

**Affiliated Medical Organizations  
Human Resources Policies and Procedures**

The Human Resources Policies and Procedures have been developed to assist supervisors of Affiliated Medical Organizations in the day-to-day administration of the organization and to communicate personnel policies to its employees.

Four distinct organizations form the Affiliated Medical Organizations. These four organizations are We Are Blood, United Tissue Resources, Travis County Medical Society, and the Medical Service Bureau. Each organization is governed by a separate and independent board of directors charged with carrying out the mission of their respective affiliate organization.

These policies and procedures pertain to all employees, exempt and non-exempt and will be made available to all employees. Please familiarize yourself with these policies and procedures.

Affiliated Medical Organizations retain the right to modify or revise these policies based upon professional or business needs. These policies are only guidelines. They do not represent an employment contract, nor any aspects of an employment contract and should not be construed as such. Affiliated Medical Organizations have sole discretion, to change and/or amend these policies at any time, with or without notice. No employee, officer, representative, or agent of the Affiliated Medical Organizations has the authority to bind the organizations to any terms or provisions of this document.

This information is organized by topic; policies have been grouped according to subject. The table of contents lists by subject the policy number and title for each policy. Procedures for each policy will follow where appropriate. Individual departments may expand upon the procedures with specific practices appropriate for their operations.

The Human Resources office maintains a master copy of this manual. All staff have access to these policies and procedures on-line, if you have any problems accessing them please contact Human Resources.

Updates to the Human Resources Policy Manual will be distributed electronically and/or maintained on our employee intranet. You will be required to review each new or updated policy and sign-off that you have read and understand the policy.

Nothing herein shall be construed as creating an obligation on the part of Affiliated Medical Organizations to employ an employee for a particular length of time. The employee's employment with the Affiliated Medical Organizations is "At-Will." This means that either party may terminate the employee's employment with the Affiliated Medical Organizations at any time with or without cause or with or without notice.

**Policy**

The Affiliated Medical Organizations are committed to the achievement of equal opportunity for all of its employees and applicants. It is the policy of the Affiliated Medical Organizations to hire qualified applicants in accordance with all Equal Employment Opportunity regulations and local ordinances. There will be no discrimination in the selection and advancement based on sex, race, color, religious beliefs, national origin, age, sexual orientation, gender identity or physical/mental disability.

We Are Blood also maintains affirmative action programs to implement our equal employment opportunity policy. Employees or applicants who wish to review appropriate portions of these programs may schedule an appointment to do so by contacting the Director of Human Resources.

**Procedures**

Applicants shall be selected solely on the basis of qualifications. Affiliated Medical Organizations will make every effort to recruit, employ, and promote a diversified work force to reflect the demographics of the area from which the employer recruits.

We will recruit, hire, train, and promote persons in all job classifications without regard to race, color, religion, sex, national origin, age, disability, veteran status, genetic information or any other legally protected status.

The AMOs will ensure that decisions on job assignments, compensation, transfers, layoffs, recalls, demotions, and terminations are in accordance with the principles of equal employment opportunity.

We will ensure that all personnel programs, such as employee benefits, company sponsored training, educational assistance, and social and recreational programs, be administered without regard to race, color, religion, sex, national origin, age, sexual orientation, gender identity, disability, veteran status, genetic information, or any other legally protected status.

**Regular Full-Time Employees:** Normally scheduled to work 30 or more hours per week. Regular full-time employees are eligible for available benefits. Leave accrual will be based on a prorated basis.

**Part-Time Employees:** May work from 0 to 29 hours per week. Work schedules may be irregular as needed by employer. Part-time employees are not eligible for benefits.

**Temporary Employees:** Hired to assist on special projects or for temporary replacement of a regular employee on leave. Temporary employees shall not exceed 12 consecutive months of employment without special approval from the Executive Vice President or designee. Temporary employees are not eligible for any benefits.

**Contract Services:** Contract workers are paid an agreed upon fee for their services. Services by the Contractor are not covered for withholding taxes, social security taxes and are not eligible for any benefits.

## Policy

A non-exempt employee receives one and one half times their hourly rate of pay for all hours worked over 40 in one workweek. Exempt employees are not eligible for overtime pay as outlined in the Fair Labor Standards Act (FLSA).

### Non-Exempt:

The computation of overtime is based on “actual hours worked” in a workweek. Non-working time, such as paid time off, jury leave and funeral leave are not defined as “actual working time”. Thus, those hours will **not** be counted in the calculation for overtime pay.

It is the policy of the AMOs that any employee may be required to work overtime.

Attendance at training sessions, lectures, or other similar training that is **required** will be paid at either the standard or overtime rate as is required.

Attendance at training sessions, lectures, or other similar activities will not be counted as working time for overtime purposes if the following criteria are met: (a) attendance is outside the employee’s regular working hours; (b) attendance is in fact voluntary; (c) the course, lecture, or meeting is not directly related to the employee’s job; and (d) the employee does not perform any productive work during attendance. Training is directly related to an employee’s job if it is designed to make the employee handle their job more effectively as distinguished from training them for another job, or to a new or additional skill. Where the training course is instituted for the bona fide purpose of preparing for advancement through upgrading the employee to a higher skill, and is not intended to make the employee more efficient in his present job, the training is not considered directly related to the employee’s job even though the course incidentally improves his skill in doing his regular job.

Travel time for non-exempt employees is paid based on the circumstances.

- Home to/from work travel – is not worked time
- Work to a special one day assignment – An employee who regularly works at a fixed site in one city is given a special assignment in another city and returns home the same day. The time spent traveling to and returning from the other city is work time, except any time that the employer may deduct/not count for the time the employee would normally spend commuting to the regular work site.
- Travel away from home community – Travel that takes the employee away from home overnight is travel away from home. Travel away from home is clearly worked time when it cuts across the employee’s workday. The time is not only hours worked on regular work days during normal working hours but also during corresponding hours on non-work days. As a policy the DOL does not consider travel away from home outside of regular working hours as a passenger of an airplane, train, bus, or automobile.

Revised: 01/2017

Any overtime should be approved in advance and have the approval of the supervisor for whom the work is performed.

The Fair Labor Standards Act is very specific on its policy to pay overtime. Even though an approval has not been confirmed, the AMOs are obligated to pay any overtime actually worked. However, an employee who works overtime without authorization could be subject to disciplinary action up to and including termination.

Failure by the employee to accurately reflect all hours worked on the timesheet/timecard could result in disciplinary action up to and including termination. Without fear of retaliation, an employee should notify the Director of Human Resources immediately if a supervisor requests that time worked not be recorded.

**Exempt:**

Certain employees are exempt from overtime if their job qualifies under one of the following exemptions as defined under the Fair Labor Standards Act; Executive, Administrative, Professional, Outside Sales and Computer Employees. Employees that are classified as “Exempt” are not eligible for overtime. Exempt employees must meet a salary test of \$455 per week on a salary basis as defined by the FLSA. The salary requirements do not apply to outside sales employees. Being paid on a salary means an employee regularly receives a predetermined amount of compensation each pay period. The predetermined amount cannot be reduced because of variations in quality or quantity of the employee’s work. Subject to the exceptions listed below, an exempt employee must receive the full salary for any week or day in which the employee performs any work, regardless of the number of days or hours worked.

**Circumstances in which an employer may make deductions from the pay of an exempt employee:**

- Absent from work for one or more full days for personal reasons other than sickness or disability;
- Absences of one or more full days due to sickness or disability if the deductions are made in accordance with a bona fide plan, policy or practice of providing compensation for salary lost due to illness (policy 04.03 Paid Time Off);
- To offset amounts an employee receives as jury or witness fees, or for military pay;
- For penalties imposed in good faith for infractions of safety rules of major significance;
- Unpaid disciplinary suspension of one or more full days imposed for the violation of a written, generally applicable workplace conduct rule;
- The employer is not required to pay the full salary in the initial or terminal week of employment; or

Revised: 01/2017

- For weeks in which the exempt employee takes unpaid leave under the Family Medical Leave Act.

**Policy**

Employees may be separated from employment as a result of resignation, retirement, dismissal, reduction-in-force or death.

**Procedures**

**Resignation:** A voluntary separation of employment initiated by an employee is considered to be a resignation. Employees are encouraged to give a two weeks advance notice of intent to resign.

**Retirement:** A voluntary separation of employment that is considered by the employee to be retirement from the work place. In order to be eligible for retirement status the employee must have completed 10 years of continuous service with the organization. Employees must submit a written retirement notice to their immediate supervisor. Advance notice of at least 30 days is requested.

**Dismissal:** A termination of employment initiated by one of the Affiliated Medical Organizations. Notice of dismissal may be given without prior warning.

**Reduction-in-Force:** When a position(s) is eliminated or reduced for business reasons. Written notification will be provided to the affected employee including date of separation.

**Issuance of Final Paycheck:**

The final paycheck will be issued within the time frame provided for in Texas law, provided the payroll office has received the Payroll Authorization. If the separation is a resignation or retirement, the check will be issued on the next regular payday. If the separation is a dismissal or reduction-in-force, the check will be issued by the 6th day after separation.



## **CALL CENTER STAFF SCHEDULING (NON-EXEMPT)**

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**Purpose:** Work schedules for Non-Exempt staff will be developed that ensure effective staff coverage to meet the operational needs of the call center. Employees are required to follow these assigned schedules as a condition of employment. Management will evaluate staffing needs on a daily basis to determine if staffing levels match call traffic and business needs.

### **Low Work Load**

- Employees may be sent home earlier than their scheduled ending time or, contacted prior to starting time and asked not to log in or report to work, by a supervisor, manager or designee.
- Employees may submit to be considered for voluntary time off (VTO) at the start of their shift. Employees must email their supervisor to be added to the VTO list. Submission for consideration **does not** guarantee early release. Employees with any documented disciplinary or Performance issues are not eligible to request VTO.
- Regular full-time employees will be given the option to substitute Paid Time-Off (PTO) for lost hours upon request. Not to exceed 40 paid hours. Employees will still accrue paid time off benefits based on the regularly scheduled hours.
- Employees must maintain a minimal productive work schedule of no less than 12 hours per week for Part Time staff and no less than 30 productive work hours per week for Full Time staff. VTO is not productive work hours.
- Anyone that does not work the minimum productive hours for the week may be subject to disciplinary action up to and including termination.

### **Picking-Up Additional Hours**

- Employees may request to make up VTO hours within the same work week (Sunday – Saturday) but hours are not guaranteed and will not exceed VTO hours awarded. Management will grant requests based on operational needs.
- Employees will notify their supervisor in writing (email, chat, or text) in the event they are able to pick up additional hours including the days, times and expected duration of the availability for additional hours.
- Requests for additional hours can be submitted on a daily, weekly, or monthly basis. Approved additional hours do not qualify as a change to your permanent availability on file. Please refer to Availability Policy 120-001-010.

*\*The information listed above is not intended to replace Staff Scheduling Policy 02.05. Supervisors will notify the employee of any schedule changes in a timely manner.*

**Policy**

It is the policy of the Affiliated Medical Organizations to prohibit discrimination against a qualified individual with a disability with respect to any employment action including but not limited for; job application procedures, hiring, promotions, termination, compensation, training, or any other term, condition, and privilege of employment.

An individual is considered disabled if he or she has a physical or mental impairment as defined within the Americans with Disabilities Act (ADA) and updated in the Americans with Disability Act Amendments Act (ADAAA). An individual is considered to be disabled when major life activities are substantially limited; the individual has a record of impairment, or is regarded as having such impairment.

The Affiliated Medical Organizations shall not enter into a contractual or other arrangement or relationship that discriminates against individuals with disabilities.

**Procedures**

The Affiliated Medical Organizations shall make a reasonable accommodation to known physical limitations of an otherwise qualified individual with a disability unless the accommodation would impose an undue hardship on the organization.

The Affiliated Medical Organizations shall not limit, segregate, or classify a job applicant or employee in a way that adversely affects the individual's status or opportunities because of the disability.

The Affiliated Medical Organizations shall establish employment standards or criteria that do not discriminate or perpetuate discrimination.

The Affiliated Medical Organizations shall not deny or exclude equal jobs or benefits to a qualified individual because of the known disability of an individual with whom the qualified individual has a relationship or association.

Employment tests, qualification standards, and selection criteria must be job related for the position and consistent with business necessity.

**Employee Responsibilities**

An employee should advise Human Resources if he or she requires accommodation to enable the employee to perform the essential functions of the job. The company will work with the employee to find a reasonable accommodation for the disability. Ordinarily, Human Resources will request that the employee obtain medical documentation from the employee's health care

provider describing the nature, severity and duration of the condition, how it affects the employee's ability to perform the job, and how, if at all, it can be reasonably accommodated.

Reasonable options may include modified duty, part-time work, reassignment to a vacant position, acquisition or modification of equipment or assistive devices, or additional leave if the employee can provide a reasonable return-to-work date.

**Policy**

Employees are expected to refrain from entering into employment relations with persons or organizations that would in any way be in competition with or which adversely affects the objectives, interests, or public image of the Affiliated Medical Organizations. Outside employment is discouraged where compensation from an outside source is contingent upon the employee's status as a member of the Affiliated Medical Organizations staff.

**Procedures**

All administrative and professional personnel shall inform the appropriate affiliate director of their intent to be employed outside of the Affiliated Medical Organizations.

Other employment activities cannot interfere with regular scheduled Affiliated Medical Organizations work duties or the employee's ability to perform these duties.

Employees may not use their position with the Affiliated Medical Organizations or resources of the Affiliated Medical Organizations for the benefit of outside employment.

**Policy**

The Affiliated Medical Organizations encourage employees to advance within their chosen career. As positions become available, it is our policy and desire to fill those vacancies from within the Affiliated Medical Organizations whenever possible. Therefore, the promotion and advancement of Affiliated Medical Organizations' employees will be considered whenever a current employee is the most qualified candidate for the available position.

**Procedure**

Most job openings will be communicated to staff through the "Open Position Report" which will list the requirements and/or minimum qualifications. This will allow those individuals who are interested the opportunity to apply for these positions. Open positions will usually be posted for five (5) days.

There are, however, some situations when a posting will not necessarily be done. This could occur when:

1. An employee in the same department where the vacancy occurs proves to be eligible for promotion/transfer to that position due to his/her own effort, training, and ability.
2. A specialized and/or technical position is opened which requires qualifications not held by current employees.

To be considered for a position, the employee must respond in writing with a "Job Posting Inquiry" form to the Human Resources Department as soon as possible. The following Job Posting Criteria will be followed when applying for an in-house position:

1. The employee should have six months of continuous service (except in promotional situations) with a satisfactory rating in his/her current position.
2. No employee will contact the hiring supervisor/director directly regarding any posted vacancy. All inquiries should be handled through Human Resources, as with all external applicants.
3. The employee may only post for one position at a time.

If the employee meets the above requirements, then the employee's personnel record will be examined to ensure that he/she has the minimum qualifications as required by the job description for the posted job vacancy. The employee's performance reviews and any disciplinary actions will also be checked to establish his/her eligibility for consideration. Tenure with an Affiliated Medical Organization will not be a consideration. If the employee is not selected for an interview or offered the position, he/she will be notified by Human Resources.

If the employee is selected for an interview, Human Resources will arrange an interview with the appropriate supervisor/director. At the time an interview is scheduled the employee's current supervisor will be notified that an interview has been scheduled. At no time should the employee ever be subject to negative consequences as a result of posting of another position. If at any time an employee feels they are being unfairly treated as the result of posting for a position outside of their department they should report the incident to Human Resources.

If an employee is selected as the foremost candidate then the Human Resources Department will notify the employee's current supervisor. The immediate supervisor and the hiring supervisor will coordinate the effective date of transfer/promotion. The employee will be notified of the determination by Human Resources. In the majority of cases, the last day of work in a current position should be two (2) weeks from the date of notification of the approved transfer/promotion.

**Policy**

This policy is designed to determine routine procedures that are applicable when weather conditions limit or alter the Travis County Medical Society, Medical Service Bureau, We Are Blood or United Tissue Resources ability to perform their normal operations.

**TRAVIS COUNTY MEDICAL SOCIETY**

The decision on whether Travis County Medical Society will be open, closed, or begins operations at a later than customary time due to inclement weather conditions is the responsibility of the Chief Executive Officer. This decision will be based on actual conditions on the day in question as well as school closings and other business closings. This decision will be made in consultation with the Chief Operating Officer.

- All employees will have a mechanism to be notified at least one hour prior to their scheduled work time. Each employee is responsible for calling the “inclement weather information line” at least one hour prior to the start of his or her scheduled work time.
- **The “inclement weather information” numbers is 206-1110.**
- If operations are closed, all employees will be paid for their “scheduled” hours. If “essential staff” is required to come in, they will be paid at a rate of time and a half for those hours actually worked.
- If operations are open the employees that work will be paid for a full workday even if their actual hours are reduced due to travel time or delayed opening. The employees that are unable to work will be paid for their scheduled hours, but it will be deducted from their PTO. Individuals with no accrued time will either have to make up the hours missed or lose pay. Their supervisor will make this decision.

**MEDICAL SERVICE BUREAU**

- The Medical Service Bureau does not close their operations. Employees that work will be paid for a full workday even if their actual hours are reduced due to travel time. The employees that are unable to work will be paid for their scheduled hours, but it will be deducted from their PTO. Individuals with no accrued time will either have to make up the hours missed or lose pay. Their supervisor will make this decision.

**We Are Blood**

- The decision on whether We Are Blood will be open, closed, or begin operations at a later than customary time due to inclement weather conditions is the responsibility of the Chief Operating Officer in consultation with the Chief Executive Officer. This decision will be based on actual conditions on the day in question as well as school closings and other business closings.

- All employees will have a mechanism to be notified at least one hour prior to their scheduled work time. Each employee is responsible for calling the “inclement weather information line” at least one hour prior to the start of his or her scheduled work time.
- **The “inclement weather information” numbers is 206-1110.**
- If operations are closed, all employees will be paid for their “scheduled” hours. If “essential staff” is required to come in, they will be paid at a rate of time and a half for those hours actually worked.
- If operations are open for any part of the workday, the employees that work will be paid for a full workday, but not to exceed scheduled weekly hours, even if their actual hours worked are less. Overtime pay will apply only to those employees who have actual hours worked over 40 hours that week. The employees that are unable to work on the inclement weather day(s) will be paid for their scheduled hours, but it will be deducted from their PTO. Individuals with no accrued time will either have to make up the hours missed or lose pay. Their supervisor will make this decision.
- Employees must view their own safety as primary, particularly if travel is discouraged by local law enforcement. Officers or Directors evaluate for reasonable accommodations employees may need as a result of inclement weather.

#### **United Tissue Resources**

- United Tissue Resources employees will be notified of closing or opening late due to weather by their department manager at least one hour prior to their scheduled work time.
- The inclement weather information line is also available to staff to check: 206-1110.
- If operations are closed, all employees will be paid for their “scheduled” hours. If “essential staff” is required to come in, they will be paid at a rate of time and a half for those hours actually worked.
- If operations are open the employees that work will be paid for a full workday even if their actual hours are reduced due to travel time or delayed opening. The employees that are unable to work will be paid for their scheduled hours, but it will be deducted from their PTO. Individuals with no accrued time will either have to make up the hours missed or lose pay. Their supervisor will make this decision.



**Policy**

Employees of the Affiliated Medical Organizations understand that in the course of their work at the organization, they may learn certain facts about patients, donors, clients or employees of the organizations that are of a highly personal and confidential nature. Examples of such information are: medical condition and treatment, finances, employment, sexual orientation, relationship with family or others, donor identity, demographics, test results, emotional state and similar. Employees understand that all such information must be treated as completely confidential.

**Procedures**

Employees agree not to disclose any names or information of a personal and/or confidential nature to any person who is not affiliated with the organization, or to any staff member who does not need to know unless they are providing services. Employees further understand that it may be necessary to communicate medical record information to persons outside the organization in the course of their work. Employees will adhere to the terms of all laws, state and federal, as they pertain to the release of such information and confidentiality issues including, but not limited to the Medical Practice Act, Texas Health and Public Safety Code, HIPAA, and Senate Bill 11. We Are Blood and United Tissue Resources employees should refer to the Standard Operating Procedures to verify appropriate protocols.

Any break in confidentiality in any of the matters described above may result in disciplinary action up to and including termination of employment. This Confidentiality Policy will survive the employees' employment with the organization and they recognize that violation of confidentiality at any time may lead to legal action against them personally.

**Policy**

Recruitment and pre-screening is largely a quantitative function of Human Resources, whereas selection is a qualitative function of the hiring manager. Individuals who best meet the specific job requirements and who fulfill the standards of character and capability required by all of the AMO's employees will be selected from among the applicants.

**Procedures**

When a job opening occurs in one of the organizations, the human resources department should be notified immediately. An "Employment Requisition" should be completed, along with the job description and the appropriate signatures, and forwarded to human resources to ensure appropriate staffing procedures. Unbudgeted additions to staff will require the approval of the Chief Financial Officer and Executive Vice President.

Voluntary walk-ins and referrals by employees comprise a sizable number of applicants on a regular basis. However, active solicitation is often necessary to generate adequate numbers of applicants, particularly where special skills are involved. In these instances, we utilize employment advertising, the Internet, the Texas Workforce Commission, skills training centers, and similar organizations. Due to the numerous legal considerations, contact with agencies and other recruitment sources should be made only by human resources.

An "Application for Employment" must be submitted before an initial interview. Applications for Employment should be picked up at the human resources reception area or printed off of our web site. Applications and/or resumes will only be accepted for bonafide open positions. An "Open Positions Report" will be posted and updated weekly.

The initial interviews will be conducted by human resources. Qualified applicants will then be referred to the appropriate department for interviewing. The actual job offer of employment and starting salary should be conducted by human resources.

**Policy**

Regular non-exempt staff of Travis County Medical Society, We Are Blood and United Tissue Resources who are required to be on an “on-call” status will be paid at the rate of one and one-half times their regular rate of pay for all hours actually worked. Tissue Procurement staff are not included in this policy.

**Procedures**

An on-call employee is one who is required to carry a pager/cell phone and be available to come to work with minimal notice. Being on-call does not prevent an employee from leaving home. It is required that the employee carry the pager/cell phone, be within the range of transmission, and be able to perform the essential functions of their position when called in to work. Being available to work is not performing actual work. Therefore, the on-call pay is for those hours spent performing actual work. Example: An employee is on-call for distribution. Actual work occurs when the employee returns to the work site and begins performing their job duties. No work is occurring while wearing the pager or cell phone at home, the mall or wherever you might be. An employee called into work will be paid a minimum of one hour.

An employee who is in an on-call position and does not respond to their pager/cell phone, as prescribed by operating procedures defined by their organization, is subject to disciplinary action up to and including termination.

Employees may be paid a set amount or hourly rate for carrying the pager/cell phone and being available to take call. This amount will be evaluated and set periodically by each organization.

**Policy**

The employment of the relatives of other employees is permitted except within the same organizational unit.

**Procedures**

A determination as to which organization level is appropriate (e.g. section, division or department) for enforcing this policy will rest with the affected Affiliate Director and the Director of Human Resources after due consideration of business necessity and the circumstances in each case.

Employees are required to disclose to the Human Resources department the employment of relatives as soon as possible.

The Affiliate Director will make every effort to work with the employees in instances of marriage to transfer one of the employees to a comparable position in another unit of the organization.

**Policy**

The Affiliated Medical Organizations may pay certain relocation expenses for approved positions. Relocation expenses will normally be defined as a condition of the job offer and must be approved by the Chief Financial Officer and the Director of Human Resources.

**Procedures**

The hiring organization (i.e. TCMS, WrB, UTR or MSB) may provide for the movement of household goods and furnishings from the new employee's current home to the city where the organization's facility is located. These expenses may include packing and unpacking of household goods by a moving services company. The new employee is required to get bids from at least three reputable moving companies and provide them to the Director of Human Resources. A letter of authorization will be sent from the Director of Human Resources. The moving company will forward the invoice to the human resources who will arrange for payment through the Accounting Division.

The hiring organization may also provide reimbursement for travel expenses to relocate the new employee and their family to the new location. The organization would pay for no more than two trips for a new employee and their family to travel to look for housing. The new employee will submit an Expense Reimbursement form to the human resources department for approval for reimbursement from the Accounting Division. All travel for relocation purposes must be approved in advance by the Director of Human Resources.

The hiring organization may provide for temporary living expenses for a new employee as a condition of the job offer. The temporary living expense is paid to the employee in the form of a living allowance. This allowance is paid through payroll along with the employee's regular wages. The amount may vary based on the condition specified in the job offer. The allowance is considered normal income and is subject to required tax withholding. Temporary living expense payments should not extend beyond ninety days. The Executive Vice President must approve temporary living expenses. A payroll authorization form will be submitted to the Payroll Department with the appropriate signatures to set up the payment.

The IRS may require certain relocation expenses and allowances to be reported as income to the employee by the hiring organization.

**Policy**

Any request for information pertaining to present or former employees should be referred to the human resources department for reply due to legal requirements. This includes verbal as well as written inquiries. Conformity to this practice, regardless of the type of information requested, may protect the organizations and individual employees.

It is the policy of the AMOs to provide neutral references that will include dates of employment and last job title. All requests for salary information must be done in writing with the appropriate signed release. Requests for employment verifications on previous employees should be in writing.

**Policy**

This policy is designed to recognize the prior service of former employees of the AMOs. The recognition of prior service will pertain to the accrual of vacation time and service credit for the Recognition Program (Section 07.02). This policy is effective May 1, 1996 and will not be applied to employees rehired prior to that date.

**Procedures**

Former employees who are rehired will be given credit for prior service if they meet one of the following criteria:

- 1 . A former employee with five years or more of prior service with an AMO who is rehired with a break in service of 24 months or less;
- 2 . A former employee with less than five years of service whom is rehired with a break in service of 90 days or less.

The rehired employee must complete the initial 90-day provisional period as any other new hire. The rehired employee will accrue vacation at the same rate as when they terminated. Eligibility for taking vacation is the same as any new hire. Credit for years of service will be based on full years of prior service only. The new anniversary date will be the rehire date.

**Policy**

In general it is the policy of the AMOs to prohibit solicitation by employees and non-employees. Sales of commercial products and services and the distribution of advertising matter, circulars, leaflets, or petitions in connection with commercial products or services are strictly prohibited at all times on AMO premises. The solicitation of clients, donors, health professionals, or patients is strictly forbidden.

**Procedures:****1. Non-Employees**

For the protection of employees and to avoid disruptions of work, solicitation of employees by non-employees for any charitable or commercial purpose, and the promotion, distribution, or circulation of pamphlets, literature, or any material by non-employees is strictly prohibited at all times on AMO premises.

**2. Employees**

Working time, unlike meal periods and breaks, is for work. Accordingly, solicitation of employees by other employees is strictly prohibited during employees' working time. The distribution of literature, sale of commercial goods or services by employees is forbidden during work time or in work areas. It is strictly forbidden for employees to solicit clients, donors, health professionals, or patients.

Postings of notices on the break room bulletin boards by employees for the sale of personal property or other items must be approved. The affiliate director must review and sign the proposed posting. Notices found without the appropriate approval will be removed.

The AMOs may support non-profit charitable fund-raising drives within the communities within which we conduct our business and live. Examples would be organizations or events like United Way, food drives, Blue Santa, Brown Santa, or similar activities. Accordingly, from time to time, it may be appropriate to support such activities. Any such activities must have prior approval by the Executive Vice President. As stated above, solicitation for any reason is strictly prohibited during employees' working time or in work areas.



**Purpose:** The Affiliated Medical Organizations (AMO) have established this policy with regard to access and disclosure of electronic mail messages created, sent or received by company employees using the Companies' electronic mail system.

Any employee who discovers a violation of this policy shall notify the Director, Information Services.

Any employee who violates this policy or uses the electronic mail system for improper purposes may be subject to disciplinary action up to and including termination.

**A. General Email Use:**

1. The AMO maintains an electronic mail system. This system is provided by the company to assist employees in conducting the business of the AMO.
2. Email is provided as a business communications tool and users are obliged to use this tool in a responsible, effective and professional manner. The following rules are to be strictly adhered to. Email users should not perform any of the following actions:
  - Send or forward emails containing any offensive or disruptive messages. Among those which are considered offensive, are any messages which contain sexual implications, racial slurs, inappropriate gender-specific comments, or any other comment that offensively addresses someone's age, sexual orientation, gender identity, religious or political beliefs, national origin, or disability. If you receive an email of this nature, promptly notify your supervisor or human resources.
  - Forward a message with sensitive information that is outside their job duty authority. Sensitive information is considered any privileged or proprietary information which, if compromised through alteration, corruption, loss, misuse, or unauthorized disclosure, could cause serious harm to the organization owning it.
  - Send malicious files, chain letters, unsolicited bulk email, or content that is illegal
  - Send messages to solicit or proselytize for commercial ventures, religious or political causes, outside organizations, or non-job related solicitations. Does not apply to membership in professional groups.
  - Forge or attempt to forge email messages.
  - Disguise or attempt to disguise your identity when sending mail.
  - Send email messages using another person's email account.
  - Copy a message or attachment belonging to another user without authorization.
  - Misuse or plagiarize copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior authorization.
3. The electronic mail system hardware is AMO property. All messages, whether personal or business-related, that are composed, sent, or received on the electronic mail system are, and remain the property of the AMO, and are not the private property of the employee.

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4. Although the company's email system is meant for business use, AMO allows limited personal usage if it is reasonable, does not interfere with work and does not consume more than a negligible amount of system resources.
5. Employees should receive authorization from Computer Services before opening any executable (.exe) file contained in an e-mail or downloaded from the Internet. An executable file is a type of computer file that runs a program when it is opened. This means it executes code or a series of instructions contained in the file. Since executable files run code when opened, you should not open unknown executable files, especially ones received as email attachments. These files pose the highest risk of introducing a virus into the system.

**B. Newsgroups:**

1. Users may subscribe to newsletters or news groups that directly relate to their job/responsibilities or professional development goals. Including those that relate to professional development/organizations.
2. Users will need to request permission from their supervisor before subscribing to a newsletter or news group that is not work-related.

**C. Maintenance:**

1. The mailbox is not intended to be used as a long-term storage location.
2. Delete any email messages that you do not need to have a copy of, and empty your deleted items periodically.
3. Computer Services may ask users with excessively large mailboxes to archive their old emails. These users must archive their email as instructed and within the request timeframe.
4. Computer Services may set controls to limit email attachment file sizes. Attachments that exceed the file size limit will be automatically rejected.

**D. Viruses:**

1. All incoming emails are scanned for viruses and spam content, however, the user should avoid opening any suspicious files or clicking on any suspicious links.
2. Email attachments and embedded links are a primary source of viruses and should be treated with extreme caution. If a user receives a suspicious or offensive email, they should not forward or reply to the message.

**E. Spam:**

1. To reduce the likelihood of your email address getting on a spammer's lists, only give it out when absolutely necessary.
2. If you use your AMO email address to sign up for free items online, this will increase the amount of unsolicited email you receive.
3. Never post AMO email addresses on any public website since this will drastically increase the amount of spam sent to that address.

4. If you receive a call from a telemarketer, do not feel pressured to give them your email addresses.
5. Never give out another users' email address without their knowledge and consent.

#### **F. Phishing:**

1. If you receive an email from a bank or any other institution, asking you to click on a link and update your details, **DO NOT CLICK** on the link. Do not be fooled if the sender appears to have some of your private details. This information can be obtained through Facebook, Linked-in and other social media websites. Instead, go to the company website by typing in the URL in a web browser, or call the company.

#### **G. Email on Mobile Devices:**

1. When an employee adds their AMO email account to their personal mobile device, a secure connection is established between the mobile device and the AMO network. This process allows the employee to synchronize (sync) their mailbox to their mobile device. During the sync process, the mobile device will receive mobile security policies that are configured on the AMO email servers. By adding a work email account to their personal device, the employee is agreeing to the following:
  - Security policies may be pushed to the mobile device during the sync process
  - These security policies will require the user to set a passcode or password on their mobile device and use of the mobile device shall be limited to the employee.
  - These security policies may require the user to encrypt data stored on their mobile device
  - "Jail broken", "rooted" or similarly-modified mobile devices are not allowed to sync to the AMO email system and an employee should not attempt to sync such devices
  - The employee should not attempt to circumvent any mobile security policies
  - Upon employment termination with the AMO, regardless of the reason, the user must delete the AMO email account and all associated data from their mobile device
  - If an employee changes mobile devices, they must perform a security wipe on their old device before disposing of the device or transferring it to a new owner
  - If an employee loses their mobile device, they must notify Computer Services immediately, so that Computer Services can attempt a remote security wipe on their device
  - Computer Services will provide authorized users with the settings and configuration information necessary to sync email on their mobile device. Additionally, Computer Services will assist with troubleshooting email sync issues. If Computer Services believes that the problem may exist with the mobile device, the user is responsible for contacting the device manufacturer or the wireless carrier for additional support.

#### **H. Passwords**

1. Account access is controlled through the use of individual username and passwords. Each email user is responsible for protecting the confidentiality of their account logon information (username and password). Users are not allowed to share this information.

**I. Confidential Information**

1. Employees are responsible for proper handling of AMO confidential data and information that is disclosed to them through the course of their job functions/responsibilities.
2. Do not forward any confidential messages or attachments from other companies without authorization.
3. 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 email.
4. Employees must first present the content of an all-staff email to their Director who will review and forward on for approval and distribution as needed. Each Director is required to get approval from the officer that they report to prior to the email being sent out.

**J. System Monitoring**

1. The AMO reserves and intends to exercise the right to review, audit, intercept, access, and disclose all messages created, received or sent over the electronic mail system for any purpose. The contents of electronic mail properly obtained for legitimate business purposes may be disclosed within the company without the permission of the employee.
2. The confidentiality of any message should not be assumed. Even when a message is erased, it is still possible to retrieve and read that message. Further, the use of passwords for security does not guarantee confidentiality.
3. Notwithstanding the companies' right to retrieve and read electronic mail messages, such messages should be treated as confidential by other employees and accessed only by the intended recipient. Employees are not authorized to retrieve or read e-mail that is not sent to them. Any exception to this policy must receive prior approval by the employer (management).

**Acknowledgement**

I acknowledge that I have received a copy of the E-Mail Policy 02.19 for the Travis County Medical Society and Affiliated Medical Organizations. I understand the terms of this policy and agree to abide by them. I realize that the company's security software may record and store for management use the electronic e-mail messages I send and receive. I understand that any violation of this policy may result in disciplinary action up to and including termination of my employment.

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Signature

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Name

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Date

## **Purpose**

To establish a casual dress standard that supports and reflects our culture. Employees working from home are not subject to this dress standard.

## **Policy**

### **Casual Dress Guidelines**

Because all casual clothing is not suitable for the office, these guidelines will help you determine what is appropriate to wear to work. Clothing that works well for the beach, yard work, dance clubs, exercise sessions, and sports contests are not appropriate for a professional, casual appearance at work. Clothing that reveals too much cleavage, your back, your chest, your stomach or your underwear is not appropriate for a place of business. In our environment, clothing should be pressed and never wrinkled. Torn, dirty, or frayed clothing is unacceptable.

### **Casual Business Attire Recommendations**

In a casual work setting, employees should wear clothing that is comfortable and practical for work, but not distracting or offensive to others. Any clothing that has words, terms, or pictures that may be offensive to other employees is unacceptable. Clothing that has the company logo is encouraged. Sports team, university, and fashion brand names on clothing are generally acceptable. Casual shorts and cut-offs are unacceptable. Any clothing that is shorter than mid-thigh is unacceptable.

### **Makeup, Perfume, and Cologne**

Remember that some people are allergic to the chemicals in perfumes and makeup, so wear these substances with restraint. Extremes in makeup are discouraged.

### **Dress Code for Travel, Client Interaction, and Trade Shows**

While the office setting can be casual, traveling to see customers, exhibiting at or attending trade shows, and representing the company in the business community, requires different decisions about attire. Before visiting a customer or potential customer ascertain the accepted dress code and match it in your attire. Additionally, some community events, when you are representing the company, might require formal business attire. These might include civic or business development meetings, luncheons, and dinners. Take your cue from your supervisor and be observant at the event. Certainly, if you are a speaker at a business event, consider wearing formal business dress. Finally, on the occasions when a customer or a business partner does visit the office, the employee groups with whom the visitor is interacting, should adhere to business casual standards that may exclude jeans and T-shirts.

**Clinical Areas**

There are specific criteria for dress in the clinical areas such as the Laboratory, Donor Services, Components, Hospital Services, Apheresis, and UTR. These areas are required to wear Personal Protective Equipment as defined by our Standard Operating Procedures and the department heads. Long hair in clinical areas must be tied back.

**Body Art**

Body art which may be offensive to others must be covered during work hours. Body art should not inhibit an employee's ability to perform any aspect of their duties (example: inability to speak clearly with a tongue piercing(s)). Cases will be evaluated on an individual basis. Employees should be aware that complaints about their body art (piercings and/or tattoos) may result in the employee being required to remove piercing(s) or use an acrylic retainer and/or cover tattoos during work hours.

**Conclusion**

No dress standard can cover all contingencies so employees must exert a certain amount of judgment in their choice of clothing to wear to work. If you experience uncertainty about acceptable casual attire for work, please ask your supervisor. On a campus where there are multiple departments and companies with diverse functions always look to your immediate supervisor for direction on how the dress code applies to your specific area. At all times, management reserves the right to use reasonable discretion in determining proper attire and appearance standards for the work environment.

Telecommuting allows an MSB Call Processors (“Agents”) to work from home and not have to commute to and from the physical call center, thereby realizing a significant level of convenience and savings. Telecommuting is not an entitlement; it is not a company wide benefit; and it in no way changes the terms and conditions of employment with MSB.

### **Eligibility:**

1. All MSB Agents are hired based on the assertion that they possess the minimum requirements (computer, broadband internet connection and phone) in order to work from home.
2. All MSB Agents must meet minimum performance requirements to begin working from home, and maintain those performance requirements as measured on a monthly basis to continue working from home.

### **Guidelines:**

1. MSB will determine the appropriate equipment needs for all telecommuting arrangements. Unless provided by MSB, the employee is responsible for the cost of obtaining and maintaining the appropriate equipment. MSB accepts no responsibility for damage or repairs to any employee-owned equipment. Upon termination of employment any and all company property will be returned to the MSB unless other arrangements have been made.
2. The employee will establish an appropriate working environment within their home for work purposes. MSB will not be responsible for costs associated with initial set up of the employee’s home office such as remodeling, furniture or lighting, nor for repairs or modifications to the home office space.
3. Injuries sustained by the employee while at their home work location and in conjunction with their regular work duties are normally covered by the MSB worker’s compensation policy. Telecommuting employees are responsible for notifying the employer of such injuries in accordance with company worker’s compensation procedures. The employee is responsible for any injuries sustained by visitors to their work site.
4. Telecommuting is not designed to be a replacement for appropriate dependent care.

### **Procedure to establish initial telecommuting capability:**

1. Upon meeting minimum performance standards as defined and outlined during training as well as those specified in the MSB Telecommunication Application, the call center manager will provide the employee with a Telecommuting Application. This application must be filled out properly and returned to the call center manager.
2. The call center manager will follow the forwarding instructions on the Telecommuting Application to continue processing.
3. Once the Telecommuting Application is approved by the MSB designee, the Training Coordinator will forward Telecommuting Set up and installation instructions to the Agent.
4. Upon successful installation, the Agent will need to test all set up and equipment by taking test calls. After taking test call, the Agent will notify the Training Coordinator, who then reviews all test calls for approval.
5. If all test calls are approved, the Training Coordinator will notify the Call Center Manager, MSB Network Manager, and MSB President.



6. In the event the Agent cannot be setup to work remotely because the MSB Network Manager confirms they do not possess the minimum requirements (i.e. computer, broadband internet connection, and phone; a phone headset and headset dial box will be purchased by Agents from MSB through payroll deduction) in order to work from home, they will be given two weeks from the date of the initial setup attempt to obtain the minimum requirements in order to work from home. They may continue to work on-site during this two week period. Should the Agent not possess the minimum requirements (i.e. computer, broadband internet connection and phone) in order to work from home at the expiration of the two week period, their employment may be terminated.
7. Once established and approved by the MSB Network Manager, the MSB Network Manager will forward the Telecommuting Application to the MSB President. Upon final approval by the MSB President, the Agent can continue to work their assigned schedule from home.
8. Upon separation from MSB, the Agent may return the phone headset and headset dial box in good working condition to MSB for reimbursement via Payroll.

**Procedure to maintain telecommuting capability:**

1. Each month, the designated MSB personnel will review the following for each of their assigned Agents using the Representative Review worksheet as needed. The worksheet will include:
  - Established performance metrics, as required
  - The result of a random sample call audit of 10 calls
  - The current PIPS status of the Agent (Yes or No)
2. Any Agent who fails two consecutive Monthly Reviews will be presented with a documented Formal Coaching.

Any Agent who fails three consecutive monthly reviews or establishes a pattern of three failed Monthly Reviews within a rolling six(6) consecutive month period will be presented with a Formal Coaching and have three Preliminary audits on a weekly basis following the third failed Monthly Review. They will then receive another Monthly Review during the fourth week following the third failed Monthly Review. If the Agent fails, they will be placed on PIPS status. Refer to Call Handling Policy 120-002-002.

I have read and discussed this policy with my manager; I understand its content, and acknowledge receipt of a copy of this policy.

\_\_\_\_\_  
Employee Name (Print) Date

\_\_\_\_\_  
Employee's Signature Date

**Purpose**

To provide an incentive to employees for referring qualified applicants to the Affiliated Medical Organizations (AMOs).

**Procedures:**

**Referring Employees:** An employee that refers a friend or acquaintance to the AMO for employment that is hired will be eligible to receive a referral bonus based on the following criteria:

- To be eligible the referring employee must have successfully completed 90 days of continuous employment. The referring employee must be currently employed by the AMO to be eligible to receive the referral bonus.
- To be eligible for the referral the applicant must list the referring employee(s) name on the original application in the box stating “How were you referred to the Affiliated Medical Organization?” If there is no referral listed on the original application there will **not** be a referral bonus paid.
- At the point of hire the referring employee is eligible for a \$50 referral bonus.
- When the new hire has completed six (6) months of employment the referring employee will receive an additional \$50 referral bonus.
- When the new hire has completed one year of employment the referring employee will receive an additional \$50 referral bonus.
- If more than one employee refers an applicant then the referral bonus will be split evenly among the referring employees. All of the referring employees must be listed on the application.
- This program does not include internal staff movement such as transfers or promotions.

The human resources department will be responsible for tracking and processing payment paperwork of the earned bonuses. The appropriate paperwork will be forwarded to payroll by the 5<sup>th</sup> of the month. Bonus awards will be paid the 15<sup>th</sup> of the month following the date the bonus was earned. Example: The hire date of the referred employee is 01/12/2001. The referring employee would receive their initial referral bonus on 02/15/2001.

**Purpose**

The Affiliated Medical Organizations (AMO) provide access to the Internet to help employees do their job and be well informed. The AMO expect that Internet access will be used primarily for business-related purposes, such as to communicate with customers and suppliers, to research relevant topics and obtain useful business information. The AMO expect that employees will conduct themselves honestly and appropriately on the internet, and respect the copyrights, software licensing rules, property rights, privacy and prerogatives of others, just as you would in any other business dealings. All existing company policies apply to employee conduct on the Internet, including (but not limited to) those that deal with intellectual property protection, privacy, misuse of company resources, sexual harassment, information and data security, and confidentiality. The AMO reserve the right to restrict Internet access to any employee.

**Provisions****General**

1. The company has software and systems in place that can monitor and record all Internet usage. Our security systems are capable of recording each World Wide Web site visit, each chat, newsgroup or e-mail message, and each file transfer into and out of our internal networks, and we reserve the right to do so at any time. No employee should have any expectation of privacy as to his or her Internet usage. Our managers will review Internet activity and analyze usage patterns to assure that company Internet resources are devoted to maintaining the highest levels of productivity.
2. We reserve the right to inspect any and all files stored in private areas of our network in order to assure compliance with policy.
3. The display of any sexually explicit image or document on any company system is a violation of our policy on sexual harassment. In addition, sexually explicit material may not be archived, stored, distributed, edited or recorded using our network or computing resources.
4. The company uses independently supplied software and data to identify inappropriate or sexually explicit Internet sites. We may block access from within our networks to all such sites. If you find yourself accidentally connected to a site that contains sexually explicit or offensive material, you must disconnect from that site immediately, regardless of whether that site had been previously deemed acceptable by any screening or rating program. If you suspect inappropriate Internet use on a company computer, you should notify the IS Department as soon as possible.
5. This company's Internet facilities and computing resources may not be used to violate the laws and regulations of the United States of America or any other nation, or the laws of any City, State, Province or any other local jurisdiction in any material way. Use of company resources for illegal activity is grounds for dismissal, and we will cooperate with any legitimate law enforcement activity.
6. Any files downloaded via the Internet into the company network become the property of the company. Any such files or software may be used only in ways that are consistent with their licenses or copyrights.

7. No Employee may use the company facilities to download or distribute pirated software or data.
8. No employee may use the company's Internet facilities to propagate any virus, worm, Trojan horse, or trap door program.
9. No employee may use the company's Internet facility to disable or overload any computer system or network, or to circumvent any system intended to protect the privacy or security or another user.
10. Each employee using the Internet facilities of the company shall identify himself or herself honestly, accurately, and completely (including company affiliation and function where requested) when participating in chats or newsgroups, or when setting up accounts on outside computer systems.
11. Only those employees or officials who are authorized to speak to the media, to analysts or at public gatherings on behalf of the company may speak/write in the name of the company to any newsgroup or chat room. Other employees may participate in chats or newsgroups in the course of business when relevant to their duties, but do so only as individuals speaking for themselves. Where an individual participant is identified as an employee or agent of this company, the employee must refrain from any political advocacy and must refrain from the unauthorized endorsement or appearance of endorsements by the company of any commercial product or service not sold or serviced by this company, its subsidiaries or affiliates. Only those managers and company officials who are authorized to speak to the media, to analysts or in public gatherings on behalf of the company may grant such authority to newsgroups or chat room participants.
12. The company retains the copyright to any material posted to any forum, newsgroup, chat or World Wide Web page by any employee in the course of his or her duties.
13. Employees are reminded that chats and newsgroups are public forums where it is inappropriate to reveal confidential company information, customer data, trade secrets, or any other material covered by existing company secrecy policies and procedures. Employees releasing such confidential information via a news group or chat room, whether or not the release was inadvertent, will be subject to the penalties defined in existing company policies and procedures.
14. In the interest of keeping employees well informed, use of news briefing services is acceptable, within limits that may be set by each department's activities.
15. Employees may use their Internet facilities for non-business research or browsing during meal time or other breaks, or outside of work hours, provided that all other usage policies are adhered to.
16. Employees with Internet access must take particular care to understand the copyright, trademark, libel, slander and public speech laws of all countries in which this company maintains a business presence, so that our use of the Internet does not inadvertently violate any laws which may be enforceable against the AMO.
17. Employees with Internet access may download only software with direct business use, and must arrange to have such software properly licensed and registered. Downloaded software must be used

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only under terms of its license. All downloads of executable applications should be approved by the IS department prior to use.

18. Employees with Internet access may not use the company's Internet facilities to download entertainment software or games, or to play games against opponents over the Internet. Gambling on company computers is also prohibited.

19. Employees with Internet access may not use the company's Internet facilities to download images or videos unless there is an express business-related use for the material.

20. Employees with Internet access may not upload any software licensed to the company or data owned or licensed by the company without the express authorization of the manager responsible for the software or data.

### **A) Technical**

1. User ID's and passwords help maintain individual accountability for Internet resource usage. Any individual who obtains a password or ID for an Internet resource from the company must keep that password confidential. Company policy prohibits the sharing of user ID's or passwords obtained for access to Internet sites.

2. Employees should schedule communications intensive operations such as large file transfers, video downloads, mass e-mailings and the like, for off-peak times.

3. Any file that is downloaded must be scanned for viruses before it is run or accessed.

### **B) Security**

1. The company has installed an Internet firewall to assure the safety and security of the company's networks. Any employee who attempts to disable, defeat, or circumvent any company security facilities will be subject to immediate termination.

2. Files containing sensitive company data that are transferred across the Internet must be encrypted.

3. Only those Internet services and functions with documented business purposes for this company will be enabled at the Internet firewall.

Violation of any of the conditions of this policy may result in disciplinary action up to and including termination.

**Purpose**

The purpose of pre-employment screening in the application process is to reduce the risks associated with not having complete and accurate information about an applicant prior to making an employment decision.

**Objectives**

The objectives of background investigations and pre-employment screening are as follows:

- Provide a cost effective, uniform system which will allow the Affiliated Medical Organization to obtain, for review, pertinent and relevant data on job applicants in a timely manner.
- Identify those applicants for employment who may have misrepresented themselves on the application form in order to gain employment.
- Administer a program that demonstrates the Affiliated Medical Organizations' reasonable efforts made in order to avoid negligent hiring.

**Procedures**

Background reports are required for each applicant, whether full or part time, but are specific to the position. All background investigations are to be conducted by the Human Resource Department or their designee.

- Prior Employer Reference Checks – This check should be completed for all applicants prior to an employment offer or the employment offer is conditional on the result of the reference check.
- Criminal Background Checks – This check should be completed for all applicants prior to an employment offer or the employment offer is conditional on the result of the reference check. Our look back will be for a seven (7) year history.
- Motor Vehicle Reports – This check must be done for all employees who drive a Company vehicle or who drive their own car on the Company's behalf. Motor Vehicle Reports are to be updated on at least annually. Refer to Policy 06.05, Driver and Vehicle Safety

**PRE-EMPLOYMENT SCREENING:**

1. As soon as an applicant has met job requirements as determined through a job interview, he/she will undergo a background investigation, applicable to the position for which he/she has applied, as a part of the pre-employment process.
2. No applicant is to be hired prior to obtaining acceptable prior employer reference checks and all applicable reports qualifying the applicant for the position. This is to prevent negligent hiring liability for the Affiliated Medical organizations.
3. In special circumstances where a decision must be made in a more timely manner (i.e. the applicant has another job offer) an offer of employment may be extended to the applicant contingent upon a qualifying investigation. However, the results of the background investigation must be received prior to the employee's first day of work. If the "employee" is disqualified from the position due to the results of the background investigation, the offer of employment must be retracted and the applicant should be furnished with the reason.
4. The Human Resources Department or their designee completes prior employer reference checks. Unsuccessful attempts for references must be fully documented and retained.
5. To complete a pre-employment investigation Human Resources will:
  - a. Obtain a signed release form from the applicant when he/she completes the employment application.
  - b. Contact the Human Resources approved Consumer Reporting Agency via approved procedures requesting the check.
  - c. Results are transmitted immediately. Reports are to be printed.
  - d. All reports are to be reviewed to determine whether or not the applicant is still qualified for the position sought.
  - e. The report is to be filed in either the applicant's personnel file (if he/she is hired) or filed with the employment application (if applicant is not offered a position or declines an offer).

**Qualifications of Applicants and Current Employees**

The following minimum standards will apply at all times when evaluating the background investigation reports:

1. **Criminal Record:** Criminal records will be evaluated on a case by case basis depending on the position applied for by the applicant. Example: An applicant applying for a position in accounting will be disqualified if the applicant has a conviction for theft or fraud.
2. **Motor Vehicle Records:** Refer to policy 06.05 Driver and Vehicle Safety
3. **Falsification of Application:** Any applicant, who has falsified the application and given false information in the interview, is not qualified for employment with the Affiliated Medical Organizations. Current employees who have been found to have falsified their application may be subject to termination.

**CONFIDENTIALITY**

All investigation information is to be treated with strict confidence. The results are not to be discussed or made available to any Affiliated Medical Organizations personnel not directly involved with the hiring of applicants.



**Purpose:** The Code of Ethics and Professional Conduct reaffirms our basic policies of ethical and professional conduct for staff members. The foundation of our code consists of basic standards of business as well as personal conduct: (a) honesty and candor in our activities, including observation of the spirit as well as the letter of the law, (b) avoidance of conflicts between personal interests and the interests of the Affiliated Medical Organizations (AMO), or even the appearance of such conflicts, (c) maintenance of our reputation and avoidance of activities which might reflect adversely on the AMOs, and (d) integrity in dealing with our donors, customers, physicians, clients, community members, industry representatives, and staff.

- I. **Honesty, Candor and Observation of Laws:** Trust is the cornerstone of any organization. Staff Members are expected to act fairly and honestly in all transactions to maintain our high standard of ethical and professional conduct. Discovery of events of a questionable, fraudulent, or illegal nature or which appear to be in violation of the Code of Ethics and Professional Conduct should be reported to your supervisor, affiliate director, Director of Human Resources or the Executive Vice President. Failure to report such events also constitutes a violation of this code.
  
- II. **Conflicts of Interest:** Even the appearance of a conflict between personal gain or interest and the interest of the AMOs erodes the trust and confidence on which our reputation rests.

The primary principle underlying our conflict of interest policies is that Directors and Staff Members must never permit their personal interests to conflict, or appear to conflict, with the interests of the AMOs. Staff Members must award orders, contracts, and commitments to suppliers of goods or services without favoritism. All business of this nature must be conducted strictly on the basis of merit.

All personnel decisions must be made on sound management practices and may not be influenced by personal concerns. No Staff Member shall give or receive any special considerations as to employment conditions or employment of another staff member due to family or personal relationships.

All staff should refrain from accepting gifts, on-line gift items, entertainment, travel, benefits, services, business courtesies or other items that are more than modest \$10 in value and are not related to a legitimate business purpose from a competitor, donor, customer, supplier or vendor. All gifts received in the course of an employee's employment should be reported to human resources.

- III. **Confidentiality:** The reputations of the AMOs depend upon the constant maintenance of confidentiality. Confidentiality is a fundamental principle of our organizations. The principle is equally applicable to non-public information

concerning the AMOs and to similar information received by the AMOs from a donor, client, employee, or physician for an expressed business purpose. Staff Members must not disclose any non-public information regarding the AMOs, donors, clients, employees, patients, and physicians.

Proprietary information concerning the AMOs, such as new products, capital and profit plans, and business ventures is confidential and should only be disseminated within the AMOs on a need-to-know basis.

Staff Members must maintain the confidential relationship between the AMOs and each of its donors, clients, employees, and physicians. Confidential information must never be divulged to third parties, unless such disclosure is legally permissible. Generally, such disclosures are legally permissible only pursuant to a proper subpoena or court order where the donor, client, employee, or physician has given a proper written consent to release the information. Confidential information must never be exchanged between Staff Members without a need to know business reason.

Requests by regulatory or governmental agencies for information other than that required for examinations and required reports should be referred to the Executive Vice President and Chief Operating Officer.

- IV. Proprietary Information, Products, Services, and other Property:** All Staff Members are expected to safeguard and preserve the AMOs ownership of its property, including information, products, and services. The misuse or removal from the AMOs facilities of its furnishings, equipment, and supplies is prohibited, unless specifically authorized in writing.

This policy applies equally to all property created, obtained, or copied by the AMOs for their exclusive use including client lists, files, reference materials and reports, computer software, data processing systems, and data bases.

The AMOs have established internal accounting controls and record keeping policies in order to meet both business and legal requirements applicable to them. Staff Members are expected to maintain and adhere to these internal controls and policies.

- V. External and Internal Communications:** All staff members are expected to treat associates, clients, donors, industry representatives, and physicians with respect and courtesy at all time. We will not tolerate any negative remarks internally or externally about any associate (past or present), client, donor, industry representative or physician from staff members. Staff members are expected to compete in our markets by continuing to supply the best products and service available to all of our customers and partners.

All staff members are expected to accept responsibility for their personal behavior by conducting themselves in a professional and ethical manner at all times.

- VI. Matters not covered by the Code:** If in doubt about an issue not specifically covered by the Code, contact your Director. Because it is impossible to cover every issue that might be or appear to be in conflict with this Code, Directors and Staff Members are encouraged to be cognizant of their responsibilities to the AMOs when making judgements in their personal or professional decisions and seek out further guidance when in doubt about the potential conflict of an issue unaddressed. The omission of any specific policy of limitation or prohibition within this Code shall not be regarded as approval of practices or conditions not specifically covered.
- VII. Violations of the Code of Ethics and Professional Conduct:** Violations of the Code of Ethics and Professional Conduct or any of the AMO rules of conduct constitute grounds for termination. Staff Members are expected to act fairly and honestly in all transactions and to maintain the high ethical standards of the AMOs as expressed in this Code of Ethics and Professional Conduct.

Revised 2010

The Affiliated Medical Organizations (“AMO”) understand that employees may wish to participate in social networking via the Internet. Employees may wish to contribute to personal blogs, message boards, conversation pages and other forms of social media (such as Facebook, Twitter, and chat rooms) outside of their job function and may wish periodically to post information about their job or activities on these outlets.

The objective of this policy is to notify employees that AMO expects employees not to defame or harass AMO or its employees, donors, patients, customers, volunteers or other affiliates through social media activities, but to also affirm employees’ right to engage in protected concerted activity.

For this reason, we provide the following as guidelines to employees in your use of social media, both on and off duty:

1. Be mindful that electronic communications can travel without your knowledge; postings to blogs and social media websites cannot be guaranteed to be kept private. Therefore, employees should always be mindful of the possibility that unintended parties could view posted information. Employees should have no expectation of privacy or being anonymous on social media/blogging venues.
2. An employee should not falsely represent that the employee speaks on behalf of the AMO. Therefore, for example, if an employee identifies himself or herself as an AMO employee in discussing matters related to the organization on a social media site (other than those maintained by the AMO on which the employee is authorized to post), the employee should take care to clarify that the employee is not speaking on behalf of the AMO. Similarly, if an employee creates or controls a social media page or site related to AMO matters, the site should not imply any direct affiliation with or sponsorship by AMO and should in appropriate circumstances include a disclaimer on the front page stating that it does not express the views of the organization and that the employee is expressing only his or her personal views.
  - a) Example. “The views expressed on this website/blog are mine alone and do not necessarily reflect the views of my employer.”
3. Other than a “Protected Posting” as defined below, do not publish any information including photographs about another employee, a donor, client, a patient or any other person with ties to the AMO if that information:
  - is likely to create a dispute or conflict with or among other employees or third parties;
  - may be a violation of HIPAA;
  - violates the AMO code of ethics and professional conduct;
  - interferes with any employee’s work;

- creates a harassing, demeaning, threatening or hostile work environment for any employee;
  - disrupts the orderly flow of work within the AMO; or
  - Reveals confidential information about any employee, donor, patient, customer, volunteer or vendor associated with the AMO.
4. Other than a “Protected Posting” as defined below, employees should refrain from posting any photographs containing images of AMO facilities, donors or employees without permission from the person depicted or from AMO if a facility is depicted.
  5. Employees should not post personal details that could negatively affect their coworkers’ safety and well-being (such as posting work schedules or personal data, other than a “Protected Posting” as defined below.).
  6. Honor copyright laws. Cite reference sources accurately. The prohibition against plagiarism applies online.
  7. Other than a “Protected Posting” as defined below, do not use any of the AMO logos without express permission to do so.
  8. Supervisory staff should exercise caution when establishing cyber friendships so as not to place themselves in a questionable position of favoritism or invasion of their subordinates’ privacy.

### **“Protected Posting” Defined**

AMO respects every employee’s right to engage in protected, concerted activity under the National Labor Relations Act. This policy is not intended to prohibit and will not be interpreted or enforced to prohibit any activity that is protected under the National Labor Relations Act. Under the National Labor Relations Act, non-supervisory employees have the right, among others, to engage in concerted activities for the purpose of collective bargaining or other mutual aid or protection. This can include the right to make certain postings on social media sites. Concerted activities are those engaged in with or on the authority of other employees or for the purpose of enlisting the support of fellow employees in mutual aid and protection.

Notwithstanding anything this policy might state, if a posting is concerted activity, and so long as the posting is not so disloyal, reckless or maliciously untrue as to lose the legal protection of the National Labor Relations Act, the post will be considered a “Protected Posting” and therefore will not be deemed to violate this or any other AMO employee policy.

Concerns about social media issues involving AMO employees should be reported to human resources. The AMO will investigate complaints and take appropriate action when necessary to provide our employees with a safe and positive work environment and to ensure our continued success in fulfilling our mission.

The AMO respects every employee's right to free speech and freedom of expression, but we also bear a responsibility to protect fellow employees from all forms of illegal harassment and discrimination and take a great interest in maintaining its good reputation throughout the community we serve.

### Acknowledgement

I acknowledge that I have received a copy of the Social Networking Policy 02.26 for the Travis County Medical Society, We Are Blood United Tissue Resources and Medical Service Bureau. I understand the terms of this policy and agree to abide by them. I understand that any violation of this policy could lead to disciplinary action up to and including the termination of my employment.

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Signature

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Name

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Date

**Policy**

The Affiliated Medical Organizations may provide group insurance plans for regular full-time employees. Group Insurance plans will be offered and administered in accordance with all applicable state and federal laws.

**Procedures**

Group insurance plans will be evaluated on an annual basis and will be subject to change based on cost and organizational resources.

Group insurance plans may include health, dental, long-term disability, life and accidental death and dismemberment.

Only regular full-time employees who are scheduled to work at least 30 hours per week are eligible for group insurance benefits. Temporary and part time employees are not eligible. Qualified medical plans will conform to applicable federal and state laws.

Enrollment in all group insurance plans will be effective on the 90th-day of full time employment for all newly eligible employees.

Employees may choose to add their qualified dependents to all eligible group insurance plans. Employees will be responsible for sharing the cost of dependent coverage with the organizations. The Affiliated Medical Organizations will determine the level of cost sharing each plan year. Contributions by the Affiliated Medical Organizations to the cost of employee and dependent insurance may be modified on an annual basis.

The Affiliated Medical Organizations may offer employees the opportunity to participate in a Section 125 tax plan. This plan will allow employees to deduct eligible premiums for group insurance coverage from their regular wages prior to tax calculations and deductions. Participation in the Section 125 tax plan will be on a plan year basis.

For details on the various group plans offered refer to the individual summary plan descriptions available in human resources.



**Policy**

The Affiliated Medical Organizations may offer a qualified retirement savings plan for employees who meet the age, hours, and service requirements. Qualified retirement saving plans will conform to all applicable federal and state laws.

**Procedures**

Employees of the Travis County Medical Society, We Are Blood, United Tissue Resources and the Medical Service Bureau will be eligible to participate in a 401(k) Safe Harbor Plan.

Please refer to the summary plan description for specific plan information.

Revised 01/2017

## Policy

This policy is designed to give full time employees more flexibility in scheduling time away from work. The Paid Time Off Policy creates one pool of paid time off to be used for holidays, personal, vacation and sick absences for full time employees. The PTO Policy requires that employees adhere to departmental and AMO policies and procedures with regard to absenteeism and requests for time off.

### **Paid Time Off (PTO)**

Employees regularly scheduled to work at least 30 hours per week are eligible to begin accruing PTO upon hire. Employees must comply with departmental guidelines for attendance and scheduling time off.

PTO hours may be used for any excused illness or injury of the employee or the employee's immediate family, as defined in this policy upon completion of the 90 day provisional period. PTO for vacation or personal reasons will be permitted after the completion of 6 months of service or prior with director approval. PTO for holidays must be used immediately. An employee may not take time without pay if PTO is available.

PTO time is accrued each month based upon length of service and the number of hours regularly scheduled per week. The PTO Bank will stop accruing when the maximum accruals have been reached.

### **Extended Leave Bank (ELB)**

The second part of the PTO policy the Extended Leave Bank (ELB), is intended for absences due to the employee's or their eligible family member's illness or injury that last more than 2 continuous days. ELB may be used upon completion of one year of service. ELB **may** be permitted after the completion of 6 months of service with director approval. The ELB may not be used for purposes of vacation or personal time, nor may it be used to extend a sick leave for a longer period of time than is authorized in writing by the employee's (or family member's) health care provider. Unexcused absences are not eligible for ELB payment.

## Procedure

When the need to use PTO time is known in advance (such as planned vacation), the employee should obtain his/her director's approval in advance, in order for the absence to be considered excused. Employees should request ELB as soon as possible.

Decisions to approve scheduled paid time off are made at the sole discretion of management, and may take into consideration such issues as business needs and staffing levels. An employee may not elect to take time without pay if there are hours available in

their PTO bank. If the organization is closed for a holiday the employee must use PTO for that day unless they are scheduled to work or the holiday falls on their regular day off.

An emergency, although not pre-approved, may be excused with the approval of the director. In cases of emergency or illness, the employee must notify his/her department according to the requirements established by each director. If absent for more than one day, the employee should notify the director or designee each day within the prescribed time frames, unless other arrangements have been made.

The first two (2) days of any continuous absence for any reason will be reimbursed from the PTO bank. If the employee has no accrued PTO time available, these days will be unpaid. In the event, that an absence is covered under the provisions of the FMLA for intermittent or reduced schedule leave then after the first two (2) days of intermittent or reduced schedule leave the employee may be paid from the ELB if available.

After two (2) days, if the employee is still absent due to personal or immediate family illness/injury, then ELB time will be used. If the employee is still absent after two (2) days but it is not due to illness or injury, then additional PTO time will be used. If the employee does not have any additional PTO time to use, then the days off will be unpaid.

Management may require reasonable documentation of illness or emergency whenever an employee is absent from work. However, when an employee is absent for three or more days due to illness/injury for personal or family member, whether the employee uses PTO time, ELB time and/or unpaid time, the company will require a physician's written documentation of illness including, the dates the employee or family member was under a physician's care and unable to work, care for themselves or attend school and the applicable FMLA paperwork. In addition, for the employee's own illness/injury the AMO will require the date the employee is fit to return to work; and any work restrictions which are medically necessary. The employee will not be permitted to return to his/her job until acceptable documentation is presented to Department Director or Human Resources.

Subject to maximum accrual levels, the ELB is credited annually with up to 40 hours (depending on regular number of hours scheduled weekly); and at the employee's option, up to 40 PTO hours can be transferred to the ELB by January 5th of each year. ELB time is credited annually on January 1. If an employee exhausts their ELB time and needs to take additional time off the additional time off must be taken from the employee's PTO bank, if available.

### Definitions

- **Immediate family** for purposes of this policy shall be defined as those family members for whom the employee is responsible, children, spouse and parents that are living in the same household. Also included are Department of Human Services certified foster children. If not in the same household, the family

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member must be totally dependent upon the employee for personal care on a continuing basis.

**Termination of Employment**

When an employee terminates their employment, a portion of the eligible PTO (see accrual table) will be paid if the employee leaves in good standing and provides acceptable notice (two weeks). Any employee resigning within the first year of employment will not be paid any accrued PTO.

Hours remaining in the employee's ELB at termination are forfeited and are not paid out. Similarly, ELB hours may not be used after an employee has given notice of resignation, except with the written authorization of the Director, Human Resources .

**PTO and ELB Accruals**

PTO accrual rates are determined by the employee's length of service and number of hours the employee is regularly scheduled to work weekly. Service years are determined annually on the employee's anniversary date. The following represents the accrual schedules for a 40 hour a week employee. Employees scheduled to work three (3) twelve (12) hour shifts will accrue time as if they work a 40 hour shift. Payroll will maintain the accrual schedules.

**Accrual Table for 40 hour per week Employee**

	Service	Monthly Accrual	Annual Accrual	Max Accrual	Term Max Payout
Paid Time Off	0 up to 1 year	15.33 hours	184 hours	184 hours	0
	1 up to 2 years	17.33 hours	208 hours	260 hours	80 hours
	2 up to 5 years	17.33 hours	208 hours	260 hours	120 hours
	5 up to 12 years	20.66 hours	248 hours	310 hours	180 hours
	12 up to 20 years	24.00 hours	288 hours	360 hours	240 hours
	20 plus years	27.33 hours	328 hours	410 hours	240 hours
Extended Leave Bank	Service	Annual Accrual	Maximum Accrual	Eligibility	Term Max Payout
	0 up to 1 year	* Up to 5 days	Up to 5 days	No	0
	1 up to 5 years	40 hours	720 hours	After 12 months	0
	5 up to 12 years	40 hours	720 hours	Yes	0
	12 up to 20 years	40 hours	720 hours	Yes	0
	20 plus years	40 hours	720 hours	Yes	0

\* Employees hired after the first quarter will receive a pro-rated amount of ELB as follows: up to 24 hours if hired in the second quarter, up to 16 hours if hired in the third quarter, and up to 8 hours if hired in the fourth quarter.

An employee may reduce the PTO accrual balance by transferring up to 40 hours per year to the ELB. Once PTO time is transferred to the ELB it may not be transferred back to the PTO bank. ELB may not be transferred to the PTO bank at any time.

## Policy

A leave of absence for any reason acceptable to the Affiliated Medical Organizations may be granted for employees who have completed one year of service if they worked at least 1250 hours (approximately 24 hours a week). For a leave to be granted, the employee must make their request in writing prior to the requested absence, except in emergency situations. The employee's Director and the Director, Human Resources must approve any leave of absence requested. No leave will extend beyond 6 months unless required by law.

## Procedures

Leaves of absence will not be granted for a period of time of less than 3 days unless the time qualifies under intermittent leave as defined under each type of leave.

A leave of absence suspends the employee's eligibility for taking vacation upon return from a leave of absence. The employee will be eligible to take vacation after being back to work for 30 calendar days if business needs allow.

Normal payroll benefit deductions will take place while on a paid or partially paid leave. Employees will be required to pay **their portion** of insurance benefits by check or money order while on a leave of absence beginning when they go to a no-pay status. Failure to pay their portion of their benefit costs could result in loss of coverage.

An employee who does not return to work on the first regular working day following the end of the period provided in the leave of absence shall be considered to have voluntarily resigned unless an extension is requested in writing by the employee and granted by their Director and the Director of Human Resources before the expiration of the originally approved leave. Any employee who accepts other employment or begins earning other wages while on any leave may be terminated. An employee who files for unemployment while on any leave of absence may be terminated.

There are four categories of **leave of absence** that the Affiliated Medical Organizations may grant:

1. Medical Leave
2. Family Leave
3. Personal Leave
4. National Defense Authorization Act

Certification from an employee's health care provider may be requested to determine eligibility for the use of Medical, Family or NDAA leave. The health care provider must be advised that the Genetic Information Nondiscrimination Act of 2008 (GINA) prohibits us from requesting or requiring genetic information of an individual or family member of the individual, except as

specifically allowed by this law. To comply with this law, we ask that the physician not provide any genetic information when responding to the request for medical information. “Genetic information” as defined by GINA, includes an individual’s family medical history, the results of an individual’s or family member’s genetic tests, the fact that an individual or an individual’s family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual’s family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services.

### **MEDICAL LEAVE**

Employees who have a serious health condition, which, by a health care provider's order, will not allow them to continue to work, will be placed on a medical leave of absence in accordance with the Family and Medical Leave Act of 1993 (FMLA). An eligible employee may take a maximum of 12 workweeks of medical leave during a 12-month period. The 12-month period is measured forward from the date of the employee’s first FMLA leave usage. A Worker's Compensation loss of time generally falls under a medical leave. Those employees requesting a medical leave **must** inform HR of the need for leave upon which a “Notice of Eligibility and Rights & Responsibilities” will be generated. In addition the "Certification of Health Care Provider" form must be completed and filed with HR. The employee will be restored to the same or an equivalent position at the end of a medical leave as required by law.

Calling in “sick” without providing more information is not sufficient to trigger the Affiliated Medical Organizations’ (Company) obligations under FMLA. Employees must provide sufficient information for the Company to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Employees also must inform the Company if the requested leave is for a reason for which FMLA leave was previously taken or certified.

The Affiliated Medical Organizations will require a certification from the employee's health care provider to determine the employee's condition at the time the employee requests to begin the leave and every 30 days thereafter. Employees may return to work as long as they are:

1. Authorized to do so in writing by their health care provider;
2. Able to perform their essential job functions satisfactorily;
3. Able to attend work regularly.

While an employee is on a medical leave, the Affiliated Medical Organizations will continue to pay its regular share of premiums for group life and the employee's elected health insurance. The employee will be required to continue to pay their share of the premiums for all of their selected health benefits. For retirement program purposes, leave time will not cause a break in vesting service.

Employees are required to use 90% of their accrued Paid Time Off (PTO) and 100% of their Extended Leave Bank (ELB), before going to a no pay status. This accrued time includes PTO

and ELB earned while out on leave. The use of PTO and ELB does not extend the maximum leave allowed past the 12 weeks. Employees must be back to work for 30 calendar days before requesting to take vacation.

When a serious health condition makes it necessary, an employee may break up the 12-week maximum into intermittent leave (not to be less than one (1) hour) or reduced schedule leave. In the case of reduced schedule leave, the employee may be transferred to a part time schedule, in the same or a different position, with the same benefits and rate of pay proportionate to the number of hours worked. In the case of intermittent leave, the treatment dates and duration must be certified and provided in advance (when possible) by the attending health care provider.

Depending on the duration of an employee's medical leave; intermittent certification by the health care provider will be required every 30 days. A second opinion by a health care provider of the organization's choice may be required at the organization's expense.

### FAMILY LEAVE

A family leave will be for one of the following reasons;

1. Care for a newborn child of the employee;
2. Care for a newly adopted or foster child of the employee; or
3. Care for the spouse, child, or parent of the employee who has a serious health condition.

An eligible employee may take maximum of 12 workweeks of family leave during a 12-month period. The 12-month period is measured forward from the date of the employee's first FMLA leave usage. The employee may not break up the 12-week maximum into several smaller increments in the case of a newborn child, a newly adopted child, or a new foster child. Where spouses work for the same employer, the maximum required leave for a newborn, newly adopted or foster child, or sick parent, is 12 workweeks for both spouses together.

Employees are required to use 90% of any available Paid Time Off (PTO) and 100% of their Extended Leave Bank (ELB) before going to a no pay status. The use of PTO and ELB does not extend the maximum leave allowed past the 12 weeks. Employees must be back to work for 30 calendar days before requesting to take vacation.

Those employees requesting a family leave **must** inform HR of the need for leave upon which a "Notice of Eligibility and Rights & Responsibilities" will be generated. In addition the "Certification of Health Care Provider" form (when the reason is number 3) must be completed and filed with HR. The employee will maintain their elected benefits while on a family leave. However, the employee will still be required to pay their portion of their benefits cost. The employee will be restored to the same or an equivalent position at the end of a family leave as required by law.



Depending on the duration of an employee's family leave; intermittent certification by the health care provider will be required every 30 days. A second opinion by a health care provider of the organization's choice may be required at the organization's expense.

Certification will include the following:

1. The date on which the serious health condition began;
2. The probable duration;
3. Appropriate medical facts regarding condition; and
4. A statement that the employee is needed to care for a spouse, parent, or child.

When medically necessary, an employee may break up the 12-week maximum into intermittent leave (not to be less than one (1) hour), or reduced schedule leave in the case of family member's (as defined by law) serious health condition. In those instances, an employee may be transferred to a part time schedule, in the same or a different position with the same benefits and rate of pay reduced proportionately to the number of hours worked. In the case of intermittent leave, the treatment dates and duration must be certified and provided in advance by the attending health care provider.

### **PERSONAL LEAVE**

Employees may request up to 4 weeks of personal leave of absence from work. Personal leave may be for legitimate purposes such as continuing education. Personal leave will **not** be granted for purposes of accepting alternate employment, incarceration or running for political office. Employees must use at least 90% of their accrued Paid Time Off (PTO) before going to a no pay status. Employees should be back to work for 30 calendar days before requesting to take vacation.

In so far as benefits are concerned, PTO accrual and coverage under group life and long term disability is **suspended** until the employee returns to a paid status. The employee must make payments for the entire amount of their elected health insurance coverage once they go to a no pay status. Failure to make the required payment(s) could result in loss of coverage. For retirement program purposes, the leave will not cause a break in vesting service. There is no guarantee of a position when returning from a personal leave.

### **NATIONAL DEFENSE AUTHORIZATION ACT (NDAA)**

1. **Military Caregiver Leave:** Provides for up to 26 weeks of leave in any 12 month period for the care of a family member who is a covered service member (Armed Forces, Reserves, National Guard and some veterans) for ongoing treatment and/or recuperation for a serious illness/injury incurred during active duty. A family member in the NDAA is defined as a parent, son, daughter or spouse. The 12-month period is measured forward from the date of the employee's first FMLA and/or military caregiver leave usage.

While an employee is on a NDAA leave, the Affiliated Medical Organizations will continue to pay its regular share of premiums for group life and the employee's elected health insurance. The employee will be required to continue to pay their share of the premiums for all of their selected health benefits. For retirement program purposes, leave time will not cause a break in vesting service.

Employees are required to use 90% their accrued PTO and 100% of their ELB, before going to a no pay status. This accrued time includes PTO and ELB earned while out on leave. The use of PTO and ELB does not extend the maximum leave allowed past the 26 weeks. Employees must be back to work for 30 calendar days before requesting to take vacation.

When a serious health condition makes it necessary, an employee may break up the maximum leave allocation into intermittent leave (not to be less than one (1) hour) or reduced schedule leave. In the case of reduced schedule leave, the employee may be transferred to a part time schedule, in the same or a different position, with the same benefits and rate of pay proportionate to the number of hours worked. In the case of intermittent leave, the treatment dates and duration must be certified and provided in advance (when possible) by the attending health care provider.

Certification will include the following:

1. The date on which the serious health condition began;
2. The probable duration;
3. Appropriate medical facts regarding condition; and
4. A statement that the employee is needed to care for a spouse, parent, son or daughter.
5. A copy of an Invitational Travel Order or Authorization issued to a family member to join an injured or ill service member at his or her bedside is sufficient certification.
6. A VASRD rating of 50% or more or enrollment in the VA Program of Comprehensive Assistancess for Family Caregivers will be considered appropriate documentation.

Depending on the duration of an employee's NDAA leave; intermittent certification by the health care provider will be required every 30 days. The maximum leave under the NDAA in any 12 month period is 26 weeks.

2. **Qualifying Exigency Leave:** Provides for up to 12 weeks of leave during any 12 month period for any qualifying exigency for a covered family member (spouse, child or parent). A qualifying exigency arises out of the fact that the eligible employee's spouse, son, daughter or parent is a member of the Armed Forces, including Active Duty and Reserves, and is on active duty in a foreign country or has been notified of an impending call or order to active duty in a foreign country (including international waters). Leave only applies to a Reserve member if the call or

order to active duty is in support of a contingency operation. The service member's orders will define whether or not the call is in support of a contingency operation. It must be a federal call to active duty.

The 12-month period is measured forward from the date of the employee's first qualifying exigency leave usage. Employees are required to use 90% of their accrued Paid Time Off (PTO) and 100% of their Extended Leave Bank (ELB), before going to a no pay status. This accrued time includes PTO and ELB earned while out on leave. The use of PTO and ELB does not extend the maximum leave allowed past the 12 weeks. Employees must be back to work for 30 calendar days before requesting to take vacation.

While an employee is on a NDAA leave, the Affiliated Medical Organizations will continue to pay its regular share of premiums for group life and the employee's elected health insurance. The employee will be required to continue to pay their share of the premiums for all of their selected health benefits. For retirement program purposes, leave time will not cause a break in vesting service.

**NOTE: The terms used in this policy conform to the meanings/definitions in the Family and Medical Leave Act of 1993, National Defense Authorization Act of 2008 and related regulations.**

**Policy**

It is the policy of the Affiliated Medical Organizations that any employee, who is an active or reserve member of the Armed Forces of the United States including State Military Forces, is entitled to military leave with pay for a period of up to ten work days per year.

**Procedures**

Military leave will be granted to employees so that they may fulfill obligatory duties or if they are called to active duty by a reserve branch of the United States Armed Forces, or the state military forces.

Military leave will not be granted for routine drills or meetings. Employees may use accrued vacation time or request an unpaid leave in order to attend routine drills or meetings.

Military leave will be granted only when the request is accompanied by written orders. Employees must notify their supervisor immediately upon receiving military orders.

Military leave will not count against an employee for the calculation of service to the Affiliated Medical Organizations.

Paid military leave is granted to regular employees for the period stated in the orders not to exceed ten working days each federal fiscal year.

Paid military leave time will not be deducted from an employee's accrued vacation leave, sick leave, or compensatory time.

Employees may elect to use accrued vacation leave benefits for military leave purposes after the initial ten days of paid military leave.

Unpaid military leave may be granted for extended periods beyond the initial ten days for purposes related to active duty. Employees must provide written official orders for extended military leave.

Employees on extended military leave of 30 days or more may request to use their accrued Paid Time Off (PTO). ELB (extended leave bank) can not be used for military leave purposes.

A regular employee returning from military leave of zero to 91 calendar days will return to the same position they held at the start of the military leave.

An employee returning from an extended military leave of more than 91 calendar days will be assigned to the same or equivalent position within the organization. Position assignment will be based on available positions and an assessment of the employee's ability to assume the duties of the position.

Employees on military leave will continue to accrue Paid Time Off (PTO) for 90 calendar days. Employees will stop accruing PTO after 90 calendar days.

The Affiliated Medical Organizations will continue payment of group insurance benefit premiums for up to 30 calendar days of approved military leave. Benefit premium payments will not continue after 30 calendar days of military leave.

Under the provisions of COBRA, employees on military leave for more than 30 calendar days may elect to continue self and dependent health insurance coverage at their own expense. Employees will be advised of this right and provided with an opportunity to elect coverage within 45 calendar days of the start of extended military leave.

Temporary employees are not eligible for paid military leave but may request unpaid leave. Upon return from military leave, temporary employees may be assigned to a temporary position, if available.

**Our policies will conform to the requirements of the Uniformed Services Employment and Reemployment Rights Act.**

**Policy**

Regular full time employees of the Affiliated Medical Organizations will be granted time off in order to respond to a summons for and to participate in jury duty.

**Procedures**

Employees must provide their supervisor with a copy of their jury duty summons prior to reporting for jury selection.

Employees who are selected for jury duty must notify their supervisor prior to the start of the next scheduled work shift and must provide their supervisor with a copy of the jury assignment as soon as possible.

Employees must keep the supervisor informed on the expected length of jury service.

Regular employees will be paid their regular wages while serving on a jury only if they are required to miss their regularly scheduled shift. Employees who work nights and/or week-ends will not be paid for any jury service performed that does not coincide with their regular work times and days.

Temporary and part time employees will not receive pay from the Affiliated Medical Organizations while serving on a jury.

Absence from work for jury duty will not be charged against the employee's accrued paid time off balance.

Revised 10/2014  
Last reviewed 01/2017

**Policy**

Regular full time employees will be granted up to three days of paid funeral leave for a death in the employee's immediate family. The funeral leave is granted so that the employee may attend to the affairs of the deceased and to attend the funeral.

**Procedure**

For the purpose of the funeral leave policy, immediate family will be defined as the employee's spouse, children, step-children, brother, sister, parents, grandparents, and the employee's spouse's immediate family. Employees may take time without pay or use PTO (if available) to attend funerals of individuals not defined as immediate family.

Employees must notify their supervisor and receive approval for funeral leave prior to being absent from the work place.

Documentation of the need for funeral leave or to determine family status may be required.

Funeral leave will not be deducted from the employee's accrued paid time off

Temporary and part-time employees may be granted unpaid leave for funeral purposes.

**Revised 1/2017**

**Policy**

Affiliate Directors may grant an exempt employee administrative leave for absences not otherwise defined in the human resources policies and procedures of the Affiliated Medical Organizations.

**Procedures**

Administrative leave is to be recorded on the appropriate exempt employee timekeeping record. All absences of at least one full day must be recorded using the designated administrative leave code.

Administrative leave is not time spent at training, meetings, or seminars.

Administrative leave of more than five consecutive working days must be communicated to the Executive Vice President by the affiliate director and the Director of Human Resources.



## Holidays - Compensation and Scheduling

## 04.11 Call Center

### Policy

The Medical Service Bureau recognizes seven (7) holidays as critical for call center operational success. These recognized holidays require that base staffing levels be maintained.

Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
New Years Day	January 1
Thanksgiving Day	Last Thursday in November
Day after Thanksgiving	Friday following Thanksgiving
Christmas Day	December 25

### Premium Pay Procedure

The Medical Service Bureau has identified two (2) holidays for premium pay and will compensate call center non-exempt employees a premium rate of pay for working the identified holidays. Modifications to the identified holidays may be made at the discretion of the President annually.

Exempt (salaried) staff working the holiday will be given another day off with pay in lieu of the premium pay. Full and part time non-exempt (hourly) employees who actually work on the identified holiday are eligible for the premium pay. The following holidays will be paid at a rate of two times the hourly rate of the non-exempt employee:

Thanksgiving Day	Last Thursday in November
Christmas Day	December 25

Requests for time off on an identified holiday will be reviewed by management on a case by case basis. Operational needs may preclude the granting of time off. Employees with approved time off for the holiday must either use Paid Time Off (PTO) or take the day without pay. Employees who call out on a day scheduled to work immediately before or after the scheduled holiday will forfeit the premium pay for the holiday worked.

## Policy

The Affiliated Medical Organizations encourage employees to participate in life long learning. The AMO will support employees in their efforts to enhance their job skills and abilities through continuing education and instruction in their chosen career field. Regular full time employees are eligible for the tuition reimbursement program.

## Procedure

When approved and funded in the operating budget the AMO will offer a tuition reimbursement program to regular employees after completion of the 90-day provisional period. Tuition reimbursement **must be approved** by the employee's Director and the appropriate Chief Operating Officer in writing **prior** to the start of the course.

Tuition reimbursement will be for courses of study that are directly related to the employee's current job duties or job duties that are considered to be in the normal career path for that employee.

Tuition reimbursement will be limited to one course per regular long semester at an accredited college, university, or vocational school. Only two courses per calendar year will be allowed.

Tuition reimbursement will be at a rate not to exceed \$100 per semester hour for undergraduate courses. Approved tuition reimbursement for graduate courses will be paid at a rate not to exceed \$157 per semester hour.

The tuition reimbursement program will also contribute to the cost of textbooks for the approved course. Reimbursement will be for the actual cost of the required textbooks up to a total of \$100 per course.

The tuition reimbursement program will not cover additional fees and costs associated with attending the college, university, or vocational school.

Reimbursement will be provided upon successful completion of the course. Successful completion will be considered a grade of "C" or better or "pass" where pass/fail grading is used. Employees must present proof of a satisfactory grade within 30 days of course completion. Proof of course completion along with appropriate receipts for book purchase and course payment must be submitted to Human Resources for review and payment authorization.

Tuition reimbursement will not be paid to persons who are no longer employed in a regular full-time status or who have notified the Affiliated Medical Organizations of their intent to resign their position.

The AMO recognizes that employees may experience a medical emergency that will cause them to miss work and exhaust their PTO and ELB banks. To address the needs of employees who exhaust their PTO and ELB banks while taking off work to care for themselves or their families during a medical emergency, a voluntary donated leave bank has been established.

Any employee can donate up to 24 hours of PTO per quarter if they will have at least 40 hours of PTO remaining in their personal PTO bank after their donation. Employees may not borrow against future PTO hours in an effort to donate to the leave bank. Employees may donate in increments of full hours of PTO. Donations will be made strictly on a voluntary basis. No employee should be directly asked to donate PTO hours. Donor names will not be publicized. Employees wanting to donate PTO to the bank will need to submit Request for PTO Transfer to the Donated Leave Bank.

According to IRS regulations, employees are prohibited from designating the recipient of their donated PTO. Employees must be willing to donate their PTO with no expectation of any particular employee receiving those donated PTO.

Employees are strictly prohibited from soliciting PTO from their coworkers. Any employee caught asking another employee to donate PTO to the bank for their benefit will be automatically deemed ineligible to receive any benefits from the donated PTO bank for a period of 12 months.

Employees who would like to make a request to receive donated PTO from the donated leave bank must have a medical emergency – defined as a medical condition that requires a hospital stay and is life threatening. The medical emergency must also qualify for health related FMLA leave, and the employee must have exhausted all of their PTO and ELB.

Note: The employee or their parent, child, spouse or legal dependent must be under a doctor's care for a critical illness or injury that poses a threat to life if not treated. Medical complications of pregnancy and the initial period of hospitalization may be covered under serious circumstances, but routine delivery, recovery and maternity leave to care for a healthy child do not qualify. Likewise, non-life-threatening day surgeries and routine recovery periods at home following any hospital stay do not qualify.

Specifically excluded from eligibility are illnesses or injuries resulting from:

- any work-related accident or illness for which Workers' Compensation benefits have been awarded,
- intentionally self-inflicted injuries, except as a result of conditions that qualify as disabilities under the ADA, or
- injuries occurring in the course of the injured having violated a law.

Employees must work for the AMO for one full year before being eligible for this benefit. Full-time employees are only allowed to receive up to 80 donated PTO hours in any one 12-month rolling period. Donated PTO will be paid at the employee's normal rate of pay.

Employees wishing to request donated PTO must complete a Request for Donated PTO form and submit it to the Human Resources Department. Employees must have all FMLA leave paperwork

complete, and the FMLA leave must be legitimately approved before any donated PTO can be awarded. Donated PTO may be used **ONLY** for periods of absence that are covered by personal or family FMLA medical certifications.

If the employee meets the qualifying criteria, Payroll will add up to 80 hours of donated PTO to the employee's pay on an as-needed daily basis. Donated PTO will not be added to an employee's PTO bank, but rather, the employee will be paid with PTO directly from the donated leave bank at the usual rate of pay for the employee using the PTO.

If the employee or their immediate family member has a severe health condition that requires more than the 80 hours of donated PTO, the employee may request in writing to receive additional donated PTO. That request will be reviewed by the Director, Human Resources and the Chief Operations Officer for consideration, but there is no guarantee that the employee will be granted additional donated PTO.

The donated leave bank will be capped at a maximum of 800 hours of PTO. Management will not publicize PTO donors or recipients.

**Policy:**

MSB operates a 24x7 call center, and uses proven mathematical formulas to schedule staff based on call volume. This ensures consistent call quality for our clients and equitable workloads for staff.

Therefore, it is imperative that all full and part time call center staff is available for their scheduled shifts.

MSB's Attendance Policy utilizes a point-based system. This provides individual staff members with the ability to monitor their own attendance record and know at any time how their attendance affects their employment.

**Responsibilities:**

It is the responsibility of the *Call Center Supervisor/Manager* to track staff attendance.

**Policy Procedure:****1. An absence is defined as:**

- A failure to login for a scheduled shift for the duration of that shift
- A Tardy in excess of 2 hours

Any period of uninterrupted absence is counted as one absence. The employee is responsible for reporting their absence each day they are scheduled to work, unless a physician's note has been provided that states when the employee can return to work.

An absence must be reported no less than two (2) hours before the start of the scheduled shift.

An absence must be reported by calling the MSB Staff Line.

For any absence longer than two consecutive days, the employee must present a physician's note in order to return to work. If a physician's note is not provided for the period of absence in excess of two consecutive days, disciplinary action may be taken up to and including termination.

If an absence is more than two consecutive days, and is not medically related or confirmed by a physician's note:

- The employee must call out each day they will be absent.
- Each day after the first two consecutive days is subject to the accrual of additional attendance points. Points will be assessed for each additional consecutively scheduled day of absence according to whether or not the call out was proper or improper.

The following are not counted as an absence:

- Approved FMLA
- An absence due to work incurred injuries

**2. No Call/No Show (NC/NS) is defined as:**

- Failure to report to a scheduled shift or notify Management of an absence within two or more hours after the start of the scheduled shift.

Any employee with a NC/NS absence:

- Will be placed on six month probation.
- Any further performance or disciplinary issues while on probation for NC/NS may result in further disciplinary action up to and including termination.
- Will not be eligible for any incentive programs while on probation.

**One or more NC/NS may result in disciplinary action up to and including termination.**

**3. Tardy is defined as:**

- Logging in any time after the start of the scheduled shift.

A Tardy must be reported no later than the start of the scheduled shift.

A Tardy must be reported by calling the MSB Staff Line.

**4. Point Values:**

The following episodes will be assigned a corresponding point value:

A properly reported Tardy:	1 point
An improperly reported Tardy:	2 points
Logging out >15 minutes before the authorized shift end time:	3 points
A properly reported absence:	4 points
An improperly reported absence:	8 points
Any absence during a holiday period:	8 points
No Call/No Show:	18 points

**5. Disciplinary Progression:**

Only points accrued over a consecutive 12 month period are considered. Any points older than 12 months are dropped from the attendance record.

12 points	=	Verbal Reprimand
18 points	=	Written Reprimand
21 points	=	Final Warning
24 points	=	Termination

**6. Tracking:**

Employees will be provided with a means to monitor any points they may have accumulated for the current twelve month period.

**7. Point Recovery:**

- Perfect attendance for one full calendar month earns two points towards reducing accumulated points or two entries into quarterly drawing.

When employee has a zero point balance, no additional points can be recovered but will earn two entries into quarterly drawing.

When the recovery points are earned during a month of perfect attendance, and reduces the total points to zero but leaves a balance of one recovery point, one recovery point will be applied to the accumulated point balance, bringing it to zero, and the remaining recovery point will earn one entry towards the quarterly drawing.

All recovery points earned will be applied to the accumulated point balance. There will be no substitutions to be entered into quarterly drawing.

All employees are eligible for recovery points after completion of the first full calendar month following the defined training.

Points accumulated as a result of a NC/NS absence are not eligible for reduction for six months.  
Management reserves the right to review all matters on a case by case basis.

I have read and discussed this policy with my supervisor; I understand its content, and acknowledge receipt of a copy of this policy.

\_\_\_\_\_  
Employee Name (Print) Date

\_\_\_\_\_  
Employee's Signature Date



**Policy**

It is the policy of the Affiliated Medical Organizations that no employee will be sexually harassed or subjected to harassment based on race, ethnicity, age, veteran status, mental or physical disability, religion, sexual orientation or any other protected status. All employees have a responsibility to keep our workplace free from harassment. Our standards of behavior are higher than the legal definitions of harassment.

**Sexual Harassment**

Sexual harassment is defined as unwelcome sexual conduct that is used as a basis for employment decisions such as hiring, firing, promoting, providing training or increasing pay. Action may also be considered to be sexual harassment if it affects an employee's job performance. Sexual conduct, even if submitted to voluntarily, may be considered to be sexual harassment.

Sexual harassment can occur between any employees of the Affiliated Medical Organizations; employees and the general public; or employees and vendors of the Affiliated Medical Organizations.

Actions may also be determined to be sexual harassment when any employee behaves in a manner that creates an intimidating, hostile or offensive working environment for any other employee, even if no tangible or economic damages result.

**Other Types of Harassment**

Actions may be determined to be harassment when any employee behaves in a manner that creates an intimidating, hostile or offensive working environment for any other employee, even if no tangible or economic damages result. These actions may be based on an employee's race, religious beliefs, national origin, age, sexual orientation, or physical or mental disability or any other legally protected class.

**Examples**

Examples of behavior or actions that may be determined to be harassment include, but are not limited to:

Direct or indirect comments or actions that could be perceived by an employee as being offensive.

Requests, demands or suggestions to any employee regarding sexual interaction.

Direct or indirect comments to an employee regarding their sexual behavior, preferences or orientation.

Jokes or innuendoes based on an individual's race, sexual orientation, sexuality, religious beliefs, mental or physical disability or any other inappropriate subject matter.

Display or presence of written or visual material, including computer generated emails or web sites that are offensive or inappropriate for the workplace.

### **Things to Remember**

The following are general guidelines that employees should keep in mind when interacting with others in the workplace. Inappropriate behavior will not be tolerated in order to keep our workplace free from harassment.

- Do not make generalizations and put downs about people as a group;
- Do not make references to co-workers as sexual beings;
- Do not refer to a co-worker's physical appearance in a sexual manner;
- Do not use invented nicknames in the workplace;
- Do not taunt, tease, and chide co-workers in the workplace;
- Do not make unnecessary physical contact with others in the workplace;
- Do not make obscene, defamatory, degrading or offensive jokes or gestures in the workplace;
- Do not display material in the workplace, including computer generated material that is inappropriate or offensive such as pictures, screen savers or any other similar material;
- Do not send emails that contain offensive jokes, pictures, displays or any other inappropriate material;
- Do not use sexist language and references in the workplace;
- Always respect and appreciate one another's differences;
- Always refrain from joining in office gossip;
- Always respect co-worker's boundaries;
- Always apologize promptly and sincerely if you step over the line;
- Always refuse to get involved in inappropriate behavior so that you aren't a part of the problem;
- Always speak up when you think someone is being inappropriate;
- Always think before speaking; and
- If you aren't sure or have a question if something is appropriate, then do not do or say it.

**How to Report**

Any employee who feels he/she is a victim of harassment should immediately report the matter to his/her supervisor, affiliate director, the human resources department, or Executive Vice President.

The Director of Human Resources must be informed of any report of harassment. Supervisors and/or affiliate directors receiving reports of harassment are responsible for notifying the Director of Human Resources.

A timely investigation shall be conducted to determine the facts and any recommendations for corrective action, if warranted.

No employee will be retaliated against for reporting harassment or providing information during an investigation of a harassment report.

It is the intent of the Affiliated Medical Organizations to keep all information related to an investigation of harassment confidential to protect both the victim and the accused.

**Policy**

It is the policy of the Affiliated Medical Organizations that no employee shall be subjected to testing, or be removed from normal and customary employment status, or deprived of any rights, privileges or freedoms because of being diagnosed as HIV positive, or conditions associated with the HIV Virus (AIDS virus) except for clearly stated, specific, and compelling medical and/or public health reasons.

All discriminatory acts against employees with AIDS or who are HIV-infected will be prohibited.

**Procedure**

Any employee known to have AIDS or conditions associated with HIV who is able to continue safe and effective work performance shall be entitled to remain in the same job classification and work location unless a finding is made that this would significantly threaten the health of the public, the employee, or his/her co-workers. If such a finding is made, an effort will be made to make reasonable accommodation based on the medical recommendations of the primary care physician.

Any employee who has had a significant AIDS related work incident exposure, is strongly encouraged to have an HIV test.

The Affiliated Medical Organizations will not reveal or discuss an employee's confidential medical records or medical condition without the employee's expressed written consent.

**POLICY:**

It is the policy of the Affiliated Medical Organizations (AMO) to maintain a drug-free workplace. No one may perform work, operate AMO owned equipment, including vehicles, have immediate contact with donors, patients, or clients, or otherwise engage in business on behalf of the AMO while under the influence of alcohol, illegal drugs or misused prescription or over-the-counter medications. The use, possession, sale, purchase, or distribution of illegal drugs or misuse of prescription or over-the-counter drugs is prohibited on our premises, or anywhere else while conducting business on our behalf. In addition, medically prescribed drugs may be used only as directed by your physician, and then only to the extent they do not impair your ability to perform the duties of your job.

The exception to the above restriction regarding use of alcohol is exclusively in the case of lawful, moderate, and prudent consumption at legitimate business related events or entertainment. However, AMO employees must act responsibly at all times, including relying on designated drivers to ensure safe transportation home following such an event. No employee under the age of twenty-one (21) may consume alcohol under any of the above situations.

Consistent with this Policy, the AMO has established the following procedures for conducting tests to determine if applicants or current employees are in violation of this Policy.

**DEFINITIONS:**

1. "Drug" includes inhalants, illegal drugs and prescription drugs. Prescription drugs must be taken under the direction of a physician and in accordance with those directions.
2. "Illegal Drug" includes any substance that is not legally obtainable; may be obtained legally but has not been obtained in a legal manner; or, a legal drug that is being used in a manner or for a purpose other than as prescribed.
3. "Drug Test" means any test administered to determine the presence or absence of drugs or drug metabolites in a person's blood, urine or breath.
4. "Company Property" means property owned, leased or otherwise under the control of the AMO, such as vehicles, lockers or desks provided by the AMO for employee use.
5. "Alcohol Testing" means any test administered to determine the presence or absence of alcohol in a person's breath, blood, or urine. Alcohol testing will be conducted on a random basis or when there is reasonable suspicion to believe an employee is using alcohol or is intoxicated, impaired or under the influence of alcohol.

6. "Reasonable Suspicion" includes but is not limited to when an employee is or has been observed using alcohol or drugs while on the job or on company property; is in an apparent state of physical impairment; is in an incoherent mental state; exhibits marked changes in personal behavior that is otherwise unexplainable; or, exhibits deteriorating work performance that is not attributable to other factors.
7. "Random Testing" means the computerized selection of AMO drivers for unannounced testing. The AMO will test the employee driver population annually. The percent to be tested is determined by state or federal regulations, i.e. Department of Transportation (DOT) covered positions. Employees may be selected more than one time during the year due to this random selection process. No effort will be made to adjust the random selection process except where required to meet other mandated testing standards, i.e. DOT.

**PROCEDURE:**

1. Applicants for designated positions who have been selected for employment must satisfactorily pass a pre-employment drug test. Any offer of employment is contingent upon the candidate's passing this pre-employment drug test.
2. Drug testing of current employees will be conducted under the following circumstances:
  - Upon initial implementation of AMO Drug & Alcohol Testing policy and procedures, and
  - On a random basis for employees in positions that require a commercial driver's license, testing at least 10% of the employees for alcohol and 50% for controlled substances per year, unless a higher percentage is required by other state or federal regulation, i.e. DOT; or
  - On a random basis all employees in any position may be tested for drugs and/or alcohol; or
  - When there is reasonable suspicion to believe that an employee is using drugs or alcohol or there is reasonable suspicion to believe that an employee is intoxicated or impaired on the job based on work performance or behavior; or
  - When an employee is found to be in possession of alcohol, drugs or drug paraphernalia while on the job, on company property or on property under the control of the AMO, such as lockers or desks provided by the AMO for employee use; or
  - Following any accident, injury or other action which may indicate possible impairment of ability or judgment which could be reasonably believed to have been caused by alcohol or drugs; or

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- As a part of any periodic medical or physical examination required by any state or federal regulation, such as Commercial vehicle drivers' license renewal, DOT regulated drivers, etc.
  - Drug and alcohol tests should be conducted within **two** (2) hours following any vehicle accident involving a Company vehicle or any private motor vehicle being operated on Company business, when the driver has been cited, there have been fatalities or injuries requiring medical treatment away from the scene of the accident, or any vehicle has been towed from the scene.
3. Anyone who contaminates or attempts to contaminate specimens collected for testing purposes or who otherwise interferes with the AMO's testing procedures will be terminated immediately.
  4. Any drug or alcohol testing will be performed by utilizing the services of a NIDA certified and registered testing laboratory or collection site.

An initial positive test result for any applicant for employment will result in the immediate withdrawal of that offer. No confirmatory test will be performed on the specimen collected.

The test for the presence of alcohol will be conducted with a breath-testing device approved by the DOT. A positive test result for the presence of alcohol at or above .02 % blood alcohol levels will be followed with a second, confirmatory test within 20 minutes of the initial test.

All collection, transportation, chain-of-custody and testing procedures as established by the Department of Transportation (DOT) will be followed at all times.

5. Employees who are taking prescription medications under the direction of a physician are required to produce valid proof of that prescription, such as a current prescription or medication container with the date of the prescription and physician instructions. If the testing reveals the presence of a prescription drug that is not consistent with the physician's orders, the employee will be subject to disciplinary action, up to and including termination of employment.

Employees are required to report to their supervisor the use of any prescription or over-the-counter drug that may have a detrimental affect on their work or behavior. The use of that drug will be evaluated to determine if the employee will be allowed to report for or continue work.

6. The results of drug or alcohol testing will be released by the Medical Review Officer (MRO) who is an employee of the testing laboratory to the Chief Human Resources Officer, or designee, and will be kept strictly confidential. Directors will be advised of drug or alcohol test results only to the extent necessary to implement corrective or disciplinary action when required.

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Test results may be disclosed when the AMO has a duty or is privileged or allowed to release such information, such as to the Texas Office of Employment Security. However, in some circumstances, law enforcement authorities may be notified of test results or employee activities, and law enforcement authorities or security personnel may be asked to assist in the investigation of illegal conduct related to drugs or substance abuse. Test information may be used as evidence and may be obtained and disclosed in any public or private administrative or disciplinary proceeding or hearing, or civil litigation where drug or alcohol use by the employee is relevant.

7. If an employee has a drug or alcohol test result which is positive for the presence of drugs or alcohol, the following consequences will result:
  - The employee may be immediately terminated.
  - Eligibility for re-employment will be based on:
    - a) proof that the individual has successfully completed an approved substance abuse treatment or rehabilitation program,
    - b) proof that the individual has successfully passed an approved drug or alcohol test as part of the process for reapplying for employment, and
    - c) the individual's record of prior job performance.
  - Eligibility for re-employment will not be considered for at least six (6) months following the prior termination date.
  - Any employee who is rehired following a positive drug or alcohol test will be subject to unannounced tests at any time and for any reason during the duration of their employment by AMO.
  - Any employee who has a second positive drug or alcohol test results will be immediately terminated and ineligible for re-employment by the AMO.
8. In the event of a confirmed positive test result, the employee may be given an opportunity to explain the results of the drug or alcohol test to the MRO, if possible. The MRO shall determine if such explanation is sufficient to explain the positive test results and would not conflict with the intent or purpose of this Policy.
9. Any violation by the employee of any of the provisions of the AMO policy on drug or alcohol use will result in disciplinary action, up to and including termination of employment.
10. Any employee who is convicted of any felony charge of illegal possession, use, distribution, purchase or sale of illegal drugs, either on or off Company property, must



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report such conviction to their Director, and the Chief Human Resources Officer, within five (5) days of the conviction. Any employee so convicted will be subject to disciplinary action, up to and including termination of employment.

11. All documents relating to the administration of this policy, to include all test results, records of required training, documentation supporting reasonable suspicion and post-accident testing will be maintained by the Human Resources Department in secured files with access limited to the HR Staff who have a right and need to know and authorized representatives of inspecting agencies upon valid request.

Copies will not be maintained in any other locations, including offices of immediate supervisors, managers, directors or officers.

### **Notification of Employee and Time Limit to Present for Testing:**

The Chief Human Resources Officer or other designated staff will check selected employee's schedules, confer with the employee's director and arrange for an appointment at St. David's Occupational Health Services (SDOHS). After an appointment has been set, the CHRO or other designated staff will notify the employee's director of the required test time. Employees selected for testing will be taken to SDOHS for testing as soon as notified.

Off-site phlebotomists whose scheduled blood drives may interfere with the testing schedule will not be informed of their selection for testing until a day when they have adequate time to be taken for testing. Employees may be asked to come to work early, without an explanation as to why, so that they can present for the drug test before their drive or shift begins.

Employees will be paid for the time involved in completing their drug screen.

### **Exceptions/Exclusions:**

Only employees who are on an approved, long-term leave of absence will be excused from testing. Employees who are on vacation or a short-term leave of absence will be tested immediately upon their return. Only the Chief Human Resources Officer with consent of the Chief Operating Officer can grant exceptions to the amount of time given to present for testing.

Employees may be selected more than one time during the year due to the random nature of the selection process, and no effort will be made to adjust the random selection process to delete previously selected or other employees except in regards to CDL drivers as noted above.

### **POST ACCIDENT:**

1. Employees must notify their supervisor of any accident within 24 hours of occurrence.

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2. If any employee has been involved in a vehicle accident while driving **any** vehicle on Company business and

- have received a citation (ticket), or
- there has been any fatalities or injuries,

drug and alcohol testing should be completed within **two (2)** hours of the accident. It is the employee's responsibility to insure that both drug and alcohol testing is performed. Verification of this testing must be provided to the supervisor.

3. If the employee is incapacitated and unable to obtain required testing, medical personnel must be advised by the supervisor that drug and alcohol testing is required as soon as medically possible.

- A facility capable of collecting the required urine specimen and performing the Breathalyzer testing should be used. If testing is done by investigating law enforcement personnel, a copy of the accident report or other documentation verifying that testing was performed must be provided to the supervisor.
- During normal working hours, testing will be performed by the facility used by the AMO for other drug and alcohol testing. After normal working hours, most hospital emergency rooms have the capability of making the necessary collections or testing. Blood alcohol testing may be substituted for the Breathalyzer testing, if no certified technician is available to perform the Breathalyzer testing.
- **NOTE: If the employee is suspected of being under the influence of drugs or alcohol, that employee must NOT be permitted to drive himself or herself to be tested! A supervisor should transport them, if possible.**
- The employee must submit to both drug and alcohol testing. Failure or refusal to submit to either test as required by the AMO, will result in further disciplinary action up to and including termination of employment.

4. Failure to have both tests performed within the required **two (2) hours** following an accident will be considered as a refusal to submit to required testing, resulting in immediate termination of employment. The only exception to this **two (2) hour** requirement is when law enforcement personnel prevent the employee from complying due to receiving medical treatment or detention. In either event, testing should be performed within no more than **four (4) hours** following the accident.

5. Human Resources must be provided the name, social security number of any employee who is sent for Post-Accident Drug and Alcohol testing, date and reason for the testing as soon as possible. If possible, a copy of the accident report should be included.

## Policy

Employee counseling and discipline are designed to enhance employee development and retain properly trained staff. The Affiliated Medical Organizations are dedicated to staff retention while continuing to maintain high organization standards. When inappropriate behavior or substandard performance is exhibited by an employee or an employee does not meet work expectations, corrective measures may be applied. The AMOs expressly reserve the right to discharge at will.

## Procedures

The following procedure describes methods of dealing with performance or behavior that needs to be improved or corrected. The AMOs have the latitude of implementing these steps in any order, omitting steps, or terminating immediately. Upon occasion, extenuating or mitigating circumstances may warrant taking other actions. These actions need not be used in the order presented or any other sequential order, and are merely described for informational purposes as possible actions that a supervisor may take to correct an employee's behavior.

**Verbal counseling** may be given identifying any inappropriate behavior or unacceptable performance and indicating needed improvement. A written record of the fact that the counseling was given and a description of the behavior to which it related may be prepared.

**Written counseling** is presented in writing to the employee so that the nature of the situation is communicated. It should include identification of the behavior, violation or performance problem; and indication of required change or improvement needed; and information concerning further corrective action resulting from a failure to show the required modification or improvement. A time frame for change or a probationary period may be included.

The written counseling to correct performance problems or non-productive behavior should be discussed and signed by both employee and supervisor. The employee's signature indicates receipt of written counseling only, not agreement with its contents. If an employee refuses to sign, the supervisor should sign a statement that a copy was given or offered to the employee.

Counseling forms utilized will include space for employee comments. Any comments offered by the employee will be considered by the supervisor.

**Suspension without pay** is disciplinary and occurs when an employee exhibits a severe, flagrant, or repeated inappropriate behavior. An employee may be suspended without pay for a maximum of five days. A probationary period with or without a specific time frame may be included.

**Demotion** may be used after an employee fails to perform at the level of expectation when performance counseling and an opportunity to improve has been provided.

**Dismissal** (termination) may be an appropriate response to a severe infraction of policy, unlawful activity, inappropriate behavior, substandard performance, or employee's inability or failure to perform their job duties or failure to comply with policy and procedures.

All matters of counseling and discipline between the supervisor and an employee should be treated with appropriate confidentiality.

**Policy:**

The philosophy of the Affiliated Medical Organizations is to resolve complaints or problems at the management level closest to the work unit beginning with the work unit supervisor. All supervisors and management have an interest in the resolution of any and all complaints and issues regarding the workplace.

**Procedures:**

Under normal conditions, if you have a job-related problem, question, or complaint, you should discuss it with your immediate supervisor. The simplest, quickest, and most satisfactory solution will most often be reached at that level. If the discussion with your supervisor does not answer your question or resolve the matter to your satisfaction, you may then present your complaint to your manager or director. If the matter is still not resolved satisfactorily, you may present your complaint to the Chief Operation Office and then the Executive Vice President. The Executive Vice President will render a final and binding decision on the matter after appropriate investigation.

When the issue personally involves the supervisor or manager with whom you would ordinarily discuss a problem, you may bypass that individual and proceed to the next person in authority without fear of reprisal. *At any time you may seek the advice and guidance of the Director of Human Resources.*

Any difficulty in using this procedure should be brought to the attention of the Director of Human Resources. The AMOs are equal opportunity employers. Any complaint regarding discrimination or harassment based on race, national origin, religion, sex, color, age, and disability *should be immediately* reported to the Director of Human Resources.

**Policy**

Affiliated Medical Organizations will strive to provide a safe and hazard free work environment. Employees are responsible for complying with established safe work practices and procedures.

**Procedures**

Employees are required to report unsafe acts and conditions to their supervisors. Supervisors are responsible for timely investigation and response to such reports.

Employees are required to maintain tools, equipment and work areas in a way that is free from hazards which could cause serious personal injury to themselves, co-workers or the public, or which could result in damage or loss of property.

Employees of the Affiliated Medical Organizations must observe all safety policies, procedures and related practices while performing in the course and scope of their positions. This includes activities conducted at locations other than the normal work site and the travel to and from alternate work sites.

Employees of the Affiliated Medical Organizations will not engage in unnecessary, dangerous or unlawful activities while on duty or on the Affiliated Medical Organizations' property. Dangerous activities include but are not limited to horseplay, fighting, unsafe vehicle operation, failure to observe or comply with Universal Precautions or with other infection control procedures or any other act that may result in personal injury to themselves, co-workers or the public or which could result in damage or loss of property.

Employees of the Affiliated Medical Organizations will not possess or transport any weapons while on duty or on the Affiliated Medical Organizations' property.

Failure by employees to follow any established safety policy, procedure or practice may result in disciplinary action up to and including dismissal.

The Affiliated Medical Organizations' employees are expected to maintain a reasonable level of physical and mental health and fitness sufficient to perform the essential job functions of the position for which they were hired.

**Policy**

It is the policy of the Affiliated Medical Organizations to promote safety in the job performance of every employee. The Affiliated Medical Organizations are concerned about employee safety and the prevention of work-related injuries.

**Scope**

The goal of this Policy is to achieve a reduction in the number and severity of all work-related injuries. This policy applies to all employees.

**Responsibility**

- A. The first level of accountability for preventing work-related injuries lies with each individual employee, who must take care in carrying out his or her duties at work. This includes use of common sense, strict compliance with company policies, regulations and safety training programs, proper use of equipment and maintaining an awareness of his/her surroundings so that unsafe situations can be handled safely and unsafe conditions reported to supervisors.
  
- B. The second level of accountability rests with managers and supervisors who must make reasonable efforts to provide every employee who reports to them with adequate safety training material and information to enable the employee to perform his or her duties in a safe and responsible manner. To this end, managers and supervisors shall provide:
  - 1. Safety training of employees.
  - 2. Provide necessary safety equipment to employees.
  - 3. Maintain tools and equipment in a safe manner.
  - 4. Setting an example of safe work performance.

**Policy**

The Affiliated Medical Organizations will maintain a Hazardous Materials Communication Program in accordance with established federal, state and local laws.

**Procedures**

Employees will receive training on hazardous materials identification, storage, handling and communications on no less than an annual basis.

New employees will receive hazardous materials training before assignment to work areas or duties involving any hazardous material.

The Affiliated Medical Organizations will maintain a file of Safety Data Sheets (SDS) in each department. SDS files will be available for employee information and referral. Employees will be advised as to the location of the SDS files.



## Policy

The Affiliated Medical Organizations abide by the laws, rules, and guidelines of the Texas Workers' Compensation Act. The intent of the Texas Workers' Compensation Act is to provide "no fault" coverage that protects the employee yet limits the employer's liability exposure.

## Procedures

All job related injuries must be reported in writing by the employee immediately or within 24 hours of the injury. Injured employees should notify their supervisor or appropriate affiliate director. In the absence of the supervisor, affiliate director or designee, the employee should notify the Director, Risk Management.

Supervisors receiving notice of an on-the-job injury or illness must note time and date of the incident and their notification and advise the Director, Risk Management.

Injured employees should seek or be provided with immediate medical attention as required by the nature of the injury or illness. Employees should go to an in-network physician for the workers compensation insurer. Information on how to find in-network physicians can be obtained by calling the Director, Risk Management at ext. 1163. Among other physician practices, Concentra and St. David's Occupational Health Clinic on 32<sup>nd</sup> Street in Austin are considered in network. Additionally for any injury requiring a visit to an emergency room any Hospital is acceptable.

Injured employees whose claims are covered by workers compensation insurance will be provided with reasonable and necessary medical services resulting from the job-related injury or illness.

Employees must return to work or contact their supervisor after the initial physician's visit and provide information and follow up written documentation of their work status immediately after each visit. The supervisor shall inform the Director of Risk Management of work status reports.

Treating physicians can authorize the injured employee to be off work. Authorization must be in writing, signed by the treating physician, and include detailed information on the employee's ability to perform essential job functions or alternative light duty functions. It will be at the sole discretion of the supervisor whether a light duty assignment is available.

While off duty as the result of an on-the-job injury or illness, the employee must not engage in any activity that would hinder his/her recovery.

Employees are expected to return to work at the earliest possible time. Employees must follow physician instructions for therapy and treatment. Failure to abide by physician directives or to attend physician's appointments without reasonable justification may be cause for disciplinary action up to and including dismissal. Supervisors are responsible for investigating all job-related injuries. A written report of the investigation should be submitted to the Director Risk Management within five calendar days of receiving report of the incident.

Any employee that is injured on the job and must be away from work must use their accrued PTO leave until Workers' Compensation benefits begin paying. If the employee does not have accrued time available, the employee will be on a no pay status until Workers' Compensation begins paying benefits.

In compliance with the Texas Workers' Compensation Act, the Affiliated Medical Organizations will notify employees during the initial orientation and maintain posted notification of Workers' Compensation coverage, information and ombudsman phone numbers.

## Policy

Operation of a motor vehicle is a required activity for certain positions with the Affiliated Medical Organizations. Employees assigned to those positions are responsible for maintaining proper licensure and insurance levels to operate the assigned vehicle or the employee's own personal vehicle. Employees are responsible for operating vehicles in a safe and hazard free manner. Employees that ride as passengers in company vehicles are expected to behave in a safe manner.

## Procedures

### 1. Drivers of Company & Personal Vehicles for Company Business:

- Only candidates who are twenty-one (21) years of age or older, able to provide proper licensure credentials, a copy of a current and acceptable driving record and proof of insurability insurance will be considered for positions that require operation of a motor vehicle as part of the normal job function. Once employed the organization will do periodic record checks. The age requirement for candidates for positions requiring a commercial driver's license is twenty-five (25) years of age or older.
- Employees are required to provide proof of proper licensure and a copy of a current and acceptable driving record prior to assignment to any vehicle operation duties. Any employee who operates their personal vehicle while on Affiliated Medical Organization's business is required to provide proof of proper insurance as well.
- The Affiliated Medical Organizations maintain insurance on each company vehicle. In the event of an accident in a company vehicle in which the employee is at fault the employee will be required to pay a \$100.00 per accident deductible. The deductible will be automatically deducted from the employee's paycheck. If the employee is not at fault then the employee will not be responsible for the deductible.
- Employees who operate their own personal vehicle during the course and scope of their job duties must ensure their vehicle is safe to drive and carry at least the legal minimums for auto insurance. The operation of a motorcycle, scooter or bicycle during the course and scope of your job duties is not permissible.
- Employees who fail to maintain their required licensure or liability insurance, or who get a serious ticket (ex - DUI), or 3 or more tickets in 3 years will not be allowed to operate a vehicle in the course and scope of their employment with the Affiliated Medical Organizations. These employees may be subject to performance counseling and actions up to and including dismissal for failure to perform the essential functions of their positions.
- Employees must notify their supervisor by their next scheduled work day of any traffic citation (except parking). This is required regardless of the vehicle being operated or if the employee was on or off duty at the time. Failure to maintain an acceptable driving

record may be grounds for disciplinary action up to and including termination. The AMO will conduct periodic driving record checks.

- Employees must notify their supervisor within 24 hours or by the start of the next regular work shift if their license is suspended, revoked, canceled or if they are disqualified from driving for any reason.
- Employees are required to notify their supervisor of any incident or accident that occurs while operating any vehicle on Affiliated Medical Organization business immediately (see policy 05.03; Post Accident page 5 of 6).
- Employees are required to abide by all traffic laws when operating a vehicle either privately owned or company owned while on duty. Failure to abide by established laws or reckless vehicle operation while on duty may be grounds for disciplinary action up to and including dismissal.
- Employees may only use a cell phone while driving if hands free device is used to allow for hands free cell phone use while driving. It shall be the responsibility of the AMO's to provide hands free equipment for company owned cell phones. Employees are responsible for providing their own hands free equipment for cell phones owned by individual employees. Conversations shall be kept short and to the point as not to create a cognitive distraction for the driver. In the event an employee needs to use a cell phone and hands free equipment is unavailable he/she shall pull over to a safe area prior to engaging in a cell phone conversation.
- Employees are responsible for notifying their supervisor immediately of any unsafe conditions or damage to any Affiliate Medical Organization vehicle.
- Employees who use their personal vehicle for approved business purposes of an Affiliated Medical Organization may receive a mileage allowance for such usage. The mileage allowance will be paid at a rate approved by Organization management that shall not exceed the Internal Revenue Service optional mileage allowance in effect at the time of such usage. This allowance is to compensate for the cost of gasoline, oil, depreciation, and insurance. Employees using their personal vehicles to perform company business are required to submit mileage reports in a timely manner (at least once every 30 days) for reimbursement.
- Periodically the AMOs will require attendance in a defensive driving course for all employees that have driving as an essential function of their positions. Employees that receive a traffic citation may be required to attend a defensive driving course at their own expense.

## 2. Rules for Commercial Driver's License (CDL) Drivers

- Only CDL drivers are allowed to drive extended length mobile donor coaches.

- Random drug testing will be conducted annually. In the event, that a drug test is positive, the employee will be subject to the AMO Drug and Alcohol Abuse in the Workplace policy (05.03). Furthermore, any positive test will be reported to the authorities, and the employee's CDL will be suspended for one year in accordance with the law.
- All CDL drivers will be scheduled for a mandatory physical before operating a commercial vehicle and every two years or more frequently if required by law.
- All CDL drivers will submit a Driver's Certification to Human Resources annually.

**3. Vehicle Use & Care**

- Eating and smoking in company vehicles is prohibited. Only drinks with lids may be used in the vehicles. All company vehicles are expected to be returned clean (trash picked up and any spills cleaned).
- Employees may not use company vehicles at any time for personal use. This will include going for out for lunch or out to pick up lunch, taking the vehicle home in the evening or on weekends (even when on-call), taking the vehicle to pick up another employee or transporting personal friends/family for any reason. Employees who are found to have used company vehicles for personal use will be subject to disciplinary action up to and including termination.

**4. Employees as Passengers**

- Employees riding in and/or operating company vehicles are required to wear seat belts at all times. Passenger number should be limited to the number of seat belts available.
- Employee passengers should conduct themselves in a safe manner at all times when riding in vehicles on company business.

Failure to comply with any company guideline regarding safety and/or driver requirements may result in disciplinary action up to and including termination.

**Policy**

Smoking and/or the use of smokeless tobacco will only be allowed at the designated areas specified by management. All designated smoking areas will be clearly marked. Smoking or the use of smokeless tobacco will be confined to that designated area only and not in route to or from the smoking area.

We strongly encourage employees to refrain from smoking on the property of neighboring businesses, in the surrounding neighborhood and streets. Employees are required to remain within the designated area while using tobacco products on campus. There are no other locations on or around campus where tobacco use is permitted.

Clean up of the designated smoking area will be the responsibility of the facilities department however it is the employee's responsibility to properly extinguish and dispose of used tobacco products as well as any other trash in the receptacle located in the smoking area. A fire extinguisher will be provided in the event of an emergency. Failure to keep the area clean of trash may result in loss of the designated smoking area.

It is not the practice of the Affiliated Medical Organizations to schedule rest breaks, smoke breaks or coffee breaks. Each supervisor/manager may allow reasonable breaks according to the needs of the business. Breaks should be approved in advance by your supervisor/manager.

Any employee interested in information about smoking cessation programs should contact the Human Resources department.

Revised 11/11/2009  
Last reviewed 01/2017

**Purpose**

The Affiliated Medical Organizations (AMOs) provide a safe workplace for all employees.

**Procedures**

To ensure a safe workplace and to reduce the risk of violence, all employees should review and understand all of the provisions of this workplace violence policy. The Human Resources Department is responsible for coordinating all workplace violence investigations.

**Prohibited Conduct**

The AMOs do not tolerate any type of workplace violence committed by or against employees. Employees are prohibited from making threats or engaging in violent activities. This list of behaviors, while not inclusive, provides examples of conduct that is prohibited.

- Causing physical injury to another person;
- Making threatening remarks;
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress;
- Intentionally damaging employer property or the property of another employee;
- Possession of a weapon while on company property or while on company business;
- Committing acts motivated by, or related to, sexual harassment or domestic violence.

**Reporting Procedures**

All potentially dangerous situations must be reported immediately to a supervisor or Human Resources. Reports can be made anonymously. All reported incidents will be investigated. Reports or incidents warranting confidentiality will be handled appropriately and information will be disclosed only on a need to know basis. All parties involved in a situation will be counseled and the results of the investigation will be discussed with them. The AMO will actively intervene at any indication of a possibly hostile or violent situation. Supervisors must report any potentially dangerous situations to Human Resources.

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**Risk Reduction Measures**

1. **Hiring:** The Human Resources Department take reasonable measures to conduct background investigations to review applicant's backgrounds and reduce the risk of hiring individuals with a history of violent behavior.
2. **Safety:** The AMO conducts annual inspections of the premises to evaluate and determine any vulnerabilities to workplace violence or hazards. Any necessary corrective action will be taken to reduce all risks.
3. **Individual Situations:** While we do not expect employees to be skilled at identifying potentially dangerous persons, employees are expected to exercise good judgement and to inform a supervisor or human resources if any employee exhibits behavior which could be a sign of a potentially dangerous situation. Such behaviors include:
  - Discussing weapons or bringing them to the workplace;
  - Displaying overt signs of extreme stress, resentment, hostility, or anger;
  - Making threatening remarks;
  - Sudden or significant deterioration of performance;
  - Displaying irrational or inappropriate behavior.

**Enforcement**

Threats, threatening conduct, or any other acts of aggression or violence in the workplace will not be tolerated. Any employee determined to have committed such acts will be subject to disciplinary action up to and including termination. Non-employees engaged in violent acts on the employer's premises will be reported to the proper authorities and fully prosecuted.

**Approved EMC  
12/01/2001  
Last Reviewed 01/2017**



**Purpose**

The purpose of this policy is to outline the use of personal cell phones at work and the safe use of cell phones by employees while driving.

**Procedures****Personal Cellular Phones**

While at work employees are expected to exercise the same discretion in using personal cellular phones as is expected for the use of company phones. Personal calls during the workday, regardless of the phone used, interfere with employee productivity and can be distracting to others. Employees are expected to keep personal phone calls to a minimum. Employees are asked to make personal calls on non-work time where possible and to ensure that friends and family are aware of the company's policy. Some departments restrict the use of cell phones entirely while working. Always look to your departmental policy.

The company will not be liable for the loss of personal cellular phones brought into the work place.

**Personal Use of Company-Provided Cellular Phones**

Where job or business needs demand immediate access to an employee the company may issue a business cell phone to an employee for work related communications. Employees are expected to keep personal use of company issued cell phones to a minimum. Excessive calls may be charged to the employee and result in disciplinary action.

Employees that are issued company equipment such as cellular phones are expected to protect the equipment from loss, damage, or theft. Upon resignation or termination of employment, or at any time upon request, the employee may be asked to produce the phone for return or inspection. Employees unable to present the phone in good working condition within the prescribed time frame (i.e. 24 hours) may be expected to bear the cost of a replacement.

Employees who separate from employment with outstanding debts for equipment loss or unauthorized charges will be considered to have left employment on unsatisfactory terms and may be subject to legal action for recovery of the loss.

**Safety Issues for Cellular Phone Use**

Employees may only use a cell phone while driving if a hands free device is used. Employees are responsible for providing their own hands free equipment for cell phones owned by individual employees.

Regardless of the circumstances, including slow or stopped traffic, employees are strongly encouraged to pull over to a safe area and safely stop the vehicle before placing or accepting a call. If acceptance of a call is unavoidable and pulling over is not an

option, employees are expected to keep the call short, always use hands free options , and refrain from discussion of complicated or emotional discussions and keep their eyes on the road. Special care should be taken in situations where there is traffic, inclement weather or the employee is driving in an unfamiliar area.

Employees whose job responsibilities do not specifically include driving as an essential function, but who are issued a cell phone for business use, are also expected to abide by the provisions above. Under no circumstance are employees allowed to place themselves or others at risk to fulfill business needs.

Employees who are charged with traffic violations resulting from the use of their phone while driving will be solely responsible for all liabilities that result from such actions.

Violations of this policy will be subject to the disciplinary action up to and including termination.

**Special Responsibilities for Management Staff**

As with any policy, management staff is expected to serve as role models for proper compliance with the provisions above and are encouraged to regularly remind employees of their responsibilities in complying with this policy.

**Policy**

The Affiliated Medical Organizations will maintain a process where employee job-related performance can be observed, evaluated, communicated, and utilized effectively to promote productivity and employee development. Written performance appraisal is the basic program element of a pay for performance compensation strategy, which the Affiliated Medical Organizations endorse.

**Procedures**

Evaluation of an employee's performance is a continuous process, an ongoing cycle.

Supervisors will communicate job responsibilities, expectations, and performance criteria at the beginning of the cycle and at any point that expectations change.

Supervisors will observe, discuss, and document employee performance when performance situations occur related to positive or negative behaviors.

Supervisors will review job responsibilities, performance factors and identify documented job behaviors at the end of the cycle.

Employee performance will be rated using an established performance appraisal guide.

Supervisors will submit the completed appraisal to their superior for review prior to meeting with the employee.

The performance interview will be conducted in a manner to encourage two-way communication. If additional information is received during the interview process, it may be added to the performance evaluation documentation.

In finalizing the review the employee will be given an opportunity to add written comments to the document and to sign the acknowledgment that they have received a copy. A development plan may be added to the document.

Performance reviews are prepared at least annually for all employees. Newly hired individuals and employees who have been promoted during the year should be evaluated at three months post hire or promotion date.

Supervisors may prepare special performance reviews of any employee at any time when the employee's performance, above or below standard, warrants special consideration.

An acceptable performance review does not automatically signify a pay increase.

**Policy**

It is the intent of the Affiliated Medical Organizations to recognize employees through an Employee Recognition program. Our employees are our most valuable assets and their achievements deserve recognition.

**Procedures**

Special achievement recognition programs may encompass peer nominations and/or voting and will be presented periodically. These procedures may vary within the Affiliated Medical Organizations.

Tenured employees will be recognized annually for time in service to the organization. Special awards will be presented to employees as they achieve the designated service levels. The following awards have been established.

**Five years of service:**

The employee will receive a certificate recognizing their years of service and a \$50.00 cash award.

**Ten, fifteen, twenty, twenty-five and each five-year increment until retirement:**

The employee will receive a certificate recognizing their years of service and a \$100.00 cash award.

**Resignation of duties (10 years of service or more)**

An employee who resigns after ten years of service to pursue other professional goals will be presented with an appropriate gift. (Total value not to exceed \$100)

**Retirement**

An employee who retires from the workforce and has served a minimum of ten years at an Affiliated Medical Organization will be presented with a retirement gift. (Total value not to exceed \$150)

All employee recognition awards will normally be presented within the same quarter that the anniversary is achieved.

**Policy:**

Through extensive call research, MSB has identified key components of every call transaction that are crucial to the success of that transaction in terms of accuracy, caller impression, and professionalism. In addition, MSB has adopted “Best Practices” used by other similar and successful companies. All MSB Customer Service Representatives are trained in these procedures and are expected to follow these procedures while processing calls.

**Responsibilities:**

It is the responsibility of the designated MSB personnel (Call Center Manager (CCM), Training Coordinator, Team Lead, etc) to conduct regular call audits, provide Coaching Sessions when appropriate, and administer the Performance Improvement Pay Scale program ("PIPS") when required.

**Policy Procedure:**

**A Formal Coaching Session is defined as:**

A documented infraction where an agent has failed to follow established MSB policy or procedures and/or has caused a negative impact to a client. This formal coaching session will be documented on a Formal Coaching Session form and logged in the electronic formal log database of that employee (see attachment A).

**An Informal Coaching Session is defined as:**

An infraction that has been identified as a learning opportunity for the agent. This informal coaching session will be documented in the electronic daily log database of that employee.

Recurring or unresolved infractions resulting in Informal Coaching Sessions may result in Formal Coaching Sessions.

**A Call Audit is defined as:**

A random minimal sample of 5 call recordings. Failure to follow established protocols and policies on any sampled call fails the Call Audit.

**Misconduct is defined as:**

Any action or behavior deemed to be unacceptable, improper, abusive, intentionally misleading or untruthful, unethical, negligent, and/or may result in legal action brought against the company or its clients.

Poor call handling performance is identified primarily by:

- Regular call audits conducted by management
- Client complaints in response to an improperly handled call
- Real-time observation and monitoring by management

Poor call handling can also be identified by other means including client initiated account research and general company research. If for any reason, misconduct is found to be evident in a call or calls, Management reserves the right to take disciplinary actions, up to and including termination.

Examples of misconduct can be identified as, but not limited to:

- Inappropriate language and/or tone on a call recording
- Hanging up on caller
- Unprofessional behavior

- Failure to adhere to an established policy and procedure

Any time it is discovered that an employee has not followed established and routine account protocols, verification procedures, and company call handling policy, that employee will be provided with a documented Formal Coaching Session by their manager. This Formal Coaching Session will outline the specific call handling error and/or breach of policy as well as the specific company policy or protocol to follow in order to prevent future errors.

Four consecutively failed call audits and/or five (5) or more Formal Coaching Sessions in any three (3) consecutive months are considered excessive. Upon administering the fifth Formal Coaching Session within any three consecutive months, the CCM will also place the employee into MSB's "PIPS" program by:

1. Presenting the employee with a documented Verbal Warning
2. Informing the employee that, effective the next pay period and by submission of an Employee Status Change Form to HR, their hourly pay will be reduced as follows:

5% for the first infraction.

10% for any subsequent call-handling infraction during a rolling calendar year after being released from PIPS and completing the 6 month probation.

The pay reduction will begin the Sunday of the week that PIPS will start and will continue until the Saturday of the week that PIPS ends.

3. Scheduling four individual Call Audits, one every two weeks. The employee must pass two Call Audits to be released from PIPS. Any client complaint during this time that can be directly attributed to the employee's failure to process a call properly will count as one failed Call Audit.

Should an employee fail two Call Audits, they will receive a Written Warning. In the event the employee fails three Call Audits, their employment will be terminated.

4. Once an employee is released from PIPS they will return to their hourly pay rate effective prior to PIPS and be placed on a six (6) month probation. If during this six (6) month probation period an employee receives an additional five (5) formal or informal coaching sessions, their employment may be terminated.