

**EMPLOYEE BENEFIT PACKAGE FOR  
HOUSER NEWMAN ASSOCIATES**

The following employee package is designed as an explanation of benefits for the employees of Houser Newman Associates.

In the event of regulatory changes regarding benefits, we will change our package to meet regulations immediately. Otherwise, the benefits stated are as of the date of this statement 1/10/19 but are not intended as guarantees of future benefits but only as guidelines for existing benefits.

Management reserves the right to add, delete, and change these benefits as circumstances dictate without notice. For definition purposes, full-time employees are those employees that work 40 hours per week. Per-diem employees that work less than 20 hours per week are not entitled to benefits excluding mandated governmental benefits. Those that work less than 40 hours but more than 20 hours per pay will have benefits prorated depending upon the hours worked per pay.

A new employee qualifies for PTO days after 90 days of employment unless their probation period is extended.

All other benefits are earned after the 90-day probation period is met except for:

- Short-Term Disability which is offered to the employee within 30 days of their start date.
- Health Benefits which are offered and would start the 1<sup>st</sup> of the following month after starting.
- Dental Benefits which are offered and would start the 1st of the following month after starting.

**Please sign, date, and return this sheet to your supervisor.**

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Acknowledgement of receipt of the entire Office Policies and Benefit Package

Date

DATE ISSUED: 3-20-2015	SUBJECT: CAUSES FOR DISMISSAL	POLICY PAGES: 1
REVISED: 4-1-2024	APPROVED BY: Donna Miller	REVIEW DATES:

Personnel will be discharged immediately for verified misconduct including, but not limited to, intentional misuse of HNA's equipment or property, intoxication, drug abuse, dishonesty, insubordination, abuse and/or neglect of patients, and the failure to respect the confidentiality of patients or their medical, social, and financial records.

Any employee leaving his/her work assignment without permission of management or physician will incur immediate dismissal and will not be rehired by HNA. Any employee who is absent, without proper notification, for three (3) consecutive days will also incur immediate dismissal.

Personnel will be discharged for properly documented evidence of offenses including, but not limited to, frequent, unexcused, and improperly reported absences and incompetence. Documentation shall include the following warning system:

1. When an infraction of the personnel policies occurs, discipline ranging from a verbal warning to immediate termination may be given by the business or practice manager and depending upon the level of discipline, the employee's personnel file will be documented accordingly.
2. A second infraction brings a written warning, prepared and entered the employee's personnel file following a conference between the business or practice manager and employee. This conference provides an opportunity for the employee to tell "his/her side of the story" and to enter the same on the written warning documentation. A second infraction warning carries with it an automatic suspension, without pay of three (3) scheduled working days.
3. Discharge of an employee, (subject to paragraphs 2 and 3 in "CAUSES FOR DISMISSAL"), if warranted comes only after at least two (2) warnings and face to face conferences fail to resolve either a failure in performance or behavior.
4. After eighteen (18) months of satisfactory performance, previous warning shall become void.
5. Should termination be due to dismissal for cause, vacation and/or personal time will be forfeited.

DATE ISSUED: 3-20-2015	SUBJECT: HEALTH INSURANCE PREMIUM	POLICY PAGES: 1
REVISED: 8-5-24; 11/7/24	APPROVED BY: Rebecca Easterday Donna Miller	REVIEW DATES:

1. An employee is eligible for the Health Insurance Plan immediately, which would go into effect on the 1<sup>st</sup> of the month following the hire date.
2. HNA will pay 50% of the premium for the single employee tier pricing. The employee will be responsible for the other 50% of the premium as a payroll deduction.
3. The employee is responsible 100% for any additional dependents added to the health plan and this amount will also be deducted from payroll.
4. Houser Newman will not pay for secondary insurance or provide any reimbursement when an employee changes from our plan to Medicare.

DATE ISSUED: 8-21-2015	SUBJECT: DENTAL INSURANCE	POLICY PAGES: 1
REVISED: 8-28-2024	APPROVED BY: Rebecca Easterday	REVIEW DATES:

1. An employee is eligible for the Dental Insurance Plan immediately, which would go into effect on the 1<sup>st</sup> of the month following the hire date.
2. The employee can elect to participate in the dental insurance. The employee will be responsible for 100% of the dental plan cost which will be deducted from each pay.
3. The employee is responsible 100% for any additional dependents added to the dental plan and this amount will also be deducted from payroll.

DATE ISSUED: 8-21-2015	SUBJECT: SHORT TERM DISABILITY	POLICY PAGES: 1
REVISED: 8-14-2019 1-18-2022 8-23-2024	APPROVED BY: Rebecca Easterday	REVIEW DATES:

1. Short term disability insurance is available for employees that work more than 30 hours per week and is available upon hire. You must be enrolled in the short-term disability insurance within 30 days of your start date.
2. The employee can elect short-term disability insurance and will be responsible for 100% of the plan cost which will be deducted from each pay.

DATE ISSUED: 3-20-2015	SUBJECT: BEREAVEMENT LEAVE	POLICY PAGES: 1
REVISED: 2-19-2016 8-28-2024	APPROVED BY: Donna Miller/Rebecca Easterday	REVIEW DATES:

HNA recognizes the need to assist personnel during instances where there is a death in the immediate family. The bereavement leave policy provides for time away from employment and wage continuation in specific circumstances.

Employees will be authorized bereavement leave according to the following provisions:

1. In the occurrence of the death of a parent, child, stepchild, brother, sister, or spouse of an employee, the employee is given three (3) days of bereavement leave.
2. In the occurrence of the death of a legal guardian, grandparent, grandchild, stepparent, parent-in-law, or step-parent-in-law, the employee is given two (2) days of bereavement.
3. Requests for bereavement leave are to be made to the immediate supervisor as soon as circumstances permit.
4. The employee shall provide the following proof if requested by HNA: (a) death of the person, (b) relationship to employee, (c) attendance of employee at funeral.
5. If there is a death in the employee's immediate family while he/she is on paid time off HNA shall treat such time off (subject to the maximum set forth above) as bereavement leave, provided the employee notifies HNA immediately upon learning of the death and attends the funeral.

DATE ISSUED: 3-20-2015	SUBJECT: MATERNITY LEAVE OF ABSENCE	POLICY PAGES: 1
REVISED:	APPROVED BY: Donna Miller	REVIEW DATES:

After successfully completing 3 months probationary period a full-time or part-time employee is eligible for maternity leave of absence. The maternity leave shall commence when deemed necessary by the employee's physician.

Maternity leave will be a total of 8 weeks usually following the conclusion of the pregnancy. Any additional extensions of the maternity leave must be approved and be based on the written documentation of the physician. Any accrued PTO time must be used before an employee can enter an unpaid leave of absence. During an unpaid leave of absence an employee will not accrue any PTO time. An employee on an unpaid approved leave of absence is not eligible for holiday pay during the term of such a leave.

The employer is under no requirement to hold open a position for an employee when that employee's maternity leave extends beyond 8 weeks.

During a maternity leave of absence an employee will be retained on HNA health plan and our short-term disability plan under the same conditions that applied before the leave commenced. An employee will be subject to any benefit plan changes or modifications that occur while on leave. Where an employee is not receiving paychecks, it is the employee's responsibility to ensure that the desired benefit coverage is maintained by submitting the appropriate payment to HNA by the 1<sup>st</sup> of every month. Failure to make payment to maintain benefits may result in discontinued benefit coverage.

DATE ISSUED: 3-20-2015	SUBJECT: MEDICAL LEAVE OF ABSENCE	POLICY PAGES: 1
REVISED: 8-5-2024	APPROVED BY: Donna Miller	REVIEW DATES:

After successfully completing 3 months probationary period, a full time or part time employee is eligible for medical leave benefits.

A medical leave of absence may be granted only with prior written approval of the Practice manager. Physician documentation attesting to the need for a medical leave of absence is required at the time of the written request. Requests for a leave of absence as well as expected duration will be considered on a case-by-case basis and must be approved by the Practice manager. The employer is under no requirements to hold an open position for an employee when the leave extends beyond 8 weeks. Any accrued PTO time must be used before an employee can enter an unpaid leave of absence. During an unpaid medical leave of absence an employee will not accrue any PTO time. An employee on an unpaid approved leave of absence is not eligible for holiday pay during the term of such a leave.

An employee must give 2 weeks' notice to the practice manager of his or her intention of returning to work. An employee shall present a doctor's certificate prior to returning to work, stating he/she can fulfill his or her job requirements with very minimal or no restrictions. Returning will depend upon the limitations and the employees specific job duties. An employee who fails to report back to work without just cause upon the expiration of an approved leave of absence automatically terminates employment.

During a medical leave of absence an employee will be retained on HNA health plan or short-term disability plan under the same conditions that applied before the leave commenced. An employee will be subject to any benefit plan changes or modifications that occur while on medical leave. To continue benefit coverage while on leave an employee must make the same contribution, he or she made to the plan prior to taking a leave. While on a continuous medical leave where an employee is not receiving any pay checks it is the employee's responsibility to ensure that the desired benefit coverage is maintained by submitting the appropriate payment to HNA by the 1<sup>st</sup> of every month. Failure to make payments to maintain benefits may result in discontinued benefit coverage.



DATE ISSUED: 3-20-2015	SUBJECT: HOLIDAYS	POLICY PAGES: 1
REVISED: 7-18-2017 8-14-2019 8-7-2023	APPROVED BY: Rebecca Easterday	REVIEW DATES:

Only full and part-time employees that have completed their orientation period are eligible for holiday time as determined by the business or practice manager. Per diem employees are not eligible for holiday time.

Holidays that fall on weekends will be honored by another day off which is scheduled at the discretion of the practice manager. Another option is to have the office remain open for both Friday and the following Monday and staff the office with a partial staff for both days. Scheduling of this nature will be at the discretion and approval of the business or practice manager.

The following are the official paid holidays recognized by HNA:

New Year's Day  
Good Friday  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Black Friday  
Christmas Day  
December 26th

An employee who utilizes an Unscheduled PTO Day off either the day prior to, or the next scheduled day following a Holiday will not be compensated for that Holiday.

The office may also be closed on other dates near holidays such as if the 4<sup>th</sup> of July falls on a Thursday, the office most likely will be closed on that Friday and the same PTO/no pay options will apply.

Effective December 2024, any new full time or part time employee that will come off of orientation after December 18, 2024 that do not work 40 hours per week will have their holidays prorated to their FTE status. Example, if you work 8 days a pay, your FTE status would be .8 and you would get .8 of the holiday or 6.5 hours of holiday time paid to you.

DATE ISSUED: 3-20-2015	SUBJECT: OFFICE CLOSING	POLICY PAGES: 1
REVISED: 12-5-2018 8-28-2024	APPROVED BY: Donna Miller	REVIEW DATES:

When the office closes early during a normal workday, employees will be paid for the number of hours worked (rounded up for any partial hours). At the discretion of the employee, they may choose to use PTO time, or opt not to be paid for the remainder of the day.

If there is not a full day's work in an outer office due to the physician leaving early, etc., and you still have at least 3 hours left in your workday, your supervisor may offer you the option to return to the main office to complete your 8-hour day if there is work available. If there is not a full day's work available or are less than 3 hours left in the workday, the employee may be sent home, and they may choose to use PTO time or opt not to be paid.

If the office is closed prior to the start of a workday employees will have the choice to use their PTO time or take the day without pay.

DATE ISSUED: 8-21-2015	SUBJECT: DRESS CODE	POLICY PAGES: 1
REVISED: 12-30-2017 8-5-2024	APPROVED BY: Rebecca Easterday	REVIEW DATES:

The dress code for Houser Newman Associates after the 90-day orientation period will be scrub top and scrub pants. Jackets may be worn if the employee wishes. The older issued Houser Newman jacket may also be worn.

Fleece jackets should not be worn over scrub tops. Any jackets worn should be non-linting material such as the material the scrubs are made from. Jackets that have been imprinted with our logo on them are also acceptable.

Employees may wear plain t-shirts underneath scrub jackets or hoodies that pullover that have the Houser Newman Logo on them. No regular hoodies are acceptable.

Please see the piercing policy for any piercings.

Employees may wear comfortable sneakers or nursing shoes in any pattern (ex: Dansk, crocs).

Employees will be issued a badge with their name and picture on it. Badges are always to be worn while at work. Badges will be worn on the left side above the chest area. Any lost badges must be replaced immediately at the employee's expense at the current cost of replacement. All badges must be turned in upon termination of employment. You must wear your badge even if you have your name embroidered on your jacket/pullover.

If you have any questions about the dress code policy, please ask the Practice Manager for approval prior to purchasing anything.

DATE ISSUED: 6-19-2018	SUBJECT: Piercing Policy	POLICY PAGES: 1
REVISED: 8-28-2024	APPROVED BY: Rebecca Easterday	REVIEW DATES:

The following policy will be followed for any piercings of the face and head.

Extreme facial piercings are not permitted in the workplace.

The following criteria will be used for approval:

1. All facial piercings MUST be tasteful and not large.
2. No large hoops will be allowed in any part of the face. Tiny hoops are permitted to be worn in the nose and larger hoops in the ears.
3. No gauges will be allowed in any visible part of the body including earlobes.
4. Management reserves the right to have the employee cover or remove anything that is not acceptable.

DATE ISSUED: 8-21-2015	SUBJECT: PARKING POLICY	POLICY PAGES: 2
REVISED:	APPROVED BY: Rebecca Easterday	REVIEW DATES:

Employees may utilize the first 6 spots to the right of the parking lot. After that, employees must go to the extreme left and begin filling from the end. Employees may also use the 2 spots under the tree labeled employee on the parking map. Management may use employee or management slots along with physician slots if there are not 2 physicians in the office on the given day. Physicians will continue to park in the physician designated slots.

Employees may park in any of the spots in the newly created paved area.

PLEASE SEE THE MAP ON THE NEXT PAGE

# EMPLOYEE PARKING MAP

Employees may utilize any of the spots labeled Employee.

Management may use the spots labeled Employee or Management. Management may also use Physician spots when there will not be 2 physicians here.

Physicians will continue to use the spots labeled Physician or they may park under the car port.

THIS IS THE SIDE TOWARD THE FIELD

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DATE ISSUED: 3-20-2015	SUBJECT: PTO POLICY	POLICY PAGES: 1
REVISED: 12-5-18 8-14-19 12-13-23 12-17-24	APPROVED BY: Donna Miller Rebecca Easterday, BSN, RN	REVIEW DATES:

PTO benefits are provided to employees of Houser Newman Associates in recognition of each person's need for rest and recreation. The annual number of paid leave days granted by Houser Newman Associates are tiered to recognize employee's seniority and hours worked. Managers have the right to deny PTO days off based on staffing needs.

Full-time employees after successfully completing a three-month probationary period will be eligible for PTO, based on length of continuous service in accordance with the following schedule. Beginning January 1, 2025, PTO benefits will accumulate starting at the beginning of each calendar year, please see the PTO Hours earned per pay for reference:

<u>Years of Service</u>	<u>PTO Days/Hours</u>	<u>PTO Hours earned per pay</u>
<b>1-2 Years of Service</b>	<b>9 Days/72 Hours</b>	<b>2.77</b>
<b>3-4 Years of Service</b>	<b>11Days/88 Hours</b>	<b>3.39</b>
<b>5-6 Years of Service</b>	<b>14 Days/112 Hours</b>	<b>4.31</b>
<b>7-9 Years of Service</b>	<b>16 Days/128 Hours</b>	<b>4.93</b>
<b>10-14 Years of Service</b>	<b>18 Days/144 Hours</b>	<b>5.54</b>
<b>15 Years of Service</b>	<b>21 Days/168 Hours</b>	<b>6.47</b>
<b>20 Years of Service</b>	<b>25 Days/200 Hours</b>	<b>7.7</b>

Any employee starting prior to July 1<sup>st</sup> will have that year count as year one of service for the purposes of calculating PTO time. Any employee starting July 1<sup>st</sup> or after, will not have that year count as year one of service for the purposes of calculating PTO time. Those employees will begin to calculate years of service for PTO purposes starting the following year.

PTO leave benefits in the first calendar year of employment are prorated based on the percentage of the year remaining after the probation period. These hours will accumulate per pay as described above. In 2025, the employee will begin to accumulate their time at the rates above starting the pay after the end of their orientation period.

PTO benefits for Part-time employees will be calculated on the number of hours that an employee works per week (i.e., A PT employee working 1040 hours/year will accumulate 3 hours/month or 36 hours in year 1-2 at a rate of 1.39 hours earned/pay)

Part-time employees during the first calendar year of employment are prorated based on the percentage of the year remaining and the hours worked. In 2025, the employee will begin to accumulate their time at the rates above based upon the hours worked weekly starting the pay after the end of their orientation period.

Employees during their initial probationary period do not earn any PTO benefits. This includes probationary periods that are extended past 90 days.

No PTO time is earned during the unpaid portion of a leave of absence of one month or more in length including maternity and medical leaves of absence.

Employees will be able to carry over a maximum of 80 hours of PTO time into the next year, not to exceed 80 hours from year to year. Any hours over 80 will be forfeited at the end of the year.

Any employee wishing to take more than one week of time off consecutively must obtain special written approval from the Practice Manager prior to booking or arranging any extended vacation.

Upon termination, the employee will be paid 100% of their accumulated time. If the employee has accumulated more than 40 hours of time to be paid to them, it will be paid to the employee in payments of no more than 40 hours in a pay which will occur monthly (not with each pay) until the remaining time is paid out to the employee.

**PART TIME EMPLOYEES 0.6 FTE (YOU ONLY WORK 6 DAYS OR 48 HOURS A PAY)**

<u>Years of Service</u>	<u>PTO Days/Hours</u>	<u>PTO Hours earned per pay</u>
1-2 Years of Service	43 Hours	1.66
3-4 Years of Service	53 Hours	2.03
5-6 Years of Service	67 Hours	2.59
7-9 Years of Service	77 Hours	2.96
10-14 Years of Service	86 Hours	3.32
15 Years of Service	101 Hours	3.88
20 Years of Service	120 Hours	4.62

**PART TIME EMPLOYEES 0.7 FTE (YOU ONLY WORK 7 DAYS OR 56 HOURS A PAY)**

<u>Years of Service</u>	<u>PTO Days/Hours</u>	<u>PTO Hours earned per pay</u>
1-2 Years of Service	50 Hours	1.94
3-4 Years of Service	62 Hours	2.37
5-6 Years of Service	78 Hours	3.02
7-9 Years of Service	90 Hours	3.45
10-14 Years of Service	101 Hours	3.88
15 Years of Service	118 Hours	4.52
20 Years of Service	140 Hours	5.38

**PART TIME EMPLOYEES 0.8 FTE (YOU ONLY WORK 8 DAYS OR 64 HOURS A PAY)**

<u>Years of Service</u>	<u>PTO Days/Hours</u>	<u>PTO Hours earned per pay</u>
1-2 Years of Service	58 Hours	2.22
3-4 Years of Service	70 Hours	2.71
5-6 Years of Service	90 Hours	3.45
7-9 Years of Service	102 Hours	3.94
10-14 Years of Service	115 Hours	4.43
15 Years of Service	134 Hours	5.16
20 Years of Service	160 Hours	6.16

**PART TIME EMPLOYEES 0.9 FTE (YOU ONLY WORK 9 DAYS OR 72 HOURS A PAY)**

<u>Years of Service</u>	<u>PTO Days/Hours</u>	<u>PTO Hours earned per pay</u>
1-2 Years of Service	65 Hours	2.49
3-4 Years of Service	79 Hours	3.05
5-6 Years of Service	101 Hours	3.88
7-9 Years of Service	115 Hours	4.44
10-14 Years of Service	130 Hours	4.99
15 Years of Service	151 Hours	5.82
20 Years of Service	180 Hours	6.93



DATE ISSUED: 9-18-2015	SUBJECT: EMPLOYEE VACATION PICKS	POLICY PAGES: 1
REVISED: 5-11-2018 8-23-2024	APPROVED BY: Rebecca Easterday, BSN, RN	REVIEW DATES:

## EMPLOYEE VACATION PICKS

**Employee Name:** \_\_\_\_\_ ☐ NO DATES SELECTED

1<sup>st</sup> Choice: \_\_\_\_\_ ☐ APPROVED ☐ WAIT LIST

2<sup>nd</sup> Choice: \_\_\_\_\_ ☐ APPROVED ☐ WAIT LIST

3<sup>rd</sup> Choice: \_\_\_\_\_ ☐ APPROVED ☐ WAIT LIST

4<sup>th</sup> Choice: \_\_\_\_\_ ☐ APPROVED ☐ WAIT LIST

5<sup>th</sup> Choice: \_\_\_\_\_ ☐ APPROVED ☐ WAIT LIST

6<sup>th</sup> Choice: \_\_\_\_\_ ☐ APPROVED ☐ WAIT LIST

7<sup>th</sup> Choice: \_\_\_\_\_ ☐ APPROVED ☐ WAIT LIST

8<sup>th</sup> Choice: \_\_\_\_\_ ☐ APPROVED ☐ WAIT LIST

9<sup>th</sup> Choice: \_\_\_\_\_ ☐ APPROVED ☐ WAIT LIST

10<sup>th</sup> Choice: \_\_\_\_\_ ☐ APPROVED ☐ WAIT LIST

**Notes:** \_\_\_\_\_

- Please select your weeks in the order you would like to have them (Most important should be first)
- Fill in as many choices as you want and please let me know how much time you want off (if you pick 5 weeks but only want 1 week off, please note that)
- If your first choice has been taken by someone with higher seniority, we will move on to your next choice.
- After each person is granted a week, we will begin again at the top of the seniority list and continue to do this until all time is picked.
- If you are not approved for a week, you will be put on a list and if it becomes available, you will be notified. In the event two people want the same time, the person requesting it first will be afforded the opportunity to have it off given they have PTO time. If they do not have PTO time and the second employee does, the second employee will be given that week off.
- If you choose not to fill this form out with dates, it still must be returned and check the box "no time requested", please know that time will be then based on available dates in the employee calendar.
- Any disputes regarding time off should be sent through Teams messenger to Becca within 10 days of this paper being returned to you.

DATE ISSUED: 9-8-2014	SUBJECT: FLU VACCINE POLICY	POLICY PAGES: 1
REVISED:	APPROVED BY: Rebecca Easterday	REVIEW DATES:

This policy is to protect patients, employees, and the community from influenza infection through annual immunization of all Mahoning Valley Ambulatory Surgery Center and Houser Newman Associates employees, students, contracted clinical personnel, and volunteers.

### **POLICY**

Influenza immunization is strongly recommended on an annual basis for all personnel working/volunteering within the Mahoning Valley Ambulatory Surgery Center and Houser Newman Associates. Influenza immunization is **required** on an annual basis for ALL employees unless you sign a declination. **Individuals who sign the declination will be required to wear a surgical mask or particulate respirator any time they are in a patient care area or within six feet of a patient or another employee.** The employee **MUST** begin wearing the mask on October 1<sup>st</sup> of each year (sooner if a documented influenza case in Pennsylvania) and continue to wear it through March 31<sup>st</sup> (later if documented influenza cases are still being reported in Pennsylvania). The Director of Nursing will inform all employees if they must begin wearing their mask earlier or if they must continue to wear it past March 31<sup>st</sup>.

The influenza vaccine will be provided free of charge to ALL employees, students, contracted clinical personnel, and volunteers.

If you have received your vaccination at another facility or physician office, please provide a copy of the immunization record or physicians note to the Director of Nursing.

### **DECLINATION**

The declination must be submitted to the Director of Nursing, individuals signing the declination must do so by September 30<sup>th</sup> of each year.

### **NON-COMPLIANCE**

ALL personnel who do sign the declination must wear the mask for the specified period. Failure to comply with the immunization policy will result in a written warning. Any period after receiving a written warning, if you continue to not comply with the immunization policy you will be subject to immediate employment termination. This includes all employees for outlying offices as well as the main office.

The Business Manager, Practice Manager, Director of Nursing, and your immediate supervisor will enforce this policy requiring vaccination, including the need for a mask during the influenza season if an exemption has been granted. These individuals will also be responsible for writing all written warnings for non-adherence of this policy.

DATE ISSUED: 1-22-2016	SUBJECT: BREASTFEEDING POLICY	POLICY PAGES: 1
REVISED:	APPROVED BY: Rebecca Easterday	REVIEW DATES:

The Breastfeeding Policy for HNA will allow breaks for nursing employees to express milk. The nursing employee will be excused from their normal work duties at an assigned time to express milk.

Milk expression breaks are not paid for by the company and the employee must schedule milk expression breaks or use a part of meal periods provided for milk expression. Nursing employees may use PTO time in 30-minute increments to compensate for time lost during their milk expression breaks. All milk expression breaks must be coordinated with your supervisor ahead of taking the break.

DATE ISSUED: 12-1-2016	SUBJECT: Comp Time Policy	POLICY PAGES: 1
REVISED: 8-23-2024	APPROVED BY: Rebecca Easterday	REVIEW DATES:

The Comp Time Policy for HNA will be as follows:

Upon accumulation, comp time earned must be reported to your immediate supervisor or other management if your supervisor is not available.

Comp time must be used within 1 week unless prior approval is given from management due to scheduling conflicts.

Any comp time not used after 1 week will be forfeited unless you have prior approval from management.

DATE ISSUED: 12-9-2016	SUBJECT: A-Scan Charting Policy	POLICY PAGES: 1
REVISED: 12-16-2016	APPROVED BY: Rebecca Easterday	REVIEW DATES: 8-27-2024

The A-Scan Charting Policy for HNA will be as follows:

- The tech completing the actual scan on the patient will fill out the A-Scan Card. The tech will attach the printouts from the A-Scan to the card. Each sheet will have the tech's initials next to the patient's name on EVERY sheet. This signifies that you have verified that this sheet of paper belongs to the patient you are filling the scan card out on.
- The scan cards and charts will be given to the tech manager for review.
- If the tech manager, or other surgery staff finds that there are missing initials from ANY of the scan printouts, the tech that did not initial will immediately receive a 1-day unpaid suspension. Remember: ALL printed scan sheets need your initials, not just the top copy. If you have initialed 3 of 4 pages, you will be suspended. Place your initials next to the patient's name.
- If the tech manager, or other surgery staff finds that the papers attached do not belong to the patient on the scan card, the employee that made the error will receive a 3-day unpaid suspension. After the 3-day suspension, the employee's employment status will be reviewed by the doctors. If the employee is terminated, they will forfeit any PTO or banked time accumulated.

This is a SERIOUS EVENT and should never happen. You need to take a second to slow down and pay attention to what you are doing. There are NO excuses when it comes to this matter and from today will not be tolerated and dealt with as above.

DATE ISSUED: 1-18-2017	SUBJECT: Mandated Time Off	POLICY PAGES: 1
REVISED:	APPROVED BY: Rebecca Easterday	REVIEW DATES: 8-27-2024

The mandated time off policy will be as follows:

At the discretion of management when the schedule is slow or there are providers off, employees will be subject to mandated time off.

**Scheduled days/time off:**

The mandated days/time off will go by seniority with the least senior member of your department being mandated off first. Each person in the department you work in will be mandated once before it goes back to the least senior person. If the next to be mandated off is already off on the schedule, it will move up the rank to the next least senior person.

**Unplanned hours off:**

Any per diem staff working at the location will be sent home first. Sending employees home early by department due to a slow schedule will go by the least senior person at that location if it is less than 4 hours. If it is 4 hours or more than it will go by the mandated time off list and the next person to be mandated that is currently working at that location will be sent home. For it to count on the mandated time off list, the employee must be sent home 4 or more hours.

If you are mandated off, you may use PTO time, or you may choose to be off with no pay.

DATE ISSUED: 12-5-2018	SUBJECT: Vision Benefits	POLICY PAGES: 1
REVISED: 4-1-2020; 9-19-2024; 11-7-24	APPROVED BY: Donna Miller	REVIEW DATES: 8-27-2024

The employee and their family (Immediate and Other) will become eligible for vision benefits after they have completed their orientation period.

**Immediate family** is defined as: employee spouse, employee children or stepchildren.

**Other family** is defined as: mother, father, brother, sister, stepmother, stepfather, stepsister, stepbrother, grandparent, grandchild, mother-in-law, father-in-law, brother-in-law, and sister-in-law.

The employee and employee's family (Immediate and Other) will receive frames and lenses at 50% off.

The employee and Immediate family only will receive contacts at cost.

Immediate and Other family that have vision insurance coverage to cover the routine exam or a medical diagnosis to cover the medical exam will have the exam billed to their insurance.

Immediate family will have any remaining balance written off after the exam is billed to the vision or medical insurance.

Other family will be responsible for up to a \$40 copayment for the exam (medical or routine). If insurance pays \$40 or more, they will not be responsible for any copayment to HNA. If their insurance pays less than \$40, they will be responsible for the amount remaining. (EXA: Family member #1 insurance paid \$20; they would owe \$20 to HNA for the visit. Family member #2 insurance paid nothing; they would owe \$40 to HNA for the visit. Family member #3 insurance paid \$55; they would owe nothing to HNA for the visit.)

Any procedure performed in the ASC for Immediate family will be billed to the insurance for the facility and the professional fees. The employee, employee spouse, child or stepchild will be responsible for any amount not paid by the insurance which is less than 85% of the Medicare allowable amount. For example, if the Medicare allowable amount is \$100, 85% of that would be \$85. If the insurance paid \$60, the amount still to be paid would be \$25. If the insurance paid \$90, there would be no amount owed.

There is no discount for Other family that have procedures in the ASC.

DATE ISSUED: 12-5-2018	SUBJECT: Termination of Employment by Employee	POLICY PAGES: 1
REVISED:	APPROVED BY: Donna Miller	REVIEW DATES: 8-27-2024

If you wish to terminate your employment with Houser Newman Associates you must give notice to Houser Newman at least 2 weeks prior to your last working day.

Any balance due to HNA/MVASC for the employee or their immediate family must be paid prior to the final paycheck being distributed to the employee. Balances under \$100 will be deducted from the final paycheck. If necessary, balances over \$100 can be placed on a payment plan which will be arranged with the billing supervisor prior to the last scheduled workday. Any balance that is not paid within the arranged agreement timeframe will be sent to collections.

Any PTO used over the time earned will be returned to HNA by being deducted from the final paycheck.

Badges and keys will be returned to HNA. If you fail to return either, your final paycheck will be withheld until they are returned.



DATE ISSUED: 12-5-2018	SUBJECT: SOCIAL MEDIA POLICY	POLICY PAGES:2
REVISED:	APPROVED BY: Donna Miller/Rebecca Easterday	REVIEW DATES: 8-27-2024

## I. POLICY

Activities in or outside work that affect your Houser Newman Associates (HNA) job performance, the performance of others, your safety, the safety of others, or HNA's reputation or the privacy of our patients fall within the scope of this policy. When an HNA employee chooses to participate in social media and their association with HNA is identified, it is expected that participation is consistent with HNA Code of Conduct.

## II. PURPOSE

To communicate the guidelines for social media participation by HNA employees. These guidelines have been set forth for colleagues to follow when participating in social media. Utilizing social media allows colleagues to better communicate with each other and the people of our community. It allows HNA messages to be organically shared and brand ambassadorship to be developed. This policy is not intended to restrict communications or actions protected or required by state or federal law.

## III. SCOPE

All HNA employees

## IV. DEFINITIONS

Social media describes the online technologies, tools and networks people use to share opinions, insights, experiences and perspectives and create user-generated content. Social media can take many different forms, including but not limited to the sharing of text, images, audio, video, and other multimedia files. Examples of popular social media applications include Facebook, Twitter, YouTube, LinkedIn, Wikipedia, Google+, Pinterest, Instagram, Snapchat, and Reddit. *Note: These examples are not all-encompassing.* Identifying yourself as being associated with HNA on social media can have a variety of meanings, including but not limited to:

- Listing HNA (or any of its locations or entities) as your employer
- Any public or private post in which you say you are employed by HNA
- Being tagged or mentioned by someone else that you are an HNA employee or that you are employed by HNA
- Not explicitly stating, but describing in enough detail that it can be reasonably deduced that you are employed by HNA

*Note: Even if you do not explicitly state that you are employed by HNA, your employment status may be public knowledge to those people in your network. It is always a good idea to assume you are always a representative of Houser Newman Associates, even if you do not state it.*

## V. PROCEDURE

1. Always protect patient privacy. Never reveal any patient health information that may identify the patient, including photos. Always abide by all privacy regulations and HNA policies.
  2. Follow all applicable HNA policies. HNA policies may apply to employees' activities online. Online conduct that adversely affects an employee's job performance, the performance of other employees, or otherwise negatively impacts patients, visitors or other employees may result in disciplinary action under the HNA Employee Discipline Policy.
- Know and follow the HNA Code of Conduct behaviors as they relate to interactions where you are identified as being associated with HNA. The Code of Conduct states that unacceptable communication

includes defamatory, profane or abusive statements directed toward patients, visitors, employees, managers and/or HNA; offensive humor, practical jokes and/or horseplay. Social media content that violates HNA policies may be subject to counseling and disciplinary action. Examples of such conduct may include offensive posts meant to intentionally harm someone's reputation, posts that could contribute to a hostile work environment including the basis of race, sex, disability, religion or any other status protected by law or HNA policy.

- The personal use of any HNA devices and systems is not permitted. Discuss the policy of using personal devices during business hours with your immediate supervisor. Keep in mind the use of personal devices during work hours has the potential to negatively impact your work performance.
3. When your affiliation with HNA is identified on your personal social media accounts, it is important to make clear you are speaking for yourself and not on behalf of HNA. If you publish content to any external website that involves your profession or subjects that may be associated with HNA, it is suggested that you use a disclaimer on your profile such as: *"The views expressed [here; on this blog; website] are my own and do not reflect the views of "Houser Newman Associates"*
  4. You are personally responsible for the content you publish. Advocacy and engagement among colleagues on social media is encouraged, but proper judgement should always be shown. Behaviors expected at work carry over to behavior on social media. Be aware that despite personal privacy settings, the content you publish on social media should always be considered public and can never truly be removed or deleted.
  5. Always use a personal email address - not your HNA.ptd address - as means of identification for social media participation. The professional social networking site [LinkedIn](#) is an exception. It is customary to use both your personal and work email addresses to make professional connections on this site.
  6. Respect the law, including those governing defamation, discrimination, harassment, and copyright and fair use. Sharing and engaging with posts from HNA's social media entities as an advocate is encouraged. However, refrain from utilizing the brand name or logo in an official capacity. Keep in mind, images found on the internet (including Google image searches) are subject to copyright and cannot be downloaded for free use on personal or professional social pages.
  7. Do not disclose any confidential or proprietary information, or any information related to HNA that is not public. Examples include patient information, business strategy or information shared internally to colleagues via email.
  8. Strive to always act in a way that is consistent with HNA's values and professional standards. Be aware that the content you post online can be interpreted differently by each individual reading it. In social media, the lines between public and private, personal, and professional are blurred. Your Employment with HNA creates perceptions not only about you as an individual and a professional, but also about HNA, your colleagues and managers.
  9. If you are unsure about the application of this policy to your social media activities, contact any management staff.

## **IX. REFERENCES**

HIPAA

Code of Conduct

## **X. DISCLAIMER STATEMENT**

This policy and the implementing procedures are intended to provide a description of recommended courses of action to comply with statutory or regulatory requirements and/or operational standards. It is recognized that there may be specific circumstances, not contemplated by laws or regulatory requirements that make compliance inappropriate. For advice in these circumstances, consult with management staff.

DATE ISSUED: 3-29-2016	SUBJECT: Non-Discrimination	POLICY PAGES: 1
REVISED:	APPROVED BY: Donna Miller	REVIEW DATES: 8-27-2024

### Purpose

To prevent discrimination by the practice and staff in violation of the below stated policy.

### Policy

It is the policy of Houser Newman Associates not to discriminate in the delivery of health care services based on race, ethnicity, national origin, religion, sex, age, health status (to include, but not limited to, mental or physical disability or medical condition, genetic information, claims experience, medical history, evidence of insurability, and conditions arising out of acts of domestic violence), or sexual orientation.

### Procedures

An individual shall be designated as the compliance for the policy. This person may have other responsibilities.

The Practice Manager shall be responsible for:

1. Receiving complaints alleging violation of the policy and ensuring that appropriate measures are undertaken to address those complaints, and
2. Educating staff regarding the policy and procedures.
3. Persons seeking to file a complaint shall be given the name, title, and contact information of the compliance officer.

DATE ISSUED: 7-8-2016	SUBJECT: BAD DEBT, BAD CHECK, AND SELF-PAY PATIENTS	POLICY PAGES: 1
REVISED:	APPROVED BY: Rebecca Easterday	REVIEW DATES: 8-27-2024

## Purpose

To establish guidelines for all Bad Debt, Bad Check, and Self-Pay Patients.

## Policy

### **Bad Debt Patients:**

If a patient is in bad debt status the following procedure must be followed:

1. The patient must pay the bill in full prior to being seen. The only acceptable methods of payment are cash, credit card, or a certified money order.
2. You must notify the billing department, so they can be taken off the bad debt status by the billing department.
3. You must run an encounter bill showing payment and send it to the billing department, so they can notify the National Bond.

If a patient calls the office in an emergency: You must notify a manager and the manager will decide on whether they will be seen.

The patient may be put on bad debt status for reasons other than an unpaid balance. Please read the notes to check if no balance is showing. Possible reasons could include a prior bad check or needing additional information to get the insurance to process.

### **Bad Check Patients:**

If the patient paid us with a bad check that was returned from the bank, we will no longer accept checks from that patient. The only acceptable methods of payment will be cash, credit card, or a certified money order.

### **Self-Pay Patients:**

If a patient comes in for an appointment with no insurance, we should not see the patient unless they can pay. They are required to pay for the visit at the time of the service. If the full payment cannot be made, you must contact the billing office or a manager to determine if the patient can be seen. The patient should be informed that payment is expected at the time of the service on the telephone prior to their arriving in our office.

**Failure to follow any of these policies will result in a 3-day suspension without pay.**

DATE ISSUED: 7-26-2016	SUBJECT: PETTY CASH	POLICY PAGES: 1
REVISED:	APPROVED BY: Rebecca Easterday	REVIEW DATES: 8-27-2024

### Purpose

To establish guidelines for petty cash in all offices.

### Policy

Houser Newman Associates will have on hand \$50 in petty cash to make change at each of the offices. There is a petty cash log at each office which requires 2 employees to count the petty cash and sign they have counted it, and it is correct.

If there are any discrepancies in the petty cash, you must immediately call one of the following to alert them to the discrepancy: practice manager, billing manager, front desk supervisor. These logs will be monitored.

Theft will not be tolerated at Houser Newman Associates. If money is missing, appropriate actions will be taken which can include written warnings, suspension, or immediate termination of employment along with reporting this theft to the police.

DATE ISSUED: 6-15-2017	SUBJECT: User ID's and Password Policy	POLICY PAGES: 1
REVISED:	APPROVED BY: Donna Miller	REVIEW DATES: 8-27-2024

## Overview

Passwords are an important aspect of computer security. A poorly chosen password may result in unauthorized access and/or exploitation of Houser Newman's resources. All users, including contractors and vendors with access to Houser Newman's systems, are responsible for taking the appropriate steps, as outlined below, to select and secure their passwords.

### 1. Purpose

The purpose of this policy is to establish a standard for creation of strong passwords, the protection of those passwords, and the frequency of change.

### 2. Scope

The scope of this policy includes all personnel who have or are responsible for an account (or any form of access that supports or requires a password) on any system that resides at any facility, has access to the Houser Newman network, or stores any non-public Houser Newman information.

### 3. Policy

#### 3.1 Password Creation

3.1.1 Where possible, users must not use the same password for various Houser Newman access needs.

#### 3.2 Password Change

3.2.1 All user-level passwords (for example, email, web, desktop computer, and so on) must be changed at least every six months.

#### 3.3 Password Protection

3.3.1 Passwords must not be shared with anyone. All passwords are to be treated as sensitive, Confidential Houser Newman's information. Corporate Information Security recognizes that legacy applications do not support proxy systems in place. Please refer to the technical reference for additional details.

3.3.2 Passwords must not be inserted into email messages, Alliance cases or other forms of electronic communication.

3.3.3 Passwords must not be revealed over the phone to anyone.

3.3.4 Do not reveal a password on questionnaires or security forms.

3.3.5 Do not hint at the format of a password (for example, "my family name").

3.3.6 Do not share Houser Newman's passwords with anyone, including administrative assistants, secretaries, managers, co-workers while on vacation, and family members.

3.3.7 Do not write passwords down and store them anywhere in your office. Do not store passwords in a file on a computer system or mobile devices (phone, tablet) without encryption.

3.3.8 Any user suspecting that his/her password may have been compromised must report the incident and change all passwords.

3.3.9 Applications must not store passwords in clear text or in any easily reversible form.

3.3.10 Applications must not transmit passwords in clear text over the network.

DATE ISSUED: 6-15-2017	SUBJECT: User ID's and Passwords Policy	POLICY PAGES: 2
REVISED:	APPROVED BY: Donna Miller	REVIEW DATES: 8-27-2024

#### **4. Policy Compliance**

##### **5.1 Compliance Measurement**

The Compliance team will verify compliance with this policy through various methods, including but not limited to, periodic walk-throughs, and internal audits.

##### **5.2 Exceptions**

Any exception to the policy must be approved by the Compliance Team in advance.

##### **5.3 Non-Compliance**

An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

DATE ISSUED: 1-23-2019	SUBJECT: CELL PHONE USE	POLICY PAGES: 1
REVISED: 8-5-2024	APPROVED BY: Rebecca Easterday	REVIEW DATES:

### Purpose

To establish written guidelines for cell phone use within the office setting

### Policy

Houser Newman Associates has put forth the following guidelines for cell phone use. Cell phones should be kept in your purse or coat pocket (not scrub top/scrub jacket) during work hours. Employees should not have their cell phone out in patient care areas or where patients may view the employee on their phone, unless it is official work-related business. Employees may check their cell phone periodically for calls/messages missed but should not abuse this privilege. Employees should never be distracted by or using their cell phones when patients are in view.

If you have the need for someone to contact you during work hours and they are unable to reach you by cell phone, please give them the main office number 570-386-5926 and tell them to choose option 4. This is the doctor's office or the school nurse line. They are to ask to speak to a manager. No matter what office you are in you will be contacted and informed of the incoming phone call.

Management and other deemed staff will always carry their cell phones during working hours. If you need to contact a manager, you may call their cell phone at any time.

This policy can result in disciplinary action up to and including termination if it is not followed, including the outer offices.



DATE ISSUED: 12-11-2019	SUBJECT: PROBATIONARY PERIOD	POLICY PAGES: 1
REVISED: 8-5-2024	APPROVED BY: Rebecca Easterday	REVIEW DATES:

## Purpose

To establish written guidelines for a new employee's probationary period

## Policy

All new employees will undergo a 90-day orientation period. During the probationary time, the employee will receive hands-on training by either a member of the management team or a staff member within the same job description trained to train our new employees. The employee will be required to rotate through the offices and work different shifts as needed to train for the intended position. Not all employees will require the full 90-day orientation period to work in their position independently given their prior work experience. Some employees may have their probationary period extended at the management's discretion.

Any employee under their probationary period, including extended probationary periods, may have their employment terminated if it is determined they will not be able to complete the duties that are required of them in a timely and efficient manner for the better of the organization.

If the employee is terminated during their probationary period, including the extended probation period, by their own choosing or by Houser Newman Associates, the employee will have the amount of the required background check that was performed on them as part of the hiring process deducted from their final paycheck.

DATE ISSUED: 12-10-2019	SUBJECT: CRITICAL STAFFING POLICY	POLICY PAGES: 1
REVISED:	APPROVED BY: Rebecca Easterday	REVIEW DATES: 8-27-2024

#### Purpose

To establish written guidelines for critical staffing days

#### Policy

Days highlighted in RED on the employee schedule are critical staffing days where all staff that is scheduled is needed for it to be a successful day for the organization. Employees that call out will be required to produce a physician's note for themselves. Multiple call outs on critical staffing days will be subject to progressive disciplinary action.

DATE ISSUED: 2-28-2023	SUBJECT: TIME OFF WITHOUT PAY	POLICY PAGES: 1
REVISED: 8-5-2024	APPROVED BY: Rebecca Easterday	REVIEW DATES:

#### Purpose

To establish written guidelines for time off without pay.

#### Policy

It is the policy of Houser Newman Associates that employees may choose to take time off without pay during the year during slow times, during illness, and other times as approved by a manager.

Employees may see their remaining PTO time on your pay stub, or you may ask the Practice Manager to provide you with your current remaining balance.

When there are two employees requesting the same time off, in which only one employee can be provided with the time off (not previously arranged with annual picks). The employee that has PTO time left is given the time off prior to the employee that is out of PTO time. If both employees are equally out of PTO time, seniority will be the deciding factor to determine who will be awarded the time off.

DATE ISSUED: 9-26-24	SUBJECT: SNOW TIME	POLICY PAGES: 1
REVISED:	APPROVED BY: Rebecca Easterday	REVIEW DATES:

#### Purpose

To establish written guidelines for snow time off with pay.

#### Policy

It is the policy of Houser Newman Associates that full-time and part-time employees are given 16 snow hours for the snow season. These hours do not carry over from year to year. These hours are at the discretion of Houser Newman Associates and are to be used if we start late, leave early, or cancel the entire day due to the weather.

These hours cannot be used by the employee alone due to “bad weather” in their area. They can only be used when Houser Newman gives the authority for them to be utilized.

Due to different schedules some employees may end up using more snow time than others and there will be no compensation for any differences.

DATE ISSUED: 10-11-24	SUBJECT: SMOKING POLICY	POLICY PAGES: 1
REVISED:	APPROVED BY: Rebecca Easterday/Donna Miller	REVIEW DATES:

#### Purpose

To establish written guidelines for employees that smoke or vape.

#### Policy

It is the policy of Houser Newman Associates that employees that smoke or vape may take (one) 5-minute smoke break in the morning and (one) 5-minute smoke break in the afternoon if your area of work is covered, all patient needs are met, and you have approval from you supervisor. The employee will deduct the 10 minutes from your lunch time. If the office is busy, your supervisor will decide if you are able to take these breaks.

At no time will an employee take a smoking break without approval by a supervisor.

Please ensure that you wash your hands and use a mint or gum to cover any smoke smell as we do not want any smoke smell to be presented to our patients. Do not use perfume to cover up any smells from smoking.

DATE ISSUED: 5/1/25	SUBJECT: ATTENDANCE POLICY	POLICY PAGES: 3
REVISED:	APPROVED BY: Rebecca Easterday	REVIEW DATES:

## Purpose

To establish written guidelines for employees for attendance.

## Policy

It is the policy of Houser Newman Associates that all employees are expected to report to work on time as scheduled. An unscheduled absence or tardiness, even though the reason may be justified, is a disruption of services resulting in understaffing, increased costs and/or burdens to other employees. All employees are expected to maintain an acceptable record of attendance. The following process outlines the procedure in the event violations occur.

**Unscheduled absence "Occurrence"** - Defined as failure to be at work, when scheduled, for any reason. The definition of unscheduled absence for the purpose of this policy does not include scheduled time off utilizing PTO time or bereavement leave.

One unscheduled absence is defined as one unplanned period out of scheduled work, for any reason. The occurrence may be comprised of one single day or multiple days, consecutive absences on scheduled workdays. Unscheduled absences are tracked by counting the number of times an employee has an absence and/or tardiness event.

One recorded unscheduled absence may exceed "one date" if the days off are for the same reason. For example, one unscheduled absence may be counted for several days or weeks of convalescence from illness or surgery. A return to work note from a treating physician is required for any absence of more than three (3) consecutive days.

Consecutive or multi-day absences due to inclement weather will each count as a separate absence.

**Tardiness** - When an employee reports to work after their scheduled start time, the employee shall be considered tardy. An employee is considered tardy if he or she reports to work exactly at or any time after their scheduled start time. Tardiness is considered an unscheduled absence and may be applied to and count toward unscheduled absences.

**Rolling 12 Month Period and Absences** - There is a twelve (12)-month rolling back period from the date of the most recent absence used to calculate an employee's number of absences.

Example: Employee calls in sick on 6/1/25. Looking back 12 months (6/1/24 – 6/1/25), the employee has had a total of four (4) absences within twelve (12) months. After 4 absences, the employee may receive a Corrective Behavior Notification Form. This written document will be placed in the employee's personnel file.

Each employee may be allowed to use two (2) days of their PTO allotment for an unscheduled, unforeseen event and it will not count as an unscheduled absence. If unplanned PTO time is used beyond two days, it should be considered "unplanned" and may be counted as an unscheduled absence.

**Unscheduled absences** - When attendance records indicate excessive unscheduled absences in a rolling twelve (12)-month period, the Disciplinary Process will be followed accordingly:

2 unscheduled absences within 12 months may result in Verbal Counseling. This written document will be placed in the employee's personnel file.

4 unscheduled absences within 12 months may result in Written Counseling. This written document will be placed in the employee's personnel file.

6 unscheduled absences within 12 months may result in Final Written Warning or Suspension by the Practice Manager. This written document will be placed in the employee's personnel file.

7 unscheduled absences within 12 months may result in Termination by the Practice Manager, with approval of the Practice Owner. This written document will be placed in the employee's personnel file.

Example: The employee is scheduled to start (i.e. be productive) at 8 a.m. The employee arrives at 8:01 a.m., goes to put away personal belongings, uses the restroom, and reports to their workstation at 8:10 a.m. This employee is 10 minutes tardy, and this may be counted as an unscheduled absence.

**Progressive Disciplinary Action** - Progressive discipline will be utilized in cases of excessive unscheduled absences. An employee already in the progressive discipline will move to the next level of the progressive discipline even if the prior infraction is not attendance-related (i.e. the employee has a confirmation of counseling for poor performance and then has two (2) unscheduled absences within a twelve-month period may receive a written warning).

Excessive or un-sustained improvement of unscheduled absences or tardiness resulting in two (2) rolling twelve (12) month consecutive years with repeat warnings (written or final) documented in HR file for unscheduled absences, shall lead to further progression in counseling and discipline.

Example #1: The employee receives two written warnings for four unscheduled absences within a 2-year period. An unscheduled absence falls off, but they gain another unscheduled absence by being late to work; the employee now may be issued a final written warning for 6 unscheduled absences. Future unscheduled absences that bring the employee to seven or more unscheduled absences within a year from the final warning may result in termination.

Example #2: The employee receives a final warning for 6 unscheduled absences in October 2025. An unscheduled absence falls off, but the employee calls out again in December 2025. The employee issued a second final warning. An unscheduled absence falls off in January, but the employee is late in February. The employee may now be terminated 7 for unscheduled absences.

**Patterns of unscheduled absences** – These can be addressed by applying progressive discipline.

Example: An employee has had 4 unscheduled absences in the past 6 months, and all unscheduled absences have been on Friday or in a particular office and they have already received written counseling, the employee may face progressive discipline and receive a final written warning for the pattern of behavior.

If an employee returns to work following an absence but finds him/herself unable to work an entire shift, this absence will not count as an additional unscheduled absence.

The number of unscheduled absences, as well as improvements during the previous twelve (12) months, shall be noted in the annual performance review and taken into consideration in determining a merit increase.

New employees who have four unscheduled absences during the 90-day orientation period may receive a final warning. New employees may be terminated for six or more unscheduled absences during their orientation period.

Please note: If an employee has PTO time available, they may not take unpaid time off for an unscheduled absence from work. The employees must utilize their PTO time.

Employee attendance should be monitored by the Department & Practice Manager on a regular basis to identify violations.

The procedures listed are guidelines to ensure fair treatment and consistency for all employees. Circumstances may dictate stronger or moderate action depending upon the situation and performance of the employee.



DATE ISSUED: 5/7/25	SUBJECT: CALL OFF POLICY	POLICY PAGES: 1
REVISED:	APPROVED BY: Rebecca Easterday	REVIEW DATES:

## Purpose

To establish written guidelines for employees that need to call off work.

## Policy

It is the policy of Houser Newman Associates that all employees will call off work using the following policy.

The employee will text in a group text their direct manager and the Practice Manager to inform them they will not be making it in for the day. Please do not use TEAMS to call out. All call offs should be sent via a regular group text message.

The employee will not text any call out between the hours of 9 p.m. and 5:30 a.m. unless the employee is having a true emergency, please state that in the text. If you work in the ASC and it is a surgery day, you may call out starting at 4 a.m. so we can fill the shift.

The employee will call out no later than 1 hour prior to their shift. Calling out within an hour of the employees' shift start time can result in further disciplinary action.

If you are scheduled for a late night and you start at 11 a.m., please call out as early as possible, but not prior to 5:30 a.m.

If you text the group and you do not hear from someone within 30 minutes, please text the group again until you receive a response from one of the two members of the management team.

<b>Staff Member On Vacation</b>	<b>Text in a Group</b>
Practice Manager	Front Desk & Tech Managers
Tech Manager	Practice & Front Desk Managers
Front Desk Manager	Practice & Tech Managers
ASC Manager	Practice & Tech Managers
Billing Manager	Practice & Tech Managers
Optical Manager	Practice & Tech Managers

If you are unsure who you should be texting, please ask your direct manager or the Practice Manager to clarify.