

Pine Eagle Clinic

Employee Handbook

P. O. Box 647
Halfway, OR 97834
541-742-5023

Adopted May 19, 2009

Pine Eagle Health Planning Committee, Board of Directors

Table of Contents

Section 1: INTRODUCTION.....	1
Welcome.....	1
General Purpose	1
Philosophy and Mission Statement	1
Responsibility	2
Right to Amend	2
Section 2: EQUAL EMPLOYMENT OPPORTUNITY	2
Non-Discrimination/Non-Harassment.....	2
Harassment Defined	3
What To Do If You Have a Complaint	3
What is Sexual Harassment?	4
Section 3: SELECTION PROCESS FOR EMPLOYMENT	4
Job Posting and Advertising.....	4
Selection and Notification	4
Pre-Employment Drug Testing	5
Documentation	5
Section 4: EMPLOYMENT STATUS AND CLASSIFICATION	5
Exempt & Nonexempt Employees	6
Full-Time.....	6
Part-Time.....	6
Temporary	6
Volunteers and Students	6
Section 5: TERMS OF EMPLOYMENT.....	7
Employee Orientation.....	7
Probationary Period.....	7
Attendance Policy.....	7
Personnel File	7
Job Description.....	8
Staff Development.....	8
Performance Evaluation	8
Outside Employment.....	8
Employment of Relatives	9
Confidentiality of Information	9
Employee Privacy.....	9
Computer and E-Mail Usage.....	9
Personal Conduct.....	10
Dress Code	10
Tardiness/Absence.....	10
Section 6: WAGE ADMINISTRATION AND WORK SCHEDULE	11
Hours of Work.....	11
Pay Periods	11
Release of Paychecks	11
Salary Ranges and Adjustments	11

Personal Time Off	12
PTO Accrual Rates	12
Compensatory Time & Overtime	12
Section 7: EMPLOYEE BENEFITS	13
Medical Insurance	13
Coverage While on Leave of Absence	13
Workers Compensation	13
Section 8: VACATION AND SICK LEAVE	14
Other Vacation and Sick Leave Provisions	14
Request Time in Advance	14
Cash Out At Termination	14
Recognized Holidays.....	14
Section 9: LEAVES OF ABSENCE	15
Educational Leave	15
Jury Duty	15
Military Leave	15
Personal Leave of Absence (LWOP)	15
Section 10: JOB-RELATED EXPENSES	16
Travel.....	16
Travel Expenses	16
Mileage.....	17
Section 11: HEALTH AND SAFETY	17
Safety Policy.....	17
Accidents	17
Infectious Disease Policy	17
Smoking Policy	18
Employee Health Care.....	18
Drug-free Workplace Policy	18
Legal Drugs	19
Illegal Drugs	19
Drug Testing.....	19
Social Activities	20
Company Position on Alcohol and Other Drug Problems	20
Section 12: STANDARDS OF CONDUCT	21
Section 13: TERMINATION OR SEPARATION FROM EMPLOYMENT.....	22
Resignation	22
Discharge.....	22
Reduction in Workforce	22
Section 14: GRIEVANCE PROCEDURE.....	23
Section 14: EMPLOYEE HANDBOOK ACKNOWLEDGEMENT OF RECEIPT	24

SECTION 1: INTRODUCTION

Welcome

Welcome to the Pine Eagle Clinic also referred to as the Clinic. This handbook is provided as a reference guide for staff of the Pine Eagle Clinic, a non-profit community organization dedicated to high-quality, comprehensive health care.

General Purpose

The primary purposes of these personnel policies are:

- 1) To promote an atmosphere of harmony, cooperation, and understanding among all parties concerned;
- 2) To establish the duties, responsibilities, rights, and obligations of each person in order to minimize misunderstandings between employer, administrators, and employees; and
- 3) To establish a framework of recognizable expectation which leads to success on the job.

An endeavor has been made to cover matters important to effective personnel management, and, thereby, to promote understanding and cohesive working relationships on the part of all persons concerned.

In accordance with state law, the employee understands that any employment at this nonprofit is at-will and of indefinite duration, and that either the employee or the nonprofit may terminate employment at any time, with or without notice and for any reason. No agreement to the contrary will be recognized unless such an agreement is in writing, approved by a majority of the Board, and signed by the Chairman.

It is not possible to anticipate every workplace situation or to provide information for every possible question. You are encouraged to consult with your supervisor if you have questions about the terms of your employment. The Clinic reserves the right to modify, rescind, supplement, interpret or revise any policy included herein and will make reasonable efforts to provide you with advance notice of any modification or revision.

Philosophy and Mission Statement

- 1) We recognize that health care is a human right.
- 2) We recognize that prevention of illness and alleviation of disabilities are included in health care.
- 3) The care of the individual is the core of health care and is delivered in the context of improving the health of the population.
- 4) All persons involved in the delivery/management of health care are responsible for improving the quality of service.

ALL PROVIDERS, MANAGEMENT, AND STAFF INVOLVED WITH THE PINE EAGLE HEALTH PLANNING COMMITTEE RECOGNIZE THE IMPORTANCE OF UNITY IN MEETING THE GOALS AND MISSIONS OF THE HEALTH CARE SERVICES FOR ALL.

Please read this Handbook carefully. If you have any questions, please ask your supervisor.

Responsibility

The Board of Directors adopts personnel policies, sees that legal requirements of employer are met, acts on special situations not covered by the personnel policies, may hire an Executive Director, and may delegate personnel administration to the Executive Director.

Right to Amend

These policies change from time to time at the discretion of the Board of Directors. This handbook does not constitute a guarantee of operating procedures or terms of employment. No organization official has authority to enter into any oral or other written agreement or other statements that will modify the at-will status of the employee.

SECTION 2: EQUAL EMPLOYMENT OPPORTUNITY

The Pine Eagle Clinic provides job opportunities, salaries and benefits, promotions, and other conditions of employment without regard to a person's gender, age, religion, race, color, national origin, disability, or veteran's status in compliance with federal and state laws and regulations.

Non-Discrimination/Non-Harassment

The Pine Eagle Clinic is committed to providing all employees with a work environment free of discrimination or harassment of any kind, including harassment from or to customers. The purpose of this policy statement is to reaffirm our commitment to equal employment opportunity and to provide a harassment-free work environment for all employees.

Harassment or discriminatory conduct of any kind, whether physical or verbal, committed by supervisors or non-supervisory personnel, is prohibited. Prevention of discriminatory activities must be practiced at all times, especially by supervisors. In those cases where discrimination can be established, disciplinary action up to and including dismissal may be taken.

Taking reprisal action against any employee because he or she has filed a discrimination or harassment complaint, furnished information or participated in any manner in an investigation, compliance review or hearing, is prohibited. In those cases where reprisal action can be established, disciplinary action up to and including dismissal may be taken.

Harassment Defined

Disparate and unfair treatment of any employee or individual because of his or her race, color, sex, religion, national origin, age, disability or protected group status as defined by federal and state laws is prohibited. This includes harassment and intimidation. Harassment is behavior perceived by the receiver as unwelcome and includes, but is not limited to, the use of verbal or practical jokes, unwelcome touching, offensive remarks or put-downs, displays of objects and materials, which create an offensive environment. Actions such as these are prohibited and if repeated they are also unlawful.

What To Do If You Have a Complaint

This procedure is meant to provide the most comfortable means of reporting unlawful discrimination or harassment.

If you feel you are the victim of discrimination or harassment in any form, you are encouraged to first discuss the matter with your supervisor. Perhaps the problem is due to a simple misunderstanding and can be resolved within the department. However, you may file an internal complaint with any member of management. The following steps have been established for filing and handling complaints of any employee based on alleged acts of discrimination:

1. Any employee may file a complaint by communicating directly with their supervisor or any member of management. The multiple options noted here for presenting a complaint are made available with the intent of giving the employee the opportunity to select a person with whom they feel comfortable. Any employee may file a complaint orally by meeting with management or by submitting a complaint in writing. All complaints will be acknowledged within three working days of receipt.
2. The Board will proceed with an investigation of the complaint. Confidentiality will be maintained as far as is practicable. If it is necessary to make the employee filing the complaint known to others, the employee shall be advised in advance and shall be told why it is necessary that they be identified.
3. On the basis of the facts developed, management will render a decision in writing as soon as possible after completion of the investigation. If corrective or remedial action is warranted, it will be taken. If necessary, appropriate disciplinary action will be taken.
4. Employees who file complaints or who testify, assist or participate in any manner in an investigation, or hearing, will be safeguarded against intimidation, coercion, retaliation or discrimination of any kind. All such acts against complainants or other participants should be reported immediately to management.
5. All employees are required to fully cooperate in carrying out this policy and to avoid acts of discrimination or harassment or intimidation on the basis of race, color, gender, religion, national origin, disability, age, marital status or sexual preference.

What is Sexual Harassment?

Sexual harassment is considered sex discrimination not only because of the sexual nature of the conduct to which the victim is subjected, but also because the harasser treats a member or members of one sex differently from members of the opposite sex.

Unwelcome sexual advances, requests for sexual favors or other verbal or physical conduct of a sexual nature constitutes sexual harassment when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; or
2. Submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individuals; or
3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an offensive work environment.

This is by no means an exhaustive list of conduct which is considered inappropriate and which will not be tolerated in the workplace. If you are aware of such illegal conduct, it is your responsibility to take affirmative actions to stop it immediately either by telling the employee to stop the offensive conduct or reporting it to management.

SECTION 3: SELECTION PROCESS FOR EMPLOYMENT

Job Posting and Advertising

The following types of methods may be used to post a vacancy notice approved by the Board of Directors: local newspapers, clinic staff meeting announcements, clinic bulletin board, agencies/organizations that the clinic networks with regularly, technical school career placement offices, Oregon Employment Department job listings, and national newsletter or community clinics.

Selection and Notification

The board is responsible for overseeing selection of all personnel. It is the policy of this organization to fill vacancies with the best-suited, qualified candidate. The selected applicant will be notified for the job by phone and by letter containing the following information: job description, effective date of hire, responsibilities, wage/salary, working hours, and the length of probationary period. A copy will be kept in the employee's personnel file.

Unsuccessful candidates will be notified by mail within two weeks of employee selection.

Pre-Employment Drug Testing

A job offer may be extended conditioned upon passing a pre-employment drug test. An applicant who refuses to be drug tested or an applicant who tests positive for drugs will not be considered for employment and will be ineligible to re-apply for employment for one year. An applicant who tests positive for drugs (exclusive of alcohol) will not be hired and will be ineligible to apply for employment for one year or until the applicant is no longer illegally using drugs and can provide documentation demonstrating successful completion of a certified rehabilitation program. An applicant whose drug test fails the integrity test will be re-tested if they can be contacted and report for the retest within 24 hours. If the applicant cannot be re-tested within 24 hours or if the second test is also a failed integrity, it will result in the same consequences as a positive test.

The pre-employment drug screen will be provided by the clinic at no cost to the applicant. Applicants who are out of the area may arrange for pre-employment testing through a certified laboratory and have the results forwarded to the Pine Eagle Clinic. Out of the area applicants must pay for the testing and forward the receipt to the clinic for reasonable reimbursement.

Documentation

The employee is to provide all necessary documents for hiring, i.e. social security card, valid driver's license or identification card, W-4 form (federal and state) for payroll and exemption information, Immigration I-9 form and other forms as requested by the Office Manager or Administrator.

Should licensure, registration or certification be a prerequisite of employment with the clinic, evidence of the appropriate documentation must be provided prior to being hired. After hire date the evidence must be recorded in the employee's personnel file. Employees are to notify the Office Manager or Administrator when such documents are obtained, renewed or validated.

All medical providers are required to complete a Credentialing form and privileging application upon hire. A copy of these forms must be retained in the employee personnel record. The provider is to notify the Office Manager or Administrator when any changes are made in Credentialing between re-Credentialing periods.

SECTION 4: EMPLOYMENT STATUS AND CLASSIFICATION

Employment status is a designation of a person's employment relationship with the clinic. The various kinds of employment status include "full time," "part-time," "consultant," "temporary," "contracted," and "volunteers/students". Employment classifications are subject to change if during employment a change of scheduled hours of work or status is made. An employee who changes employment status from full time to part time or vice versa will continue to keep the same date of hire as previously held.

Exempt & Nonexempt Employees

The Fair Labor Standards Act (FLSA) determines employee classifications. They are “exempt” and “nonexempt.”

Exempt employees include those who are not subject to the overtime provisions defined by the FLSA. Exempt employees are generally administrative or executive staff, supervisors, or professional staff.

Nonexempt employees must comply with the overtime pay provisions of the FLSA, regardless of individual titles or duties. Any staff member who does not meet the qualifications for exemption is included in the term “nonexempt”.

Full-Time

Full time employees are those hired to work on a regularly scheduled basis for at least 32 hours per week, subject to the requirements of the department and the clinic.

Part-Time

Part time employees are those hired to regularly work less than 32 hours per week but at least 20 hours per week.

Temporary

Temporary employees are hired for a limited period of time, either to supplement existing staff members for special projects or to provide replacements for employees who are on leave of absence. Temporary employees will be hired on an hourly basis.

Volunteers and Students

Volunteers and students do not receive salaries or employment benefits, but are subject to the policies regarding conduct of employment of the organization. Appropriate sections of these personnel policies apply when they act as representatives of the organization.

SECTION 5: TERMS OF EMPLOYMENT

Employee Orientation

New employees will be provided an orientation. Content of an individual's orientation will vary according to job classification. Orientation may include the following areas: organizational structure and chain of command; personnel policies; individual responsibilities according to job description; confidentiality, and safety.

Probationary Period

New employees are hired as probationary employees for a period of ninety (90) calendar days. During this period, orientation and evaluation take place, to establish whether or not the employee is meeting the expectations of the job as outlined in the job description and individual work plan. Appointment to a regular position at the completion of the trial period is subject, at a minimum, to a satisfactory written evaluation completed by the employee's supervisor at the completion of the trial period. An employee may be terminated at any time during and after the trial period if his or her performance continually fails to meet minimum performance standards. Termination during the trial period is not subject to review or appeal. The employee may be placed in a second trial employee status at the discretion of the supervisor.

New or reinstated employees are subject to the following limitations during the trial period:

- a) Personal time off accrues pursuant to the established policy, but may not be used for scheduled time off until the successful completion of the trial period(s).
- b) Employees not offered continued employment following a trial period(s), or who leave employment prior to the completion of the trial period(s), are not entitled to payment for accrued personal time off.

Nothing in this policy amends or waives the employment-at-will status that exists between the Pine Eagle Clinic and its employees.

Attendance Policy

Effective operation of the Pine Eagle Clinic requires employees be on the job ready to begin work at the start of the scheduled shift. Employees must report any absence to your direct supervisor before the start of the normal work time. Acceptance of employment with the Pine Eagle Clinic is viewed as an agreement on the employee's part to be responsible for being at work during the scheduled workday.

Personnel File

A personnel file is maintained for each employee. It contains confidential information about the employee's application process, compensation, evaluations, disciplinary notices, letters of

commendation and other work-related documents. No one but the employee, the board, or their supervisor having a legitimate need to review the personnel file, will have access to personnel files. An employee may review his/her file in the presence of a member of administration at a time mutually convenient for both parties and makes copies of anything in the file or add relevant documentation. In accordance with applicable regulations, an employee will not have access to the references gathered from previous employers. The personnel file will remain on file with the organization for seven years after separation from employment. They will be kept in a secure location.

Job Description

All paid and volunteer staff persons will have a written job description that will be explained to them at the time of hiring or job assignment. Job descriptions for the provider(s) and the administrator will be developed by the Board of Directors. Job descriptions for medical staff other than the provider(s) will be developed by the provider(s) with input from staff. Job descriptions for support staff other than the administrator will be developed by the administrator with staff input. All job descriptions will be reviewed yearly and will be updated as needed. All job descriptions will be approved by the Board of Directors. Job descriptions do not constitute contractual obligations or rights.

Staff Development

All employees are expected to maintain and increase their skills through participation in selected educational programs, staff meetings, and team conferences. Within the financial ability of the organization, paid educational leave and conference expenses for outside educational programs that benefit the employee's job position may be approved by the Board of Directors.

Performance Evaluation

All employees will receive a written performance evaluation from their immediate supervisor prior to the completion of their ninety (90) day trial period. Thereafter, an employee will receive an annual evaluation as closely as possible to his/her anniversary hire date or more often if performance warrants.

Outside Employment

Employees who are considering or who hold positions with organizations providing the same or similar services as the Pine Eagle Clinic must receive approval from the Board of Directors for outside employment.

In addition, employees are responsible for ensuring that any outside employment does not interfere with their performance at the Pine Eagle Clinic.

Employment of Relatives

Except as relates to marital status under ORS 659.030, persons shall be barred from employment by reason of kinship to any employee, if the person so hired would be supervised by the related person. Persons shall not be barred from employment by reason of kinship to an employee who, if the person so hired were to maintain a peer working relationship with the related person, or to work in a separate program or division as that of the related person. Employees currently working when this provision was adopted may continue at their current level of employment and rate of compensation.

Confidentiality of Information

Except as allowed or required by law, personal information about any staff member, contractor, or board member will normally be regarded as confidential. Information about patients and related medical records, telephone conversations, family histories, disease or illness, must never be communicated to anyone other than the professional and paraprofessional personnel who require such information to treat the patient. Information regarding types of cases must not be discussed with family members, personnel of other organizations, the news media, or the general public, except by those individuals who are directed to communicate such information at the appropriate times. Any communications about a patient must have the patient's prior written consent. Breach of confidentiality is reason for immediate dismissal.

Employee Privacy

Employees who use company-provided storage space in which to place their personal property during work hours are not protected by any expectation of privacy. The organization expressly reserves the right to check the contents of company-provided storage space or any equipment or areas within the organization at any time when there is a reasonable suspicion that the area contains company property or items of contraband, including, but not limited to, alcohol, drugs, firearms, explosives or other material defined by the organization as prohibited.

Computer and E-Mail Usage

Computers, computer files and the E-mail system and software furnished to employees of the Pine Eagle Clinic are the property of the Pine Eagle Clinic and intended for business use only. Employees should not use a password, access a file, or retrieve any stored communication without authorization from their supervisor.

The Pine Eagle Clinic prohibits the use of computers or the E-mail system in any way that is disruptive or offensive to others. For example, the display or transmission of sexually explicit images, messages or cartoons or language that is racist or discriminatory is prohibited. The E-mail system may not be used to solicit others for any commercial ventures, religious or political causes, outside organizations or any other non-business matter.

The Pine Eagle Clinic purchases and licenses the use of various computer software programs for business purposes and does not own the copyright. The Pine Eagle Clinic may not have the right

to reproduce such software for use on more than one computer. Employees may only use software on local area network or on multiple machines according to the software license agreements. The Pine Eagle Clinic prohibits the illegal duplication of software and any related documentation.

Personal Conduct

Employees of the organization are, at all times and in all places, ambassadors of the organization, and, as such, shall conduct themselves accordingly. Only the Board of Directors has authorization to speak on behalf of the organization, and no staff member should ever give the impression that he or she has such authorization. While these personnel policies do not act to constrain individual employees during their off-duty hours, it is to be noted that the codes and canons of professional ethics governing medical personnel and their staffs require public and professional behavior which is moderate and free from gross acts of immorality which no prudent person would commit.

Dress Code

Employees of the Pine Eagle Clinic are required to dress in a professional manner appropriate to their work situation. It is your responsibility to dress in the attire appropriate for your particular job. It is expected that you will dress in a neat and business-like manner and that clothing will not be too casual. Employees are expected to use good taste when selecting their work attire so as to project a positive image. Good grooming and personal cleanliness is essential. It is the responsibility of your supervisor to assure the conformity to the dress code is observed. The final determination as to appropriateness of dress is with the supervisor, who may take action as necessary (e.g. sending an employee home to change or other disciplinary action). The employee asked to make necessary changes will not be paid for time off the job to make those changes.

Tardiness/Absence

Good attendance at all times is critical to the function of the clinic. Non-exempt employees who are not at their assigned places of work at their scheduled starting times are considered tardy. Employees who fail to arrive at work on time without a legitimate reason are subject to disciplinary action. The employee's supervisor determines whether the reason given is legitimate. Employees who cease and/or leave work before their scheduled stopping times without authorization of their supervisor are also subject to disciplinary action.

SECTION 6: WAGE ADMINISTRATION AND WORK SCHEDULE

Hours of Work

As of January 1, 2009, the clinic office hours on Monday, Wednesday, and Thursday are 8:00 am to 5:00 pm. Tuesday clinic hours are 9:00 am to 6:00 pm. The Clinic is closed on Friday. If you are a nonexempt employee, your immediate supervisor, in accordance with the operational needs of the clinic, will schedule your hours of work. During the work day, you will be allowed a one hour unpaid lunch break. Two fifteen-minute breaks are allowed on an eight-hour shift and must be scheduled through your supervisor.

It is the responsibility of the employee to notify his or her supervisor if illness or family emergency necessitates an unplanned absence from work. A minimum notice of 30 minutes prior to the beginning of their work shift is required and longer notice is preferred and appreciated. Good and sufficient reason must be provided for any tardiness or absence.

Pay Periods

Pay periods are every two weeks. Paychecks will be distributed to employees by 2:00 pm on the designated days. Hourly **employees must sign in and out on a daily basis using their time card**. Employees who are found to be violating this policy will be subject to disciplinary action. All employees must complete a Personal Time Off form for any Personal Time Off taken during the applicable payroll period. PTO forms must be submitted prior to the end of the payroll period in order to be processed in a timely manner. Time sheets are considered legal documents. Any employee found falsifying a time sheet will be terminated.

Release of Paychecks

There may be occasions when an employee wants someone to pick up his or her paycheck. The Pine Eagle Clinic will not release a paycheck without a written authorization from the employee identifying the person who will be picking up the check. If you wish to authorize the release of your check to someone, request an Authorization to Release Check Form from the payroll clerk.

Salary Ranges and Adjustments

Pay Scale:

It is the policy of the PEHPC to follow the Federal Wage Law guidelines as much as possible and to do extensive research with other clinic's, such as ours, and the pay scales of the immediate surrounding area in order to be fair to each employee. At any time an employee feels their pay is not adequate, they can petition the Board to instruct the policy committee to reevaluate. If the committee finds the clinic standards are below average, the scales will be rewritten and brought to a public meeting for the Board to review and vote upon. An employee can also do their own research and bring the information to the Board at the time they are requesting a review. The

information must have exact reference to a clinic such as ours, or any Doctor's office in Baker City or La Grande area. Addresses and phone numbers are also required in order for the policy committee to follow up on.

Pay scales will be set by the Board.

Bonus Adjustments:

The Pine Eagle Health Planning Committee reserves the right to implement a bonus program at the Board's discretion.

Personal Time Off

Full Time Employees: Qualified Full Time employees are those employees working 32 or more hours per week.

Part Time Employees: Qualified part-time employees are those employees working less than 32 hours per week but at least 20 or more hours per week.

Qualified Employees are those employees who have met the probationary requirements as outlined in the Employee Handbook, Section 5.

Personal Time Off can be carried over from year-to-year, but can only accrue up to a maximum of amount of 32 hours for full-time employees and 24 hours for part-time employees.

PTO may be cashed out at termination of employment. It will be paid at the final hourly rate of pay earned per hour of PTO.

PTO Accrual Rates

For full-time employees, PTO will accrue at 1.23 hours per pay period based upon a biweekly pay system. ($1.231 \text{ hrs} \times 26 \text{ pay periods} = 32 \text{ hours of PTO}$).

For Part- time employees, PTO will accrue at .92 hours per pay period based upon a biweekly pay system. ($.924 \text{ hrs} \times 26 \text{ pay periods} = 24 \text{ hours of PTO}$).

Compensatory Time & Overtime

All non-exempt employees of the Clinic are eligible for overtime compensation according to the Fair Labor Standards Act. Employees who qualify as administrative executives or professional employees within the meaning of the state and federal wage and hour laws are exempt from overtime pay and are not subject to this policy.

All non-exempt employees will be compensated for straight time and overtime work on the basis of a forty-hour week. The normal workweek begins at 12:00 a.m. on Sunday and ends the

following Saturday at 11:59 p.m. Employees will receive overtime compensation of one and one-half times their regular rate of pay for any hours worked in excess of forty hours per week.

The employee's supervisor must approve all overtime worked by a non-exempt employee in advance. Unauthorized overtime is against clinic policy. Employees who work unauthorized overtime will be paid for the overtime but are subject to disciplinary action up to and including termination. Upon approval of overtime hours by a supervisor, the supervisor must complete an overtime approval form.

Employees must work over forty hours in a week in order to be compensated for overtime. Holiday, vacation, jury duty, military leave, and sick time hours, etc. cannot be counted as hours worked in computing overtime.

SECTION 7: EMPLOYEE BENEFITS

Medical Insurance

All full-time employees who are regularly scheduled to work at least thirty-two (32) hours per week are eligible to participate in the group insurance programs as long as they meet the eligibility requirements. Coverage begins the first of the month following their ninety (90) day probationary period. The Pine Eagle Clinic will pay 50% of the health insurance premium for qualified full time employees until July 31, 2009, at which time this policy will be reviewed.

In addition, employees hired for more than 32 hours per week, can use clinic services up to \$500 per year, part time employees are entitled to \$250 per year. If the employee has insurance, their insurance is to be billed to satisfy their deductible. Any balance, not paid by insurance will be written off to an adjustment account designated for employee benefits. Prescription discounts are under the directions of Red Cross Drug.

Coverage While on Leave of Absence

The Pine Eagle Clinic will continue to pay its portion for employee coverage while an employee is on paid leave of absence. In addition, the Clinic will continue its portion of employee coverage while an eligible employee is on family medical leave. Employees on unpaid leave of absence (excluding family medical leave) can continue group insurance coverage through self-payment of the required premiums.

Workers Compensation

Employees are covered under workers compensation insurance according to state and federal requirements. Deductions for the employee's share of the workers compensation premium will be withheld as prescribed by law from the employee's paycheck.

In the case of an on-the job injury, in conjunction with the employee's medical provider, the employer will determine whether the employee can perform the essential functions of the job, with or without reasonable accommodation, and whether s/he can work without posing a direct threat. If an employee can no longer perform the essential functions of his or her original position, even with reasonable accommodation, and no other position is vacant, the employer is not required to create a new position or bump another worker to reassign the disabled employee.

SECTION 8: VACATION AND SICK LEAVE

The Personal Time Off (PTO) leave includes all vacation, holidays, bereavement leave, and sick leave hours.

Leave hours cannot be used for time off until after 90 days of continuous employment.

Other Vacation and Sick Leave Provisions

Personal Time Off will be paid at the employees' hourly base rate of pay. PTO hours may not be used to increase your paycheck beyond the number of hours for which an employee is normally scheduled to work and be paid.

Request Time in Advance

Except in cases of illness or personal emergency, requests for time off must be made in advance and must have management approval. Approval will be subject to your supervisor's discretion, after considering departmental staffing needs, other employee absences, and/or other business factors.

Cash Out At Termination

Accrued Personal Time Off (PTO) may be cashed out at termination of employment. It will be paid at the final hourly rate of pay earned per hour of PTO.

Recognized Holidays

The Pine Eagle Clinic will be closed on the following six (6) holidays. Staff will not report to work and will not be paid for these holidays. Recognized holidays:

January 1st
May

New Year's Day
Memorial Day (Last Monday of the month)

July 4th	Independence Day
September	Labor Day (1 st Monday of the month)
November	Thanksgiving Day (Last Thursday.. of the month)
December 25 th	Christmas Day

SECTION 9: LEAVES OF ABSENCE

Educational Leave

Paid leave may be granted at the discretion of the supervisor for staff education and training not required by the organization as budgeted dollars are available. All training required by the organization is considered part of normal working hours.

Jury Duty

Employees shall be permitted absences for jury duty as required by law. Time absent on jury duty will be considered an unpaid leave of absence. Employees should notify their supervisor when they may need to be absent for jury duty.

Emergency Responders

If an employee is a member of any Emergency Response Team (such as Ambulance or Fire Department) time taken off from their clinic duties, when no other responder is available, will be considered paid time off. The compensated time will be only the time missed during working hours and not for the total time of the emergency call.

Military Leave

Military Leave will be granted in accordance with the law. Your position, or a position of similar classification and pay, will be restored to you if you were involuntarily activated into the armed services and you report back to work within forty-five days of release from military service and present proof of honorable discharge.

The clinic will allow time for military reserve training in accordance with applicable law. You may elect to use accrued personal time off or leave without pay.

Personal Leave of Absence (LWOP)

A request for leave of absence for reasons other than those named above will be granted if your services can be spared or a temporary replacement can be found. A request for personal leave of absence must be submitted at a minimum two weeks prior to the time the employee wishes to take the leave. The Board Directors must approve a request for a personal leave of absence. The employer will guarantee your re-employment in the same job or comparable job if the leave is one

month or less. Every attempt will be made to re-employ you after leave. However, when leave is greater than one month the employer cannot guarantee re-employment.

Leave without pay (LWOP) will be granted sparingly and only in cases where the value to the clinic, the public good, or the needs of the employee are sufficient to offset the administrative inconvenience and the cost of granting the leave without pay. Examples of situations where leave without pay may be considered are: educational purpose; absence due to personal circumstances, such as serious family illness or misfortune which requires the employee's presence; to recover from illnesses or disability not of a permanent nature and; military leave. LWOP begins when employee's personal time off (PTO) runs out.

Personal time off does not accrue during inactive status. You may continue your group health insurance provided you make the premium payments by the first of each month you are gone. Premium payments will be prorated according to hours worked.

SECTION 10: JOB-RELATED EXPENSES

Travel

Employee travel must be approved in advance by the supervisor or the Board of Directors. Employees are to exercise reasonable judgment in incurring travel expenses on official business. Excessive or unnecessary expenses are not to be approved or reimbursed. The number of personnel attending meetings is to be the minimum necessary with the benefit to be derived there from. The itinerary is to be planned to eliminate unnecessary travel; whenever possible, two or more employees are to travel in one vehicle.

Before placing an employee on travel status, a determination is to be made regarding the most economical method for reimbursement. For definition purposes, "in state" travel means travel within the state of Oregon or no farther than 200 miles from Halfway. "Out of state" includes travel anywhere else. High cost locations are specific cities or areas that are afforded additional daily costs. All transportation by air is to be by tourist class or least expensive advance class fares. Exceptions are to be approved by the Board in advance of travel.

Exact time, including A.M. or P.M. designation, of departure and return is to be indicated on the travel request.

Travel Expenses

All planned expenses should be approved in advance by the supervisor or the Board of Directors. Employees are expected to keep receipts for all reimbursement requests.

Reimbursable transportation expenses include all necessary official travel on railroads, airlines, ships, buses, private automobiles, rental vehicles and other usual means of conveyance. Transportation costs between home and work is a personal obligation and is not reimbursable by the organization.

Miscellaneous travel expenses essential to the transaction of business are reimbursable to the employee. Expenses should be planned in advance where possible and receipts are required.

Alcoholic beverages will not be reimbursed.

Mileage

Mileage will be reimbursed at the Federal rate in effect at the time the travel is taken.

SECTION 11: HEALTH AND SAFETY

Safety Policy

Pine Eagle Clinic is committed to providing a safe, clean and healthy place to work. Employees are required to cooperate by wearing any required safety apparel, keeping their work areas neat and clean, and observing safe practices.

Accidents

Any on-the-job injury must be brought to the attention of your supervisor immediately. You are also required to report any work-related illnesses or injury immediately.

Even though a work related injury or illness might appear to be minor, it is important that it be reported in enough detail to make sure all the facts are known. If you are injured at work, you are required to complete and submit an accident report to your supervisor within 24 hours and cooperate with Pine Eagle Clinic in its investigation. A failure to complete appropriate paperwork or cooperate could lead to disciplinary action.

Infectious Disease Policy

Pine Eagle Clinic will not discriminate against staff or clients with infectious diseases, including HIV infection. We will comply with state, local and federal laws. Employees are required to comply with all health and safety regulations regarding infectious diseases.

Smoking Policy

In keeping with Pine Eagle Clinic's commitment to provide a safe and healthful work environment, smoking is prohibited in all Pine Eagle Clinic facilities and vehicles, and the waiting area outside the clinic. This policy applies equally to employees, clients, patients and visitors.

Employee Health Care

Employees and their families who choose to use Pine Eagle Clinic will be required to comply with all regular patient procedures. This includes scheduling an appointment, providing all information requested including the taking of vital signs, completion of any necessary patient information forms, etc. Employees and their families who elect this option must follow the direction and guidance of their physician and/or mid-level provider. Questions about treatment must be addressed directly to the provider. If a question is unresolved, the normal patient grievance procedure must be used.

Employee health care will not be given on an informal basis. Employees are not to use their position in Pine Eagle Clinic to obtain a short cut to health care services or to second-guess the judgment of a provider. Employees and their families receiving health care services through Pine Eagle Clinic are asked to use extra care, follow all normal patient procedures, and respect the requirement of confidentiality in the provision of medical services.

Drug-free Workplace Policy

The Pine Eagle Clinic considers its employees to be its most valuable asset and is concerned about their safety, health and well being. The Pine Eagle Clinic recognizes that misuse of alcohol and other drugs is a pervasive problem in our society in general and that problems with substance abuse exist in our community. This policy on alcohol and other drug use applies to all employees. The purpose of the policy is to prevent drug or alcohol use that adversely affects job performance and/or the working environment.

The Pine Eagle Clinic intends to establish a safe and healthy workplace for all employees by:

- Identifying job performance problems at the earliest possible time.
- Increasing employee awareness of the dangers of drug use and abuse.
- Making treatment for chemical dependency, and on-going recovery, accessible to all employees.
- Prohibiting the actual or attempted use, abuse, possession, sale and/or distribution of unauthorized drugs and alcohol on Clinic premises or Clinic time.

Legal Drugs

1. Medications

The use of medically prescribed drugs during working hours is approved, provided there is no medically stated caution preventing the employee from performing his/her job safely and adequately.

2. Prohibited Use of Alcohol

No employee shall be permitted to report to work or continue to perform work while under the influence of alcohol. Any employee reporting to work so affected or engaging in the use of alcohol beverages on Clinic premises or on official business is subject to corrective action or discipline, up to and including discharge.

3. Sale, Purchase, or Transfer

Any employee attempting to or actually selling, purchasing or transferring legal drugs on Clinic premises or while on Clinic business in violation of Oregon State or federal law is subject to corrective action up to and including discharge. This does not apply to our cooperative arrangement with local pharmacies (currently Red Cross United Drug of La Grande).

Illegal Drugs

Illegal drugs and substances include:

- Drugs which are not legally obtainable,
- Drugs which are legally obtainable, but have been obtained illegally.

The actual or attempted possession, use, sale, purchase, or transfer of illegal drugs, as defined above, by employees at the work site or while on Clinic business is prohibited. The prohibition applies to any and all forms of controlled substances as outlined by law.

Any employee engaging in the sale or attempted sale of illegal drugs on Clinic premises or while on Clinic business will be discharged immediately and may be referred to law enforcement authorities.

Any employee possessing or attempting to possess, purchase, transfer or use illegal drugs on Clinic premises or while on Clinic business is subject to corrective action, up to and including discharge.

Drug Testing

The Pine Eagle Clinic reserves the right to require employees to submit to a drug or alcohol test in the following instances:

1. Reasonable cause: Where the Clinic has reasonable grounds to believe that an employee is under the influence of an alcoholic intoxicant or has controlled substances present in the body, Clinic may require the employee immediately submit to a field impairment, blood, urine, or breathalyzer test. Testing will be done at an appropriate collection site and a supervisor or a designated individual will transport the employee to the testing site.
2. Post-accident testing: All employees who are involved in a personal injury or property damage accident on work time may be required to submit to a urine test for the detection of drugs. In addition, if there is reasonable cause for believing an employee involved in an accident had alcohol in his or her system at the time of the accident, the Clinic may require the employee to submit to a blood sample for the detection of alcohol.

Any employee who refuses to cooperate in any aspect of the drug testing process described in this policy shall be subject to disciplinary measures up to and including termination.

If the blood or urine test results are positive, the Clinic will instruct the laboratory to conduct a confirmation test and require the laboratory to retain the sample for a period of at least 10 calendar days for the purpose of allowing the employee to conduct an independent test on the same sample. Any employee who questions the positive test result should submit a written request to the laboratory within 10 days of the original sample being taken in order for the independent confirmation test to take place. The employee is responsible for scheduling and paying for the independent confirmation test.

If the original test results are negative, the employee will not be disciplined under this policy. Depending upon the circumstances, the employee may still face discipline for violating another Clinic policy.

Social Activities

All Clinic employees are required to obey federal, state and local laws regarding the possession and use of alcoholic beverages. At any organization sponsored social event where alcoholic beverages are served, employees are personally responsible for monitoring their own consumption and for using public transportation or a designated driver.

Company Position on Alcohol and Other Drug Problems

The Pine Eagle Clinic endorses rehabilitation for employees diagnosed or self-identified or drug dependent. The Clinic recognizes chemical dependency as a progressive disease having behavioral, psychological, social and medical symptoms. The Clinic also believes that in most instances, chemical dependencies can be treated successfully.

SECTION 12: STANDARDS OF CONDUCT

The following procedures are generally utilized with respect to discipline. It is the established policy of the Pine Eagle Clinic that any conduct, in its view, that interferes with or adversely affects employment is sufficient grounds for disciplinary actions ranging from verbal warnings to immediate discharge. Furthermore, discipline may occur for any violation, of the contents of the employee handbook. Depending on the conduct, the following disciplinary may be taken:

1. Verbal Warning
2. Written Warning(s) with a 90 day probation
3. Discharge

Incidents that are serious and may be cause for immediate termination without benefit of previous warnings include, but are not limited to, the following:

1. Consumption of alcohol or non-prescribed use of controlled substances during working hours.
2. Reporting to work under the influence of alcohol or non-prescribed controlled substances.
3. Failure to renew professional license before expiration date.
4. Discourtesy or rudeness that would affect the clinic's good will.
5. Disclosure of patient or other confidential information.
6. Theft of property belonging to the clinic, another employee, visitor, or patient.
7. Deliberate falsification of patient records or time cards.
8. Malicious and intentional acts resulting in injury to another while on clinic premises.
9. Intentional damage to clinic property or equipment.
10. Insubordination (refusal to carry out instructions of supervisor).
11. Absence without permission or notification.
12. Failure to return from leave of absence or vacation without notification.
13. Walking off the job without permission during working hours.
14. Falsification of employment application.
15. Repeated poor job performance

Complaints of unfair treatment concerning any disciplinary action should be processed through the Clinic's grievance procedure as stated in the policy book.

Nothing stated in this policy waives or abridges the "at-will" employment relationship that exists between the employee and the Clinic. Either party can sever the employment relationship at any time, with or without notice, with or without reason.

SECTION 13: TERMINATION OR SEPARATION FROM EMPLOYMENT

Resignation

Resignation is initiated by the employee and is an end to the employment. Professional and supervisory employees are requested to give a minimum of one (1) month notice and preferably two months notice to allow for a replacement search. Other employees are expected to give two weeks advance notice to allow for replacement search. The Pine Eagle Health Planning Committee Board may elect to accept an employee's resignation effective immediately.

If an employee resigns with notice of at least 48 hours, the final paycheck will be prepared and available on the final day worked, unless the last day falls on a weekend or holiday. In that case the check will be available on the next business day.

If an employee resigns with less than 48 hours notice, the final paycheck will be available within five days, excluding weekends and holidays, or on the next regular payday, whichever comes first.

Discharge

Discharge is termination initiated by The Pine Eagle Clinic and approved by the PEHPC Board. Discharged employees are entitled to all pay earned through the time of discharge including payroll and accrued personal time off. The employee's final paycheck will be available no later than the end of the first business day after the discharge.

Reduction in Workforce

As a result of general business conditions, including, but not limited to, financial and operational needs, a decrease in funding, lack of work, or program reorganization, it may become necessary to reduce the number of employees or hours scheduled for each employee. Determination of staff reductions shall be based on ability to perform the remaining work and longevity. Final decision lies with the Board. If an employee must be terminated, the organization will give that employee two weeks notice, or pay in lieu thereof, unless budgetary restrictions require less notice.

SECTION 14: GRIEVANCE PROCEDURE

Complaints will be resolved in the following manner.

1. Staff should first try to resolve an issue with his/hers Supervisor.
2. If the Clinic Provider is having a problem, they should try to resolve the issue with the Medical Director.
3. If a staff member or Provider contacts someone on the Board first, the Board member must notify the appropriate person designated in item #1 or #2 to resolve the issue first.
4. If not satisfied with results, the Provider or staff member may file a written grievance with the Board within 30 days of the first attempt to resolve the problem. The written grievance should include a description of the complaint, the date it was first discussed for resolution, a statement of adverse affect this problem is causing, and the complainant's signature.
5. Within ten days of receipt of written complaint, the Chairperson will appoint a Board member(s) to investigate the grievance. The Board member(s) will discuss the issue with all parties and resolve the problem, if possible. The Board member(s) will report back to the Board at the next meeting or to the Chairperson, if action needs to be taken before then.
6. No minutes will be kept of the grievance or the investigation. The grievance and its resolution will be kept confidential.
7. A majority opinion of the Board shall be the final arbitration of the grievance.

SECTION 15: EMPLOYEE HANDBOOK ACKNOWLEDGEMENT OF RECEIPT

I acknowledge that I have received a copy of the Employee Handbook of the Pine Eagle Clinic. I have had the opportunity to review the handbook and ask any questions I may have.

I understand that the Pine Eagle Clinic reserves all rights necessary to the efficient and orderly management of its business. I also understand that my employment is at-will and that the Clinic can end my employment at any time for any reason not prohibited by law and that I can end my employment at any time. I also understand that this Handbook is intended as a guideline to the practices of the Clinic and is not a contract. I recognize that it may become necessary for the Clinic to change this Handbook and its policies from time to time, as it deems necessary for the management of its business.

Employee's Printed Name

Position

Employee's Signature

Date

Supervisor's Signature

Date