

# **ILIULIUK FAMILY AND HEALTH SERVICES, INC.**



**EMPLOYEE HANDBOOK**  
**AUGUST 2016**

ILIULIUK FAMILY AND HEALTH  
SERVICES INC.

MISSION STATEMENT:

**TO PROVIDE QUALITY INTEGRATED HEALTH CARE  
AND  
TO PROMOTE HEALTH AND WELL-BEING.**

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# ILIULIUK FAMILY AND HEALTH SERVICES, INC.

## EMPLOYEE GUIDELINES AND POLICIES

### SECTION I: GENERAL

#### **HISTORY**

Iliuliuk Family and Health Services, Inc. (IFHS), is a non-profit organization, incorporated on February 14, 1972. IFHS evolved out of a long-standing institution in Unalaska - the United Methodist Church, which established a mission and orphanage in Unalaska in the 1890s. The Alaska Children's Services in Anchorage was instrumental in establishing a community organization social services board in 1970 to provide health care and family services to both native and non-native residents of Unalaska.

The formation of IFHS came at a time when regular (and immediately available) high-quality health care was virtually non-existent, with the nearest reliable source being in Anchorage. The building of a clinic became a uniting force in the community, with the shore-based processors, city government, and local residents working together to create one of the most successful projects on the island. Beginning with a health aide and one registered nurse, on-duty or on-call, IFHS has grown to a full-time staff of 35+ that is augmented by visiting specialists/ physicians.

As the demand for health services increased over the years, the original building, which was built in late 1974, was replaced by the present facility. The new building had its Grand Opening in February 1993.

As the number of residents grew, IFHS realized the increasing need to offer formal programs of primary care and preventive services in addition to the urgent and emergent care that had traditionally been available. In September of 2002, IFHS became a federally-funded section 330 Community Health Center.

#### **STATEMENT OF GOALS & PHILOSOPHY**

We will provide high quality healthcare tailored to meet the changing needs of our culturally diverse community. Because of our commitment to the health and well-being of the individual and the community, we will treat and care for the whole patient by providing care not only to the sick and injured, but by promoting culturally appropriate educational and preventive health programs to the community.

To that end, we will pursue the following goals:

- To encourage each member of the community to share the responsibility for his or her own healthcare;
- To obtain and record accurate and appropriate information on each patient;
- To ensure all healthcare services will be in accordance with current patient care policies;
- To provide essential Community Health Center services regardless of the patient's ability to pay;
- To foster community and interagency cooperation.

## **EMPLOYEE RELATIONS**

In order to give the best possible medical care to our culturally diverse population, dependable and conscientious employees with many different skills must staff IFHS. IFHS will promote and support the achievement of a culturally diverse workforce that is responsive to the population we serve. Every individual working at IFHS affects, in some way, the care that is given to our patients. Every job is essential. The success of IFHS, in serving the community, contributes to IFHS' goal of providing a work environment conducive to each employee's self-fulfillment. Each employee at IFHS can take pride in making such a contribution.

Accordingly, IFHS makes the following pledge to employees:

- A. IFHS has a high regard for its employees and recognizes the dignity and worth of each individual. IFHS intends to act in such a fashion that employees will receive personal satisfaction from their work and can accept IFHS' mission and goals as their own.
- B. IFHS will provide salaries, benefits, and working conditions, which are fair and competitive.
- C. Every attempt will be made to keep the lines of communication open, to keep employees informed of all matters of concern to them, to encourage the free expression of opinion, and to take seriously suggestions for improvements in the organization.

Mutual goodwill, respect, and trust between and among Supervisors and non-management employees are essential for the best operation of any business.

## **SERVICE**

IFHS' policy is to ensure that every person who comes in contact with any IFHS staff is treated in a positive, respectful and caring manner regardless of gender, ethnicity, culture, physical appearance, or presentation. The manner in which a person is cared for throughout his or her stay is a critical component of IFHS' mission "to provide quality integrated healthcare and to promote health and well-being." This policy applies to anyone whether they are a patient, coworker or other individual, who interacts with IFHS staff on a professional level.

Each person is a unique individual with unique needs. We will care respectfully and with sensitivity to all the needs of every person with whom we come into contact.

## **GENERAL PROVISIONS**

- A. This handbook covers many subjects, and is necessarily general in nature. It is intended to acquaint employees with the most important guidelines and policies of our organization. If employees have any questions about these guidelines and policies, they should see their Supervisor.
- B. Unless otherwise stated, this handbook shall apply to all employees, including those on full time contract.
- C. The Executive Director of IFHS, or designee, shall be responsible for the enforcement of these guidelines and policies.

- D. It is the intent of this handbook to comply with all federal, state and local laws applicable to this organization and its operations. If any part of this handbook conflicts with any law or with the rules, regulations, or conditions prescribed by any funding source, regulatory specifications shall prevail.
- E. A copy of this handbook will be provided to all employees of IFHS, and a signed acknowledgment will be kept in each employee's file.

### **EQUAL OPPORTUNITY**

It is the policy of IFHS to ensure equal employment opportunity by prohibiting adverse treatment of persons on the basis of race, religion, color, national or ethnic origin, age, disability, gender, marital status, change in marital status, pregnancy or parenthood, veteran status, citizenship status, sexual orientation, or any other classifications protected by law. This policy covers all terms and conditions of employment and personnel actions including, but not limited to recruiting, hiring, training, education, promotion, demotion, transfer, compensation, benefits, layoff, separation, and the administration of various employee plans and programs and the maintenance of positive work environment.

The Executive Director is responsible for applying these principles of equal employment opportunity in the hiring and promotion of employees, and ensuring that all employees are encouraged to develop and grow in the company.

Any employee or applicant who feels he or she has been discriminated against due to his or her race, religion, color, national or ethnic origin, age, disability, gender, marital status, change in marital status, pregnancy or parenthood, veteran status, citizenship status, sexual orientation, or any other classifications protected by law should report such incident to his or her Supervisor, or the Executive Director without fear of reprisal.

Every employee is expected to be aware of IFHS' commitment to equal employment opportunity and to comply with its policy.

### **HARASSMENT, INCLUDING SEXUAL HARASSMENT**

#### **A. POLICY**

IFHS is concerned about the possibility of employee harassment, whether sexual, racial, ethnic, or any other type. It has always been the policy of IFHS to maintain a work environment that is free of all forms of unlawful discrimination. IFHS will not tolerate harassment of its employees by anyone, including supervisors, co-workers, vendors, or patients of IFHS. Harassment consists of unwelcome conduct, whether verbal, physical or visual, that is based upon a person's protected status, such as gender, color, race, ancestry, religion, national origin, age, physical handicap, medical condition, disability, marital status, change in marital status, veteran status, citizenship status, sexual orientation, or other protected group status. IFHS will not tolerate harassing conduct that affects tangible job benefits, or interferes unreasonably with an individual's work performance, or creates an intimidating, hostile, or offensive working environment.

IFHS' policy on sexual harassment deserves additional explanation. Unwelcome sexual

advances, requests for sexual favors, and other physical, verbal, or visual conduct based on sex constitutes sexual harassment when (a) submission to the conduct is used as the basis for an employment decision, (b) submission to or rejection of the conduct is used as the basis for an employment decision, or (c) the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment. Sexual harassment may include explicit sexual propositions, sexual innuendo, suggestive comments, sexually oriented joking or teasing, practical jokes, jokes about gender specific traits, foul or obscene language or gestures, display of foul or obscene printed or visual material, or physical contact such as patting, pinching, or inappropriate touching or brushing against another's body. Socially appropriate casual conversations or compliments do not constitute sexual harassment.

All IFHS employees are responsible for helping to ensure that unlawful harassment does not occur in our workplace. If any employee feels that he or she has experienced or witnessed unlawful harassment, that employee should immediately notify their supervisor, the Director of Financial and Administrative Services, the Director of Clinical Services, or the Executive Director. If the employee's supervisor is believed to be involved in the harassment, the report should be made to the Executive Director. IFHS forbids retaliation against anyone for reporting harassment, assisting in making a harassment complaint, or cooperating in a harassment investigation.

It is IFHS' policy to investigate all such complaints promptly and thoroughly. To the fullest extent possible, IFHS will keep complaints, investigations, and the terms of resolution of complaints confidential. If investigation confirms that harassment has occurred, IFHS will take prompt corrective action, including such discipline, up to and including immediate termination of employment, as is appropriate in the circumstances.

## B. PROCEDURES

### a. Unlawful Discrimination

- i. Employees who become aware of an alleged incident or complaint of unlawful discrimination shall immediately report the conduct to their immediate supervisor, the Director of Financial and Administrative Services, the Director of Clinical Services or the Executive Director. If the employee's immediate supervisor is the alleged offender, the employee shall immediately report the conduct to the Executive Director. If the Executive Director is the alleged offender, the employee shall immediately report the conduct to the Board President.
- ii. Upon receipt of a complaint, IFHS shall, within the next business day, commence an investigation into the alleged incident or complaint of unlawful discrimination consistent with the investigative steps set forth below.

### b. Investigation

- i. The investigation of a complaint of unlawful discrimination, harassment, or sexual harassment shall include the following steps:
  1. Individually interview the complaining party privately and take a written statement.



2. Individually interview the alleged wrongdoer privately and take a written statement.
  3. Individually interview witnesses privately and take written statements.
  4. Review any relevant documents.
  5. Re-interview the complaining party or the alleged wrongdoer or any witnesses if additional facts or issues arise during the course of the investigation.
  6. To the extent that it is consistent with a thorough investigation, confidentiality shall be maintained.
- ii. The Executive Director or his or her designee shall prepare written findings of fact and recommended course of action.
  - iii. A copy of the written findings of fact and the recommended course of action shall be provided to the complaining party and the alleged wrongdoer.
  - iv. The Executive Director's office shall maintain an investigative file with all written statements, relevant documents, and findings of fact and recommended course of action.
  - v. IFHS will take appropriate action to eradicate and remedy any unlawful discrimination or harassment that is established by the investigation. Establishment of unlawful discrimination or harassment shall be by a preponderance of the evidence as defined by Alaska law.
  - vi. If disciplinary action is taken against the alleged offender or the complaining party if the complaint is deemed to be in bad faith, a copy of the disciplinary action shall be filed in the employee's personnel/payroll file.

### **CONFIDENTIALITY/RELEASE OF INFORMATION POLICY**

This policy applies to all employees including those who are contract, non-contract, permanent, temporary, full-time and part-time. A breach of confidentiality may be cause for immediate dismissal.

This policy is to safeguard the privacy of patients and to protect IFHS from liability resulting from the misuse or inappropriate release of confidential patient information. In all medical facilities, confidentiality of patient information is extremely important. Because we are located in a very small community this is especially important.

Specifics of individual patient's cases are not to be discussed with anyone other than pertinent clinic personnel; are not to be discussed outside of the clinic setting; and never discussed except in relation to care being provided.

All conversations regarding patient care should take place out of hearing distance of other patients and/or visitors.

All charts and/or other written documentation with patient names will be kept inaccessible to

other patients and/or visitors to IFHS.

No information will be released to any person other than the patient regarding the reason for the visit, results of tests, diagnosis, and/or treatment without written permission of the patient or as described in the IFHS disclosure of medical information pamphlet. If both the patient and the other person is physically present; the patient may give verbal consent for the person to hear what is being said, provided this verbal consent is noted in the chart by the person releasing the information.

A patient must sign and date a release of information form before any records are mailed or released to anyone, including the patient and any member of their family. This form will become a permanent part of the patient's record.

If the "Patient Information Sheet" is signed under the Authorization Section, the records may be sent to worker's compensation, insurance carrier, and employer or for medical consultation, as stated in that section.

Whenever information is released, the patient's name and date of birth must be cross-checked between the release form and the medical record to ensure the correct information is being sent.

The only information to be given to the media, upon their request, is the status of the patient, i.e., good, fair, poor, stable, critical, etc. As stated in Section VI of this handbook, only the Executive Director, her or his designee, and the Board President may speak to the media.

Information can only be released without the patient's consent in the following situations: information on a patient to a consulting or referred physician; the diagnosis and basic equipment needs of a medevac patient can be given to the airline transporting the patient; immunization information to parents, school, or medical provider; compliance with a properly executed court order; and in the case of mandatory reporting situations.

When patient records are sent out for research projects or for review by state or federal agencies, every effort will be made to keep patient identities confidential. This will include blacking out their names and any other personally identifying information. Each of these cases will be handled individually.

### **EMPLOYMENT AND PERSONNEL RECORDS**

Up-to-date records are essential to ensure that every employee will be eligible for various benefit programs. Therefore, each employee is required to notify Personnel and his or her Supervisor immediately if there is a change in marital status, number of dependents, address, telephone number, beneficiary or legal name, licenses or registration, etc. Information in Personnel Records is considered confidential and will be treated as such, i.e., maintained in a locked file cabinet and only available to the IFHS Executive Director and direct Supervisors. Employees may have access to their own personnel file upon request.

### **AT-WILL EMPLOYMENT RELATIONSHIP**

(Note: This section does not apply to FTCE)

Employment with IFHS is at-will. This means that neither the employee nor IFHS has entered into a contract regarding a specific duration of employment. An employee is free to terminate

his or her employment with IFHS at any time, for any reason. Likewise, IFHS has the right to terminate employment, transfer, or demote an employee at any time, for any reason not prohibited by law.

### **EMPLOYMENT STATUS**

Probationary Employee:	An employee who has not completed three (3) months service, or an employee who, as a result of misconduct or job performance, has been transferred to probationary status.
Regular Full-time:	A non-probationary employee who is routinely scheduled and paid for not less than forty (40) hours per week in a budgeted, full-time position.
Flex Full-time:	A non-probationary employee, routinely scheduled and paid for less than 40 hours, but not less than 32 hours, in a budgeted, full-time position. Employees may obtain this status based on IFHS scheduling needs. In order to obtain this status and employee must obtain written authorization from his or her supervisor and from the Executive Director. Flex full-time employees are eligible for insurance and medical benefits as if they were regular full-time employees. Flex full-time employees are eligible for all leave accrual, education benefits and all bonuses on a pro-rated basis on the formula: (Hours regularly scheduled to work) divided by (40).
Regular Part-time:	A non-probationary employee routinely scheduled for and working less than thirty-two (32) hours per week, or less than sixty-four (64) hours per pay period.
Temporary:	An employee hired for a period of one hundred eighty (180) days or less to fill temporary positions or positions temporarily open because of 12 employee illness, vacation, etc. The duration of the position must be specified prior to hiring a temporary employee. Employees in this status may work full-time or part-time hours according to what is administratively authorized.
Contract:	Practitioners and others who are hired on a contract basis, which may or may not be in writing. EMTs are considered contract employees who are not eligible for any benefits.

**NOTE:** There are some variations in the entitlement of employee fringe benefits depending on the employment status.

### **EXEMPT AND NON-EXEMPT STATUS**

The terms “exempt” and “non-exempt,” as referred to herein, are taken from legislation enacted by the federal government and state of Alaska (Fair Labor Standards Act and Federal Wage and Hour Guidelines and the Alaska Wage and Hour Act).

Exempt - Employees classified as exempt come under the category of Professional, Executive or Administrative. Exempt persons are paid at a fixed salary rather than an hourly rate. Professional, Executive, or Administrative exempt employees shall not be entitled to pay for overtime work.

Non-exempt - Employees classified as non-exempt are eligible to receive premium pay for hours worked in excess of either 8 hours per day or 40 hours per week. When this occurs with proper authorization by their Supervisor, employees shall be paid at the premium rate of one and one-half (1-1/2) times their regular rate of pay.

### **EMPLOYMENT OF IMMEDIATE RELATIVES**

An individual will not be hired if that individual has a family member or a family-like relationship with a current member of the IFHS Board of Directors. It is our policy not to permit employees to work in a situation in which they have a direct supervisory relationship with a family member or a family-like relationship. In addition, no relatives are permitted to work in any other positions in which IFHS believes an inherent conflict of interest may exist. For purposes of this policy, “family member” is defined as spouse, former spouse, parent, parent-in-law, grandparent, sibling, sibling-in-law, child, child-in-law, stepchild, grandchild, legal ward, aunt, uncle, niece, nephew, or any other family or family-like relationship which creates an actual or reasonably perceived conflict because of such relationship. This policy will be applied prospectively from the date of adoption, with current employees “grandfathered in.”

### **CONFLICT OF INTEREST**

*Employee Orientation will include training in Conflict of Interest and will complete a new Conflict of Interest Form and submit it to the Director of Human Resources. The form will be updated annually to reflect the employee is aware of our policy.*

## **SECTION II: BENEFITS**

IFHS provides a wide-range of employee benefits that are not included in his or her paycheck. IFHS considers these benefits a valuable tool for employee satisfaction and retention. Many of them constitute a “non-taxable” income to an employee. Some of the benefit programs become effective upon employment. Others are “growth” programs wherein benefit increase with years of service.

### **EMPLOYEE PREVENTIVE HEALTH MEASURES**

All employees at IFHS are at risk for exposure to the body fluids of others. These fluids may expose the employee to infectious diseases such as the following: HIV, Hepatitis A, B, and C. HIV and Hepatitis C do not have any preventive measures. IFHS strongly recommends all employees be immunized against Hepatitis A and B. These immunizations will be provided at no cost to the employee. If the employee does not wish to participate in this program, he or she must sign the “Hepatitis A and B Vaccine Declination” form. If at a later time he or she decides to participate in the program, he or she may do so. The questionnaire will be kept in the employee’s medical file – not his or her personnel file.

Employees at IFHS may also be exposed to certain airborne diseases such as tuberculosis and varicella (chicken pox). IFHS will screen its employees yearly for tuberculosis at no cost to the employees, as is stated in the Mycobacterium Tuberculosis Policy. Yearly tuberculosis



Benefit Period: The Benefit period in which benefits are paid out are to run consistent with the Fiscal year of the organization.

Payment Process: The IFHS staff member will see a qualified, licensed eye care specialist and will pay for the visit out of pocket. Additionally, the staff member may purchase frames, lenses, or contact lenses and be reimbursed for their purchase at the appropriate level.

Once the visit has been paid for or the vision enhancement item has been paid for, the staff member will take a copy of the receipt and present it to the Accounts Payable Department. They will process the receipt and a check will be cut during the regular Accounts Payable check writing rotation to the staff member as reimbursement. If the amount of the receipt does not exceed the maximum benefit amount for the type of service or product allowed during a benefit period, the check will be cut for the amount on the receipt and a balance of the benefit remaining will be provided to the staff member.

Benefit: Each staff member and their eligible spouse and/or dependents will receive the following reimbursement amount for their visit or vision enhancement items:

Office Visit: \$ 80.00 per member  
Frames/Lenses: \$ 50.00 per member  
Contact Lenses

These benefit amounts reflect the maximum benefit a member may receive during a benefit period.

\* The eligible staff member's families that are eligible for the benefit plan will be consistent with the eligible covered under the existing Medical and Dental insurance plans.

### **DENTAL BENEFITS**

IFHS will fund a Dental Program for its employees. This plan will be a benefit that will attract and retain the staff necessary to operate a Community Health Center and allow our staff, and their families to maintain a healthy body.

Eligible: Full-time employees\*  
Flex Full-Time employees\*  
Contract Employees\*

Benefit Period: The Benefit period in which benefits are paid out are to run consistent with the Fiscal year of the organization.

Payment Process: The IFHS staff member will see a qualified, dental care specialist and will pay for the visit out of pocket, and be reimbursed for the service(s) received at the appropriate level.

Once the visit has been paid for the staff member will take a copy of the receipt and present it to the Accounts Payable Department. They will process the receipt and a check will be cut during the regular Accounts Payable check writing rotation to the staff member as reimbursement. If the amount of the receipt does not exceed the maximum benefit amount for the type of service or product allowed during a benefit period, the check will be cut for the amount on the receipt and a balance of the benefit remaining will be provided to the staff member.

Benefit: Each staff member and their eligible spouse and/or dependents will receive the following reimbursement amount for their visit or:

Office Visit: \$ 500.00 per member

These benefit amounts reflect the maximum benefit a member may receive during a benefit period.

\* The eligible staff member's families that are eligible for the benefit plan will be consistent with the eligible covered under the existing Medical and Dental insurance plans.

### **SOCIAL SECURITY**

All employees of IFHS are eligible for benefits to be derived from Social Security contributions. The employee pays one-half of the premiums for this insurance through Social Security deductions from his or her semi-monthly salary. IFHS, as the employer, matches that contribution in an equal amount.

### **TAX DEFERRED ANNUITIES**

By virtue of IFHS being classified as a "Private, Non-Profit" institution (501(c) (3)), employees are eligible to participate in a special type of retirement savings program called 403(b) Plan. This savings plan allows the employee to invest a portion of his or her salary, up to a limit defined by law, in Mutual Funds. The allowable amount invested is not subject to income taxation until it is drawn out in the form of retirement payments, etc. When hired, employees will be provided with information about the available plans and may voluntarily participate at any time. IFHS does not contribute to this retirement plan.

### **PROFESSIONAL LIABILITY INSURANCE**

Professional employees have complete professional liability coverage while on duty. This protects professional employees who are acting within the scope of their assigned duties, unless the employee performs an intentional, willful, or malicious act.

**HOLIDAYS**

(Note: Full Time Contract Employee (FTCE) are entitled to provisions in paragraphs A, B and C only)

- A. The following are official holidays for IFHS:
 

New Year’s Day	Christmas Day	Thanksgiving Day
Memorial Day	Independence Day	
Christmas Eve after 2:00 pm	Labor Day	
  
- B. If official holidays fall during the workweek, regular full-time employees will receive the day off with pay. If any official holiday falls on Sunday, regular full-time employees will receive the following Monday off with pay and Monday will be considered the official holiday for purposes of holiday over-time pay. If any holiday falls on a Saturday, regular full-time employees who are not scheduled to work that day will be given the choice of adding eight (8) hours to their personal leave bank or arranging with their supervisor to take another day off during the week of the holiday. Each employee must be in a pay status the workday before and the workday after a paid holiday to receive holiday pay.
  
- C. Employees who celebrate additional holidays due to religious preference may take the day off without pay or may take personal leave.
  
- D. Regular full-time employees will be granted Veteran’s Day and President’s Day as additional holidays with pay. Each employee must be in a pay status the workday before and the work day after these federal holidays to receive the accrual in their bank.
  
- E. Once a part-time employee works at least one (1) year and has accumulated a total of 1,000 hours they are eligible for one-half (½) the holiday benefit of a full-time employee.
  
- F. Call out on a holiday will be paid at two (2) times the employee’s normal rate of pay with a one (1)-hour minimum and one-half (½) hour increments thereafter, regardless of the number of hours worked in the day or in the week.

**PERSONAL LEAVE ACCRUAL PLAN**

(Note: Only paragraphs C, D, E, G, H and I apply to FTCE)

- A. All regular full-time employees eligible to accrue leave shall accrue personal leave, which will be tracked in a personal leave bank. Personal leave is intended to take the place of vacation and sick leave. Personal leave is calculated based on years of service; for example, from 0 (the first day of service) to 1094 days (the end of the third year of service) would span a full 3-year period of time. The accrual rates are as follows:

Accrual Rate	Years of Employment
18 hrs/mo. or 27 days/yr.	(0-3 years)
21.25 hrs/mo. or 32 days/yr.	(3-5 years)
24 hrs/mo. or 36 days/yr.	(5+ years)
25.33 hrs/mo. or 38 days/yr.	(10+ years)



- B. An employee will not be eligible to take paid leave until the end of probation, or ninety (90) days, whichever is the shorter period. Leave will be considered earned and accrued on the sixteenth (16<sup>th</sup>) and first (1<sup>st</sup>), or the next business day. Leave will be split evenly between the two pay periods. If an employee is in a leave without pay status at the end of a pay period, he or she will not accrue leave for that period.
- C. Accrued leave may be used by employees at the Supervisor's discretion and must be requested on a Leave Request form in advance to ensure adequate staff coverage. It is preferred that employees submit a Leave Request at least 30 days in advance. Exceptions to this will be considered for unexpected events or emergency situations. Requests submitted without at least 30 days' notice are less likely to be approved. Leave requests submitted more than one year in advance will not be accepted. Requests will be accepted on a first-come-first-served basis. Every employee has a co-worker who covers his or her work area when he or she is absent. It is expected that these co-workers will discuss and agree on who is taking leave and when before requests are submitted. If more than one (1) leave request is received from the same department and for the same time, the Executive Director and Supervisor will look at staff coverage and seniority, with the final decision being at their discretion.
- D. Leave without pay is not routinely granted. All leave without pay must have Executive Director approval. Except in emergency situations, leave without pay must be approved at least one week before it is taken. If an employee has personal leave hours available, those hours will be depleted first before leave without pay will be approved. No more than ten (10) days of leave without pay will be granted annually. Greater than ten (10) days of leave without pay annually may place the employee in a leave of absence situation. Extenuating circumstances will be treated on an individual basis.
- E. For vacation/sick leave, personal leave must be used at the same rate as an employee's regular work schedule. For example, if an employee's normal work schedule is forty (40) hours in a week, that employee must use forty (40) hours of personal time when not at work for five (5) regularly scheduled work days.
- F. Total hours paid in a pay period must equal the minimum hours in that pay period. This may include regular hours worked, over-time (OT) hours, holiday pay and leave pay. Example: if an employee works 32 regular hours one week and works 40 regular hours with 10 hours of OT the next week for a total of 82 hours and it is an 80 hour pay period they do not need to use personal leave to make the first week 40 hours. If total hours for the pay period were 88 hours they would need to use 6 hours of personal leave in the first week. Regardless of the above statement, if an employee does not work a shift as scheduled, they must take leave for the scheduled hours that were missed.
- G. When weather delays an employee's return to work, personal leave must be used for the additional days missed at work.
- H. At the end of each fiscal year, any leave that amounts to over 400 hours will be cashed out. If during the year, an employee accumulates over 400 hours of personal leave time, he or she has the option to cash out excess leave hours *one time* during that fiscal year.

Employees must retain at least 120 hours in their personal leave bank after the optional cash-out. Each employee is required to take at least ten (10) consecutive working days of leave in each fiscal year beginning at the first full fiscal year of employment.

- I. At termination, all personal leave is cashed out at the employee's current rate of pay.

**LEAVE OF ABSENCE**

(Note: This section does not apply to FTCE)

If beneficial to IFHS as well as the individual, regular full-time employees may be granted leaves of absence without pay. The written approval of the Executive Director and Supervisor is required.

An approved leave of absence protects the employee's accrued service record and benefits. The employee's return to work, however, is subject to prevailing employment conditions, and a person is not guaranteed return to his or her former position or schedule. IFHS will make every effort to place the employee in a similar job and at a similar rate of pay to the job previously held.

All leaves of absence require the employee's personal leave request and appropriate approvals on the form. The request shall be submitted at least one (1) month in advance, except in emergency situations.

Each employee, when making a request for a leave of absence, should consider that personal leave and holiday credits will not accrue or be paid during an unpaid leave of absence. Financial arrangements must be made through the Payroll Office in advance to continue health insurance and other applicable benefits during the leave of absence. Also, the employee's anniversary date will be adjusted forward for the amount of leave without pay taken, ie: the anniversary date is September 9 and leave without pay is for 2 months, when the employee returns their anniversary date would change to November 9.

Before returning from an approved leave of absence, an employee must present a written request for reinstatement to Administration prior to returning to work. Employees must request reinstatement within one week of being eligible for re-employment. (Leaves of absence are considered on an individual basis, but will not exceed four (4) months.)

**ANNIVERSARY BONUS**

Once each calendar year, all regular full-time employees will receive a bonus on the payday following their employment anniversary starting after one year of continuous service. The amount is determined by longevity as follows:

Employed one (1) through five (5) years	\$1,000
Employed six (6) through ten (10) years	\$1,250
Employed eleven or more years	\$1,500

All appropriate payroll taxes will be deducted from this amount prior to disbursement. Employees must complete all required training and required TB testing prior to disbursement. In addition, managers must have all employee evaluations completed.

## **FUNERAL LEAVE**

At the discretion of the Supervisor/Executive Director, full-time employees may be granted up to five (5) paid days in the event of death of spouse, parent, son, daughter, brother, sister, grandparent, grandchild, or parent-in-law; any additional time will be out of their personal leave bank or vacation time for FTCE. IFHS will compensate the employee only for time lost from his or her normal schedule. A Leave Request shall serve to document the departmental and administrative approvals in such cases. Employment status, accrual of benefits, etc., shall not be affected by this paid time off.

## **JURY DUTY**

Any employee who is properly summoned for jury duty and who promptly notifies his or her Supervisor at least 48 hours in advance, will be eligible to receive full pay for every working day spent on jury duty. Immediately after being dismissed from jury duty, the employee should notify his or her Supervisor regarding his or her return to work. The employee must turn in any additional payment received for jury duty to IFHS.

## **EMPLOYEE EDUCATION**

Employees are expected to stay current on their skills and developments in the areas for which they are responsible. This includes training in workforce diversity and the ability to provide culturally responsive care or service to all people an employee will come in contact with while working at IFHS. They are to do this by reading books and / or journals, listening to audio tapes, watching video tapes, taking courses on-line, or by attending conferences. As the finances of IFHS allow, we may help employees with their continuing education costs.

### Off-Site Education

As IFHS receives information on workshops, conferences or courses, the appropriate personnel will be notified. If they are interested in attending, they are to let the Executive Director know the details of the course, including how it will benefit them and IFHS. The Executive Director will decide if IFHS will pay for the employee to attend and what portion of the cost IFHS will pay. IFHS may pay for all or part of the following: course fee(s), round-trip airfare, and per diem for the number of nights away from home, and regular pay for time spent attending conference. If an employee would like IFHS to pay for additional expenses, they must receive approval from the Executive Director before leaving for the training. When IFHS pays, the employee will provide the Executive Director with a written trip report. IFHS will not pay for a rental car.

### In-House Training

IFHS is contracted with HealthStream, an on-line education provider, to provide a variety of training. IFHS staff must complete required on-line regulatory training during regular working hours by the deadlines given by the relevant supervisor(s). All non-required courses are available for IFHS staff to complete according to their individual interests. As schedules allow, managers may allow staff to take non-required courses using IFHS computers during regular working hours. If an employee chooses to take HealthStream courses on personal computers at a location other than IFHS clinic, or outside his or her usual working hours, IFHS will not pay for his or her time. There is no charge to employees for HealthStream courses.

At times IFHS may have specialists from other facilities give workshops here at IFHS. When training occurs such workshops will be open to anyone who wishes to attend, as long as IFHS has adequate staff coverage. As appropriate, others in the community who might be interested, such as EMT's, CHA's, and CHR's will be invited to attend.

University/College Courses  
(Note: Does not apply to FTCE)

IFHS supports employees who wish to pursue further education in their profession. If an employee is interested in attending an accredited University/College program, and he or she wishes to obtain financial support from IFHS, he or she is to let the Executive Director know the details of the program or course prior to enrolling, including how it will benefit him or her and IFHS. Employees are eligible for this program after completing one year of employment.

Full-time employees who enroll in an accredited University/College program will be reimbursed up to a total of \$1000 for each fiscal year. The reimbursement can be used for tuition or books/class supplies, and will be made only after the employee has shown proof of paying for the course(s) and has shown proof that he or she has passed it (them) with a C or better grade.

## **SECTION III: PERSONNEL**

### **WORK SCHEDULE AND ATTENDANCE**

IFHS establishes work schedules to provide adequate staffing in order to ensure the highest quality patient care. This care is made possible by the continuous teamwork of all employees.

Responsibility for assigning duties rests with the Supervisors or the Directors. Employees are expected to carry out their assignments to the best of their ability with a helpful and cooperative attitude.

IFHS depends on each employee to be at work on time. Occasionally, an absence or tardiness may be unavoidable. When this occurs, IFHS **must** be informed of that absence or tardiness as far in advance as possible, but no later than the time expected on duty so that necessary arrangements can be made to reassign the workload. Clinical support staff must personally notify their department supervisor or Director of Clinical Services, administrative employees must personally notify the Director of Financial and Administrative Services or Executive Director, and Medical Practitioners must personally notify the on-site Medical Director. Failure to notify IFHS of an impending absence may result in disciplinary action. Excessive tardiness or absences may be cause for termination.

If an employee becomes ill while on duty, he or she should report at once to his or her Supervisor for appropriate referral. Non-scheduled personal leave in excess of three (3) working days must have a medical excuse. A medical release may be required before returning to work.

A normal work schedule provides that full-time employees work nine (9) hours each shift with sixty (60) minutes for an unpaid meal break and appropriate rest breaks. IFHS is not required to provide rest periods. If a supervisor allows a rest period on IFHS time, it will be limited to a

maximum of fifteen (15) minutes and must not interfere with patient care. Schedules other than nine (9) hours a day will be addressed on an individual basis.

Employees may be scheduled to work weekends, holidays, or hours other than “daytime.” Similarly, an employee may be required by his or her Supervisor to work overtime when IFHS’ immediate need justifies such action.

IFHS may require staff to travel for medical or other reasons deemed necessary by their Supervisor or Executive Director. Employees will be given a flat daily rate of payment for expenses by per diem. Per diem begins when an employee leaves his or her duty station for the purpose of travel on official IFHS business and terminates upon his or her return on the first available flight following execution of that business. IFHS pays per diem and hotel costs for each overnight stay away from home in addition to any salary or wages that are appropriate. Per diem may be obtained prior to travel if requested from the Supervisor. IFHS will not pay for a rental car.

### **ATTENDANCE**

**Policy:** *Employees are expected to report to work as scheduled, on time and prepared to start work. Employees also are expected to remain at work for their entire work schedule.*

**Intent:** *The purpose of this policy is to promote the efficient operation of the company and minimize unscheduled absences. It sets procedures for handling employee absences and instances of tardiness.*

#### **Comments:**

- 1. Punctual and regular attendance is an essential responsibility of each employee at IFHS. Any tardiness or absence causes problems for fellow employees and supervisors.*
- 2. Late arrival, early departure or other absences from scheduled hours are disruptive and must be avoided.*
- 3. Absences due to illnesses or injuries that qualify under the Family and Medical Leave Act (FMLA) will not be counted against and employee’s attendance records. Medical documentation within the guidelines of the FMLA may be required in these instances.*
- 4. Executive exempt staff, under the general oversight of the Executive Director or designee, may reasonably adjust their work schedules to accommodate work load and/or projects.*
- 5. Any employee who fails to report to work without notification to his or her supervisor for a period of three days or more will be considered to have voluntarily terminated his or her employment relationship.*

6. *Employees must take earned PTO for every absence unless otherwise allowed by IFHS policy (i.e. leave of absence policy, bereavement policy, jury duty). IFHS uses a rolling calendar year when determining unscheduled absences.*
7. *Absence is defined as the failure of an employee to report to work when the employee is scheduled to work. The two types of absences are defined below:*
  - a. *Scheduled absence: a scheduled absence occurs when all three of the following conditions are met:*
    - *The employee provides sufficient notice to his or her supervisor in writing on the agency approved leave request form;*
    - *Such absence request is approved by the supervisor;*
    - *The employee has sufficient accrued paid time off (PTO) to cover such absence.*
  - b. *Unscheduled absence: an unscheduled absence occurs when one or more of the conditions for scheduled absence is not met.*
8. *If it is necessary for an employee to be absent or late for work because of illness or an emergency, the employee must notify the supervisor as soon as possible but no later than 30 minutes prior the employee's scheduled starting time on that same day. Additional department specific requirements may also apply. If the employee is unable to call, he or she must have someone make the call for the employee. The employee's supervisor will complete a Leave Request form noting the absence and forward it to the Payroll Department to ensure proper tracking.*
9. *Five (5) or more instances in a 90-day period of calling in sick or due to emergency reasons will trigger a supervisor review for FMLA qualifiers. The absence of such qualifiers may subject the employee to disciplinary action.*
10. *Employees who have 3 or more consecutive days of absence because of illness or injury must submit documentation from a treating health care practitioner that the absence was a result of the presented illness and recommended by the health care practitioner. Such documentation is due on the 4th day. Supervisors have the discretion to override this requirement on a case by case basis, but need to document the override in a written statement for the employee's personnel folder. In addition, the employee may be required to submit a Return to Work Authorization or Fitness for Duty release before he/she is allowed to return to work. In such cases, the supervisor and the HR Department will determine whether such a release is required. If an illness or injury prevents an employee from performing his or her regularly scheduled duties, a treating health care practitioner's statement must be provided verifying*
  - a. *The illness or injury;*
  - b. *If and when the employee will be able to return to work, if applicable and*
  - c. *Whether the employee is capable of performing his or her regularly scheduled duties, and if not, what duties the employee is capable of performing. The employee is responsible for providing IFHS with the above-described health*

care practitioner's proof of care. Without an acceptable excuse, the employee may be subject to termination.

11. *Sufficient Notice: to be considered a scheduled absence as defined above, sufficient notice must be given to the supervisor. Sufficient notice is:*

<i>Duration of Absence</i>	<i>Amount of Notice Required</i>
<i>1 week or more</i>	<i>Minimum of 30 calendar days</i>
<i>8 hours or more but less than 1 week</i>	<i>Minimum of 7 calendar days</i>
<i>Less than 8 hours</i>	<i>Minimum of 2 working days</i>

*FMLA-qualified leave or leave granted as a reasonable accommodation under the Americans with Disabilities Act are not subject to the sufficient notice requirement.*

*For an emergency absence occurring*

- a. At the beginning of an employee's shift, the employee must notify his or her supervisor with 30 minutes prior to the beginning of the shift, and*
  - b. During an employee's shift, the employee must notify his or her supervisor prior to leaving the premises.*
12. *Tardiness: Employees are expected to report to work on time. If employees cannot report to work as scheduled, they must notify their supervisor no later than 30 minutes prior to their regular starting time. There is a 5-minute grace period in the morning. One Tardy counts as ½ unscheduled absence.*
13. *Progressive discipline for unscheduled absences.*
- a. 2 instance in a 30-day period: documented verbal warning*
  - b. 3 instances in a 60-day period: written warning*
  - c. 4 instances in a 90-day period: 3 days suspension without pay*
  - d. 6 instances in a 120-day period: termination*
14. *Supervisors are to consider extenuating circumstances when determining discipline and have the right to exercise discretion in such cases.*
15. *No disciplinary action will be taken without the direct involvement of the HR Department as counsel to supervisors. Management reserves the right to use its discretion in applying this policy under special or unique circumstances.*

## **SECONDARY JOBS**

IFHS has no objection to employees holding other jobs, including volunteer ambulance and fire service, as long as such employees can effectively meet the schedules and performance standards for their IFHS job. All employees will make their Supervisors aware of secondary jobs and careful examination will be given to prevent possible conflict of interest situations. Supervisors will carefully review and consider all possible conflicts to IFHS' and IFHS' patients' interest caused by any oaths taken by employees in their other jobs prior to agreeing to allow employment with IFHS to an employee who has taken such an oath.

## **OVERTIME PAY**

(Note: This section does not apply to FTCE)

All employees are encouraged to complete work assignments within normal shift periods.

Overtime will not be permitted except under extenuating circumstances and then only when the Supervisor has granted permission in advance. Employees are expected to work overtime when requested by their Supervisor.

Time paid for, but **not worked** (such as personal leave, holiday, etc.) shall not be counted as hours worked for the purpose of determining eligibility for overtime. Only **actual work time** in excess of either 8 hours/day or 40 hours/week shall be compensated for at the overtime rate. IFHS will provide compensation for employee overtime in the form of wages equivalent to 1.5 times regular hourly rate.

IFHS will compensate employees for call out with a one-hour minimum and one-half hour increments thereafter. In addition, hourly employees will receive a \$20.00 per day stipend for every day or portion of a day that they are required to be on call. Only the employee scheduled by their supervisor to be on call will receive the \$20.00 stipend. Call out on a holiday will be paid at 2 times the employee's normal rate of pay with a one-hour minimum and ½ hour increments thereafter, regardless of the number of hours worked in the day or week. All other call out will be compensated time and ½ the employees' normal rate of pay.

When an hourly employee takes a medevac, he or she will be compensated for 8 hours of pay on the day he or she leaves. He or she will receive one day of per diem for each overnight stay.

### **TIME SHEETS**

Time force is now the official record of clocking in/out of the clinic. All non-salaried staff must clock in/out using a computer located at the clinic only, unless employee is in an off-site assignment. Falsifying your time and/or clocking in for another employee is grounds for immediate dismissal. If you have an issue logging into time force, please contact your supervisor immediately to rectify this situation.

### **PROBATIONARY PERIOD**

(Note: This section does not apply to FTCE)

All new, transferred, or promoted employees shall serve a three (3) month probationary period to determine if continued employment will be mutually satisfactory. During the time an employee is a probationary employee, he or she can be terminated for any reason. IFHS reserves the right to extend a probationary period at its sole discretion. Prior to the end of the probationary period, a performance evaluation will be completed by the employee's Supervisor and discussed with the employee. If an employee is offered full time status following completion of the probationary period, his or her full-time status will be retroactive to the first day of employment.

### **PERFORMANCE EVALUATION**

(Note: This section does not apply to FTCE)

All regular, full-time employees will be evaluated, effective July 1 of each year. Other evaluations may be completed as deemed necessary by the employee's Supervisor. At the time of any evaluation, the employee and his or her Supervisor will have an opportunity to discuss work performance and other work issues privately. This is an excellent opportunity for employee personal growth and self-improvement.



The following wage increase guidelines will be utilized by the Executive Director in evaluating wage increases for employees:

- A. Recommendation by the Supervisor;
- B. Job performance as defined by the job description;
- C. Quality of work and initiative;
- D. Financial condition of IFHS;
- E. Cost of Living allowance, if any.

## **PROMOTIONS AND TRANSFERS**

(Note: This section does not apply to FTCE)

It is the policy of IFHS to advance employees to more responsible positions on the basis of the employee's work performance, attendance, attitude, general ability, etc. It is, of course, essential for the effective and efficient operation of IFHS that an individual qualified for that position occupy each position in IFHS. When positions of increased responsibility become available, IFHS endeavors to give first consideration to present employees.

Any transferred or promoted employees shall be subject to a three (3) month probationary period in order to determine that person's ability to perform satisfactorily in the new position and to work harmoniously with other employees. Prior to the end of this period, the employee's Supervisor will complete a performance evaluation.

## **EMPLOYEE DISCIPLINE**

The integrity and personal respect of all IFHS employees is highly regarded. For the protection of its property, business interests, and other employees, however, IFHS has established reasonable rules of conduct for its employees. Since violating any of these rules could result in serious loss to IFHS or other employees, IFHS reserves the right to appropriately discipline any employee who does not abide by the rules of conduct.

Violations of work rules, unacceptable behavior or conduct, or poor performance may result in progressive discipline, which means that an employee will normally be assessed increasingly severe discipline each time an employee violates a work rule, engages in unacceptable behavior or conduct, or performs at an unacceptable level. Disciplinary measures will ordinarily be invoked in the order listed:

1. Oral reprimand or warning
2. Written reprimand or warning
3. Suspension with or without pay
4. Dismissal

Documentation of all disciplinary actions will be maintained in the employee's personnel file. All disciplinary actions will be documented in writing and include the date, time, cause for the reprimand, and any action taken. The Supervisor may, if appropriate, complete periodic review of the employee's progress in correcting the cause of the original dispute. Such reports will be made a part of the employee's personnel file.

While the principle of progressive discipline will generally be applied to employees holding

regular status, IFHS may discipline any employee at any level, without prior warning based on the seriousness of misconduct. Misconduct which may warrant immediate dismissal includes, but is not limited to the following:

- Willful violation of any IFHS rule: any deliberate action that is extreme in nature and is obviously detrimental to IFHS' efforts to operate profitably and professionally.
- Deliberate, unauthorized release of confidential information.
- Willful violation of security or safety rules or failure to observe safety rules or safety practices.
- Dishonesty; willful falsification or misrepresentation on your application for employment or other work records; unauthorized alteration of clinic records or other clinic documents.
- Theft or deliberate damage of clinic property or the property of fellow employees; unauthorized possession or removal of any clinic property, including documents, from the premises; unauthorized use of clinic equipment for personal reasons.
- Use, possession, manufacture, distribution or sale of a prohibited drug while on duty, while on or in IFHS property (including IFHS-supplied vehicles and personal use vehicles when used for IFHS purposes), or while conducting work-related activities off IFHS property.
- Reporting to work, working, or representing IFHS while under the influence of prohibited drugs or alcohol.
- Threatening, intimidating, or coercing fellow employees on or off clinic property, at any time, for any purpose. Making threats of violence toward anyone on clinic property or when representing IFHS.
- Fighting, provoking a fight on clinic property, or negligent damage of property. Engaging in criminal conduct or acts of violence.
- Insubordination or refusing to obey instructions properly issued by your supervisor pertaining to your work, including participation in special assignments.
- Malicious gossip and/or spreading rumors; engaging in behavior designed to create discord and lack of harmony; interfering with another employee on the job.
- Deliberately engaging in behavior that negatively impacts community support for IFHS.
- Violation of any part of IFHS' harassment policy, including sexual harassment, as outlined in this handbook.

### **GRIEVANCE PROCEDURE**

It is inevitable that work problems may occasionally arise. Most problems can be resolved informally when employees discuss their problems openly and freely with their Supervisors. However, if the employee and Supervisor are unable to resolve the problem, the employee may implement this formal grievance procedure.

A grievance is defined as any condition of attitude, situation, or other problem that an employee feels unfair or that makes his or her job unnecessarily difficult. Employees are not only allowed, but are encouraged to air any problems they may have in regard to their treatment or conditions of work over which IFHS might be expected to have control. The Supervisor is available to assist any employee in the utilization and understanding of this grievance process.

In any grievance carried beyond the informal contact with the immediate Supervisor, both the appeal and response must be in writing. It is appropriate for the employee to make an appointment with the person at each appeal level so that a discussion can be held in addition to

the presentation of the written appeal. All grievances shall be reviewed and answered if the following procedure is followed:

- A. Within five (5) working days of the occurrence, or knowledge of the occurrence, the employee must present the grievance in writing to his or her immediate Supervisor.
- B. The Supervisor must respond to the grievance in writing within five (5) working days.
- C. If not satisfied, the employee may submit the grievance to the Executive Director in writing within three (3) working days of receiving the Supervisor's written response.
- D. The Executive Director must respond to the grievance in writing within ten (10) working days.
- E. If not satisfied, the employee may submit the grievance in writing to the Personnel Committee of the IFHS Board, which consists of the executive officers of the board or their designees, within ten (10) days of receiving the Executive Director's written response.
- F. The Personnel Committee must respond to the grievance in writing within ten (10) working days. This will be the final decision of IFHS.

### **TERMINATION OF EMPLOYMENT**

Employees desiring to terminate their employment relationship with IFHS are urged to notify IFHS at least two (2) weeks in advance of their intended termination. IFHS Department Directors and Supervisors are urged to notify IFHS at least four (4) weeks in advance of their intended termination. Such notice should preferably be given in writing to the employee's supervisor. Proper notice generally allows IFHS sufficient time to calculate all accrued overtime (if applicable) as well as other monies to which you may be entitled and to include such monies in your final paycheck.

As mentioned elsewhere in this handbook, all employment relationships with IFHS are on an at will basis. Thus, although IFHS hopes that our relationships with employees are long term and mutually rewarding, IFHS reserves the right to terminate the employment relationship at any time.

All final checks shall be picked up from the Administration Office as soon thereafter as possible, not to exceed three (3) working days.

## **SECTION IV: HEALTH & SAFETY**

### **GENERAL SAFETY**

Safety is everyone's responsibility. The safety and well-being of patients, guests, and employees represents a twenty-four-hour challenge. Everyone benefits when an employee is a safe worker.

It is important to remember that most accidents can be prevented through proper use and

maintenance of equipment and facilities, good housekeeping policies, and alertness on the job.

Employees injured on the job must report the incidents immediately to their Supervisors, who will evaluate the employee's condition and refer to the appropriate services. The Supervisor and the employee will complete a Report of Injury. In all cases involving an on-the-job injury, which results in the employee and/or Supervisor deciding that the employee cannot complete his or her work shift, the injured employee **must** be medically evaluated by a practitioner prior to leaving work.

### **DRUGS AND ALCOHOL**

IFHS employees are not to be under the influence of either alcohol or drugs – legal or illegal – that may impede ability to perform assigned duties safely while on duty, including when on-call. If an employee is under the influence of drugs and/or alcohol while on duty or on-call, disciplinary action will be taken which may include termination.

IFHS performs pre-employment and post-accident drug and alcohol testing, and may also test employees based on reasonable suspicion. See IFHS' Drug Testing Policy for details.

### **SMOKING**

There is absolutely no smoking in the building or on the IFHS campus, which includes the building and the parking lots.

### **DRESS CODE AND UNIFORMS**

The appearance of an employee is an important part of public relations. To patients and visitors alike, employees **are** IFHS. An employee's appearance influences the public's opinion of IFHS. The very nature of our work requires cleanliness, neatness, and good health. Whether employees are wearing approved uniforms or street clothes, they should present a neat, clean, business-like appearance. Inappropriate attire includes low cut shirts, sweat pants and sweat shirts, clothing with advertising logos that are inappropriate (explicit language, alcoholic beverages, religious, ethnic, etc.), clothing with holes, tank tops without a shirt over it, shorts, shirts that show midriff, super low cut pants, and open toed shoes. Individual department Supervisors will brief employees on the specific departmental dress and uniform requirements, as well as this policy.

Hair color and/or highlights must be limited to colors that could be considered natural hair colors.

Fingernails are well cared for and kept clean. Nail polish can be worn by employees' not providing direct patient care, but must be well maintained. Chipped nail polish is not allowed. For clinical support staff and medical or behavioral health providers' fingernails are to be no longer than 1/4 inch from fingertip in length and the following are not permitted: artificial fingernails, nail jewelry, and nail polish.

Body piercing is permissible for all employees. For those employees *providing direct patient care* all piercings must be studs or small hoops that do not dangle. All visible body piercings must be limited to ears or small nose stud. Tongue piercing is not permissible in direct patient care.

Employees are not permitted to wear cologne or perfumed scents while on duty.

## **SECTION V: PROPERTY**

### **IFHS EQUIPMENT**

All employees are requested to take a personal interest and responsibility in the proper use and care of all IFHS property, equipment, and supplies. Employees will be held responsible for unwarranted damage or destruction to IFHS owned property, equipment, and supplies. When an employee notices that equipment is not working properly or is damaged he or she is to notify his or her supervisor *immediately* so it can be repaired.

### **INTERNET ACCESS POLICY**

The following policy addresses access and disclosure of electronic mail messages and electronic materials created, sent or received by IFHS employees using IFHS' equipment and/or Internet access. IFHS intends to honor the policies set forth below, but must reserve the right to change them at any time as may be required under the circumstances.

- A. IFHS maintains Internet access on a 24-hour basis through T-1 transmission lines. This access is provided by IFHS to assist in the conduct of business within the clinic.
- B. IFHS Internet and intranet access hardware and software (by license) is IFHS property. Additionally, **all** messages composed, sent, or received through IFHS' Internet and intranet accesses are and remain the property of IFHS. They are not the private property of any employee.
- C. IFHS Internet and intranet access may not be used to solicit or proselytize for commercial ventures, religious or political causes, outside organizations, or other non-job-related solicitations.
- D. IFHS Internet and intranet access is not to be used to create any offensive or disruptive messages or materials such as a web page. Among those which are considered offensive are any messages/materials which contain sexual implications, racial slurs, gender specific comments, or any other comment that offensively addresses someone's age, sexual orientation, religious or political beliefs, national origin, or disability.
- E. Internet and intranet access shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior authorization.
- F. IFHS reserves and intends to exercise the right to review, audit, intercept, access and disclose all messages and materials created, received or sent over the IFHS Internet access for any purpose. The contents of electronic mail or material properly obtained for legitimate business purposes may be disclosed within IFHS without the permission of the employee.
- G. The confidentiality of any electronic message/material should not be assumed. Even when messages/materials are erased, it is still possible to retrieve and read those

messages/materials. Further, the use of passwords for security does not guarantee confidentiality.

- H. IFHS reserves the right to reset all passwords for access to any files as deemed necessary.
- I. Notwithstanding IFHS' right to retrieve and read any electronic mail messages or other electronic materials, such messages/materials should be treated as confidential by other employees and accessed only by the intended recipient. Employees are not authorized to retrieve or read any e-mail messages/materials that are not sent to them. Any exception to this policy must receive prior approval by the Executive Director.
- J. Employees shall not use a code, access a file, or retrieve any stored information, unless authorized to do so. Employees should not attempt to gain access to another employee's electronic messages/materials without the latter's permission. All computer pass codes must be provided to the Executive Director. No pass code may be used that is unknown to IFHS.
- K. IFHS Internet access may not be used to stream any non-work related media content during business hours. This includes but is not limited to radio and video broadcasts and music and video downloads.
- L. All personal Internet use is to be done when not on IFHS time- before or after work, lunch hour or during any breaks allowed.
- M. IFHS staff is not to change computer settings on shared computers without authorization from the IT Department. This is to include video resolution settings, web browser homepages, background picture and screensaver, and/or any other setting that could affect other users of said computers.
- N. Any employee who discovers a violation of this policy shall notify their immediate supervisor.

Any employee who violates this policy or uses the electronic mail system for improper purposes shall be subject to discipline, up to and including termination.

## **SECTION VI: MISC.**

### **STATEMENT TO THE PRESS AND OTHERS**

The President of the Board of Directors, the Executive Director, or designee handles all inquiries from the communications media, such as newspaper, television, and radio. An employee may give out no statement, which in any way involves IFHS, its policies, or its patients, without prior clearance from administration.

### **LOST AND FOUND**

Lost and found articles are to be turned in immediately to the Patient Services Dept. They may

be claimed upon identification. IFHS assumes no responsibility for personal articles lost on or about the premises.

### **IFHS VEHICLES**

Prior to driving vehicles, a copy of a valid driver's license must be given to the Administrative Assistant of Accounting. A copy of the license will be kept on file in the Administrative Office.

- A. Each employee is responsible for keeping driving information up-to-date, including reporting any moving violations or changes in his or her driving status to the Administrative Assistant of Accounting within five (5) days of the violation or changes. Failure to do so will result in disciplinary action, up to and including suspension of driving privileges.
  
- B. Vehicles will be used only as follows:
  - 1. For IFHS business only,
  - 2. As deemed necessary by the Executive Director,
  - 3. Contract employees with 24-hour vehicle privileges may use their vehicles for personal use.
  - 4. Only IFHS employees are allowed to drive IFHS vehicles.
  - 5. Vehicles obtained after 1997 may not be used to transport animals.
  - 6. No smoking is allowed in IFHS vehicles.
  
- C. Due to insurance restrictions, the following IFHS regulations apply:
  - 1. All IFHS personnel or persons involved in IFHS business must have a valid driver's license to operate IFHS vehicles.
  - 2. All drivers must be 21 years of age.
  - 3. A copy of valid driver's license must be kept on file.
  - 4. A negative driving history may result in the refusal of driving privileges by the Executive Director. Driving history that results in an increased insurance premium (points) to IFHS will be reimbursed to IFHS by the employee.
  
- D. Safe practices, speed limits, and other driving laws must be observed at all times. IFHS is not responsible for any fines incurred by employees/contract personnel while driving the vehicle. Employees/contract employees are responsible for reporting any accidents, no matter how minor, to the police before leaving the scene of the accident. If found negligent, the employee/contract personnel will be responsible for damages, and will be held liable to reimburse IFHS for any damages incurred.
  
- E. Driving while impaired, as defined by Alaska State Law, is prohibited and may result in disciplinary action, including permanent loss of driving privileges or termination of employment.
  
- F. IFHS vehicles must be kept in a clean condition, and any mechanical problems shall be reported promptly to the Administrative Assistant of Accounts.
  
- G. Any cost incurred to clean the vehicle upon its return will be the responsibility of the employee who was assigned the vehicle.

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I have received a copy of this Employee Handbook dated August 2016. Having read and understood the aforementioned, I agree to comply with all policies and understand that a breach of these policies may result in disciplinary action up to and including termination.

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date

**NOTE: The original of this receipt will be placed in the employee's personnel file, and a copy will be returned to the employee.**