

**Southeast Connecticut Eye Care LLC  
(SEE-CARE) Employee Handbook**

# ABOUT THIS HANDBOOK

We have a great team of people at Southeast Connecticut Eye Care LLC. Thanks to you, we give our patients the highest quality eye care available anywhere, bar none.

Having policies that help us maintain an orderly, fair, and supportive office are vital to our mission of taking care of patients. We want all employees to feel valued, supported, and happy, so they can concentrate on their work caring for patients.

This handbook provides written documentation of our current policies, practices, and guidelines for employees. We want to be clear about expectations for employees, and what you as a member of our team can expect from us.

The latest version of this handbook is posted on our practice website. Please review it periodically to stay familiar with it and to check for any updates.

If you see any issues with this handbook, or think you can make it better, please make a suggestion. We want to continuously change for the better.

As a condition of employment, all employees must:

- Review and understand the contents of this handbook.
- Have all questions answered by their supervisor or the office manager.
- Abide by the rules and procedures contained in this handbook.

You will find an Employee Handbook Receipt form attached. Once you have thoroughly reviewed the handbook, please sign and return the form to the Office Manager.

A handwritten signature in black ink, appearing to read 'Kevin Cranmer'.

Kevin Cranmer, MD

owner, Southeast Connecticut Eye Care LLC



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# RECEIPT OF EMPLOYEE HANDBOOK

I have received a copy of the Southeast Connecticut Eye Care LLC Employee Handbook, have read the contents completely, asked any questions I have about the policies and procedures within, and understand that I am responsible for abiding by them accordingly.

I understand that the rules, policies, and benefits summaries contained in this Employee Handbook may be changed, modified or deleted at any time. The most current version is located at:

<https://see-care.com/staffonly.php>

I acknowledge that this handbook is not a contract, express or implied. I also understand that this handbook supersedes any previously published versions and agreements between any Company employee and me with respect to the terms and conditions of my employment at Southeast Connecticut Eye Care LLC.

I understand that neither the handbook's policies nor any other representations made by a management representative, at the time of hire or at any time during employment, is to be interpreted as a contract between the Company and any of its employees.

**I further understand that my employment is an employment-at-will, voluntarily entered into, that I am free to resign at any time, and that the Company may terminate the employment relationship, with or without notice or cause.**

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Employee Name (please print)

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Date Signed

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Employee Signature

## INTRODUCTORY STATEMENT

This handbook is designed to acquaint you with SEE-CARE and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. Please read, understand and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by SEE-CARE to benefit employees. We want to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. SEE-CARE reserves the right to revise, supplement, or rescind any policy or portion of the handbook, as it deems appropriate, at its sole and absolute discretion. SEE-CARE will make efforts to notify its employees of such changes to the handbook as they occur.

## ORGANIZATION DESCRIPTION

SEE-CARE is a medical and surgical eye care practice. We:

- Strive to provide the best eye care available anywhere.
- Work hard to make our patients feel welcome.
- Treat our patients as we'd want ourselves or our family members treated.
- Employ the latest technologies and evidence-based medicine.
- Work relentlessly on our administrative and clinical systems to continually perfect our practice.
- Comply with all laws, regulations, ordinances, and professional standards applicable to us.
- Communicate with our patients honestly and in a way they understand.
- Continually seek self-improvement and education.
- Treat our employees well, with a supportive and friendly work environment.
- Provide pay and benefits that reward the excellence of our employees.
- Are down-to-earth and low drama.

## EMPLOYMENT AT WILL

**With the exception of MD physicians, SEE-CARE's relationship with its employees is and always will be one of voluntary employment "at will". Neither the employee nor the Company has entered into a contract of employment, either express or implied.**

Although we hope that your employment relationship with us will be long term, either you or SEE-CARE may terminate this relationship at any time, for any reason, with or without cause or notice.

Please understand that no supervisor, manager, or representative of SEE-CARE, other than the owner, has the authority to enter into any agreement with you for employment for any specified period, or to make any promises or commitments contrary to the foregoing. Further, any employment agreement entered into by the owner shall not be enforceable unless it is in writing.

## **EMPLOYEE RELATIONS**

SEE-CARE provides its employees with competitive compensation and benefits, and a work environment conducive to personal and professional development. When concerns or questions arise SEE-CARE offers an employee relations and problem resolution process to ensure that employees continue to be satisfied and comfortable throughout their tenure.

Issues that should be addressed through this program include allegations of harassment (sexual and other), hostility, discrimination, verbal abuse, physical abuse, drug or controlled substance issues, compensation and benefits concerns, and any violation of policies and procedures contained in this Employee Handbook.

All regular and temporary full- and part-time employees and interns are encouraged to utilize this program.

### **Procedure**

#### **Issue with a Co-Worker**

If you have a concern involving a co-worker, you are encouraged to speak openly and professionally to the co-worker to resolve the problem. If you are unsuccessful at this level or are uncomfortable approaching your co-worker directly, you should discuss the issue with your immediate manager. If you address the issue with your manager and are not satisfied with the results, you may bring the issue directly to the next level manager, the office manager, or the owner.

#### **Issue with a Policy, Process or On-site Non-employee Third Parties**

If you have a concern involving a policy, process, or on-site non-employee (vendor, visitor, member, contract worker), you are encouraged to bring the issue immediately to your manager for investigation and resolution. If you address the issue with the manager and are not satisfied with the result, you may bring the issue to the next level manager, the Office Manager, or the owner.

#### **Issue with a Manager**

If you have a work-related concern involving a manager, you are encouraged to speak openly and professionally to the manager to resolve the problem. If this is not successful, or if you are unsatisfied with the results, you are encouraged to bring the issue to the Office Manager for investigation and resolution. If the issue is with the Office Manager, you may bring it to the owner.



## **Confidentiality and Non-Retaliation**

Management will try to ensure that employment issues remain confidential and to investigate and resolve the issues expeditiously. Any internal investigation should involve only those individuals who are reasonably necessary. In addition, no employee will be penalized or retaliated against for using this program. Anyone found to have breached the confidentiality or retaliation provisions of this program will be subject to disciplinary action, up to and including termination. Also, any employee who is found to have misused this process by knowingly making false allegations will be subject to disciplinary action, up to and including termination.

This policy is not designed to be rigid or inflexible. Thus, if it is your preference, you should feel free to contact Practice Manager or owner to raise any work-related concern.

## **OPEN DOOR POLICY**

We encourage all employees to resolve issues at the lowest management level possible. In most cases, this minimizes disruption to our operations, and provides the fastest resolution to problems. However, any employee may voice concerns and make complaints to the Office Manager or owner, without fear of retaliation or censure, at any time.

## **EQUAL EMPLOYMENT OPPORTUNITY**

SEE-CARE is an equal opportunity employer and will not discriminate on the basis of race, religion, color, sex, religion, sexual orientation, national origin, age, ancestry, marital status, being a party to a civil union, handicap or disabilities or perception of disabilities, political activity, or other protected class status. Discrimination in violation of this policy is prohibited.

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at the Company will be based on merit, qualifications, abilities, needs of the Company, and other business factors specific to each individual situation.

SEE-CARE will make reasonable accommodations for qualified individuals with known disabilities, unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, placement, compensation, promotion, transfer, discipline, demotion, termination, and access to benefits and training. Any employee with questions or good faith concerns about any type of discrimination or perceived discrimination in the work place is encouraged to bring these issues to the attention of his/her immediate supervisor or other appropriate manager. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

## **DISABILITY ACCOMMODATION**

The Americans with Disabilities Act (“ADA”), prohibits discrimination against individuals with disabilities because of their disabilities.

The Company is committed to complying fully with ADA and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Reasonable accommodations are available to disabled employees whose disability affects the performance of their essential job functions, unless such accommodations would cause undue hardship to SEE-CARE. Generally, the individual with a disability must inform SEE-CARE that an accommodation is needed. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation), as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists. Leave of all types will be available to all employees on an equal basis.

The ADA does not require that SEE-CARE give preferential treatment to individuals with disabilities or lessen our qualification standards. The law does require that the practice consider providing reasonable accommodations to qualified individuals with disabilities to allow them to demonstrate their abilities and skills and perform the essential functions of their jobs.

We should all work together to see that such opportunities are available for persons with disabilities.

This policy is neither exhaustive nor exclusive. The Company is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

## **IMMIGRATION LAW COMPLIANCE**

SEE-CARE is committed to employing only United States Citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, even rehired employees, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility.

It is the employee's responsibility to notify SEE-CARE of any changes or updates to information used to verify employment eligibility including any documents establishing identification, such as driver's licenses, social security card and relevant immigration documents.

Employees with questions or who are seeking more information on immigration law issues are encouraged to contact the Office Manager. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

## **CONFLICTS OF INTEREST**

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which SEE-CARE wishes its business to operate. The purpose of these guidelines is to provide general direction so employees can seek further clarification on issues related to the subject of acceptable standards of operation.

Examples of inappropriate activity that may be perceived as a conflict of interest include, but are not limited to, the offering of special arrangements for clients outside the scope of general business dealings, dealings involving friends or relatives that could be seen as unfairly balanced or structured, or cases involving personal gains by the employee.

Given the very broad nature of this highly sensitive area, employees are strongly encouraged to seek out their supervisor for their interpretation of ANY AND ALL possible conflict of interest situations before the agreement is entered into.

Contact the Office Manager for more information or questions about conflicts of interest.

## **OUTSIDE EMPLOYMENT**

Employees may hold outside jobs as long as they meet the performance standards of their job with SEE-CARE. However, employees may not directly or indirectly act as or become a principal, agent, a 5% or more stockholder, employee, independent contractor or counselor of any business that engages in the same business as SEE-CARE.

If SEE-CARE determines that any employee's outside work interferes with their performance or the ability to meet the requirements of the position, as they are modified from time to time, the conflict between jobs will need to be addressed. SEE-CARE will make efforts to make any available and reasonable accommodations. Concurrently, SEE-CARE expects the employee to do the same, possibly including terminating the outside employment if she or he wishes to remain with SEE-CARE.

Outside employment that in the judgment of SEE-CARE management constitutes a conflict of interest is prohibited. Any employees who suspect a possible conflict of interest should seek out the Office Manager to discuss the matter further prior to the potential conflict occurring. Employees may not receive any income or material gain from entities outside SEE-CARE for materials produced or services rendered while performing their jobs at SEE-CARE.

## **NON-DISCLOSURE/CONFIDENTIALITY**

The protection of confidential business information and trade secrets is vital to the interests and the success of SEE-CARE. Such confidential information includes, but is not limited to, the following examples:

- Compensation data
- Patient lists

- Patient data
- Financial information
- Marketing strategies
- Pending projects and proposals

Any employee may be required to sign a confidentiality agreement as a condition of employment. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment. Additionally, even if they do not personally benefit from disclosing the information, said employees may be subject to legal action.

This policy is designed to protect and safeguard confidential business-related information; it is not intended to in any way limit, curtail or interfere with the rights of employees to discuss the terms and conditions of their employment or otherwise engage in protected concerted activities.

## **SOCIAL SECURITY NUMBERS AND PERSONAL INFORMATION PRIVACY POLICY AND OPERATING PROCEDURES**

It is the policy of the company to protect the confidentiality of Social Security numbers and other personal information obtained and used in the course of business from its employees and applicants. Personal Information is defined as “information capable of being associated with a particular individual through one or more identifiers.” All executives, managers and employees are expected to rigorously adhere to this policy. Any employee violating the provisions of this policy and its operating procedures will be disciplined in accordance with company rules.

### **Operating Procedures**

#### **Collection of Numbers and Other Personal Information**

Social Security numbers and other personal information will be collected from applicants and employees as required in order to meet federal and/or state reporting requirements. These purposes include:

- To conduct pre-employment background checks.
- To verify eligibility for employment.
- To withhold federal and state taxes.
- To comply with state new-hire reporting.
- To facilitate enrollment in company benefits plans.

Note: Social Security numbers may also be collected from creditors, suppliers or independent contractors where no tax identification or employer identification number is accessible. Social Security

numbers so obtained will be subject to the same provisions of the privacy policy as those for applicants and employees.

## **Use of Numbers**

Except for verification and reporting uses for the above-referenced reasons, no Social Security number or portion of a Social Security number will be used in the conduct of the company's business and

- No Social Security number or portion of a Social Security number will be permitted to be used for the following purposes: identification badges, parking permits, time cards, employee rosters, employee identification records, computer passwords, company account records, licenses, agreements or contracts.
- No Social Security number, portion of a Social Security number or other personal information will be used in open computer transmissions, company distributions or through the company intranet except where such transmission of information is by secure connection or is encrypted. As examples, reporting of payroll withholding taxes and benefit plan participation require such data; thus, such transmissions of data will be handled through secured computer transmission only.

## **Storage of and Access to Personal Information**

- **Storage:** All documents containing Social Security numbers and other personal information shall be stored in locked secured areas. All computer applications containing such personal information shall be maintained on secured, authorized-access computer stations only.
- **Access:** Only persons who have a legitimate business reason will have access to Social Security numbers and other personal information; such access will be granted through managers responsible for functions with reporting or transporting of such data responsibilities. Managers granted such access must take all necessary precautions to ensure the security of records that include such information when the records are not being used.

## **Destruction of Records**

Records that include Social Security numbers and / or other personal information will be maintained in accordance with federal and state laws. When such documents are released for destruction, the records will be destroyed by shredding. Electronic files should be destroyed in a manner whereby they are unrecoverable.

## **EMPLOYMENT CATEGORIES**

It is the intent of SEE-CARE to define employee classifications so employees understand their employment status and benefits eligibility. These classifications do not guarantee employment for any specific period of time. Accordingly, the right to terminate the employment relationship, at will, at any time is retained by both the employee and SEE-CARE.

Each employee is designated as either NON-EXEMPT or EXEMPT from federal and state wage and hour laws. NON-EXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws. An employee's EXEMPT or NON-EXEMPT classification may be changed only upon written notification by SEE-CARE management.

In addition to the above categories, each employee generally will belong to one of the following categories:

Regular Full-Time Employees are those who are not in a temporary status and who are regularly scheduled to work SEE-CARE's full-time schedule at least 32 hours per week.

Regular Part-Time Employees are those who are not assigned to temporary status and who are regularly scheduled to work less than 32 hours per week.

Temporary Employees are those who are hired as interim replacements to temporarily supplement the work force or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status.

## **EMPLOYMENT APPLICATIONS**

The Company relies upon the accuracy of the information a prospective employee provides in an employment application, and in other data submitted throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the Company's exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

## **EMPLOYMENT REFERENCE CHECKS**

To ensure that individuals who join SEE-CARE are well qualified and have a strong potential to be productive and successful, it is the policy of SEE-CARE to check the employment references of all applicants. References will be solicited from the prospective/newly hired employee, along with explicit permission to contact those individuals for the purpose of checking the employment history and other relevant data.

Additionally, the Office Manager will respond to all reference check inquiries from other employers. Please note that only Office Manager and owner are authorized to respond to reference check inquiries. If you receive a call directly regarding a reference, please refer the caller to the Office Manager.

External disclosure of information about a current or previous employee will not be made without written authorization from the employee. Exceptions would be for verification of employment (dates and position only), information required by governmental legal agencies or in emergency situations.

## **PERSONAL DATA CHANGE**

It is the responsibility of each employee to promptly notify SEE-CARE of any changes in personal data. Personal mailing addresses, telephone numbers, marital status, names of dependents, individuals to be contacted in the event of an emergency, data collected for the use of processing taxes and/or payroll, educational accomplishments, and other such status reports should be accurate and current at all times. If any personal data has changed, notify the Office Manager.

## **ACCESS TO PERSONNEL FILES**

Employee files are maintained by the Office Manager and owner and are considered confidential. Managers and supervisors, other than the Office Manager, shall have access to personnel file information on a need-to-know basis.

Personnel files are to be reviewed in the presence of the Office Manager or designated representative. Personnel files may not be taken outside of the SEE-CARE office.

Representatives of government or law enforcement agencies, in the course of their business, may be allowed access to file information. We will release these records in response to a government request, a legal subpoena, or court order in accordance with applicable laws and regulations.

Employees will be permitted to inspect and, if requested, copy their personnel files upon a written request to do so. Such inspection shall take place within seven business days of a written request by a current employee and will occur during regular business hours at a location at or reasonably near the employee's place of employment. Former employees may make a written request to inspect or copy their personnel files within one year after the termination of a former employee's employment with SEE-CARE. Such inspection shall take place within ten business days of a written request by the former employee and will take place during regular business hours at a mutually agreed upon location.

## **EMPLOYEE BENEFITS**

Eligible employees of SEE-CARE are provided with a wide range of benefits. A number of programs (such as Social Security, Worker's Compensation, and Unemployment Insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Your supervisor or the Office Manager can identify the programs for which you are eligible.

Please see your Office Manager for more details and the summary plan descriptions for any and all benefits offered each calendar year.

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

SEE-CARE recognizes that you value your time away from work. Paid Time Off (PTO) is designed to offer you flexibility and choice in planning and managing your individual time off needs while simultaneously ensuring that SEE-CARE maintains the ability to meet its business needs.

PTO is available to Regular Full Time Employees and replaces traditional vacation, sick and personal days. PTO is not available to Regular Part Time Employees or to Temporary Employees.

## Request for PTO

You must submit a request to your direct supervisor for approval of pre-planned use of PTO. Every reasonable effort will be made to honor your request, subject to the needs of the Company.

Employees who are unable to report to work due to unplanned circumstances such as illness or injury should notify their direct supervisor by telephone or text before the scheduled start of the workday and before the start of each additional day of absence.

Employees calling in sick are generally expected to be available by phone in the event their manager needs to communicate with them, unless their illness or injury is sufficiently severe to preclude the ability to communicate.

## PTO Accrual

PTO is accrued based on every Regular Full Time Employee's start date and on the number of hours paid per pay period.

Employees do not accrue PTO during:

- leaves of absence
- PTO time taken
- unpaid time off
- overtime hours

Employees accrue PTO during:

- regular work hours
- holiday hours
- snow days

PTO will not be counted as hours worked for the purposes of determining overtime. Regular Full Time Employees are eligible to begin accruing PTO beginning four months after their start date.

Time in Service	Hours of PTO accrued per hour of work (or holiday/snow days)
4 mos to 5 years	0.084
5 years to 10 years	0.107
10 years or more	0.131

Eligible employees must use their PTO, if available, to make each work week equivalent to their usually scheduled work week. For example, if an employee normally works 40 hours per week, and only works 38 hours, two hours of PTO will be used to make that employee's time card total 40 hours. If the employee worked 40 hours for the week or overtime then no PTO will need to be used.



## **PTO Carryover**

Employees may carry over 80 hours of PTO from one year to the next. On the first pay period ending after the employee's start date anniversary, SEE-CARE will pay out any accrued PTO over 80 hours to the employee at that employee's current regular hourly rate.

## **Regular Holidays**

Regular Full Time Employees are immediately eligible for holiday pay on the following holidays, when that holiday falls on a regular work day. Where holidays fall on a weekend or other day that is not a work day, a compensatory day may be selected, at the discretion of SEE-CARE management.

New Year's Day	January 1
Memorial Day	Last Monday of May
Independence Day	July 4
SEE-CARE Day	July 31 (or other date scheduled by management)
Labor Day	First Monday in September
Thanksgiving Day	Fourth Thursday in November
Day after Thanksgiving	The day after the fourth Thursday in November
Christmas Day	December 25

Regular Part Time Employees are eligible for holiday pay only if the holiday falls on a day they are usually scheduled to work.

If a recognized holiday falls during an eligible employee's paid absence, such as vacation, holiday pay will be provided instead of the Paid Time Off benefit that would otherwise have applied.

Time off for holidays will not be counted as hours worked for the purposes of determining overtime.

## **Emergency Closing Pay**

In some cases, SEE-CARE will pay employees when closing for designated emergencies. Such emergencies can include those due to weather (snow, hurricanes, flooding, etc.), power outages, criminal activity, or similar events.

The Office Manager will declare when an emergency qualifies as an Emergency Closing and communicate the closing to employees through supervisors, or directly. Employees must make themselves available by telephone and follow instructions on when to report for work at the conclusion of the emergency.

SEE-CARE will pay employees up to twenty four (24) hours of Emergency Closing pay per calendar year, at their regular rate, if they were scheduled to work during the time of the Emergency Closing.

Employees who are unable to come to work because of a weather (or similar) emergency, may take time off during the emergency, to the extent required by the emergency. SEE-CARE encourages employees to avoid exposing themselves to excessive risk if road conditions preclude safe travel. They will not, however, receive Emergency Closing pay, unless the Office manager has designated it as an Emergency Closing. These employees will receive PTO pay, if available.

## **Religious and Cultural Holidays**

Reasonable accommodation is made to give an employee the opportunity to be off from work to observe a non-designated religious or cultural holiday. This time should be scheduled and approved in advance by their supervisor. An employee must use Paid Time Off for these holidays. If the employee has no available PTO remaining, the employee may take the time off without pay if approved by their supervisor.

## **Jury Duty Service**

SEE-CARE encourages employees to fulfill their civic responsibilities by serving jury duty when required. All Regular Full and Part-Time employees qualify for jury duty leave over any three-year period. Jury duty pay will be calculated from the employee's base pay rate times the number of hours the employee would otherwise have worked on the day of absence. SEE-CARE will continue to pay the employee's regular salary for up to 5 days.

Employees should submit a copy of the jury duty summons to their supervisor as soon as it is received so that arrangements can be made to accommodate their absence. While on jury duty, employees are expected to call their supervisor on a daily basis. Employees are expected to report for work whenever the court schedule permits or as soon as they are released from jury duty service. A copy of the release documentation should be provided to the supervisor.

SEE-CARE may request that an employee be excused from jury duty if, in SEE-CARE's judgment, the employee's absence would create serious operational difficulties.

## **Witness, Crime Victim, and Family Violence Leave**

SEE-CARE will grant reasonable and necessary leave from work to employees who are witnesses or victims of a crime or to attend or participate in legal proceedings pertaining to a crime. Employees may use PTO for this leave, or if the employee has no accrued PTO, may take it unpaid. In addition, employees who are victims of family violence are eligible to request a leave of a maximum of 12 days for the following reasons:

- to seek medical care or psychological or other counseling for physical or psychological injury or disability for the victim;
- to obtain services from a victim services organization on behalf of the victim;
- to relocate due to such family violence; or

- to participate in any civil or criminal proceeding related to or resulting from such family violence.

Affected employees must give SEE-CARE reasonable notice that leave under this policy is required. Employees requiring further information about their eligibility and details on the Company's policy should contact the Office Manager.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour rules.

## **Health and Welfare Plans and Participation**

SEE-CARE currently provides health insurance to eligible employees. The Office Manager will meet with you to go over the details of these plans, provide you with appropriate summary plan descriptions and answer any questions you may have.

If a participant in group health and/or dental insurance is on an unpaid leave, the employee may continue the group coverage provided the employee continues to make timely contributions to the cost of the insurance premiums.

## **Benefits Continuation (COBRA)**

The Federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under SEE-CARE's health plan when a "qualifying event" would normally result in the loss of eligibility.

Events that are "qualifying events" for COBRA purposes are:

- a termination of employment (other than for gross misconduct) or reduction in hours
- divorce or separation
- death
- entitlement to Medicare
- losing dependent status under the plan

If an employee or his/her spouse or dependent is a "qualified beneficiary," then he or she can elect COBRA coverage. Generally, a qualified beneficiary is a person who is actually covered by SEE-CARE's health plan on the day before the event causing a termination of coverage occurs. A qualified beneficiary also includes a child born to or placed for adoption with a qualified beneficiary.

If one of these events occurs, the employee and any spouse or dependent eligible under the plan can elect continuation, or COBRA, coverage. The employee will generally have 60 days to decide whether to elect COBRA coverage.

The duration of COBRA continuation coverage varies based on the qualifying event. For an event that is the termination of employment or reduction in hours, qualified beneficiaries are eligible for up to 18 months of COBRA coverage (30 months if the plan is a fully-insured plan as opposed to being self-

insured by the employer). For the other events listed above, qualified beneficiaries are eligible for up to 36 months of COBRA coverage. A qualified beneficiary who is eligible for 18 months of COBRA coverage may extend the coverage period to 29 months if the employee (or another qualified beneficiary) becomes disabled or was already disabled during the first 60 days of COBRA coverage. The COBRA coverage period can be extended from 18 or 29 months (in the event of a disability extension) to 36 months if the beneficiary has a second "qualifying event" during the period of coverage. However, 36 months is the maximum amount of time an employer is required to provide continuation coverage.

Generally, the COBRA coverage provided to the employee (or spouse/dependent) must be the same as the coverage the individual had on the day before the qualifying event. The employee can be asked to pay the entire cost of the insurance premium, including any portion previously paid by SEE-CARE. The employee may also be asked to pay a 2% administrative fee for a total of 102% of the cost of health insurance coverage. An amount up to 150% of the cost of coverage can be charged during the additional 11-month disability extension period.

Coverage begins on the date that coverage would otherwise have been lost by reason of a qualifying event and will end at the conclusion of the maximum period. It may end earlier if:

- Premiums are not paid on a timely basis.
- The employer ceases to maintain any group health plan.
- After the COBRA election, coverage is obtained with another employer group health plan that does not contain any exclusion or limitation with respect to any pre-existing condition of such beneficiary.
- After the COBRA election, a beneficiary becomes entitled to Medicare benefits.

Fully-insured group health plans provide an option for participants to convert to individual coverage upon expiration of the group coverage. If such a conversion option is generally available to similarly-situated non-COBRA beneficiaries, it must also be provided to qualified beneficiaries whose COBRA continuation coverage ends as a result of the expiration of the maximum coverage period. The conversion option must be provided during the 180-day period that ends on the maximum coverage expiration date. The conversion coverage need not provide the same level of coverage as the group plan.

## **Safety and Worker's Compensation Insurance**

It is the Company's intent to provide a safe and secure work environment for all employees. If an employee becomes aware of, or has concerns involving safety, they should contact their supervisor immediately. Any actions by employees which jeopardize the safety and welfare of co-workers, will not be tolerated. Such inappropriate behavior may result in disciplinary action up to and including termination of employment.

All work-related accidents and injuries while on SEE-CARE property must be reported to a supervisor immediately so that an appropriate investigation and report can be completed.

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

Any employee who is injured on or off the job may not be allowed to return to work, depending on the injury, (even in a restricted or light duty capacity), until released by the treating physician. Prior to returning to work, the employee must provide a copy of the release documentation

Neither SEE-CARE nor the insurance carrier will be liable for the payment of workers compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by SEE-CARE. Please seek out the Office Manager to review the particulars of this and all other plans.

## **Maternity Leave**

In situations relating to disability as a result of pregnancy, all eligible employees will be entitled to leave from the start of disability as determined by your physician and in accordance with the CT Pregnancy Leave Act.

Extensions of this leave may be requested and the Company will consider each situation on a case by case basis. Please understand that SEE-CARE is under no obligation to extend a disability leave.

During your leave, health and dental coverage may continue, provided you pay the employee portion of the cost of coverage.

As with all leaves, PTO does not accrue while you are on leave and holiday pay will not be paid.

All normally scheduled performance and salary reviews will generally be held either before the leave is taken or after the employee returns, as appropriate.

To request a maternity leave, please contact the Office Manager as soon as possible in advance of the disability. A statement of disability will be required from your treating physician prior to granting of any leave.

## **MILITARY LEAVE/ UNIFORMED SERVICES EMPLOYMENT AND REEMPLOYMENT RIGHTS ACT ("USERRA")**

SEE-CARE will not deny initial employment, re-employment, promotion, or any benefit of employment to, or terminate a person who is a member of, applies to be a member of, performs, has performed, applies to perform, or has an obligation to perform service in a uniformed service on the basis of that membership, application for membership, performance of service, application for service, or obligation. Additionally, SEE-CARE will not retaliate against a person who asserts his/her USERRA rights, assists someone else to assert USERRA rights, or assists in USERRA investigation.

SEE-CARE is committed to supporting employees who may be called or volunteer to serve on active military duty. SEE-CARE complies with and supports federal law, which provides for unpaid leave of absence for National Guard and Military Reserve members, those who volunteer or are involuntarily inducted into military service, those who are called to attend military training, and those who are called for active duty. All employees are eligible to take military leave.

SEE-CARE will grant unpaid leave for regular employees who are called to, or volunteer for, active military duty in accordance with Federal and state guidelines. To be eligible for USERRA rights and/or rights under Connecticut law, the employee shall provide the Company advance notice, written or verbal, of the employee's military service, unless notice is impossible, unreasonable, or precluded by military necessity. In addition, the employee must submit a timely reemployment application in accordance with the timelines provided by federal law.

SEE-CARE is committed to reemploying an employee returning from military leave to the position the employee would have attained if his or her continuous employment had not been interrupted due to the military service ("escalator position") or in a position of equivalent seniority, status and pay or in the pre-military leave position, if the employee meets certain conditions prescribed by federal law.

Exceptions:

The Company may not reemploy an employee under the following limited circumstances:

- Change in SEE-CARE's circumstances. If reemployment is unreasonable or impossible because SEE-CARE's circumstances have changed, SEE-CARE may deny reinstatement. For example, if the employee's job has been eliminated in a reduction-in-force, reinstatement may not be required;
- If, after reasonable efforts to accommodate a disability, rehiring a disabled employee causes SEE-CARE an undue hardship;
- If the pre-military leave position was a brief, non-recurrent period of employment and there was no reasonable expectation that such employment would continue indefinitely; or
- If the employee is discharged from the uniformed services with a punitive military discharge (e.g., a court martial discharge) or any other-than-honorable administrative discharge.

This policy is neither exhaustive nor exclusive. The Company is committed to taking all other actions necessary to comply with all other applicable federal and state laws.

## **WORK SCHEDULES**

### **HOURS OF WORK**

The normal work schedule for all Regular Full Time Employees is 8 hours a day, five days a week, with an approximately one-hour unpaid lunch break each day, unless other arrangements are made with SEE-CARE management.

SEE-CARE's office opens at 7:45am and closes at approximately 5pm. The scheduling of employee hours is determined by the Office Manager according to business needs. Please arrive on time, as tardiness puts a burden on the other members of our staff as well as our patients. If you know you will be arriving late, call in to your supervisor immediately. Likewise, if you will be absent, call, or have someone call for you, before your scheduled starting time.

## **LUNCH BREAK**

All employees, by law, must take a half-hour lunch break, if their work day is at least seven and a half hours. Excepting extraordinary clinical or business needs, employees should normally take one hour for lunch. Generally, employees should complete their lunch break no later than 1:00 p.m. Employees are relieved of all work responsibilities and restrictions during meal periods. Employees are not paid for time on lunch break. All hourly (non-exempt) employees are required to sign out on the timekeeping system at the beginning of their lunch break, and sign in again when returning from lunch.

Discuss your scheduled starting time and lunch break schedule with your immediate supervisor.

## **ATTENDANCE AND PUNCTUALITY**

All employees must be reliable and punctual in reporting for scheduled work. Punctuality is one of several factors taken into account when considering promotions, merit increases, and transfers.

Employees must notify their immediate manager if they will be late or absent from work no later than 30 minutes after their scheduled starting time.

An absence is the failure to report for a scheduled work period. Excessive absenteeism or tardiness is a serious barrier to good job performance that may lead to disciplinary action ranging from verbal warnings up to and including termination of employment. If absent for two consecutive full days without reporting to his/her supervisor, an employee will be considered to have voluntarily resigned.

## **PAY**

All employees are paid bi-weekly and in arrears. Each paycheck will include earnings for all work performed through the end of the previous payroll period, less applicable federal and state withholdings and authorized deductions.

SEE-CARE pays by direct deposit to employee bank accounts only. All employees must maintain a bank account in the United States that accepts direct deposit. Employees will receive an itemized statement of wages when SEE-CARE makes deposits to their account.

In the event that a regularly scheduled payday falls on a scheduled company day off, such as a weekend or holiday, employees will receive pay on the last day of work before the regularly scheduled payday.

## **WORK HOURS TIME TRACKING**

To ensure that compensation accurately reflects time worked, all non-exempt employees are required to record time worked. SEE-CARE maintains an electronic time tracking system that tracks work hours.

All non-exempt employees are expected to start and end their workday according to a schedule set by their supervisor or the Office Manager and must record the time they begin and end their workday. In addition, they must record the beginning and ending time of lunch or departure from work for personal reasons, such as smoking breaks.

Altering, falsifying or tampering with time records or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

## **OVERTIME PAY**

Occasionally it will be necessary for hourly, non-exempt employees to work more than their scheduled hours. The decision to work additional time will be that of the employee's direct supervisor or the Office Manager. Overtime work must be supervisor-approved in advance of the hours being worked. Non-exempt employees will be paid straight time up to 40 hours worked per week. After 40 hours an employee shall be paid one and one half times their normal hourly rate (or time and a half rate.) The time and a half rate is paid only after 40 hours are actually worked. Until 40 hours have actually been worked all hours will be paid at the designated hourly rate. Paid non-work hours (e.g. snow day pay, PTO, Bereavement Pay) do not count toward overtime calculations.

Commute time traveling from the employee's home to the normal place of work and back is not compensable. Travel between SEE-CARE clinical locations is counted as work hours and is compensable. Required travel time to a location that is not a normal place of work, overnight travel, and other types of travel beyond a normal commute may be compensable, subject to and in accordance with applicable state and federal law. Please report such travel or questions to the Office Manager.

## **ADMINISTRATIVE PAY CORRECTIONS**

SEE-CARE works hard to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday. In the event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the Office Manager so that corrections can be made as quickly as possible. We expect that all employees will review their pay advice documentation promptly after issuance, to ensure correctness.

## **PAY DEDUCTIONS AND SET-OFFS**

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

SEE-CARE offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs. Such authorizations must be made in writing.



Additionally, the IRS has ruled that certain fringe benefits must be treated as compensation. This means that SEE-CARE is required to withhold applicable federal, state and local income taxes based on the imputed value of these benefits. If this IRS ruling impacts you, the Office Manager will notify you.

Any questions you have concerning why deductions were made from your pay or how they were calculated, please see the Office Manager who will assist you in having your questions answered.

## **GARNISHMENTS**

SEE-CARE maintains a policy to cooperate with legal requirements pertaining to garnishments. Specifically, by court order, a creditor may force SEE-CARE to withhold wages and turn them over to the court. The Office Manager will make efforts to assist the employee through this process, as well as keep this information confidential so as to protect the employee's privacy. This situation does not normally affect the employee's standing with SEE-CARE.

If employees find themselves in this situation, they are expected to cooperate with SEE-CARE fully in the execution of the garnishment. In the event the employee disagrees with the court's decision, it is the employee's responsibility to pursue the matter through legal channels. SEE-CARE cannot and will not be involved in the source of the issue, instead meeting its obligation to comply with a court order.

## **EMPLOYMENT TERMINATION**

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Some of the most common circumstances under which employment is terminated include resignation, discharge, layoff, and retirement.

SEE-CARE will make efforts to conduct exit interviews at the time of employment termination. The exit interview affords an opportunity to discuss such issues as employee benefits, conversion privileges, repayment of outstanding debts to SEE-CARE, and/or return of SEE-CARE-owned property. Since employment with SEE-CARE is based on mutual consent, both the employee and SEE-CARE have the right to terminate employment at will, with or without cause, at any time. Employees will receive their final pay in accordance with the applicable state law.

Employee benefits will be affected by employment termination. Once all the relevant data is collected and reviewed, all accrued, vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

## **RESIGNATION**

Resignation is a voluntary act initiated by the employee to terminate employment. Although advance notice is not required, please try to give SEE-CARE at least two weeks notice.

Prior to an employee's departure, an exit interview will be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

## **RETURN OF PROPERTY**

Employees having SEE-CARE property in their possession must return that property to SEE-CARE at the termination of their employment. SEE-CARE will set off an amount in the employee's final paycheck equal to the fair market value of that property if the SEE-CARE property is not returned on the day of the employee's termination.

## **EMERGENCY CLOSINGS**

At times, emergencies such as severe weather, fire, and power failure may disrupt company operations. In extreme cases, these circumstances may require the closing of the office. SEE-CARE will make every effort to open their offices whenever possible.

Employees unable to report to work due to emergency conditions, when the office is open, should call or text their supervisor or the Office Manager by 8:00am. Employees who are unable to report to work may request that time scheduled, but not worked, be paid and charged to accrued PTO. Employees who are unable to report to work and have no accrued PTO will not be paid.

## **COMPANY PROPERTY**

An employee of SEE-CARE can expect to be provided with the "tools" necessary to effectively perform their job. "Tools" can include, but are not limited to: phones, pagers, fax machines, copiers, laptops, PC's, files, manuals, software, credit cards, key cards and basic office supplies. In turn, SEE-CARE expects these "tools" to be used for business purposes only.

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify your supervisor if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The Office Manager can answer questions about an employee's responsibility for maintenance and care of equipment used on the job.

Any unauthorized or inappropriate use (i.e. not for business purposes) of SEE-CARE property is prohibited and subject to disciplinary action. The improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in disciplinary action, up to and including termination of employment.

In the event of separation from SEE-CARE, all SEE-CARE property must be returned immediately.

# COMPUTER, EMAIL & INTERNET USAGE

## INTRODUCTION

SEE-CARE recognizes that use of the Internet has many benefits for SEE-CARE and its employees. The Internet and e-mail make communication more efficient and effective. Therefore, employees are encouraged to use the Internet appropriately. Unacceptable usage of the Internet can place SEE-CARE and others at risk. This policy discusses acceptable usage of the Internet.

## GUIDELINES

The following guidelines have been established for using the Internet and e-mail in an appropriate, ethical and professional manner.

1. SEE-CARE Internet and e-mail access may not be used for transmitting, retrieving or storing of any communications of a defamatory, discriminatory or harassing nature or materials that are obscene or pornographic. No messages with derogatory or inflammatory remarks about an individual's race, age, disability, religion, national origin, physical attributes or sexual preference shall be transmitted. Harassment of any kind is prohibited.
2. Disparaging, abusive, profane, or offensive language: materials that would adversely or negatively reflect upon SEE-CARE or be contrary to SEE-CARE's best interests, and any illegal activities, including piracy, cracking, extortion, blackmail, copyright infringement, and unauthorized access to any computers on the Internet or e-mail, are strictly forbidden.
3. Copyrighted materials belonging to entities other than SEE-CARE may not be transmitted by employees on SEE-CARE's network. All employees obtaining access to other companies' or individual's materials must respect all copyrights and may not copy, retrieve, modify or forward copyrighted materials, except with permission or as a single copy to reference only.
4. Do not use the system in a way that disrupts its use by others. This includes excessive usage, sending or receiving many large files and "spamming" (sending e-mail messages to thousands of users.)
5. The Internet is full of useful programs that can be downloaded, but some of them may contain computer viruses that can extensively damage our computers. Do not download materials from the Internet without explicit permission from your supervisor. Also, many browser add-on packages (called "plug-ins") are available to download. There is no guarantee that such will be compatible with other programs on the network and such may cause problems; therefore, please refrain from downloading such plug-ins.
6. Each employee is responsible for the content of all text, audio or images that he/she places or sends over the company's Internet and e-mail system. No e-mail or other electronic communications may be sent which hides the identity of the sender or represents the sender as someone else. Also, be aware that SEE-CARE name is attached to all messages so use discretion in formulating messages.
7. E-mail is not guaranteed to be private or confidential. All electronic communications are SEE-CARE property. Therefore, SEE-CARE reserves the right to examine, monitor and regulate e-mail messages,

directories and files, as well as Internet usage. Also, the Internet is not secure so don't assume that others cannot read -- or possibly alter -- your messages.

8. Internal and external e-mail messages are considered business records and may be subject to discovery in the event of litigation. Be aware of this possibility when sending e-mail within and outside SEE-CARE.

## **SEE-CARE'S RIGHT TO MONITOR**

All company-supplied technology, including computer systems and company-related work records, belong to SEE-CARE and not the employee. SEE-CARE routinely monitors usage patterns for its e-mail and Internet communications.

Since all the computer systems and software, as well as the e-mail and Internet connection, are SEE-CARE-owned, all company policies are in effect at all times. Any employee who abuses the privilege of SEE-CARE facilitated access to e-mail or the Internet, may be denied access to the Internet and, if appropriate, be subject to disciplinary action up to and including termination.

## **CELLULAR PHONE/SMART PHONE/TABLET POLICY**

### **1. Personal cellular phones and/or Smart Phones (iPhone, Android etc.) and/or tablet computers**

While at work, employees are to exercise the same discretion in using personal cellular phones and associated equipment as they do for company phones. Excessive personal calls and messages during the workday can interfere with employee productivity and be distracting to others. Employees must limit personal calls during the day. Employees are therefore asked to make any other personal calls on non-work time where possible and to ensure that friends and family members are aware of the company's policy. Flexibility will be provided in circumstances demanding immediate attention.

Personal cell phones should be set to silent or vibrate mode while in the office.

The company will not be liable for the loss of personal cellular phones or Smart Phones brought into the workplace.

### **2. Personal use of company-provided cellular phones or smart phones.**

Employees in possession of company equipment such as cellular phones and tablets 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 must produce the phone for return or inspection. Employees unable to present the equipment and associated accessories in good working condition at the time of termination should expect to bear the cost of a replacement.

### **3. Safety issues for cellular phone, smart phone and tablet use.**

Employees whose job responsibilities include regular or occasional driving must refrain from using their phone to call, text or browse the internet while driving. Safety must come before all other concerns. Regardless of the circumstances, including slow or stopped traffic, employees are strongly encouraged to find a suitable place to safely stop the vehicle before placing or accepting a call, reading

or sending a text or otherwise using the phone. If acceptance of a call is unavoidable and pulling over is not an option, the employee must use a hands free device. Special care should be taken in situations where there is traffic, inclement weather or the employee is driving in an unfamiliar area. All employees are required to abide by applicable state law. No employee should be texting while driving at any time, for any reason.

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.

## **SOCIAL NETWORKING POLICY**

The following is SEE-CARE's social media and social networking policy. The absence of, or lack of explicit reference to a specific site does not limit the extent of the application of this policy. Where no policy or guideline exists, employees should use their professional judgment and take the most prudent action possible. Consult with your manager or supervisor if you are uncertain.

Personal web logs ("blogs") or other social media postings that reference SEE-CARE (directly or indirectly) should have clear disclaimers that the views expressed by the author in the blog is the author's alone and do not represent the views of the company. Be clear and write in first person. Make your writing clear that you are speaking for yourself and not on behalf of SEE-CARE.

Information published on Internet postings should comply with SEE-CARE's confidentiality and disclosure of proprietary data policies with respect to patient information and other business-related information. This also applies to comments posted on other blogs, forums, and social networking sites.

Be respectful and refrain from making false and disparaging comments about fellow employees.

Social media activities should not interfere with work commitments. Refer to IT resource usage policies.

Your online presence reflects the company. Be aware that your actions captured via images, posts, or comments can reflect that of our company.

Do not reference or cite SEE-CARE employees or patients.

Respect copyright laws, and reference or cite sources appropriately.

Company logos and trademarks may not be used without written consent.

Employees must also be aware of and abide by the Federal Trade Commission guidelines regarding the use of endorsements and testimonials. Under these guidelines, employees who use social media to make statements about SEE-CARE may create unintended legal liability for the Company if a consumer later claims to have been misled into purchasing an allegedly dangerous or defective product by such a posting. In an effort to avoid such liability, SEE-CARE strictly prohibits illegal endorsements by any employee.

An "endorsement" is an advertising message that consumers are likely to believe reflects the opinions, beliefs, findings, or experiences of a party other than a sponsoring advertiser. Consequently, SEE-CARE employees must ensure that an endorsement does not include any representation that would be

deceptive or misleading. Further, employees may not make false or unsubstantiated statements through endorsements and employees are always required to disclose their relationship with SEE-CARE in endorsement postings.

Employees in violation of the Company social networking policy may be disciplined up to and including termination.

## **PERSONAL PHONE CALLS**

Personal phone calls during working hours distract employees from their job responsibilities and may be disruptive to coworkers. Employees should therefore limit the placing or receiving of personal calls during working hours.

This policy applies to the use of SEE-CARE phone equipment as well as personal cellular phones.

Employees are expected to inform friends and family members of this policy and will be held accountable for their actions under the company's disciplinary procedure.

Employees contacted by creditors or collection agencies should immediately inform the caller of this policy and end the call. They should then follow up with the agency in writing advising them not to call them at work. Creditors failing to honor such a request can be reported to the Federal Trade Commission at [www.ftc.gov](http://www.ftc.gov).

## **SOLICITATION, DISTRIBUTION, AND POSTING**

SEE-CARE prohibits the solicitation, distribution and posting of materials on or at Company property by any employee or non-employee, except as may be permitted by this policy. The sole exceptions to this policy are charitable and community activities supported by SEE-CARE management and SEE-CARE-sponsored programs related to SEE-CARE products and services.

## **PROVISIONS**

Non-employees may not solicit employees or distribute literature of any kind on SEE-CARE's premises at any time. Employees may only admit non-employees to work areas with management approval or as part of a SEE-CARE-sponsored program. These visits should not disrupt workflow. The SEE-CARE employee must accompany the non-employee at all times.

Employees may not solicit other employees during work times, except in connection with a SEE-CARE approved or sponsored event.

Employees may not distribute literature of any kind during work times, or in any work area at any time, except in connection with a SEE-CARE-sponsored event

Report violation of this policy to the Office Manager.

## **PUBLIC RELATIONS / MEDIA INQUIRIES**

SEE-CARE will generally provide a response to media inquiries within 24 hours of receipt. Individuals designated to speak on the organization's behalf are the owner and the Office Manager. No one other than these individuals should represent the company's position to the media.

## **WORKPLACE MONITORING**

Workplace monitoring may be conducted by SEE-CARE to ensure quality control, employee safety, security, and patient satisfaction. Nonetheless, SEE-CARE will not monitor areas designed for the health or personal comfort of the employees such as rest rooms.

Employees who regularly communicate with patients may have their telephone conversations monitored or recorded. Telephone monitoring is used to identify and correct performance problems through targeted training.

Employees can request access to information gathered through workplace monitoring that may impact employment decisions. Access will be granted unless there is a legitimate business reason to protect confidentiality or an ongoing investigation.

Because SEE-CARE is sensitive to the legitimate privacy rights of employees, efforts will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

## **SECURITY INSPECTIONS**

SEE-CARE wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, SEE-CARE prohibits the possession, transfer, sale, or use of such materials on its premises. SEE-CARE requires the cooperation of all employees in administering this policy.

Desks, lockers, and other storage devices may be provided for the convenience of employees but remains the sole property of SEE-CARE. Accordingly, any agent or representative of SEE-CARE can inspect them, as well as any articles found within them, at any time, either with or without prior notice.

SEE-CARE likewise wishes to discourage theft or unauthorized possession of its property, employees, visitors, and clients. To facilitate enforcement of this policy, SEE-CARE or its representative may inspect not only desks and lockers but also persons entering and/or leaving the premises and any packages or other belongings. Any employee who wishes to avoid inspection of any articles or materials should not bring such items onto SEE-CARE's premises.

## **SMOKING**

Smoking is prohibited throughout the workplace.

This policy applies equally to all employees, clients, and visitors. Employees who choose to smoke must do so in the designated areas outside of the building. Employees must sign out on the work time

tracking system during smoking breaks. Time for smoking breaks should be limited. Excessive breaks taken for smoking are not acceptable and may result in disciplinary action, up to and including termination.

## **VISITORS IN THE WORKPLACE**

Only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures orderly operations and provides the best possible work environment.

All visitors should enter SEE-CARE at the reception area. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

If an unauthorized individual is observed on SEE-CARE's premises, employees should immediately notify their supervisor.

## **EMPLOYEE CONDUCT AND WORK RULES**

SEE-CARE expects an employee to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Failure to change or improve inappropriate behavior or performance
- Swiping an identification badge other than your own or falsifying work hours
- Abusive or threatening language to any employee, visitor or customer
- Sleeping or loafing while on the job at any time other than during established break periods
- Inappropriate behavior while on SEE-CARE property
- Leaving SEE-CARE or assigned work place (other than breaks & meal periods) during working hours without permission from a supervisor or other person authorized to grant permission
- Conduct which violates common decency or morality (i.e. bribery, harassment, etc.)
- Involvement in the following activities may result in prosecution: obtaining material, property or money from SEE-CARE by fraudulent means or misrepresentation; stealing, willfully damaging, or maliciously hiding any property of an employee, guest or SEE-CARE
- Falsifying records/data or reports (including but not limited to: personnel records, timekeeping and attendance, production, inventory, accounting or other records of the organization)
- Falsification of information provided or given in connection with employment
- Divulging information of a confidential nature to unauthorized persons



- Failure to disclose in an application for employment a conviction of any criminal offense (felony or misdemeanor)
- Failure to accept job assignments or the refusal to obey legitimate orders of a supervisor or authorized individual
- Reporting to work under the influence of alcohol or an unauthorized controlled substance; possessing or using liquor or an unauthorized controlled substance on SEE-CARE premises
- Carrying a weapon on SEE-CARE premises
- Failure to return to work as scheduled at the end of an authorized leave of absence
- Inappropriate use of Company communication devices

Employment with SEE-CARE is at the mutual consent of SEE-CARE and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

## **DRUG & ALCOHOL USE**

SEE-CARE employees are its most valuable resource. Our policy seeks to provide a safe and healthy work environment for all our employees.

To promote this goal, employees are required to report to work in appropriate mental and physical condition so that they can perform their jobs in a satisfactory manner. While on SEE-CARE premises and while conducting business-related activities off SEE-CARE premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol, recreational or illegal drugs.

The legal use of prescribed drugs is permitted on the job if it does not impair an employee's ability to perform the essential functions of the job and permits the employee to effectively function in a safe manner that does not endanger themselves or other individuals in the workplace. SEE-CARE reserves the right to request a note from an employee's doctor, confirming the medication in use was prescribed and will not affect an employee's ability to perform their job.

Compliance with this policy by every employee is an express condition of employment with SEE-CARE. SEE-CARE reserves the right to conduct an investigation to determine whether there has been a violation of this policy while an employee is on SEE-CARE premises, or while conducting SEE-CARE business off premises. This may include drug testing under certain circumstances and if appropriate, mandatory participation in a substance abuse rehabilitation program. An employee's failure to cooperate fully in an investigation, or any employee violation of this policy, shall be grounds for severe disciplinary action up to and including termination from the Company.

Furthermore, in accordance with the Drug Free Workplace Act of 1988, any employee convicted of a drug statute violation occurring in the workplace must notify SEE-CARE of such conviction within 5 days of conviction.

Employees with drug or alcohol problems that have not resulted in and are not the immediate subject of disciplinary action, may request approval to take unpaid time off to participate in a rehabilitation or

treatment program. Leave may be granted if the employee agrees to abstain from use of the problem substance, abides by all SEE-CARE policies, rules, and prohibitions relating to conduct in the workplace, and if granting the leave will not cause SEE-CARE any undue hardship.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisor or the Office Manager without fear of reprisal.

## **SEXUAL & OTHER UNLAWFUL WORKPLACE HARASSMENT**

### **WHAT IS SEXUAL HARASSMENT?**

Although many people think of sexual harassment as involving a male supervisor and a female associate, not all sexual harassment is done by males. Sexual harassment often involves co-workers, other associates of the company or other persons conducting business with the company. It is against the law for females to sexually harass males or other females, and for males to harass other males or females.

### **POLICY**

SEE-CARE is committed to maintaining a workplace that is free from all forms of sexual harassment as well as harassment based on factors such as race, color, age, sex, sexual orientation, gender identity or expression, national origin, ancestry, religion, marital status, present or past history of mental disability, intellectual disability, learning disability, medical conditions, physical disability, including but not limited to blindness, pregnancy or veteran status. SEE-CARE strongly disapproves of and will not tolerate harassment of employees by managers, supervisors, or co-workers. SEE-CARE will also attempt to protect employees from harassment by non-employees in the workplace.

Harassment includes any unwelcome verbal, physical or visual conduct that:

- Creates an intimidating, offensive or hostile work environment;
- Unreasonably interferes with an individual's work performance; or,
- Otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes, but is not limited to, the following:

Epithets, slurs, negative stereotyping, ethnic jokes, written or graphic materials displaying offensive objects, threatening, intimidating or hostile acts that denigrate or show hostility or aversions towards an individual or group because of race, color, age, sex, sexual orientation, gender identity or expression, national origin, ancestry, religion, marital status, medical condition, pregnancy or veteran status.

Sexual harassment includes such actions as unwanted sexual advances or propositions; sex oriented "kidding", "teasing", or "jokes"; repeated offensive sexual flirtation; leering; making sexual gestures; making or using derogatory comments, epithets or slurs; verbal abuse of a sexual nature; graphic verbal commentaries about an individual's body; using sexually degrading words to describe an individual;

suggestive or obscene letters, notes or invitations; physical contact such as touching, assault, or impeding or blocking movement; or unwelcome display of objects, posters, pictures, cartoons or drawings which are sexual in nature.

Sexual harassment also includes the conditioning of employee benefits or employment opportunities on sexual favors, including implied or overt threats concerning an individual's employment status, or implied or overt promises of preferential treatment in employment matters.

State and federal laws prohibit retaliation against individuals for opposing unlawful harassment. SEE-CARE will not tolerate any such retaliation.

Employees of SEE-CARE have the responsibility to maintain an acceptable standard of personal and professional behavior. Employees are expected to perform their required work in a businesslike manner, free of any actions, which may be construed as sexual or other unlawful harassment.

All personnel must comply with this policy and take appropriate measures to ensure that such conduct does not occur. Violations of this policy may result in disciplinary action up to and including discharge. Even one incident may subject the employee to discipline up to and including termination. In the case of non-SEE-CARE employees, discipline is not an option and so other measures will be considered.

Employees who observe or are made aware of inappropriate conduct or actions that may be perceived as harassment by an employee should contact the Office Manager for assistance in clarifying sexual or other unlawful harassment issues and planning appropriate action.

It will be the Office Manager's responsibility to:

- Receive complaints, questions or concerns directly from employees or supervisors regarding sexual or other unlawful harassment issues.
- Conduct a complete, timely and objective investigation of any harassment charges.
- Facilitate solutions to specific situations; and
- Arrange training classes to inform employees of the Company's Sexual or Other Unlawful Harassment Policy and related issues.

If Sexual and Other Harassment Occurs

Persons who believe they or another person(s) have been the subject of inappropriate conduct or actions that may be perceived as harassment should contact their supervisor and/or the Chief Operations Officer so that the matter can be investigated and appropriate steps taken. There will be no action taken against anyone who complains of harassment unless such accusation is shown to be intentionally false. An employee who intentionally falsely accuses anyone of harassment is subject to discipline, up to and including termination of employment.

Under no circumstances need the individual report the harassing behavior to the person he or she is accusing of harassment. However, in certain instances, the harasser may not realize the advances or behaviors are offensive. When it is appropriate and sensible, you may want to tell the harasser the behaviors and advances are unwelcome and must stop. Sometimes a simple conversation will end the situation.

Considering the personal and sensitive nature of the harassment complaint, SEE-CARE will, to the maximum extent feasible, conduct an investigation with discretion, and maintain the confidentiality of such complaints. However, the investigation of such complaints will generally require disclosure on a “need-to-know” basis.

It is the responsibility of SEE-CARE’s personnel to comply with this policy on harassment and take appropriate measures to ensure that such conduct does not occur. Violations of this policy may result in disciplinary action, up to and including termination.

The Office Manager is responsible for the administration, and interpretation of this policy.

## **PERSONAL APPEARANCE**

Please understand that you are expected to dress and groom yourself in accordance with accepted social and business standards, particularly if your job involves dealing with patients in person.

A neat, tasteful appearance contributes to the positive impression you make on our clients. Employees should avoid clothing that is too tight, too loose, immodest or excessively-worn. You are expected to be suitably attired and groomed during working hours and when representing SEE-CARE.

Personal appearance should be a matter of concern for each employee. If your manager or designated company representative feels your attire and/or grooming is out of place, you may be asked to leave your workplace until you are properly attired and/or groomed. Employees who violate dress code standards may be subject to appropriate disciplinary action.

## **ACCEPTANCE OF GIFTS**

Employees shall not solicit or accept for personal benefit directly or indirectly any gift, loan, or any item of substantial monetary value from any person or company that is seeking to conduct or currently conducting business with SEE-CARE.

## **ABOUT YOUR BUILDING**

During your employment, you may be issued an access code and an alarm code for into the office building. It is your responsibility to protect these codes to ensure the security of our workplace.

## **BUSINESS TRAVEL EXPENSES/TRAVEL & ENTERTAINMENT POLICY**

SEE-CARE maintains a policy regarding business travel and entertainment expenses. Please see your supervisor or the Office Manager for more information.

## **DRIVING IN AN OFFICIAL CAPACITY**

Any employee driving in an official capacity for SEE-CARE must follow SEE-CARE policy for driving. Driving in an official capacity means that the employee is driving a motor vehicle as part of duties associated with their employment at SEE-CARE. This includes making deliveries, transporting passengers such as physicians, or driving between offices whereby mileage is reimbursable. It does not include driving on an employee's regular commute.

While driving in an official capacity, all employees must:

- Observe all applicable traffic laws and regulations
- Drive at or below the speed limit, except in limited situations where doing so would compromise safety
- Refrain from texting