

## WELCOME

**Urgent Care of Mountain View (Hickory, Taylorsville, Newton, Morganton, and Sherrills Ford campuses)** (hereinafter ***The Company***) is an equal opportunity employer. Qualifications for employment and promotion are based solely on your ability to perform the job and upon your dependability and reliability once hired. Race, color, religion, sex, national origin, and age are not considered in hiring, employment benefits, or advancement opportunities. The only factors that will affect the hiring decisions are occupational qualifications and experience.

### **ABOUT THIS HANDBOOK**

The contents of this Handbook are provided to our employees for informational purposes and to familiarize them with our policies, procedures, and requirements. The policies set forth in this Handbook can be modified, revoked, or added to at any time at the sole discretion of The Company through its CEO or COO. No other personnel have the authority to alter the policies. Any revisions will replace prior policy or procedure statements and become a part of this Handbook. All employees will become subject to the new addition, deletion, or change regardless of date of hire. Neither the text of this Handbook, nor that of any policy or procedure statement of The Company, is intended to be, or should be construed as, a contract of employment or as a contract guaranteeing continued employment. This Handbook supersedes any previous employee Handbook or other written or verbal statement of policy which may have been previously issued by The Company.

### **OUR MANAGEMENT RIGHTS**

The Company retains the exclusive right to hire, direct, promote, schedule and assign any task as it may deem necessary from time to time to the working force; to plan, direct, and control all operations; to discontinue, reorganize or combine any department or branch of operations; to hire, terminate, and lay off employees; to announce rules and regulations; and in all respects, carry out the ordinary and customary functions of management.

It is The Company's intent to grow and prosper, but we recognize that all policies, benefits, procedures, and/or operating methods are subject to change or discontinue at the option of management.

The Company retains the right to perform pre-employment drug screenings on all new hires moving forward and random drug screens on existing employees as management deems necessary.

## YOUR HOURS OF WORK AND YOUR PAY

### **Probationary Employees:**

All new employees will serve a **90-day probationary period** beginning on their date of hire. This period provides both you and the Company an opportunity to evaluate whether the position and work environment are a good fit. During this time, the Company will assess your performance, attendance, and overall suitability for continued employment.

### **10-Day Check-In:**

Within your first ten (10) days, management will meet with you to ensure you have the necessary tools, resources, and access to perform your job effectively. This includes confirming that required items such as your employee badge, email access, and any system logins are set up properly.

### **60-Day Evaluation Meeting:**

At approximately sixty (60) days of employment, a formal evaluation meeting will be held to review your performance and progress. This meeting provides both you and your supervisor the opportunity to share feedback, address any concerns, and discuss goals for the remainder of the probationary period. This evaluation also serves as a checkpoint prior to becoming eligible for benefits.

### **Completion of Probation:**

At the conclusion of the 90-day probationary period, management will meet with you to review your overall performance, identify strengths, and discuss any areas for improvement. Based on this evaluation, the Company may:

- Confirm successful completion of your probationary period, making you eligible for benefits;
- Extend the probationary period if additional time is needed for evaluation; or
- Terminate the employment relationship if performance or conduct is determined to be unsatisfactory.

During the probationary period, you will **accrue Paid Time Off (PTO)** but will **not be eligible to use it** until the probationary period is successfully completed.

**Full – Time Employees:** After their probationary period, employees who work more than 32 hours or more per week will be considered full-time employees. Full-time employees are eligible for all company offered benefits.

**Part-Time Employees:** After their probationary period, part-time employees are employees who work less than 32 hours per week and are not entitled to health benefits.

**PRN Employees:** PRN employees are not guaranteed hours either from their employer. They are expected to work at least 1 shift per month to remain in active PRN status. They are not entitled to any company benefits.

**Exempt Employees:** These employees are also referred to as salaried employees. They are paid a flat rate agreed to by The Company for hours worked which may exceed 40 hours in a week as their job demands.

**Non-Exempt Employees:** These employees hold positions that do not meet the Fair Labor Standards Act (FLSA) exemption test and who are paid one and one-half times their regular rate of pay for hours worked over 40 hours per week.

## **YOUR WORK SCHEDULE**

**Hours of Work:** Employees are required to be present during their scheduled shifts as follows:

- Monday – Saturday: 9:00am – 9:00pm
- Sunday: 10:00am – 6:00pm.
- Holiday Schedule: 9:00am – 5:00pm
- These are the hours employees must be physically present, regardless of patient volume.

### **Patient Hours:**

- Monday – Saturday: 9:00am – 8:30pm
- Sunday: 10:00am – 5:30pm
- Holiday Schedule: 9:00am – 4:30pm
- Door close for patients at 8:30pm (or 5:30pm on Sunday), but employees should allow any patient already arriving or approaching the door to be seen. If patients show up past these times, they may be asked to return to our clinic the next day if non-emergent.

### **Other Schedule Notes:**

- The pay period begins on 1:00pm on Saturday and ends on 12:59pm on the following Saturday.
- Travel to and from an employee's home to the employee's regularly assigned workplace is not to be calculated in the number of hours worked.
- The Company's employees may be required to perform work assignments other than during the employee's scheduled working hours for special projects or in emergency situations as deemed necessary by administration. Employees may be asked to work in alternate locations as necessary to ensure adequate coverage needs are met. Refusal to work as directed may result in disciplinary action.
- Advance notice of schedule changes or required overtime will be provided to the affected employee(s) when possible. However, situations occasionally arise that do not permit advance notification.
- Employees who have been subject to schedule changes, assigned to work overtime whether voluntary or mandatory, as well as attendance of mandatory meetings will be expected to perform as required. Failure to perform may subject the employee to disciplinary action, up to and including termination, unless the absence has prior written approval from the supervisor.
- Employees are not to clock in prior to the start of shift any more than fifteen (15) minutes before their shift starts unless prior authorized. You must be clocked in and ready to take the first patient no later than 10 minutes prior to your scheduled shift.

- Employees who need to call out due to illness and/or other issues, must notify their supervisor at least 1 hour prior to the start of shift. Employees who are going to be late must notify their supervisor as soon as possible.

### **MEAL BREAKS**

The length of employees' meal breaks varies, depending on the location of work, position, and length of the workday. Employees who leave the building for a meal break must clock out during their break and ensure coverage during their absence. Lunch breaks may change based on the volume of patients per location. Lunch breaks will be deducted Monday through Friday. **All breaks will be paid unless you leave campus, in which case you must clock out of the timekeeping system and back in when you return. All attempts will be made to provide a break at your desired time; however, patient volume and needs will be priority over the timing of breaks. Excessive breaks and absences from your designated position may result in disciplinary action up to and including termination. You cannot take lunch 2 hours after beginning your shift and 2 hours before the end of shift. Food eaten in the facility must not produce strong or offensive odors and is not to be eaten in patient care areas. Drinks are approved if they are covered per the OSHA guidelines. Lunch should be eaten in the break room or outside and not in the patient care areas. Please make sure the break area in each location is clean and old food is disposed of properly.**

### **SMOKE BREAKS**

**As of November 1, 2017, Urgent Care of Mountain View, PLLC is a smoke-free and vape-free campus to conform to the current standard of healthcare facilities. The company will offer smoking cessation assistance to those employees who wish to participate**

### **PAYROLL**

**Pay Period:** An employee's pay is bi-weekly on Thursday. If a holiday falls on payday, the employees may receive pay the day before or the day after depending on the CEO decision and banking hours.

**Direct Deposit:** An Employee's payroll check is automatically sent to the bank account he or she designates, and the employee receives a pay stub via email for their records. The employee must notify us immediately if the bank account where your pay is deposited changes. Any changes to your pay to include tax selection, banking, address, and/or pay changes must be made at the beginning of a pay period.

**Clock In/Out-** An employee is expected to use the online timekeeping system to clock in at the beginning and end of each shift. If an employee leaves the premises during work hours, the employee is expected to clock out when leaving and back in upon return. Employees are not to clock in prior to the start of shift any more than fifteen (15) minutes before their shift starts unless prior authorized. You will be considered late if you clock in less than five (5) minutes before the shift starts.

## OVERTIME WORK

All work over forty hours per week (overtime) must be approved prior to its occurrence unless directly due to end-of-shift patient influx. Approved overtime is permitted only when necessary to meet patient care needs or essential operational demands. If unauthorized overtime is required due to an unforeseen emergency, it must be approved immediately the next day by the supervisor. In most circumstances, the Company tries to minimize overtime. Employees' schedules may be modified to compensate for accrued overtime.

Exempt (salaried) employees are not entitled to overtime.

## RAISES/BONUSES

Urgent Care of Mountain View, PLLC works on a merit system for raises at year 1 and after year one is discretionary and based on area wages of local healthcare entities as well as merit. Additional bonuses may be awarded based on merit, productivity, and the financial success of the company. There may be times where the financial health of the company does not support the ability to provide a bonus. Any employee who is on probationary status will not be eligible to receive a bonus as well as any employee receiving a disciplinary action within 6 months of bonus distribution.

**Coverage Bonus:** Employees who cover an unplanned gap in staffing will receive a \$50 bonus for weekday coverage (Monday through Friday) or a \$75 bonus for weekend coverage (Saturday and Sunday).

**Travel Bonus:** Employees who are asked to travel and cover at another location during their scheduled shift will receive a \$50 travel bonus. To qualify, the employee must travel directly to the covering location.

Both the Coverage and Travel Bonuses must be clearly marked in the notes section of the employee's timesheet to ensure proper inclusion in payroll. All full-time employees are eligible for these bonuses.

## PAYCHECK ERRORS/ISSUES

Every precaution is taken to avoid errors in your paycheck. If an error does occur, you should contact the COO, and an adjustment will be made no later than the next regularly scheduled payday. If the error creates a significant discrepancy in your pay, the COO and CEO may make the decision to create a paycheck out of sequence from the next regular payday. Paychecks and other compensation are not to be discussed among employees. Any pay-related concerns are to be brought to the COO or CEO in a timely manner.

## **COMPANY BENEFITS**

The Company reserves the right to change benefits, including insurance benefits, at any time without prior notice.

### **OUR HEALTH INSURANCE BENEFIT**

The Company provides a group health program for full-time employees. This benefit includes basic life, dental, vision and health insurance. The company provides avenues to participate in ancillary coverage through Colonial Life.

All employees will receive information regarding health insurance benefits offered by the practice at the time of hire. Employees are responsible for enrolling online for health insurance coverage when they are eligible. Failure to enroll when eligible may result in a delay in coverage.

Full-time employees are eligible to join the health insurance plan on the first of the month following 60 (sixty) days of employment. New employees should maintain COBRA benefits offered through their previous employer for the interim period before they become eligible for The Company health insurance plan. Employees are encouraged to pay attention to their emails for enrollment information.

Employees are welcome to be treated for illness/injuries at the urgent care. However, staff are not allowed to use testing on themselves for any reason and staff cannot be treated by the provider that they most commonly work with. If a staff member is sick or injured, they must get approval by the CEO to be treated. No treatment of any staff is to be done without a scheduled appointment and documentation.

### **RETIREMENT PLAN**

A retirement plan is offered to employees, (who make at least \$5000 annually) and are permitted to contribute up to the limit allowed by law. The retirement document details the amount of The Company's match and the employee's vesting rights. Employees will be given a copy of the Plan description when they become eligible to participate in the plan. Eligibility is defined as working for at least 6 (six) months for The Company at 1000 hours annually.

The Company reserves the right to make necessary changes to the Company's retirement savings plan. Employees should look to the current Plan document for specific information regarding the Plan.

The Company does not guarantee, and is not responsible for, the performance of savings, profit sharing and other such plans. See the current plan document for further information.

## PAID HOLIDAYS

Employees who work on the following holidays will receive time and half. Holiday hours will be shorted to 8-hour days.

New Year's Eve, New Year's Day, Easter Sunday, Fourth of July, Labor Day, Memorial Day, and Christmas Eve. The Company is routinely closed on Christmas Day and Thanksgiving Day and no employee will be paid for that time. The hours of operation during these defined holidays will be decided upon by the CEO and COO and communicated to staff who are working those holidays. All other holiday pay will be decided by the CEO at the time of the holiday. All employees are expected to work Holidays. We will make every effort to make the schedule fair to all employees, which may involve altering the schedules during holiday months.

## VACATION

**The Company will offer paid time off accruing 3.06 hours per pay period. The employee can carry over any unused amount of PTO to the next year. Salaried employees accrue 1 week in the first and second years (40 hours) and 2 weeks (80) hours in years three through six. The employee is obligated to cover another employee's vacation time as needed by the Company. All attempts must be made to find the employees' own coverage. If the employee cannot find someone to cover for them, management will assign employees to cover the shift. PTO must be used during the calendar year accrued or the employee will forfeit the PTO.**

**Employees should submit a written request for vacation time at least two (2) months in advance of the requested days off to ensure adequate coverage. If an employee requests a day off and does not have PTO left, they must switch shifts with another employee, and it must be approved by your direct supervisor. Excessive absenteeism, regardless of the reason, will be terms for disciplinary action.**

Approval for time off is at the discretion of the administration, with uninterrupted business operations being the main factor as well as overtime. If more than one employee requests the same day(s) off, priority is given to the first request received.

PTO will be taken to ensure that you are meeting the requirements of your scheduled hours.

## YOUR RIGHT TO CONTINUATION OF HEALTH INSURANCE

The Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA) gives you the opportunity to continue your insurance after you have left The Company. If you have questions about your rights and responsibilities under COBRA, contact your supervisor.

**Obligations:** The employee is responsible for notifying the Company within 30 days after becoming separated or divorced, or when a dependent child ceases to be a dependent. The Company will notify the insurance company within 30 days of any event which terminates coverage.

While on COBRA, the employee will be responsible for paying 102% of the premium (with 2% going to administrative fees) on or before the first day of each month.

**Termination:** You may be terminated from the continuation of group insurance under the following conditions:

- The Company drops all health care plans to all employees
- You fail to pay the premium when due
- Your regularly worked schedule drops below 32 hours per week
- You become eligible for another health care plan upon re-employment, remarriage, or Medicare.

### **LEAVE OF ABSENCE POLICY**

**Leave of Absence for Jury Duty:** We encourage our employees to be good citizens. Employees summoned for jury duty must inform their supervisors as soon as they receive their summons and provide a copy of it. Employees are expected to report to work on any given day, or any remaining part of a day, when excused from jury duty. Employees must provide their supervisor with a record of their jury duty.

Employees appearing in court on their own behalf (i.e.: not related to The Company or as a juror) must use vacation days or receive approval for leave without pay. Employees testifying in proceedings involving The Company will continue to receive their regular pay.

**FMLA:** The company follows federal laws regarding family medical leave. You must provide the required documentation for it to be approved. To be eligible for leave you must have been employed by the company for 12 consecutive months, and leave can be approved up to 12 weeks.

### **PROCESS TO FOLLOW IN THE EVENT OF AN INJURY/INCIDENT**

The company is extremely safety oriented and is proud of the insured safety rating. Even under the most ideal situations an accident may occur. If you should get injured on the job, you must report it immediately to your supervisor. It is especially important that you report any injury immediately as any delay may make it more difficult for the insurance company to process your claims for workers' compensation if you have one. The Company cannot stress enough how important it is to follow these procedures as set forth by the insurance company.

Any occurrence which may be defined as an incident which may include, but is not limited to:

- Incorrect medication or treatment administered
- Incorrect dosage administered
- Patient abusive/violent behavior
- Charting on the incorrect patient
- Lost or missing lab results (to include drug screens)
- Needle sticks
- Any type of bodily fluid exposure from a patient
- Patient Falls
- HIPAA violations

These are to be documented on the company incident report form which is accessible on the employee portal and reported verbally to your supervisor as soon as they occur. Any medication/treatment errors are also to be reported to the provider on duty as soon as the incident occurs.

Any employee accident resulting in injury will be documented and a post-accident drug screen performed on them within 24 hours of the injury as reported.

Any questions concerning reporting accidents or injuries should be directed to your supervisor.

## **POLICY AGAINST HARASSMENT AND DISCRIMINATION**

**General Policy and Guidelines:** It is our goal to ensure that all employees can work in an environment free from any kind of discrimination or harassment, including sexual harassment.

**Harassment:** Comments or conduct directed at an employee's age, race, ethnic background, or disability which has the purpose or the effect of unreasonably interfering with the employee's work performance or creating an intimidating, hostile work environment will not be tolerated.

**Sexual Harassment:** As part of our continuing affirmative action efforts and pursuant to the guidelines of the Equal Employment Opportunity Commission (EEOC) on sexual harassment, we reaffirm its longstanding policy. Accordingly, no employee in The Company shall engage in sexual activity or sexual harassment of any other employee either in The Company or outside of The Company, including travel for business purposes. Sexual harassment is defined as behavior that is unwelcome, personally offensive, or sufficiently severe, or repeated so that it alters the conditions of employment and creates an abusive working environment.

**Employee Process for Incidents of Harassment:** Employees who feel that they have been discriminated against or who have been subject to harassment, including sexual harassment (or any employee with direct knowledge of such incidents) must immediately report such incidents to their supervisor or CEO. If you report in writing, please mark your envelope "Personal and Confidential."

All information will be held in strict confidence and will be disclosed only on a need-to-know basis if necessary for the investigation and resolution of the matter. Allegations of discrimination and harassment, including sexual harassment, made in good faith will not be subject to disciplinary action, whether or not they can be substantiated.

In determining whether the alleged conduct constitutes harassment, including sexual harassment, the totality of the circumstances, the nature of the harassment and the context in which the alleged incident or incidents occurrence will be investigated promptly and thoroughly. Any employee found to be in violation of this policy will be subject to disciplinary action which may include reprimand, suspension or dismissal.

## TECHNOLOGY POLICY

**Computers:** The Company provides employees with access to computers, printers, and other equipment. The equipment is to be used exclusively for the business activities of The Company. Employees found to be using company computer equipment for personal use may be subject to appropriate disciplinary action, up to and including, termination.

- Employees shall not use company systems to knowingly violate any city, state, or federal laws
- Computer games and personal software may not be installed on company equipment
- Company equipment shall not be used to create or store personal information or projects.
- Company equipment shall not be used to store or display images depicting violence, sexually explicit material, or racially offensive material.
- Employees are not permitted to download any software (free or otherwise) without express consent from the CEO.
- Do not expect privacy on company equipment.
- Use of company computers, email, telecommunications, and office equipment constitutes consent to monitoring its use.

**Internet:** The Company computer system is connected to the Internet for business purposes only. Accessing the internet for personal use is prohibited. Employees are expressly prohibited from allowing any third party to use the company provided computers or internet services.

- The Company maintains the right to limit internet access.
- The Company will comply with any reasonable requests from law enforcement to review internet activities of any employee.
- For protection of The Company's network and proprietary information, security measures have been installed on the system. NO employee shall, under any circumstances, attempt to disable or circumvent these security measures.

**Email & Electronic Communication:** Email is provided for business purposes only. No personal emails may be sent from The Company's equipment. All emails sent or received are The Company's records and as such, are accessible to appropriate staff members.

**Cell Phones:** Cell phone usage is approved but ringers should be placed in silent-vibrator mode to minimize disruptions to patients and others. Employees should not answer cell phones in the presence of patients. **Personal calls or texting will not be allowed at any time in the presence of a patient. If a patient arrives during a personal phone conversation, the conversation shall be ended immediately to meet the needs of the patient.** The employee should complete caring for the patient's needs prior to moving to a location where a call can be returned. Employees should make cell phone calls in isolated areas away from patients and providers. There will be no cell phones and/or devices allowed in patient care rooms except for our language line.

## LICENSES AND CERTIFICATIONS

**Licensure Requirements:** Employees whose position or profession requires licensure by state or registration with any state or national professional society are required to keep such licensure or registrations current. Documentation of current licensure or registration must be provided to The Company upon acceptance by an employee of an offer of employment. Employees must provide the Company with updated copies of their licensure and registrations annually. Providers must comply with The Company required documentation to ensure proper credentialing with third-party and government payors as well as any Company required certifications (i.e., DOT certification). Failure to provide documentation of current licensure and/or registration may result in disciplinary action up to, and including, termination.

## OUR ZERO TOLERANCE VIOLENCE POLICY

**Our Policy:** Threats, threatening or intimidating behavior, harassment, bullying, gossiping, acts of violence or any related conduct which disrupts another's work performance for the ability of The Company to execute its mission will not be tolerated. No person may, while on property owned by and under the control of The Company, display violent, threatening, intimidating, harassing or disruptive behavior for any reason. Our company's zero tolerance extends to jokes, jests, horseplay, and any act of intimidation. Any threat will be presumed to reflect the employee's intent to physically harm another employee or property and will be treated seriously regardless of whether the employee later claims that he/she had no intention of action on the threat.

Company employees are prohibited from engaging in violent behavior toward another person while performing their duties or on property owned by or under the control of The Company.

This policy applies regardless of transmission and includes oral or written statements, telephone, facsimile, email, mail, social media, or transmission by any other communication medium.

**Enforcement:** Any employee found to be in violation of this policy will be subject to immediate disciplinary action up to and including termination. Any person found to be in violation of this policy will be instructed not to return the Company property and, in some instances, the matter may be referred to the appropriate law enforcement agency for criminal prosecution.

## FRAUD AND ABUSE COMPLIANCE POLICY

The Company has been, and continues to be, committed to creating an environment which ensures full compliance with all federal, state, and local laws.

A cornerstone of our compliance efforts is that we encourage and demand that all compliance issues be raised, investigated, and promptly resolved. When reported as instructed below, concerns will be investigated in a timely manner. The company will not take disciplinary action against anyone solely because they have submitted a Compliance Incident Report or otherwise expressed a concern.

Any employee or member of The Company who participates in an activity which does not comply with federal, or state laws or special payer guidelines may be subject to disciplinary action, including termination from employment. Appropriate disciplinary action will depend upon: (a) the nature of the activity; (b) whether the employee could be expected to identify the activity as non-compliant; (c) whether the employee was able to take appropriate corrective action; and/or (d) whether the employee was unduly influenced to participate in the activity.

## **OUR ETHICS AND CONFIDENTIALITY POLICY**

Being a Company employee carries with it a responsibility to be constantly aware of the importance of ethical conduct and the need for strict adherence to the confidentiality of the information obtained while working at The Company. The following rules are mandatory, and any violation will result in disciplinary action, up to and including, termination.

### **Ethics Policy:**

- Employees shall exercise discretion in the care of their personal financial affairs to avoid any legal liabilities which would reflect unfavorably upon The Company.
- Employees shall avoid any action which might result in giving preferential treatment to any organization or person, losing their independence or impartiality of action or affecting adversely the confidence of the public in integrity of The Company.
- Employees may not allow any outside employment to interfere with or lessen the effectiveness of the employee's job and cannot be performed during regularly scheduled work hours. Nor may the employee use the facility, materials, or equipment of The Company to perform outside services.

### **Confidentiality of Patient Information:**

- The Company and its employees are required by law to maintain confidentiality of patient information and to protect each patient's right to privacy. In addition, all employees are responsible for maintaining confidentiality of The Company's business affairs. This includes closing doors to patient rooms, closing the window after checking in, and not discussing patient information in an open area with patient.
- Employees are expected to understand their responsibilities. This emphasizes the importance of protecting patient information; makes maintain privacy apart of every individual's job description. Employees should address any questions or concerns they have regarding the privacy/security of patient information to their supervisor. Copies of patient medical records, patient financial information and any other information pertaining to a patient are never to be revealed to anyone without proper written and signed authorization from the patient involved, other patient's guardian, or the patient's legal representative or as otherwise allowed or required by law.

- Employees shall not discuss or disclose any patient information of any unauthorized person. Employees will not discuss patient information or use a patient’s full name in an area where others may hear.
- **Employees are strictly prohibited from viewing any patient's medical record for which they do not have direct patient care needs. This includes, but is not limited to, family members. Any employee found violating this policy will be subject to immediate disciplinary action.**
- Employees may not at any time, either during or after their employment with The Company, disclose or use any practice related proprietary information, knowledge, data, or trade secrets received or developed during the employee’s period of employment with the practice. Such information, knowledge or data are considered proprietary by the practice and may include, but are not limited to, processes, knowledge, designs, formulas, test data, accounts or financial data, pricing or salary data, marketing or business plans and strategies, negotiations, contracts, research and patient or vendor lists.
- All employees must sign an Employee confidentiality Statement at the time of hire.
- Violations of any part of this policy will result in disciplinary action, including termination.
- Any questions regarding confidentiality should be directed to the employee’s supervisor.

**General Confidentiality Requirements: Employees can often learn or have access to personal facts about a co-employee or may learn sensitive information about The Company, management, or other employees.** Such information is considered strictly confidential, and the employee is both legally and morally obligated to refrain from discussing any confidential information with anyone. Integrity in preserving and protecting the rights and privacy of employees and The Company is a prime consideration for continued employment and breach of confidentiality and grounds for immediate termination.

### **OTHER DISCIPLINARY PROCEDURES**

It is our intention to make every effort to avoid unwarranted disciplinary actions or discharges. It is the goal of The Company to enforce rules and/or performance standards fairly, equitably, and consistently. Failure to meet The Company’s rules/standards may result in progressive problem correction steps or immediate termination according to the frequency, seriousness, and circumstances of the situation.

## **PROGRESSIVE DISCIPLINE**

The Company reserves the right to use a system of warnings or progressive discipline when and if The Company determines that it would be helpful and appropriate under the circumstances. The Company follows a progressive discipline process to address employee performance or behavior issues. For a first offense, a verbal warning is given, followed by a coaching session to provide tools and resources to support improvement. If the issue persists, further steps may include a written warning, suspension, or termination.

The purpose of progressive discipline is to:

- Correct behavior or performance issues
- Ensure clear communication of expectations
- Provide the employee an opportunity to improve
- Maintain fairness and consistency across all staff

\*\*\*Disciplinary actions are taken at the discretion of management, considering the severity and frequency of the violation. The Company reserves the right to bypass progressive discipline when circumstances warrant immediate corrective action or termination of employment per NC labor laws.

## **PROHIBITED CONDUCT**

The following are some examples, but not limited to, the reasons for employee discipline which may include termination. This list is for illustrative purposes only to provide employees with some examples and is not meant to be inclusive:

1. Incompetence in work standards and performances; performing inefficiently or unsatisfactorily, or failing to apply effort on the job, including intentionally slowing down work or productivity.
2. Unauthorized use of Company property; committing unsafe acts that affect equipment or personnel.
3. Violating a safety rule or safety practice to include infection control standards.
4. Altering actual time worked by falsifying time sheet
5. Being absent or tardy excessively; being absent or tardy without proper notice or excuse; habitual tardiness or absenteeism.
6. Loafing or spending unnecessary time away from the job.
7. Leaving your job or your regular workplace during working hours for any reason without authorization from your supervisor except for scheduled breaks and rest room.
8. Reporting to work in an intoxicated condition or under the influence of drugs other than properly used prescription drugs; possession, distribution or consumption of alcohol and illegal substances on The Company property; refusal to submit to drug and alcohol testing; refusal to submit to drug or alcohol search when authorized.
9. Participating in disorderly, immoral, or indecent conduct reflecting on The Company
10. Misusing or stealing of funds; committing any other forms of dishonesty; taking The Company property from the premises without permission; any other breach of The Company's records retention, security or funds handling policies or procedures.
11. Misrepresenting facts in seeking employment.

12. Removing another employee's property without permission.
13. Willfully destroying or damaging The Company property or property of a co-employee.
14. Refusing to perform a service connected with an employee's job as required by the employee's supervisor or by management, or being insubordinate, arguing with your supervisor.
15. Contributing to unsanitary conditions or poor housekeeping.
16. Failing to follow instructions.
17. Violation of The Company's Technology policy.
18. Conducting yourself in a manner that shows disregard for The Company's best interest.
19. Violating a work rule or inducing another employee to violate a work rule.
20. Participating in criminal or illegal activities.
21. Repeatedly wearing improper attire or evidencing uncleanliness.
22. Conducting activities that endanger life, safety, or the health of others or self.
23. Failing to notify The Company immediately of any accident on the premises
24. Using, altering, removing, or destroying The Company records without authorization.
25. Sleeping on the job or during working hours.
26. Posting, altering, or removing any materials on The Company's bulletin boards.
27. Using profane or abusive language as determined by management.
28. Falsifying Company records.
29. Making false or malicious statements.
30. Violating federal or state law on The Company property or while conducting The Company business.
31. Smoking to include vaping, unless in specified area.
32. Violation of The Company Harassment Policy, including sexual and racial harassment; threatening, intimidating, or otherwise interfering with other employees.
33. Violating The Company Ethics and Confidentiality Policy.
34. Failing to report a conviction within 5 days under criminal drug statutes.
35. Repeatedly failing to work in harmony with other employees on a day-to-day basis.
36. Committing other job-related conduct not keeping with The Company's objectives.
37. Failing to perform duties related to work assignments and responsibilities during scheduled working hours.
38. Discussing pay, payroll, bonuses, and other monies or compensation with other employees is prohibited and will result in termination.

## REGULAR ATTENDANCE AND BEING ON TIME

Regular attendance and punctuality are essential for maintaining consistency in patient care and overall clinic operations. Attendance issues directly impact patient care, workflow, and team efficiency.

### Tardiness/Absences:

- Two occurrences of tardiness or absences in a single month will result in a verbal warning and a coaching session to explain the importance of being present and on time during scheduled shifts.
- Repeat offenses may result in a written warning.
- Continued violations may lead to termination.
- Any employee failing to call in as absent without proper notice (at least 1 hour prior to shift) will be subject to disciplinary action.
- Circumstances beyond your control will be considered if you are tardy if timely communication occurs with your direct supervisor.

Employees are responsible for notifying their direct supervisor in advance when unable to report for work as scheduled. Failure to do so can result in disciplinary action in accordance with the progressive discipline policy.

Any employee who is absent more than once without a supervisor's approval in any given month for any reason will be subject to disciplinary action up to and including termination.

Any employee not reporting to work and failing to call in after one day will automatically be subject to termination (no call/no show).

When calling in to report that you will be absent or late for work you must report to your supervisor, or you must leave a message and a number where you can be reached.

Supervisors will require employees to maintain telephone contact daily for any period of unplanned absence beyond one (1) day unless the employee has previously provided a doctor's certification covering a specified period.

**Start Time:** All employees are asked to report to work at least, but no greater than, 15 (fifteen) minutes before your scheduled shift. Any time earlier or later, must be preapproved by your supervisor.

## INCLEMENT WEATHER:

In the case of inclement weather, employees are expected to report to work if possible. An employee who cannot report to work should notify their supervisor or the CEO as soon as possible and, in all cases, at least 1 hour prior to the start of the shift. Absences due to inclement weather are considered excused absences and are accounted against PTO if the employee has leave. If an employee does not have sufficient PTO against which to count the excused absence, an hourly employee's pay will be docked for the absence. Such Absence, however, will not be counted as unexcused. Salaried employee's pay will be docked if the absence is for a full day. Leadership will notify all staff prior to the beginning of the workday if there are any delays or closures of clinics via email, phone, and or on the Employee Portal.

## EMPLOYEE COMMUNICATION

Important information will be sent via e-mail or US mail. Employees are responsible for regularly checking their e-mail during each shift worked, and for following the rules, regulations and instructions posted there. Failing to regularly check emails and updates may result in disciplinary action.

**Staff Meetings:** The Company strives to preserve a positive work environment by maintaining an open relationship with each employee. As a result, each employee is required to attend any staff meeting assigned to them.

The Company will host quarterly meetings to discuss important topics, review operational processes, and communicate updates regarding company initiatives and strategic goals. Attendance at these meetings is required.

**Employee Relations:** The Company strives to maintain an open-door policy in which an employee is free to deal directly with the employee's supervisor and/or other members of the management team regarding complaints or inequitable conditions of employment. However, each employee should follow the appropriate chain of command, which requires that issues and concerns be brought first to the attention of the employee's immediate supervisor before moving to other layers of management.

**Employee Suggestions:** The Company encourages each employee to recommend methods to cost effectively improve the quality, patient service and efficiency of Company procedures. Employees should submit suggestions via the forum in the employee portal for change/improvement. The suggestion should be sufficiently detailed to allow for adequate evaluation and discussion by the management team.

## OTHER EMPLOYEE OBLIGATIONS

**Resignation:** All patient care staff and administrative employees who voluntarily leave The Company are required to give at least four (4) weeks of notice. All providers are required by contract to give at least 3 (three) months' notice. All other front office staff are required to give at least 3(three) weeks' notice.

If the employee gives appropriate notice and leaves the company in good standing, any unused PTO will be paid out at 75%. Any employee terminated with cause will forfeit any accrued PTO.

**Personnel Records:** State and federal laws require The Company to maintain personnel records on employees. In addition, the information contained within these personnel records assists The Company in effective personnel administration. Please note the following procedures:

1. **Notification of Changes:** The Company needs certain information from its employees to satisfy legal requirements and to ensure the efficient administration of The Company. If your personnel file contains outdated or inaccurate information, you may experience problems with your taxes, employee benefits or paychecks. Forms regarding payroll and other personnel changes will be located and accessed on the employee portal. Therefore, please notify management of the following changes immediately:
  - Name
  - Address
  - Marital Status
  - Telephone Number
  - Dependents
  - Persons to notify in case of emergency
  - Insurance or retirement plan beneficiaries
  - Medical plan coverage changes
  - Changes in licensure or certification status when applicable

**Access To Personnel Files:** Personnel files are the property of The Company and may not be removed from the office. Photocopies of files may be examined during office hours, by appointment under the following conditions:

- By Employee-Employees may examine a copy of their personnel files at reasonable times, and upon prior 24-hour notice.
- Approved Public Request-Any outside party who request information from an employee's personnel file must receive authorization from the employee before any information is released.

The Company does not have to inform an employee that personal information has been disclosed to law enforcement agencies, particularly when such information regards an investigation into an employee's on-the-job conduct or when an employee's actions endanger other employees, patients, Company security or property.

## **TELEPHONE ETIQUETTE**

Efficient telephone usage is essential to successful Company operations and patient service. Employees are expected to abide by the following guidelines:

- Answer all calls promptly and courteously
- Always identify yourself
- Do not leave personal health or other identifying confidential information on any voicemail. Instead instruct the patient to return a call to urgent care.

Failure to adhere to this policy may lead to disciplinary action up to, and including, termination.

## DRESS, PERSONAL APPEARANCE AND DEMEANOR

As a medical practice, The Company places great emphasis on the importance of personal cleanliness. Patients and others often form impressions of a medical practice based on employees' appearance and actions. You should follow the following practices:

- Personal hygiene and clothing should be neat, clean, businesslike, professional, and appropriate in keeping with the employee's position. Patient care staff are to wear scrubs or professional/business casual attire. **Patient care staff are prohibited to wear open toed shoes, and dangling earrings/jewelry**
- **Tattoos are not to be offensive and if they are they are to be covered while at work.**
- **Loop nose and lip piercings are prohibited. Tongue piercings are prohibited.**
- Employees are expected to maintain a professional attitude through their punctuality, cooperative interaction, and the creation of a positive environment.
- Hair should be clean, combed, and neatly timed or arranged.
- Shoes must be worn at all times, for the safety of all employees.
- Staff who are providing medical care should wear scrubs or any approved urgent care apparel.
- All staff must always wear name tags visible to all patients.
- There are no tank tops, halter tops, T-shirts with offensive writing, shorts, or anything revealing excessive amounts of skin are not allowed to be worn by all staff.

If an employee is not dressed appropriately, the following steps may be taken by the supervisor:

1. First Offense- Employee will be given an oral warning. The supervisor may send home any employee whose dress is offensive or interferes with the work environment. The employee will not be paid time to go home, change, and return to office.
2. Second Offense- Employee will be given a written warning and sent home immediately to change clothes. The employee will not be paid time to go home, change, and return to office.
3. Further violations may result in disciplinary action up to and including termination.
4. Refusal to change clothing at a supervisor's request may be grounds for disciplinary action up to and including termination.

## Handbook Acknowledgement Form

I have read a copy of Urgent Care of Mountain View, PLLC employee handbook and I clearly understand the information that is included. Should I have any questions concerning the employee handbook, I agree to contact my manager. Any verbal or written assurances in conflict with or inconsistent with the information provided in the handbook are not binding or are superseded by the handbook.

I understand that this handbook is not inclusive. Furthermore, Urgent Care of Mountain View has the right to change policies and procedures at any time with or without notice.

I understand that my employment with Urgent Care of Mountain View is an “at will” employment. That is, my continued employment is not guaranteed and can be terminated by either part for any reason at any time. The employee handbook is not to be considered a contract of employment.

I understand that the employee handbook is the property of Urgent Care of Mountain View, and that all information contained in the handbook is confidential and shall not be copied, reproduced, or given to anyone without the written permission of the Owner.

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Employee Signature	Date
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Witness/Manager Signature	Date
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