32 hours minimum)*

Length of Service	Paid time off Available per Year
After 12 months	80 hours
After 60 months	120 hours

PART-TIME EMPLOYEE'S PAID TIME OFF BENEFITS ELIGIBILITY *(17 hours minimum)*

Length of Service	Paid time off Available per Year
After 12 months	50 hours
After 60 months	75 hours

SHORT-HOUR EMPLOYEE'S PAID TIME OFF BENEFITS ELIGIBILITY *(16 hours and less)*

Length of Service	Paid time off Available per Year
After 12 months	25 hours
After 60 months	38 hours

Contingent, consultant, x project, outside and educator employees are not eligible for paid time off.

SENIORITY RULE FOR PAID TIME OFF

Your supervisor will make every effort to accommodate all requests, but if two or more employees request the same dates off the seniority rule will be used. The availability of coverage for the practice makes this necessary. In some cases the supervisor may not be able to grant time off for anyone, due to availability of staff. If you call in sick during the dates previously requested as time off which were denied, is grounds for write up. A mandatory doctor's note will be necessary.

PAID HOLIDAYS

The employer will grant holiday time off to all employees on the holidays listed below.

New Year's Day (January 1)

Labor Day (First Monday in September)

Memorial Day (Last Monday in May)

Thanksgiving (Fourth Thursday in November)

Independence Day (July 4)

Christmas (December 25)

According to applicable restrictions, the employer will grant paid holiday time off to all eligible employees immediately upon assignment to an eligible employment classification. Holiday pay will be calculated based on the employee's straight-time pay rate (as of the date of the holiday) times 8 hours for full-time employees, times 4 hours for part-time employees, times 2 hours for short-hour employees, including probationary (*Excludes new-hire probation period*) employees, contingent, x project, outside and educator employees are not eligible for paid holiday benefit.

If a recognized holiday falls during an eligible employee's paid absence (e.g., personal banked hour benefit), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied.

Paid time off for holidays will be counted as hours worked for the purposes to determine whether overtime pay is owed.

401K MATCH PROGRAM

The employer has an established 401K Match Program for all eligible employees. The practice manager has the details of the program and eligibility. A representative from the 401K administering company visits annually and is available daily to answer questions. The practice manager has the contact information available.

MEDICAL LEAVE

The employer will provide unpaid medical leave to eligible employees who are temporarily unable to work due to a medical disability, as defined by the laws covering the Family Leave Act. The employee classifications eligible for medical leave are:

Full-Time employees

Part-Time employees

Short-Hour employees

Eligible employees will be granted leave for the period of the disability, up to a maximum of 12 weeks per year. Pending the practice manager's approval, employees may take any available paid time off prior to the effective date of the medical leave of absence.

The employer will continue to provide insurance benefits until the end of the month in which the medical leave begins. At that time, employees must pay the full costs of their insurance benefits. The employer will resume payment of the costs of these benefits when the employee returns to active employment.

Accruals for benefit calculations, such as paid time off, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

Employees who sustain a work-related injury will be eligible for a medical leave of absence for the period of disability in accordance with all applicable laws covering occupational disability.

To the extent possible, employees will be returned to their former position or will be offered the first available comparable position for which they are qualified.

EMPLOYMENT STATUS OF INDIVIDUALS WITH LIFE-THREATENING ILLNESSES OR OTHER DISABILITIES

The employer recognizes that employees with life-threatening illnesses, such as cancer, heart disease, AIDS or employees who become disabled, may wish to continue their normal pursuits, including work, to the extent that their condition allows. The decision to continue to work will be based on the ability to meet normal performance standards and on the receipt of satisfactory medical evidence employees do not present an immediate threat to themselves or others.

Evaluation of the potential dangers presented by individuals with life-threatening diseases will occur on a case-by-case basis and will consider existing medical and scientific evidence.

PERSONAL LEAVE

In certain circumstances Generations upon request, may provide unpaid leave for a personal reason for up to thirty days (30). Full time employees will be eligible for personal leave upon successful completion of one-hundred and eighty days (180).

Employees must submit a request for unpaid personal leave of absence to their supervisor. Your supervisor will submit the request to the appropriate member of management for final approval. Failure to return from leave at the time agreed may result in termination of employment.

You will not accrue vacation or sick leave during your leave of absence and you will be responsible for any required benefit premiums that may occur during your leave.

BEREAVEMENT LEAVE

Eligible employees receive paid leave for up to two (2) regular workdays missed due to the death of an immediate family member. Full time employees are eligible for bereavement leave after the completion of one-hundred and eighty (180) days. Part time employees are not eligible for bereavement leave.

Immediate family members consist of the following relatives of the employee:

Spouse	Siblings
Children (including step-children)	Grandparents
Parents (including step-parents)	Grandchildren

In certain circumstances Generations reserves the right to make exceptions on a case-by-case basis when requested.

To take leave, an employee must submit a request to the supervisor. This request must state the requested days off, and the anticipated return date.

JURY DUTY LEAVE

The employer encourages employees to fulfill their civic responsibilities by serving jury duty when required. Employees may request unpaid jury duty leave for the length of absence. If desired, employees may use any available paid time off from banked hours.

Employees must show the jury duty summons to the supervisor as soon as possible so that the supervisor may make arrangements to accommodate the employee's absence. Of course, the employee is expected to report for work whenever the court schedule permits.

Either the employer, or the employee, may request an excuse from jury duty if, in the employer's judgment, the employee's absence would create serious operational difficulties.

Accrual for benefit calculations, such as paid time off, or holiday benefits, will be suspended during unpaid jury duty leave if it exceeds an entire pay period and will resume upon return to active employment.

MAIL SYSTEMS

The use of employer paid postage for personal correspondence is not permitted.

COMPUTER, E-MAIL & INTERNET

Internet capability currently provides many opportunities for our practice to gain knowledge and keep a competitive work environment possible. We encourage the use of the Internet when streamlining work activities. Please ensure you only perform those functions on-line that have been approved by the supervisor of that department. The use of the internet for non-business activity without prior approval is strictly prohibited, this includes social media. The practice reserves the right to restrict use and access capabilities as deemed necessary. Violation of this policy will result in immediate termination of employment.

No personal graphics or photos may be used as desktop profiles, as they may contain viruses.

The use of e-mail as a form of communication will be treated the same as using the telephone. If it is found that the benefit is being abused, or it is interfering with an employee's ability to complete assigned duties in a timely manner, the practice reserves the right to restrict use and access capabilities to enterprise-wide communication only.

PHONES, CELL PHONES & PAGERS

PHONE SYSTEM: Refrain from using Generations phone system for any personal calls while punched in for your working shift. If you need to be contacted while at work use (248) 647-9374. An alternate number can be used, which is the 'Doctors Line' at (248) 901-0339. Personal calls should be handled before your shift, during lunch, and after your working shift. Violation of these policies will result in immediate termination of employment.

CELL PHONES: Cell phones must be powered off and **ARE NOT PERMITTED ON YOUR PHYSICAL SELF** while punched in for your working shift.

PAGERS: Are not allowed for personal use.

PRACTICE CLOSURE

The employer may close the practice at any time without compensation to the employee. This may occur as a result of weather, power loss, physician absence or vacation, or other reasons at the discretion of the employer. Employee may request personal time off from their paid time off.

SAFETY

The establishment and maintenance of a safe work environment is the shared responsibility of the employer and employees from all levels of the practice. The employer will attempt to do everything within its control to assure a safe environment and compliance with federal, state, and local safety regulations. The nature of the services rendered in this practice, and the potential for exposure to blood-borne infectious agents, necessitates that this practice endorse and enforce the use of universal precautions. Employees assigned to jobs that put them at potential risk of exposure shall be oriented within 10 days of assignment to the OSHA regulations regarding Blood-borne pathogens and its mandated protections. This practice also applies the Michigan "Right to know" law standards pertaining to chemical hazards in the work environment. Employees are expected to obey safety rules and to exercise caution in all their work activities. Willful disregard by an employee, of any of these necessary precautions shall be grounds for disciplinary action and possible dismissal.

Immediately report any unsafe conditions to the supervisor. Employees at all levels of this practice are expected to correct unsafe conditions as promptly as possible. All accidents that result in injury must be reported to the appropriate supervisor, regardless of how insignificant the injury may appear. Such reports are necessary to comply with laws and initiate insurance and workers' compensation procedures.

PERFORMANCE EVALUATION

The supervisors and employees are strongly encouraged to discuss job performances and goals on an informal, day-to-day basis. A performance evaluation will be conducted at the end of an employee's probationary period. Additional formal performance reviews are conducted to provide both the supervisor and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Performance evaluations are scheduled once a year after the employee's initial evaluation has been completed. The practice manager and physicians will be involved in these employee performance evaluations.

PERSONNEL FILES

Personnel files are the property of the employer; access to the information they contain is restricted. Generally, only the practice manager and physicians of the practice have a legitimate reason to review information in a file. With reasonable advance notice, an employee may review materials in their file but only in the employer's office and in the presence of the practice manager.

It is the responsibility of each employee to promptly notify the employer of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, licenses and other such status reports should be accurate and current at all times.

EMPLOYEE CONDUCT AND WORK RULES

To assure orderly operations and provide the best possible work environment, the employer expects employees to follow rules of conduct that will protect the interests and safety of all employees and the employer. It is not possible to list all the forms of behavior that are considered unacceptable in the work place, but the following are examples of infractions of rules of conduct that may result in disciplinary action, including suspension or termination of employment:

- Theft or inappropriate removal or possession of property
- Fighting or threatening violence in the work place
- Boisterous or disruptive activity in the work place
- Negligence or improper conduct leading to damage of employer-owned or patient-owned property
- Sexual or other unlawful harassment
- Vulgar or profanity in language or actions used in and around the practice

It is extremely important that we are GREAT to our patients. Patients are a valuable network of referrals leading us to more patients. Hence, if we treat our patients poorly, it will create a weak market share and contribute to a crumbling practice and possible bankruptcy.

Please go out of your way to treat all patients with hospitality, respect and dignity. If a patient is being particularly difficult, do not hesitate to direct her to your supervisor or the practice manager.

PHYSICIAN/EMPLOYEE MEDICAL INFORMATION EXCHANGE

You, as an employee of Generations OB GYN Centers, at sometime may need to speak to a physician of the practice for medical reasons. If this situation arises you will need to make an official appointment, have your chart pulled and brought with you to your visit. Information needs to be documented and medical procedures need to be implemented properly to insure the safety of both the patient/provider relationship.

PHARMACEUTICAL SAMPLES

Please be advised that the pharmaceutical samples that are kept in stock on GENERATIONS premises are not for employee use. An Employee must inform their GENERATIONS provider of their need for a pharmaceutical sample. Make sure you have your chart before seeing that provider for proper documentation. If you do not see one of our providers, please take your chart to Dr. Huston. If the provider approves the sample, then they will get the sample out of stock for you. If you have a prescription from another provider and want to fill-in with GENERATIONS samples we will only be able to give you one week supply, if available. Violation of this pharmaceutical sample policy will result in disciplinary action.

DRUG AND ALCOHOL USE

The unlawful manufacture, possession, distribution, transfer, purchase, sale, use, or being under the influence of alcoholic beverages or illegal drugs while on the employer's property and /or, attending to business-related activities is strictly prohibited. It may lead to disciplinary action, including suspension with out pay or termination of employment. When appropriate, the employer may refer the employee to approved counseling or rehabilitation programs.

Employees may use physician-prescribed medication, provided that the use of such drugs does not adversely affect job performance or the safety of the employee or other individuals in the workplace.

SMOKING

Patients coming into our practice may have a particular sensitivity to smoke. As you know, smoking is already defined as a health hazard to the smoker and is being implicated in many illnesses suffered by the non-smoker. Those who are actually allergic to smoke can be exposed to serious consequences.

In keeping with the employer's intent to provide a safe and healthful work environment, smoking is prohibited throughout the building. This applies equally to all employees, patients, and visitors.

SOLICITATION

In order to prevent interference with patient care responsibilities, no literature or solicitation of any kind will be permitted during work hours. Non-Employees: Anyone who is not an employee of the practice is not permitted to distribute material or to solicit employees, visitors, or patients on practice grounds or inside the office building at any time for any reason. Employees: Distribution is prohibited on office premises while either the person doing the soliciting or the one being solicited is on working time. In addition, distribution of literature of any kind is prohibited at all times in areas frequented by or accessible to patients during normal course of their care or therapy. All employees may share their fundraisers, etc...in the lunchroom during lunchtime.

UNIFORM CODE AND PERSONAL APPEARANCE

You must maintain a professional appearance while at work. Clothing and grooming is very important in the medical field. "A carefully dressed practice communicates that we are here to give careful attention to our patient's needs". This uniform code is enforced by our team leaders and we appreciate the teamwork in maintaining our dress code.

MONDAY THRU THURSDAY

SCRUBS - Tops and pants may be worn in the [designated colors*] listed below (*No sweat or yoga pants allowed*). They must be clean and pressed, cannot be too transparent so undergarments show through.

T-SHIRT- Crew neck style, long or short sleeve (*no thermal*) may be worn in the [designated colors*]. T-shirts can only be worn under scrub top or lab coat.

LAB COAT- For your comfort a short length style lab coat may be worn in [designated colors*].

JACKET/VEST- Plain fleece or athletic style in black or charcoal grey (*No Sherpa or furry style, half zips or hoods allowed*).

FRIDAY

FUN ATTIRE DAY- This is when you can support your favorite, sport team, awareness day, vacation destination, etc. Use good judgement, you will be asked not to wear the garment again if not allowed or offensive.

EVERYDAY

NAME TAGS - Are mandatory and must be visible at all times. Embroidered names on garments replace tags.

SHOES- All Black or gray shoes (white or silver stitching, logos or soles are acceptable). Shoes must be 'new' clean at all times. Leaving your work shoes here is a realistic way of keeping them clean.

UNDERGARMENTS – Socks to match uniform, and other undergarments to match your skin tone (*ex. pink, nude, brown*) so you cannot see any obvious color 'show thru'.

HAIR AND MAKE-UP - Need to be styled and applied for a *simple* professional look. M.A.'s with hair longer than shoulder length need to pull up or back off of face.

NAILS - Need to be neatly manicured and clean. False nails are acceptable but not recommended because of bacteria and cleanliness reasons.

JEWELRY - Can be worn but kept to a minimum and no excessive piercing can be showing.

PERSONAL HYGIENE – The staff in the medical field may contribute to the spread of disease. Good habits of hygiene will not only reduce the possibility of disease being transmitted from one patient to another, but will reduce the possibility of transferring to other office personnel.

We expect staff to be personally clean. It is most important to wash their hands frequently during the day, especially after using the bathroom, and after touching a patient.

ODORS/SCENTS – Staff is expected to be odor neutral at all times. Use of deodorant is mandatory. Use of any type of perfumes/lotions/oil scents must be minimal. Please be aware and do your best to disguise any apparent residual odors from lunch or smoking.

*Designated colors: Any brand in white or black. Grey's Anatomy steel grey, bahama teal, soft pink, wine, olive green and navy.

EMPLOYEE PARKING RULES

There is no charge for parking in our private lot. Your vehicle must be parked as far away from the main entrance as possible. The outer parameter by Kroger is best and then go from there per your arrival time. Also, though it is not marked, the parking spots closest to the back door is known as "Doctor Row", and used by Candy (who normally is carrying in items for the practice), please avoid these spots if possible. Report to the management if you observe any of the following; debris in parking lot, loitering or misconduct from any persons or unauthorized vehicles that need to be towed.

DISCIPLINARY ACTION

An employee needs to know what they have done that violates a policy or procedure. Your supervisor will verbally address the offense in question. If the same issue continues to be a problem a written discipline notice will be signed by the employee and retained in the personnel file. The employee could be placed on a disciplinary probation period at this time. If this behavior still continues, the employee will be asked to take the next scheduled day of work off without pay or may even be terminated depending on the severity of the violation.

EMPLOYMENT TERMINATION

Terminations are an inevitable part of personnel activity within any practice, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

RESIGNATION - employment termination initiated by an employee who chooses to leave the practice voluntarily.

DISCHARGE - employment terminated initiated by the practice.

MEDICAL TERMINATION - employment termination initiated by the employee or by the practice when an employee is unable, for health reasons, to continue to work.

The employer will allow for exit interviews for terminating employees. The exit interview will afford an opportunity to discuss such issues as employee benefits, conversion privileges, or return of employer-owned property. Suggestions, complaints, and questions can also be voiced.

Employee benefits will be affected by employment termination. All accrued, vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of their terms, condition, and limitations of such continuance.

RETURN OF PROPERTY

Employees are responsible for all property, materials, or written information issued to them or in their possession or control. Employees must return all property on or before their last day of work.